

Baldrige Express

Organizational Self-Assessment

Health Care Sample



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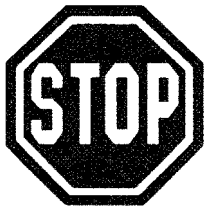
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Demographic Profile

Please circle one selection from EACH column below to indicate your position within the organization.

Position	Location	Function	Years of Service
Sr. Leaders	Emergency	Medical Support	Under 1
Doctors/Nurses	Outpatient	Clinician	1 < 3
Other Staff	Main Building	Customer Service	3 < 5
		Admin Support	5 < 10
			10+

The Performance Improvement Assessment is a confidential assessment. Do not write your own name or other personally identifiable information on this assessment. We will compile performance information feedback results. This assessment will be used to help evaluate the progress of your organization toward developing high performance systems.



DO NOT PROCEED UNTIL YOU HAVE CIRCLED THE APPROPRIATE SELECTIONS ABOVE.

Baldrige Express Instructions

This assessment consists of **44** themes that relate to the 2011-12 Baldrige Health Care Performance Excellence Criteria. It is organized into seven “sections,” one for each of the seven Performance Excellence Criteria Categories.

- To the best of your knowledge, select the level of development in your organization.
- After all statements have been rated, circle two letters next to each statement that **you believe needs the most improvement** in your organization and **describe how the process is currently done and to what extent throughout the organization. Also, please suggest steps that your organization or its leaders could take to improve the process.** Please write legibly. Your thoughtful comments are as helpful as the rating itself.
- Continue in the same way to complete all seven categories.

SAMPLE

Rating Level Key	
Not Evident	Not done.
Beginning	Done by a <u>few</u> , (less than 15%), but not well.
Basically Effective	<u>Occasionally</u> done well by <u>some</u> (15-30%).
Mature	<u>Often</u> done well by <u>many</u> (30-50%). <u>Effectiveness</u> is <u>sometimes</u> checked.
Advanced	<u>Usually</u> done well by <u>most</u> (50-80%). <u>Effectiveness</u> is <u>often</u> checked and <u>improvements</u> are <u>sometimes</u> made.
Role Model	<u>Nearly always</u> (80-99%) done well. <u>Effectiveness</u> is <u>regularly</u> checked and <u>improvements</u> are <u>constant</u> .

Category 1 – Leadership		Not Evident	Beginning	Basically Effective	Mature	Advanced	Role Model
A	Senior leaders establish and communicate the vision, mission, and values throughout the organization.						
B	Senior leaders promote legal and ethical behavior.						
C	Senior leaders promote staff empowerment, innovation, learning, organizational agility, customer engagement and develop future leaders to sustain organizational success.						
D	Senior leaders empower and motivate staff, encourage two-way communication, participate in reward and recognition to improve performance, and create value for patients and stakeholders.						
E	Our governance system ensures that management is accountable for the organization’s actions, their effectiveness is evaluated, and that stakeholder interests are protected.						
F	We anticipate and reduce risks to the public that may come from our health care services and operations.						
G	Leadership makes sure ethical practices are followed and addressed throughout the organization.						
H	Our organization considers the well being of environmental, social, and economic systems and provides support through activities and programs in the community.						

- Review the Leadership themes above.
- Identify the **one theme** you believe is the **most important** to improve **now**.
- Enter the letter in the box below.

← **Priority Improvement Selection Letter**

Describe how this is currently done and to what extent throughout the organization.
Suggest ways to improve this process.