

Barriers to a Quality Culture

10/29/13



High staff turnover No employee incentives No employee orientation Outdated job descriptions Employees not trained in performance management Employees not trained in No targeted training quality improvement tools No personal professional Q_I tools forleadership development plans Performance Need more partnerships Limited staffing m_{anagement} Change management Low morale

Materials

Software Programs are outdated Survey software Accounting software Payroll/HR software No Performance Management Plan Website needs updated No Workforce Development Plan Limited funds for QI Existing policies need Limited fund for training reviewed/updated No Quality Improvement Plan Limited funds for technical assistance

Windows

Environment

No analysis of our No DOH signage No Quality Improvement quality culture Steering Committee No analysis of our customer satisfaction No self assessments of our Need better performance) performance management system measures/targets No employee satisfaction No assessment of Core survey analysis Competencies for phy Professionals Need improved communications No training log & marketing ourselves

Methods

PHAB standards not being met County rankings high Domain 8 Chronic Diseases Domain 9 5/15 Environmental PH standards not being met Food Program standards

Standards