

Interpreting the Home Health Quality Culture Survey Database Reports

Statistical Summary Report

1. Table 1 shows the comparison of the home health quality culture survey questions with the identified domain for organizational culture.

Table 1:

Survey Question	Organizational Culture Domain
1) Which of the following best describes how your agency approaches quality improvement and safety?	Improvement Model
2) Which of the following best describes how the agency learns from experience and how it passes on important knowledge and staff expertise?	Organizational Learning
3) Which description best reflects the overall commitment to safety and quality shown by leadership at your agency?	Leadership
4) Which statement best describes your agency's approach to helping people (staff, management and consumers) work together to deliver care?	Teamwork
5) Which of the following best describes how well people communicate, including how open and direct people are as they work together? Consider how direct they are about resolving differences and how well they manage disagreements.	Communication
6) Which of the following best describes your agency's approach to making sure patient care information gets where it is needed, that quality, confidentiality and integrity of information are maintained, and staff and patients are informed in a timely manner?	Information Management
7) Which of the following best describes the role of the patient in care delivery at your agency?	Patient Centered Care
8) Which of the following best describes how care is integrated across disciplines, roles or settings?	Care Coordination

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- The statistical summary report (Table 2) has a mean for each question. A lower score for the mean may identify weaker areas in the agency's organizational culture. The values of a, b, c and d are developmental, each one describing a progressively more sophisticated level of performance.

Table 2:

Home Health Quality Culture Survey

Agency Name: ABC Home Care

Date: 3/21/2006

Staff Completing this Survey: 6

Mgmt:	2	Direct Care:	3	Consulting:		Support:	1	Other:	
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Survey item	Mean	Std Dev	a	b	c	d
1. Which of the following best describes how your agency approaches quality improvement and safety:	2.83	0.41		1	5	
2. Which of the following best describes how the agency learns from experience and how it passes on important knowledge and staff expertise:	2.67	0.82		3	2	1
3. Which description best reflects the overall commitment to safety and quality shown by leadership at your agency:	2.67	0.52		2	4	
4. Which statement best describes your agency's approach to helping people (staff, management, and consumers) work together to deliver care:	2.67	0.82		3	2	1
5. Which of the following best describes how well people communicate, including how open and direct people are as they work together. Consider how direct they are about resolving differences and how well they manage disagreements:	2.33	0.82	1	2	3	
6. Which of the following best describes your agency's approach to making sure patient care information gets where it is needed, that quality, confidentiality and integrity of information are maintained, and staff and patients are informed in a timely manner:	2.67	1.03	1	1	3	1
7. Which of the following best describes the role of the patient in care delivery at your agency:	2.90	0.55		3	3	
8. Which of the following best describes how care is integrated across disciplines, roles, or settings:	2.33	0.82	1	2	3	



- Quality Improvement Organizations should share the results of the survey reports with home health agencies. This may be done in any method that would be meaningful to the agency.
- Agency managers should share the results of the survey with staff and encourage staff discussion to identify a priority area for improvement. Staff should be informed of the lower scores, as well as the higher scores. Referencing Table 2, this agency may agree that both communication (question 5) and care coordination (question 8) are not as strong as other areas, but identify communication as the priority. The staff discussion will identify which specific communication processes need to be the target for improvement (see *Organizational Culture in Home Health: Introduction* and the domain guides for organizational culture improvement).

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- An agency may identify that another domain is the priority, even though it does not have the lowest score on the report. For example, referencing Table 2, staff and management identify that lack of teamwork (question 4) is a more significant issue than communication or care coordination. This can be appropriate, but the staff should still be aware of the survey results.

Response Percent Report

- This report simply shows the percentage response for each question. It is an adjunct to the Statistical Summary Report.

Table 3:

Home Health Quality Culture Survey

Agency Name: ABC Home Care

Date: 3/21/2006

Staff Completing this 6

Mgm.:	2	Direct Care:	3	Consulting:		Support:	1	Other	
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Survey item	Percent of Respondents			
	a	b	c	d
1. Which of the following best describes how your agency approaches quality improvement and safety:		16.67%	83.33%	
2. Which of the following best describes how the agency learns from experience and how it passes on important knowledge and staff expertise:		50.00%	33.33%	16.67%
3. Which description best reflects the overall commitment to safety and quality shown by leadership at your agency:		33.33%	66.67%	
4. Which statement best describes your agency's approach to helping people (staff, management, and consumers) work together to deliver care:		50.00%	33.33%	16.67%
5. Which of the following best describes how well people communicate, including how open and direct people are as they work together. Consider how direct they are about resolving differences and how well they manage disagreements:	16.67%	33.33%	50.00%	
6. Which of the following best describes your agency's approach to making sure patient care information gets where it is needed, that quality, confidentiality and integrity of information are maintained, and staff and patients are informed in a timely manner:	16.67%	16.67%	50.00%	16.67%
7. Which of the following best describes the role of the patient in care delivery at your agency:		50.00%	50.00%	
8. Which of the following best describes how care is integrated across disciplines, roles, or settings:	16.67%	33.33%	50.00%	