

# Performance Driven Culture Readiness Assessment

This tool was developed to assess organizational readiness to be Performance Driven, with a focus on the cultural elements that support heightened accountability. Please bring the Leadership Team together to respond to the questions collectively as the discussion that ensues will support the determination of next steps in enhancing the organizations' Performance Driven Culture.

Readiness Item	Not at all True					Very True
<b>Corporate Policy</b>						
There is a corporate policy (documentation) in place that reflects the value of performance driven leadership and the importance of continuously learning and improving	1	2	3	4	5	
The policy is embraced as a shared vision by all leadership	1	2	3	4	5	
<b>Leadership Values</b>						
Leadership values data & information and routinely talks about agency performance	1	2	3	4	5	
Leadership is willing to conduct authentic agency program and service assessments using internal and/or external resources	1	2	3	4	5	
Leadership is always willing to take a "deeper dive" to better understand the meaning of the information	1	2	3	4	5	
Performance is an acceptable topic to talk about (discuss) at the staff, management and board levels of the organization	1	2	3	4	5	
Agency performance is reported out and discussed during board meetings	1	2	3	4	5	
Accountability for continuous improvement exists at all levels of the organization	1	2	3	4	5	
<b>Performance Dashboard</b>						
Agency Performance Dashboard exists, is maintained and reviewed on a regular basis	1	2	3	4	5	
Dashboard covers all areas of performance; financial, quality (fidelity to practice model), service impact, client satisfaction, payer satisfaction feedback	1	2	3	4	5	
Opportunities for improvement are identified in the analysis with clear expectation of follow up	1	2	3	4	5	
Measures are added (or removed) as requirements change	1	2	3	4	5	

<b>Human Resources</b>					
Job descriptions reflect expectation of measurement and continuous improvement to assure best possible performance	1	2	3	4	5
Performance Appraisals incorporate aspects of measurable performance for staff members as well as management	1	2	3	4	5
Professional development driven by identified areas for improvement	1	2	3	4	5
Multiple forms of recognition exist and are tied to exceptional based practices	1	2	3	4	5
<b>Continuous Learning</b>					
The agency invests in learning/training at all levels of the organization	1	2	3	4	5
Continuous transformation is encouraged during trainings	1	2	3	4	5
Ongoing research takes place to identify evidence based practices	1	2	3	4	5
Investments are made in innovation	1	2	3	4	5
<b>Communication</b>					
Exceptional communication is routinely taking place across all areas of the organization	1	2	3	4	5
Staff members see and hear leadership talk about and act in a manner consistent with the agency values	1	2	3	4	5
Staff members are routinely given the opportunity to ask questions and share their thoughts about the work of the organization	1	2	3	4	5
Both good news and bad news is shared and discussed	1	2	3	4	5
Each staff members knows and supports the Agency Value Proposition and Values	1	2	3	4	5
<b>Collaboration</b>					
A work culture exists where joint communication and decision making among all members of the healthcare team is the norm	1	2	3	4	5
The work of the organization exhibits system thinking and team learning	1	2	3	4	5
The work culture recognizes mutual interdependency (clinical, financial, quality, training, etc.)	1	2	3	4	5
The culture is just; supporting fair, equal and consistent approaches to variances in care	1	2	3	4	5
The culture promotes a safe/fear-free environment	1	2	3	4	5