

# 2019 Culture of Quality Self-Assessment

Phase 1:  
No  
Knowledge  
of QI

Phase 2:  
Not  
Involved  
with QI

Phase 3:  
Informal  
or Ad Hoc  
QI

Phase 4:  
Formal QI  
in Specific  
Areas

Phase 5:  
Formal  
Agency-  
Wide QI

Phase 6:  
Quality  
Culture

## Executive Summary

In 2019, the Erie County Department of Health (ECDH) conducted a Culture of Quality Assessment utilizing the National Association of City and County Health Officials (NACCHO) Organizational Culture of Quality Self-Assessment Tool 2.0. This tool was developed based on the NACCHO Roadmap to a Culture of Quality and rates public health departments on a scale from 1 (No knowledge or awareness of QI) to 6 (QI Culture.)

The tool includes a staff survey as well as a quality improvement (QI) leadership survey. QI leadership includes staff who are current members of the ECDH QI Team and current members of the ECDH Performance Management (PM) Team. There was a 100% response rate of all eligible participants for both the staff survey and the QI leadership survey. Results from both surveys were combined to rate and prioritize the NACCHO Roadmap to a Culture of Quality foundational elements.

The ECDH rated lowest in the "Leadership: Culture" and "QI Infrastructure: Performance Measurement and Use of Data" sub-elements. The "Continuous Quality Improvement: Planning for QI Projects" sub-element was also scored notably low, in an element that would have otherwise been the highest scored in the assessment.

The assessment also identified some topic areas where staff and QI leadership opinions differed greatly. This is particularly visible in sub-elements "Employee Empowerment: Knowledge, Skills and Abilities (KSAs)" and "Leadership: Resources and Structure."

The ECDH scored an overall 4.4 out of 6.0 in the Assessment. This equates to NACCHO Roadmap to a Culture of Quality Phase 4: Formal QI in Specific Areas of the Organization. The ratings were used to select and prioritize transition strategies from the tool. Careful consideration was given to sub-elements that scored lower or had notable gaps between the staff and QI leadership surveys. These transition strategies will be included in the 2019 – 2024 ECDH Quality Improvement Plan and tracked in the VMSG Performance Management Dashboard.

The ECDH plans to employ these transition strategies in an effort to move the Department to a 5.0 rating by the 2020 Culture of Quality Self-Assessment. This rating would equate to NACCHO Roadmap to a Culture of Quality Phase 5: Formal Agency-Wide Quality Improvement.

Find the full 2019 Culture of Quality Self-Assessment report at [ECDH.org](http://ECDH.org)

