



Quality Culture Survey

Date: _____

Key

- 0= No awareness or activity in this area
- 1= Awareness and discussion
- 2= Implementation in some areas
- 3= Implementation across the organization
- 4= Implementation and ongoing evaluation

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 Awareness and discussion
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 Implementation across the organization
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	0	1	2	3	4
Quality improvement is a priority within your organization:	0	1	2	3	4
Quality improvement is part of the organizational strategic plan.					
Education on quality improvement is provided to all staff.					
A Quality Improvement Plan is in place.					
Quality improvement tools are used by staff.					
Management supports quality improvement and positive engagement:	0	1	2	3	4
Senior management is supportive of quality improvement activities.					
Middle managers/supervisors are supportive of quality improvement activities.					
Quality is part of the routine agenda in staff meetings.					
Managers and supervisors use quality improvement tools to improve processes.					
Staff are involved with quality improvement and strategic plan initiatives.					
Audits and performance reviews:	0	1	2	3	4
Routine processes are in place for the collection and reporting of data, <i>such as counting daily work processes, # inspections, # calls, # reports, etc.</i>					
Systems are in place for regular review of performance against standards, targets, or benchmarks. <i>eg. Managers review with staff their monthly reports on performance measures</i>					
There are multidisciplinary forums for discussion of audit and quality outcomes, <i>such as All-staff meetings, programmatic meetings, lunch & learn, brainstorming sessions, strategic planning, QI meetings.</i>					
Systems of accountability (<i>QI Plan & Performance Management Plan</i>) are in place for the implementation of quality improvement recommendations from audits, customer satisfaction surveys, data analysis, employee satisfaction surveys, self-assessments.					
Quality improvement processes:	0	1	2	3	4
There are appointed staff who are responsible for quality improvement.					
Accreditation by an appropriate accreditation agency (<i>Missouri Institute for Community Health-MICH or Public Health Accreditation Board-PHAB</i>) is in place.					
There is an established quality meeting or multidisciplinary meeting where quality outcomes are reviewed and discussed. <i>eg. QI Project Team meetings, All-staff meetings.</i>					

Revised 5/30/14

Adapted from:

<http://www.caresearch.com.au/caresearch/Portals/0/Documents/NSAP/Quality%20Culture%20assessment%20tool.pdf>