

# A ROAD MAP TO IMPROVE QUALITY CULTURE

This poster provides a road map for following:

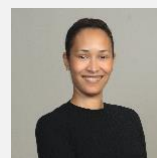
- ✓ Models of Action for Change Implementation
- ✓ Ways to Assess Your Workforce and Shift Your Quality Culture

## Workplace Culture

Workplace Culture is described as how things are done within your company<sup>1</sup>. This includes workload structuring, how employees relate to each other, and mission fulfillment.

As culture strengthens, team members respond decisively and appropriately to situations. Employees are also confident in rewards as they live out the organization values.

When applied to 'Quality', there is autonomy for each company to create a subjective definition. A practical interpretation<sup>2</sup> includes the validity of a product or service to perform as intended, without defect.



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## Plan, Do, Study, Act

Healthcare and adjacent groups do well to utilize this model of action prior to endeavors<sup>3</sup>.

- Assessing your current state bolsters efficiency as Culture shifts are developed
- Determine ways to share assessment and/or planning information in a candid manner across your company

Examples of poor Quality Culture include<sup>4</sup>: decision-making that is not evidence-based, lack of transparency and poor information sharing across the organization

### Plan

**Evaluating your product & processes will reveal potential improvement opportunities**

Examine goal achievement, client/customer complaints and number of product defects.

**Other Possible Assessment Methods Include:**

- Client survey outcomes
- Product efficacy and end-user satisfaction rates

### Do

**Adopt specific indicators<sup>5</sup> of current Quality Culture.**

- Define the specific quality measures to be captured
- Consider how the concept will quantitated
- Brainstorm ways to communicate quality indicators performance across the organization or department

### Study

**Proactively anticipate any barriers to changes<sup>6</sup> in Quality Culture**

- Promote team input around ongoing Quality improvements as the paradigm develops
- Advocate for team ownership of Quality Initiatives
- Organizational Leaders should strive to achieve a balance between effective leadership and employee empowerment

### Act

**Determine effectiveness of newly implemented Quality Culture strides.**

- Assess Quality performance over time
- Ascertain the following: were goals met and thresholds maintained?
- Perform a causal analysis as you review supporting factors
- Share the performance data in a readily accessible, transparent manner such an Annual Report or Effectiveness Review
- Continually re-visit the previous stages as your cultural strides solidify



SCAN OUR QR CODE TO DOWNLOAD A PDF AND EASILY REVIEW REFERENCES:

1. 'Workplace culture'... <https://www.shrm.org/resourcesandtools/tools-and-samples/toolkits/pages/understandinganddevelopingorganizationalculture.aspx>
2. 'Practical Interpretation'... <https://asq.org/quality-resources/quality-glossary/q>
3. 'PDSA model'... <https://www.ahrq.gov/health-literacy/improve/precautions/tool2b.html>
4. 'Poor Quality Cultural Indicators' Based on information from Institute of Medicine Committee on Quality Health Care in America, 2001... <https://pubmed.ncbi.nlm.nih.gov/25057539/>
5. 'Designate specific indicators'... [https://qualityindicators.ahrq.gov/Downloads/Resources/Publications/2011/QI\\_Measure\\_Development\\_Implementation\\_Maintenance\\_Retirement\\_Full\\_5-3-11.pdf](https://qualityindicators.ahrq.gov/Downloads/Resources/Publications/2011/QI_Measure_Development_Implementation_Maintenance_Retirement_Full_5-3-11.pdf)
6. 'Anticipate any barriers'... <https://hbr.org/2014/04/creating-a-culture-of-quality>