

Assessing and Building a Culture of Quality Improvement in Your Agency

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Building A Quality Culture

- It takes more than a clever catch phrase
 - “Quality Is Job 1”
 - “Everything We Do Is Quality”
 - “Everything can be improved”
 - “When you're out of quality, you're out of business”

Building A Quality Culture

- What does it take?
 - Use the QI tools in daily operations
 - Be open to feedback
 - Empower others
 - Improvement is aligned to strategy
 - Instill urgency
 - Process focus
- Above all else be visible, be passionate, and be consistent

What Is A Culture?

- Culture generally refers to patterns of human activity and the symbolic structures that give such activities significance and importance.
- Cultures can be understood as systems of symbols and meanings that lack fixed boundaries, that are constantly in flux, and that interact and compete with one another

Source: Wikipedia, the free encyclopedia

Culture

- Culture is what holds an organization's DNA together
- It helps define its personality and explain its performance
- “It is how we do things around here”

Culture

- Difficult to define and very elusive but you know that culture exists within your team or your organization
- It's that ethereal something that hangs in the air and influences how work gets done
- It determines the overall mood of the workplace

Indicators of an Organization's Culture

- Rituals and Routines
- Symbols
- Power Structures
- Organizational Structures
- Control Systems
- Stories

Source: Wikipedia, the free encyclopedia

Exercise: What Is Your Quality Culture?

Rituals	Symbols	Power Structures	Org. Structures	Control Systems	Stories	Top Three and How To Overcome Them

Quality Culture

- Building a quality culture is not an easy task
- Developing a focus on quality seems very easy but it really is not a straightforward thing to achieve
- Organizations spend years of efforts and budget to achieve the goal

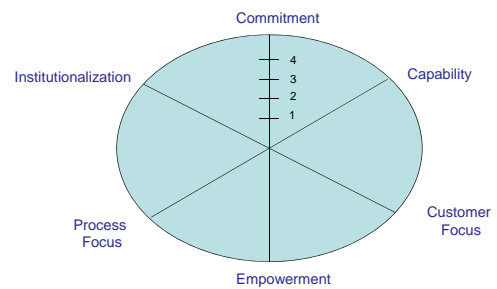
What Are The Ingredients of a Quality Culture

- Commitment
- Capability
- Understanding of Customer Expectations
- Empowerment
- Process Focus
- Institutionalization

Rating Your Current Quality Culture Exercise

- Using the six ingredients of a quality culture rate where your organization is today and indicate why
- Indicate where you think the organization will be at this time next year and why
- List the top three barriers that are preventing you from having a culture of quality

Rating Your Current Quality Culture



Rating Scale

- 0 – nothing in place
- 1 – just getting started
- 2 – moving in the right direction
- 3 – adequate; have made good progress over the last year
- 4 – very good performance; plans in place to expand the QI program throughout the organization
- 5 – we have institutionalized QI

Rating Your Current Quality Culture

- Next Step – where do you think you will be next year at this time?
- Use the same rating scale

Rating Your Current Quality Culture

- Debrief

Quality Culture

- A culture of collective accountability focused on our customer

Change Management

Remember One Thing -



DON'T EVER GIVE UP!

Thank you for your time and attention

Questions?