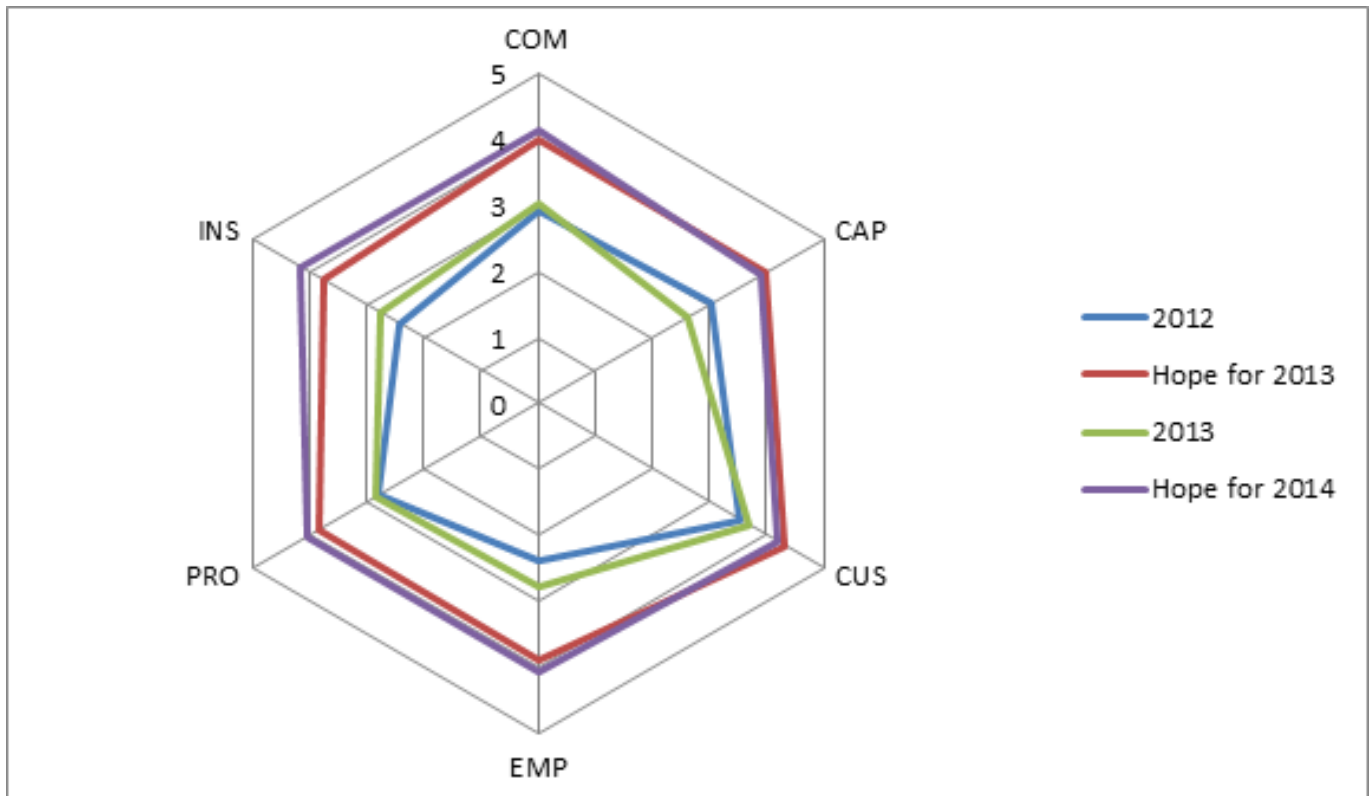


Creating a Culture of Quality 2012-2013

Salt Lake County Health Department

	2012	2013
Middle Management Responses	37	28
Upper Management Responses	18	19

Middle Management	Commitment	Capability	Customer Focus	Empowerment	Process Focus	Institutional
2012	2.92	3.05	3.54	2.38	2.78	2.41
Hope In 1 Year	4.00	4.00	4.30	3.89	3.84	3.75
Difference	1.08	0.95	0.76	1.51	1.05	1.34
2013	3.02	2.62	3.68	2.76	2.85	2.77
Hope In 1 Year	4.13	3.91	4.18	4.05	4.05	4.14
Difference	1.11	1.29	0.5	1.29	1.2	1.37
Change 2012-13	3.4%	-14.1%	4.0%	16.0%	2.5%	14.9%



Upper Management	Commitment	Capability	Customer Focus	Empowerment	Process Focus	Institutional
Now	3.00	2.50	3.28	2.33	2.28	2.11
In 1 Year	3.89	3.50	3.94	3.22	3.39	3.22
Difference	0.89	1.00	0.67	0.89	1.11	1.11
2013	3.70	3.43	3.90	3.32	3.40	3.35
Hope In 1 Year	4.25	4.12	4.45	4.13	4.17	4.18
Difference	0.55	0.69	0.55	0.81	0.77	0.83
UM Change 2012-13	23.3%	37.2%	18.9%	42.5%	49.1%	58.8%
MM Change 2012-13	3.4%	-14.1%	4.0%	16.0%	2.5%	14.9%

