



City of St. Louis Department of Health  
**Results of Quality Culture Survey**  
 Given to employees on 5/11/15

	QI part of strategic plan	Education on QI to all staff	QI policies in place	QI processes in place	Sr Mgt supportive of QI	Supervisors supportive of QI	QI part of staff meetings	QI tools used	Staff involved in QI and Strategic Plan initiatives	Policies in place for data collection & reporting	Performance regularly compared to standards/benchmarks	Forums for discussion of audits and outcomes	Accountability systems in place	Appointed staff for QI	Accreditation by appropriate agency in place	Meetings where Quality outcomes are reviewed
<b>4/4/13 Before Meeting</b> (101 surveys received)	1.6	1.5	1.4	1.4	1.6	1.5	1.5	1.3	1.3	1.8	1.8	1.4	1.4	1.6	1.8	1.2
<b>4/4/13 After Meeting</b> (75 surveys received)	2.3	2.0	2.0	2.0	2.3	2.1	1.9	1.9	1.8	2.0	2.1	2.0	1.9	2.0	2.2	2.0
<b>5/20/14</b> (83 surveys received)	2.5	2.5	2.3	2.4	2.4	2.3	2	2	2.1	2.4	2.3	2	2	2.5	2.2	2.2
<b>10/28/14</b> (78 Surveys received)	2.4	2.7	2.6	2.3	2.5	2.4	2.1	2.2	2.2	2.2	2.1	2.2	2.1	2.5	2.3	2.3
<b>5/11/15</b> (46 Surveys received)	3.1	3.0	3.1	2.9	3.1	3.0	2.7	2.8	2.8	2.9	2.9	3.0	3.0	3.1	2.9	3.0
Difference since last survey	0.7	0.3	0.5	0.6	0.6	0.6	0.6	0.6	0.6	0.7	0.8	0.8	0.9	0.6	0.6	0.7
% Change since last survey	29.5%	11.9%	20.5%	24.8%	22.6%	23.2%	29.4%	26.3%	25.5%	33.4%	38.7%	34.4%	41.8%	23.5%	25.6%	28.5%
Difference since initial survey	1.5	1.5	1.7	1.5	1.5	1.5	1.2	1.5	1.5	1.1	1.1	1.6	1.6	1.5	1.1	1.8
% Change since initial survey	94.3%	101.4%	123.8%	105.0%	91.6%	97.1%	81.2%	113.7%	112.4%	63.0%	61.8%	111.2%	112.7%	92.9%	60.5%	146.4%

**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

2.9 Average score with 4 being the highest

Total Average % Change since last survey: 27.5%

Total Average % Change since initial survey: 98.1%

