

## IMPROVING CHRONIC ILLNESS CARE EVALUATION



### Healthcare Organization Survey for Breakthrough Series (BTS) Team Members

#### **Statement of Confidentiality**

Completion of this survey is voluntary. You may choose to fill out this survey or not. You may skip any question that you do not want to answer. Please understand that your answers are completely private and confidential. Your name will never be attached to the judgments and experiences expressed in this survey. Your responses will be available to researchers on the Improving Chronic Illness Care Evaluation for purposes of aggregate analysis only.

#### **Benefit to You and Your Team**

You have been identified as a member of your organization's Breakthrough Series (BTS) team. By completing this survey you will be contributing to your team's efforts to improve the quality of care for your patients. Aggregate feedback will be provided to you and your colleagues for your use. (No individual will be identified.) Over time, data comparing your results with other participating teams and organizations will be provided for your use in benchmarking and as a tool for helping you improve performance.

If you have any questions or want to know more about this study, please call Will Nicholas at 1-888-838-3075. **PLEASE RETURN THIS SURVEY DIRECTLY TO RAND IN THE ENCLOSED SELF-ADDRESSED ENVELOPE. THANK YOU VERY MUCH FOR YOUR TIME AND PARTICIPATION.**

## A. THE ORGANIZATION AS A WHOLE

**Instructions:** These questions relate to the type of organization that your institution is most like. Each of these items contains four descriptions of healthcare organizations. Please distribute 100 points among the four descriptions depending on how similar the description is to your organization. None of these descriptions is any better than the others; they are just different. For each question, please use all 100 points.

*For example: In question 1, if Organization A seems very similar to mine, B seems somewhat similar, and C and D do not seem similar at all, I might give 70 points to A and the remaining 30 points to B.*

Please note that these questions pertain to the overall organization of which you are a part, not to your individual team or unit .

### Organization Character (Please distribute 100 points)

1. \_\_\_\_\_ Organization A is a very *personal* place. It is a lot like an extended family. People seem to share a lot of themselves. 9-11/
2. \_\_\_\_\_ Organization B is a very *dynamic and entrepreneurial* place. People are willing to stick their necks out and take risks. 12-14/
3. \_\_\_\_\_ Organization C is a very formalized and structured place. Bureaucratic procedures generally govern what people do. 15-17/
4. \_\_\_\_\_ Organization D is very *production oriented*. A major concern is with getting the job done. People aren't very personally involved. 18-20/

---

---

Total = 100 points

### Organization's Managers (Please distribute 100 points)

5. \_\_\_\_\_ Managers in Organization A are *warm and caring*. They seek to develop employees' full potential and act as their mentors or guides. 21-23/
6. \_\_\_\_\_ Managers in Organization B are *risk-takers*. They encourage employees to take risks and be innovative. 24-26/
7. \_\_\_\_\_ Managers in Organization C are *rule-enforcers*. They expect employees to follow established rules, policies, and procedures. 27-29/
8. \_\_\_\_\_ Managers in Organization D are *coordinators and coaches*. They help employees meet the organization's goals and objectives. 30-32/

---

---

Total = 100 points

### Organization Cohesion (Please distribute 100 points)

9. \_\_\_\_\_ The glue that holds Organization A together is *loyalty and tradition*. Commitment to this organization runs high. 33-35/
10. \_\_\_\_\_ The glue that holds Organization B together is *commitment to innovation and development*. There is an emphasis on being first. 36-38/
11. \_\_\_\_\_ The glue that holds Organization C together is *formal rules and policies*. Maintaining a smooth running operation is important here. 39-41/
12. \_\_\_\_\_ The glue that holds Organization D together is the emphasis on *tasks and goal accomplishment*. A production orientation is commonly shared. 42-44/

---

---

Total = 100 points

### Organization Emphases (Please distribute 100 points)

13. \_\_\_\_\_ Organization A emphasizes *human resources*. High cohesion and morale in the organization are important. 45-47/
14. \_\_\_\_\_ Organization B emphasizes *growth and acquiring new resources*. Readiness to meet new challenges is important. 48-50/
15. \_\_\_\_\_ Organization C emphasizes *permanence and stability*. Efficient, smooth operations are important. 51-53/
16. \_\_\_\_\_ Organization D emphasizes *competitive actions and achievement*. Measurable goals are important 54-56/

---

---

Total = 100 points

### Organization Rewards (Please distribute 100 points)

17. \_\_\_\_\_ Organization A distributes its rewards *fairly equally* among its members. It's important that everyone from top to bottom be treated as equally as possible. 57-59/
18. \_\_\_\_\_ Organization B distributes its rewards based on *individual initiative*. Those with innovative ideas and actions are most rewarded. 60-62/
19. \_\_\_\_\_ Organization C distributes its rewards based on *rank*. The higher you are, the more you get. 63-65/
20. \_\_\_\_\_ Organization D distributes its rewards based on the *achievement of objectives*. Individuals who provide leadership and contribute to attaining the organization's goals are rewarded. 66-68/

---

---

Total = 100 points

## B. QUALITY IMPROVEMENT IN THE ORGANIZATION\*

### INSTRUCTIONS

In this section you are asked to assess your organization's efforts to improve the quality of care and services it provides. Please read each statement carefully. Indicate the extent to which you agree or disagree that the statement characterizes your organization by circling the appropriate response (1 = Strongly Disagree, 5 = Strongly Agree). In answering the questions, you should think about what the organization is actually like now, not how you think it might be in the future or how you might wish it to be.

### RESPONSE CATEGORIES

In circling a response, please keep in mind the following general guidelines regarding the choices of response categories:

- Circle **Strongly Agree** when the statement represents a completely accurate description of your ORGANIZATION.
- Circle **Strongly Disagree** when the description is completely inaccurate.
- Circle **Neither Agree Nor Disagree** when you believe the statement is neither a particularly accurate nor a particularly inaccurate description of your ORGANIZATION. This situation may arise because there is wide variation in the activities the statement describes. For example, you might circle neither agree nor disagree when the statement is true of some departments but not of others.
- Circle **Don't Know** if you do not have enough information to answer a question.

### GLOSSARY/SPECIAL INSTRUCTIONS

<b>Organization:</b>	In responding to questions that ask you to make a global judgment about the "organization," please respond based upon your knowledge and experience of the department or area in which you are currently employed, the other departments or areas you come in contact within the course of doing your job, and the information you have on the organization as a whole.
<b>Quality of Care and Services:</b>	<p>Throughout the survey you are asked to make judgments about the "quality of care and services provided." In these questions, "quality of care and services" refers to how well the organization performs the many activities and functions involved in patient care.</p> <p>The term "quality of care and services" is not limited to the technical quality of care provided to patients; "quality of care and services" is a broader, more general category that includes not only the technical quality of care, but also includes how well patient service needs are met.</p>
<b>Senior Executives:</b>	In general, the senior executives have the overall responsibility for the operation and administration of the organization. President (CEO, administrator), senior or other vice presidents, chair or vice chairs of nursing, and medical director are some of the titles held by people who occupy senior executive positions. In some organizations, these employees have the title of associate administrator.
<b>Middle Managers:</b>	Middle managers include department heads and first line supervisors who are not part of the senior executive staff.

\* Used with permission, © Stephen M. Shortell and associates, 1999.

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree Nor Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>Don't Know</b>		
<b>LEADERSHIP</b>								
1.	The senior executives clearly articulate the organization's values relevant to quality of care and continuous quality improvement.	1	2	3	4	5	9	69/
2.	The behavior of the senior executives is consistent with values relevant to quality of care and continuous quality improvement.	1	2	3	4	5	9	70/
3.	The senior executives have demonstrated an ability to manage the changes (e.g., organizational, technological) needed to improve the quality of care and services.	1	2	3	4	5	9	71/
4.	The senior executives act on suggestions to improve the quality of care and services.	1	2	3	4	5	9	72/
5.	The senior executives generate confidence that efforts to improve quality will succeed.	1	2	3	4	5	9	73/
<b>EMPLOYEE INVOLVEMENT IN QUALITY PLANNING</b>								
6.	Staff are involved in developing plans for improving quality.	1	2	3	4	5	9	74/
7.	Non-managerial staff are playing a key role in setting priorities for quality improvement.	1	2	3	4	5	9	75/
8.	Staff have the authority to correct problems in their area when quality standards are not being met.	1	2	3	4	5	9	76/
9.	Staff are supported when they take necessary risks to improve quality.	1	2	3	4	5	9	77/
10.	The organization has an effective system for employees to make suggestions to management on how to improve quality.	1	2	3	4	5	9	78/

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree Nor Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>Don't Know</b>	
--	------------------------------	-----------------	---	--------------	---------------------------	-----------------------	--

**HUMAN RESOURCE UTILIZATION**

11. Staff are given education and training in how to identify and act on quality improvement opportunities.	1	2	3	4	5	9	9/
12. Staff are given education and training in statistical and other quantitative methods that support quality improvement.	1	2	3	4	5	9	10/
13. Staff are given the needed education and training to improve job skills and performance.	1	2	3	4	5	9	11/
14. Staff are rewarded and recognized (e.g., financially and/or otherwise) for improving quality.	1	2	3	4	5	9	12/

**CUSTOMER SATISFACTION**

15. The organization does a good job of assessing current patient needs and expectations.	1	2	3	4	5	9	13/
16. Staff promptly resolve patient complaints.	1	2	3	4	5	9	14/
17. Patients' complaints are studied to identify patterns and prevent the same problems from recurring.	1	2	3	4	5	9	15/
18. The organization uses data from patients to improve services.	1	2	3	4	5	9	16/
19. The organization uses data on customer expectations and/or satisfaction when designing new services.	1	2	3	4	5	9	17/

## C. PERCEPTIONS OF THE CHRONIC CARE COLLABORATIVE

The following statements deal with aspects of the Chronic Care Collaborative. For the following items, indicate the degree to which you **agree** or **disagree** with each statement using the scale below.

	Strongly Disagree	Disagree	Slightly Disagree	Neither Agree Nor Disagree	Slightly Agree	Agree	Strongly Agree	
<b>Exerting effort (e.g., time and resources) will:</b>								
1. help you implement elements of the Chronic Care Model in your organization.	1	2	3	4	5	6	7	18/
<b>Success in implementing elements of the Chronic Care Model will:</b>								
2. help you improve quality of care for patients with chronic illness.	1	2	3	4	5	6	7	19/
3. help you improve patient satisfaction with their care.	1	2	3	4	5	6	7	20/
4. help you improve productivity/efficiency.	1	2	3	4	5	6	7	21/
5. help improve patient clinical outcomes.	1	2	3	4	5	6	7	22/
6. help you involve patients with their own care.	1	2	3	4	5	6	7	23/
7. help improve continuity of care.	1	2	3	4	5	6	7	24/
8. allow you opportunities to use your skills and abilities better.	1	2	3	4	5	6	7	25/
9. help you get recognition (i.e., praise, promotion, etc.) from your superiors.	1	2	3	4	5	6	7	26/
10. help you feel that you have accomplished something worthwhile.	1	2	3	4	5	6	7	27/

	Strongly Disagree	Disagree	Slightly Disagree	Neither Agree Nor Disagree	Slightly Agree	Agree	Strongly Agree	
<b>Exerting effort (e.g., time and resources) will:</b>								
11. help you to adopt the PDSA improvement process.	1	2	3	4	5	6	7	28/
<b>Success in adopting the PDSA improvement process will:</b>								
12. enable your organization to <i>make changes</i> that improve the processes of care.	1	2	3	4	5	6	7	29/
13. enable process changes to be spread to other parts of the organization.	1	2	3	4	5	6	7	30/
14. enable the Breakthrough Series team to gain support for process changes.	1	2	3	4	5	6	7	31/
15. enable your organization to adapt the Chronic Care Model to their needs.	1	2	3	4	5	6	7	32/

**HOW IMPORTANT ARE THE FOLLOWING TO YOU?**

	Not Important	Somewhat Important	Moderately Important	Very Important	Extremely Important	
16. Improving quality of care for patients with chronic illness	1	2	3	4	5	33/
17. Improving patient satisfaction with their care.	1	2	3	4	5	34/
18. Improving productivity/efficiency.	1	2	3	4	5	35/
19. Improving patient clinical outcomes.	1	2	3	4	5	36/
20. Involving patients with their own care.	1	2	3	4	5	37/
21. Improving continuity of care.	1	2	3	4	5	38/
22. Having opportunities to use your skills and abilities better.	1	2	3	4	5	39/
23. Getting recognition (i.e., praise, promotion, etc.) from your superior:	1	2	3	4	5	40/

	Not Important	Somewhat Important	Moderately Important	Very Important	Extremely Important	
24. Feeling that you have accomplished something worthwhile.	1	2	3	4	5	41/
25. <i>Making changes</i> that improve the processes of care.	1	2	3	4	5	42/
26. Spreading process changes to other parts of the organization.	1	2	3	4	5	43/
27. Gaining support for process changes.	1	2	3	4	5	44/
28. Adapting the Chronic Care Model to your organization's needs.	1	2	3	4	5	45/

Using the following response choices, please insert the letter indicating the most likely response if you or any staff member did the following actions.

- A** = the action would usually bring reward or approval by a supervisor/superior.
- B** = the action would probably bring neither approval nor disapproval by a supervisor/superior.
- C** = the action would usually bring admonition or disapproval by a supervisor/superior.
- D** = the action would not be noticed by a supervisor/superior.

_____ 29.	Helping others implement elements of the Chronic Care Model.	46/
_____ 30.	Failing to follow new Chronic Care Model policies and procedures.	47/
_____ 31.	Suggesting new ways in which to implement elements of the Chronic Care Model.	48/
_____ 32.	Failing to make efforts toward Chronic Care Model implementation.	49/

**D. DEMOGRAPHICS**

1. What is your current profession? (please circle one)
- |                                   |                              |        |
|-----------------------------------|------------------------------|--------|
| a) Physician<br>(specialty) _____ | e) Medical Assistant         | 9/     |
| b) Nurse Practitioner             | f) Nutritionist              | 10-12/ |
| c) Nurse                          | g) Health Care Administrator |        |
| d) Physician Assistant            | h) Health Educator           | 13-15/ |
|                                   | i) Other _____               |        |

2. How long have you worked in your profession? \_\_\_\_\_ (years ) 16-17/

3. What is your current job title? \_\_\_\_\_ 18-37/

4. How long have you worked in your current position? \_\_\_\_\_ (years ) 38-39/

5. What is the last year of school you completed?
- |                                   |                     |     |
|-----------------------------------|---------------------|-----|
| a) High school graduate           | c) College graduate | 40/ |
| b) Some college or junior college | d) Post-graduate    |     |

6. What is your gender? 41/
- |           |  |
|-----------|--|
| a) Male   |  |
| b) Female |  |

7. What is your age? 42/
- |          |          |                |  |
|----------|----------|----------------|--|
| a) 18-19 | d) 30-34 | g) 45-49       |  |
| b) 20-24 | e) 35-39 | h) 50-54       |  |
| c) 25-29 | f) 40-44 | i) 55 or older |  |

8. In addition to the other members of your BTS team, who else in your organization is critical to the team's success in implementing the PDSA process and the Chronic Care Model?

Name:		Title or Position:	CARD 04 7-8/
_____	9-28/	_____	29-43/
_____	44-63/	_____	64-78/
_____	9-28/	_____	CARD 05 7-8/ 29-43/
_____	44-63/	_____	64-78/
_____	9-28/	_____	CARD 06 7-8/ 29-43/
_____	44-63/	_____	64-78/

**THANK YOU FOR COMPLETING THIS SURVEY. PLEASE RETURN THIS SURVEY TO RAND IN THE ENCLOSED SELF-ADDRESSED ENVELOPE.**

**Please feel free to use the following page to give us your reactions to the survey, tell us about your experience in the Chronic Care Collaborative, or communicate anything you think is important.**

