



AGENCY CULTURE AND QUALITY MATURITY SURVEY

SAMPLE Division Specific Results
For QI maturity measures administered in 2011 and 2012

Presented during small group consultations with MDH division directors and/or leadership teams by MDH Performance Improvement Manager and PBRN research scientist

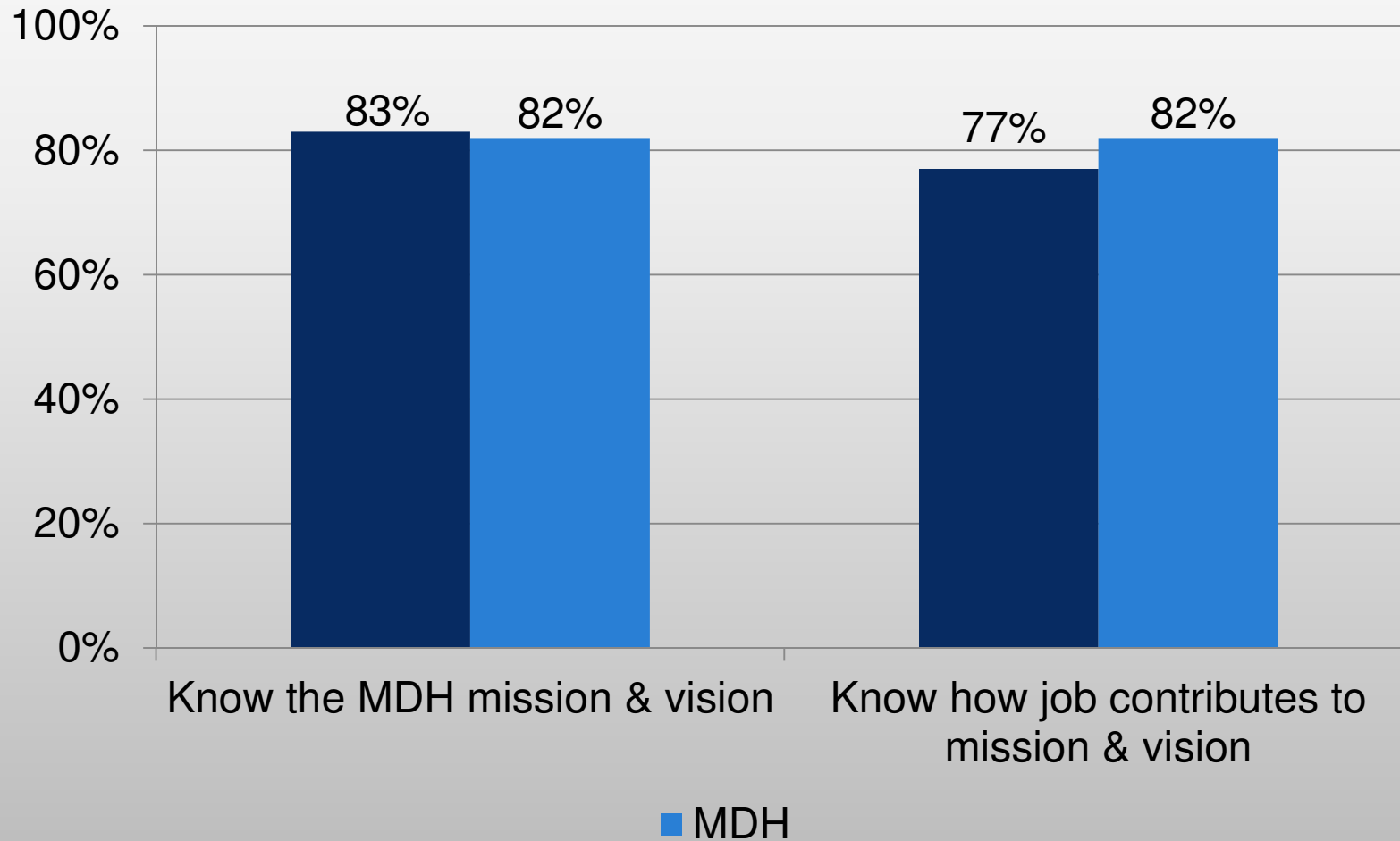
This sample of an actual presentation shows comparison of division and organization responses, in some cases for both years of administration

February 2013

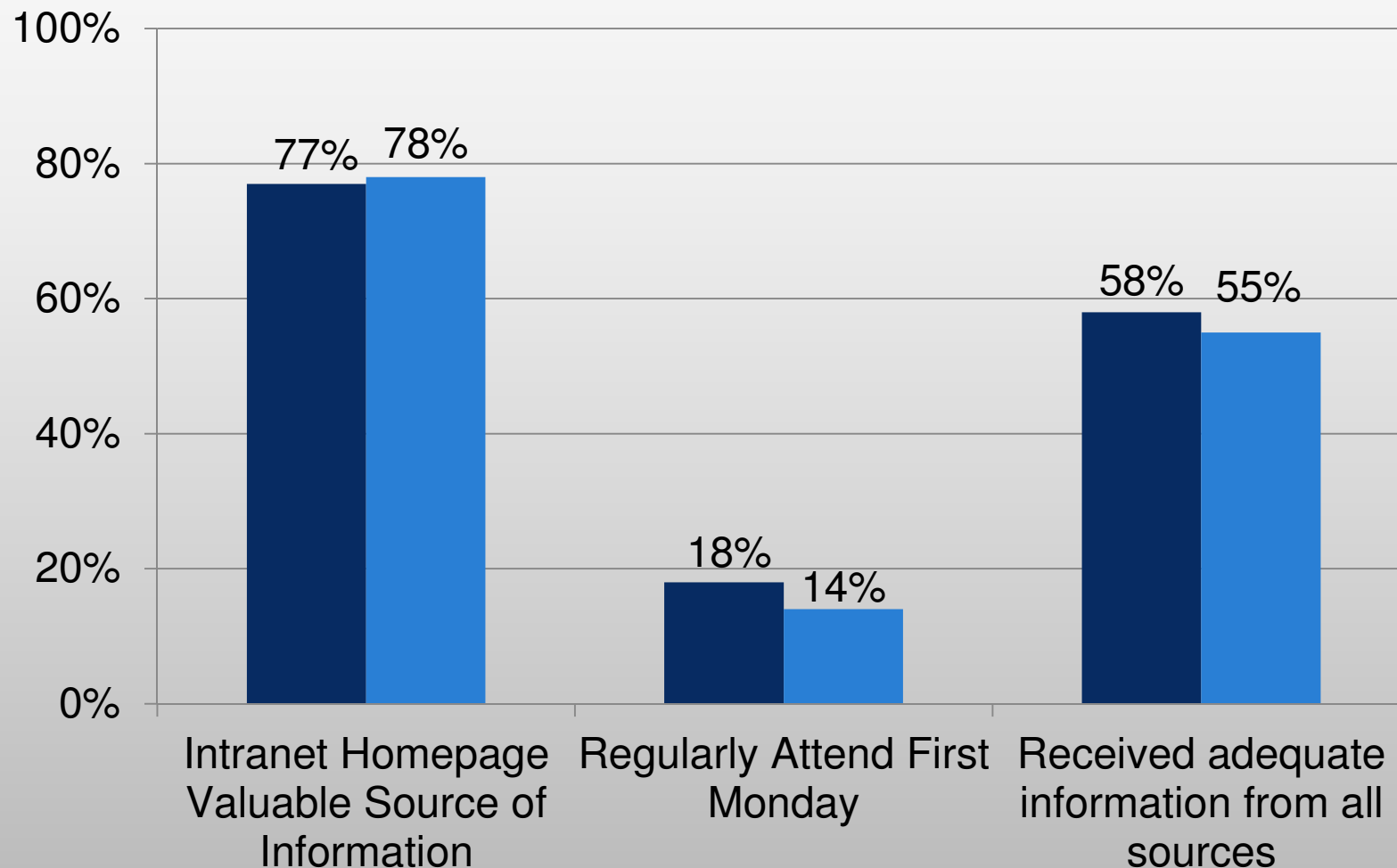
Response Profile

- Survey fielded in October 2012
- 60 employees (79%) of [SAMPLE] employees responded to the survey
- Length of Service:
 - 0-5 Years: 38%
 - 5-15 Years: 28%
 - 15+ Years: 34%

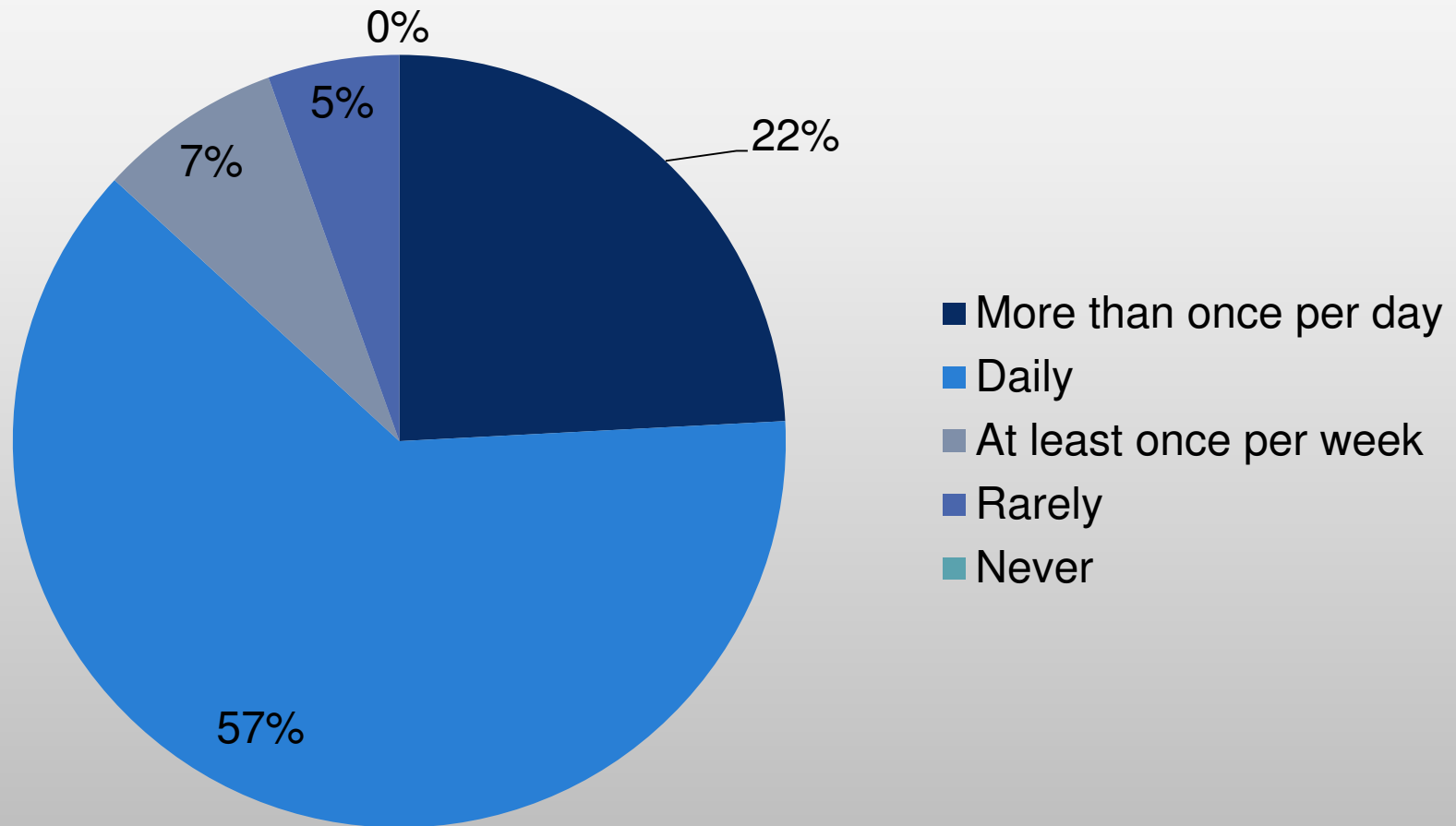
MDH Mission/Vision



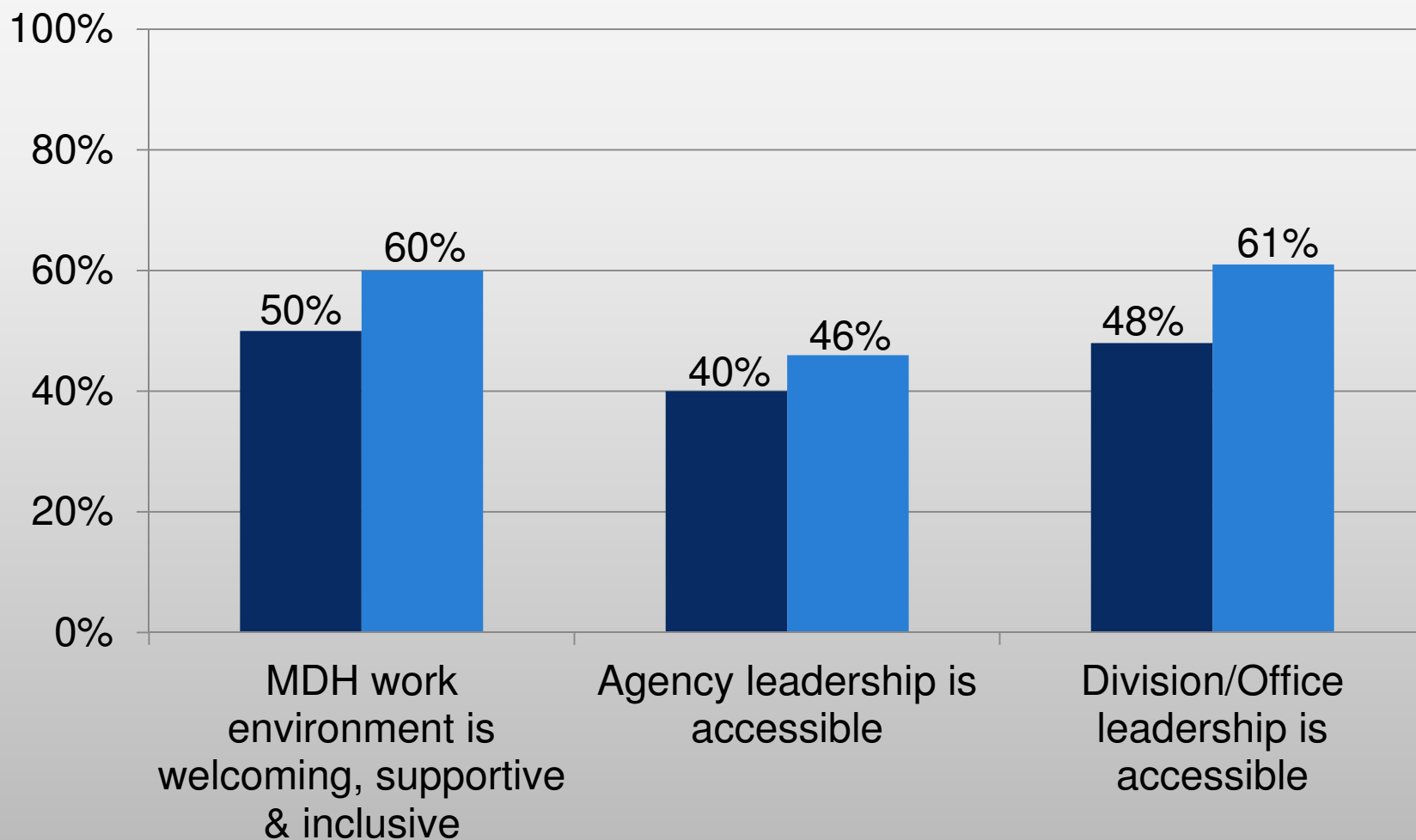
Communications



Frequency of Scanning Intranet Headlines



MDH Culture



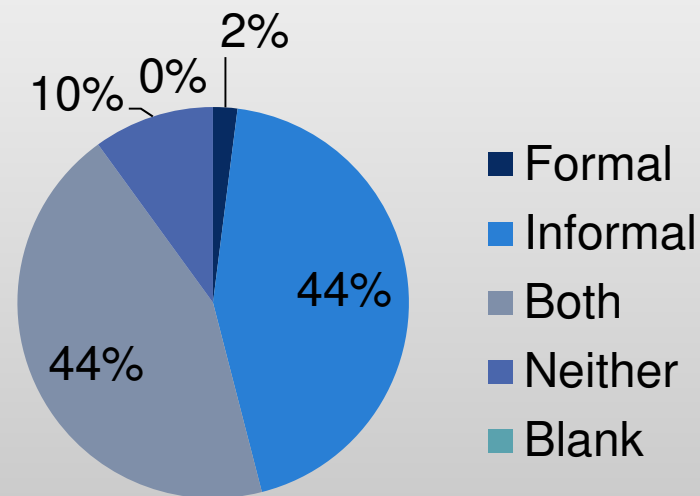
Workforce Development

I believe my immediate supervisor...	% Yes FFM	% Yes MDH
Seems to care about me as a person	62%	76%
Is available when I have questions	67%	75%
Provides me with the essential materials and equipment I need to do my job well	65%	74%
Gives me opportunities at work to learn and grow	52%	71%
Empowers me to be engaged and productive in my work	62%	70%
Provides recognition or praise for a job well done	57%	68%
Demonstrate fair treatment to everyone in my work unit	52%	66%
Resolves complaints and problems promptly	55%	64%
States clear job performance expectations	53%	63%
Helps me set individual development goals	48%	58%

Workforce Development

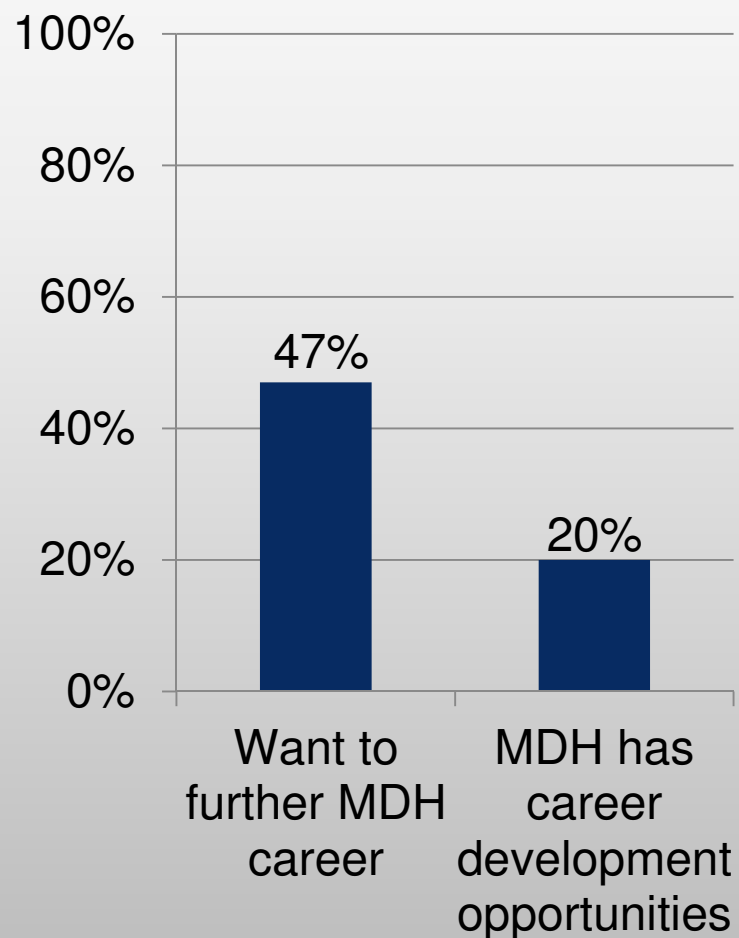
- 55% of respondents report having an up-to-date position description
- 48% of respondents report having an up-to-date performance review

Typical Supervisor Feedback



Workforce Development

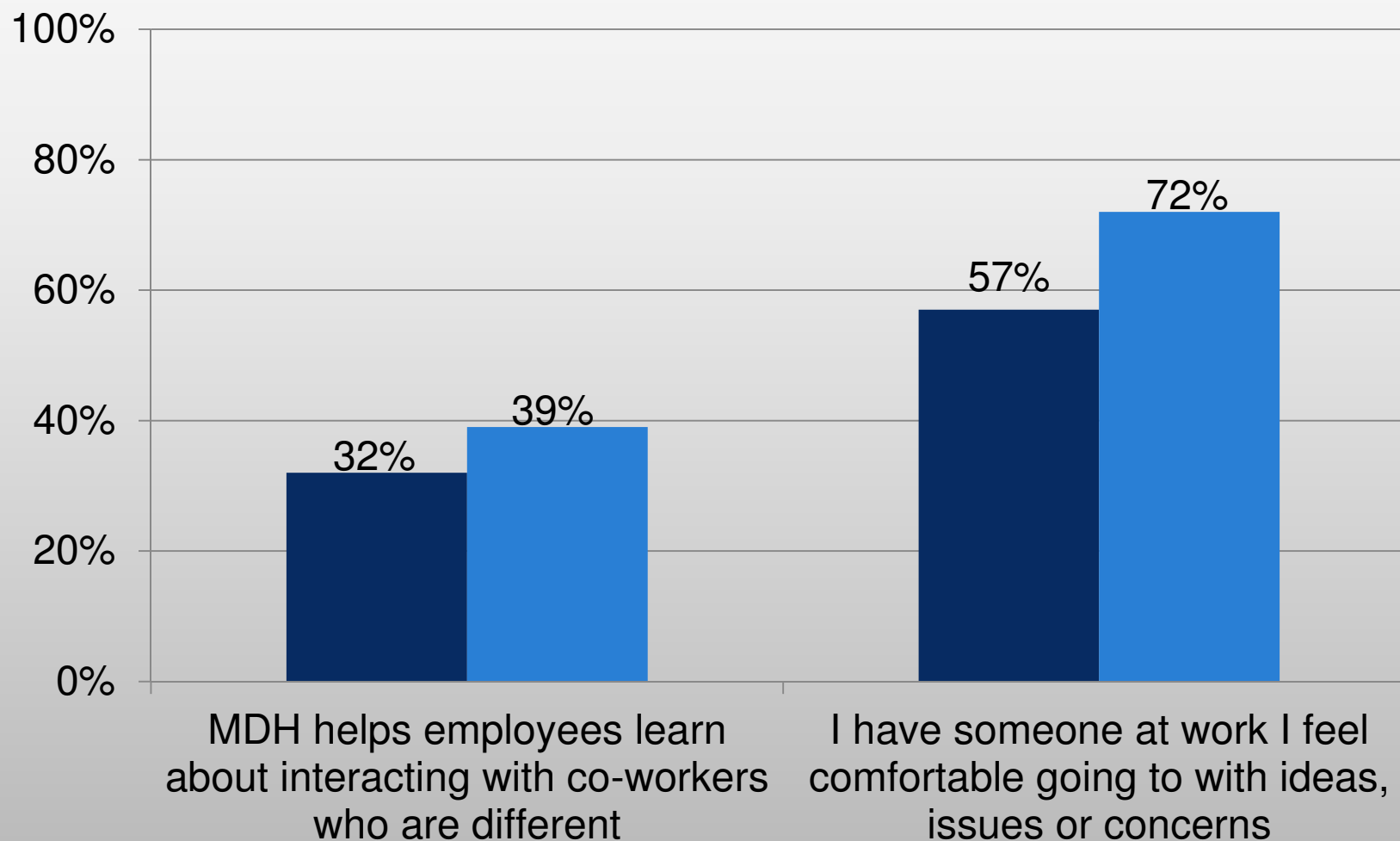
How long plan to stay at MDH (%)	
Less than 3 years	8%
3-7 Years	12%
Indefinitely	23%
Unsure	35%
Blank	18%
Other	3%



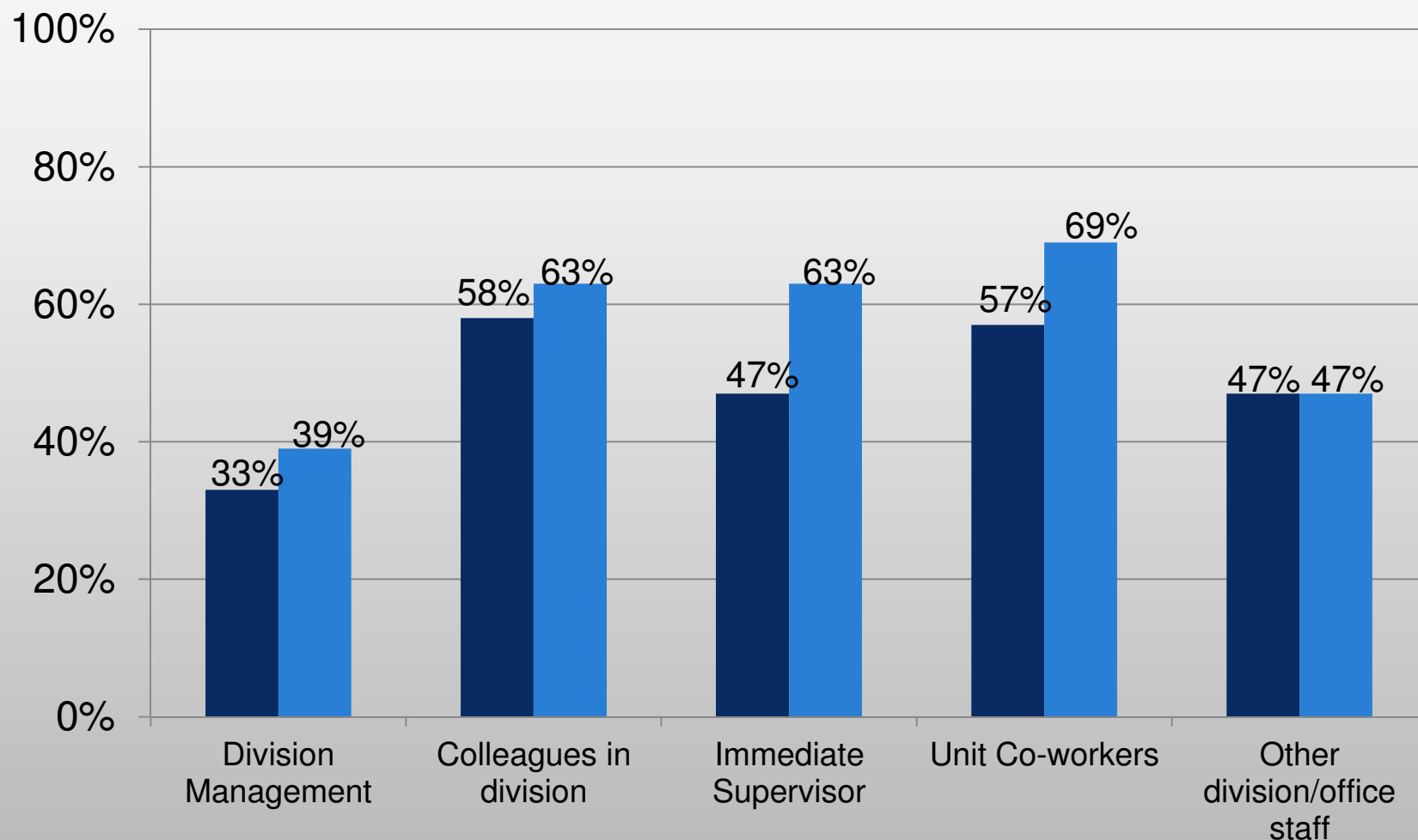
Development options respondents would like to pursue

Development Option	% FFM	% MDH
Leadership training	28%	33%
Internal career development program	33%	33%
Cross-functional training	25%	29%
Rotational Assignments	18%	26%
Professional executive/manager/supervisor coaching	20%	22%
More external training opportunities	18%	20%
Job shadow program	17%	17%
More internal training opportunities	8%	17%
Mentorship program	10%	17%

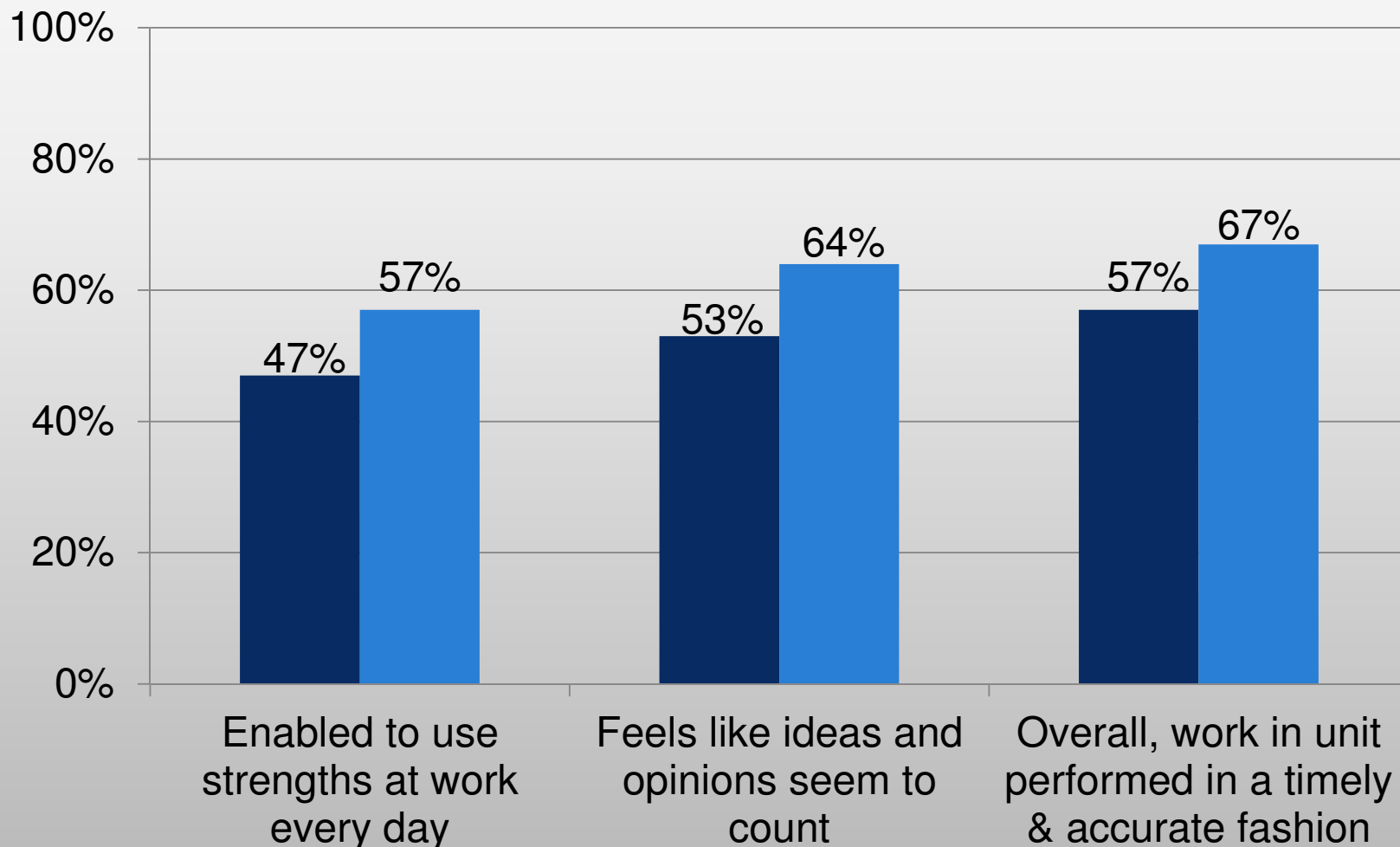
Working with Others



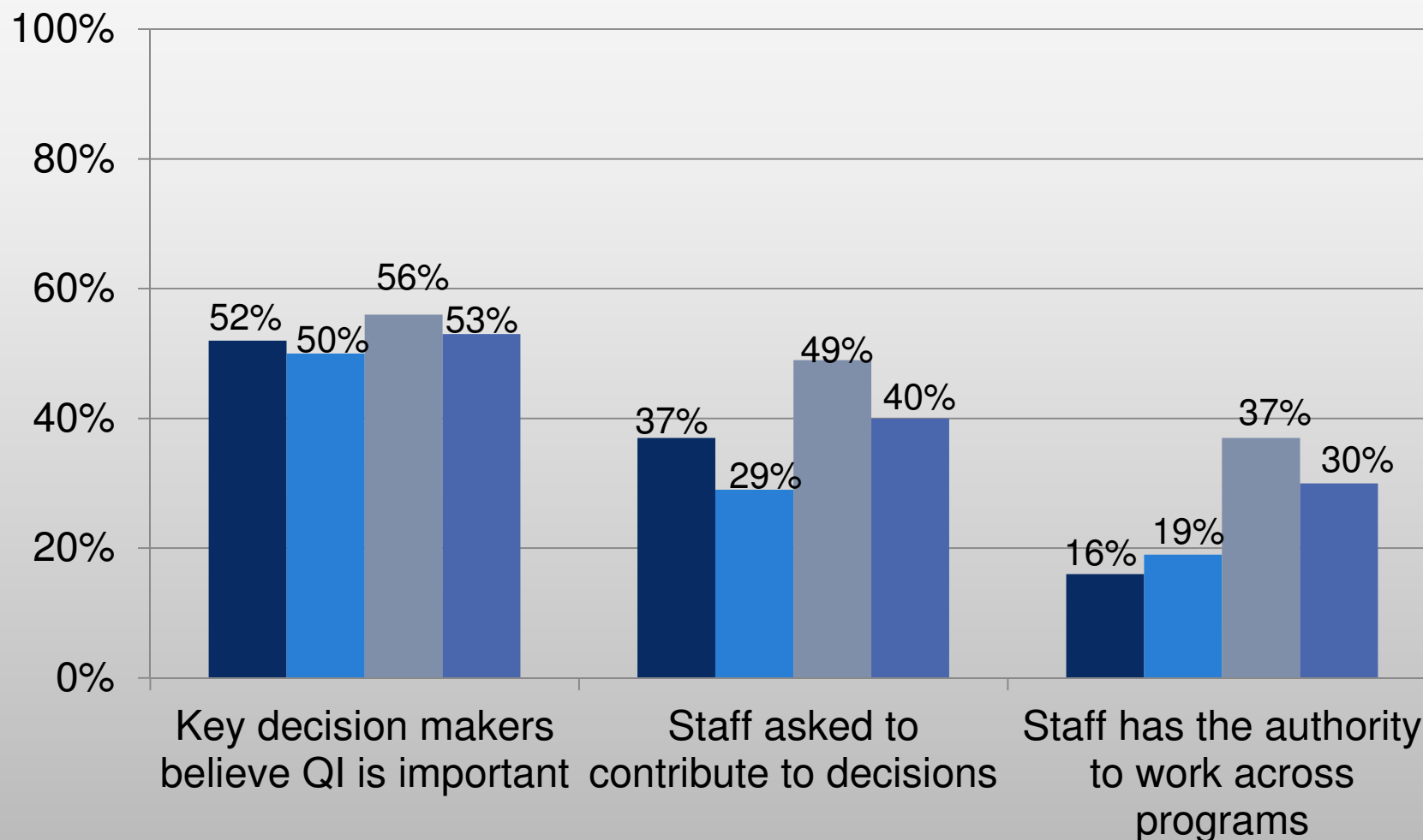
When barriers are encountered, support or assistance is provided by:



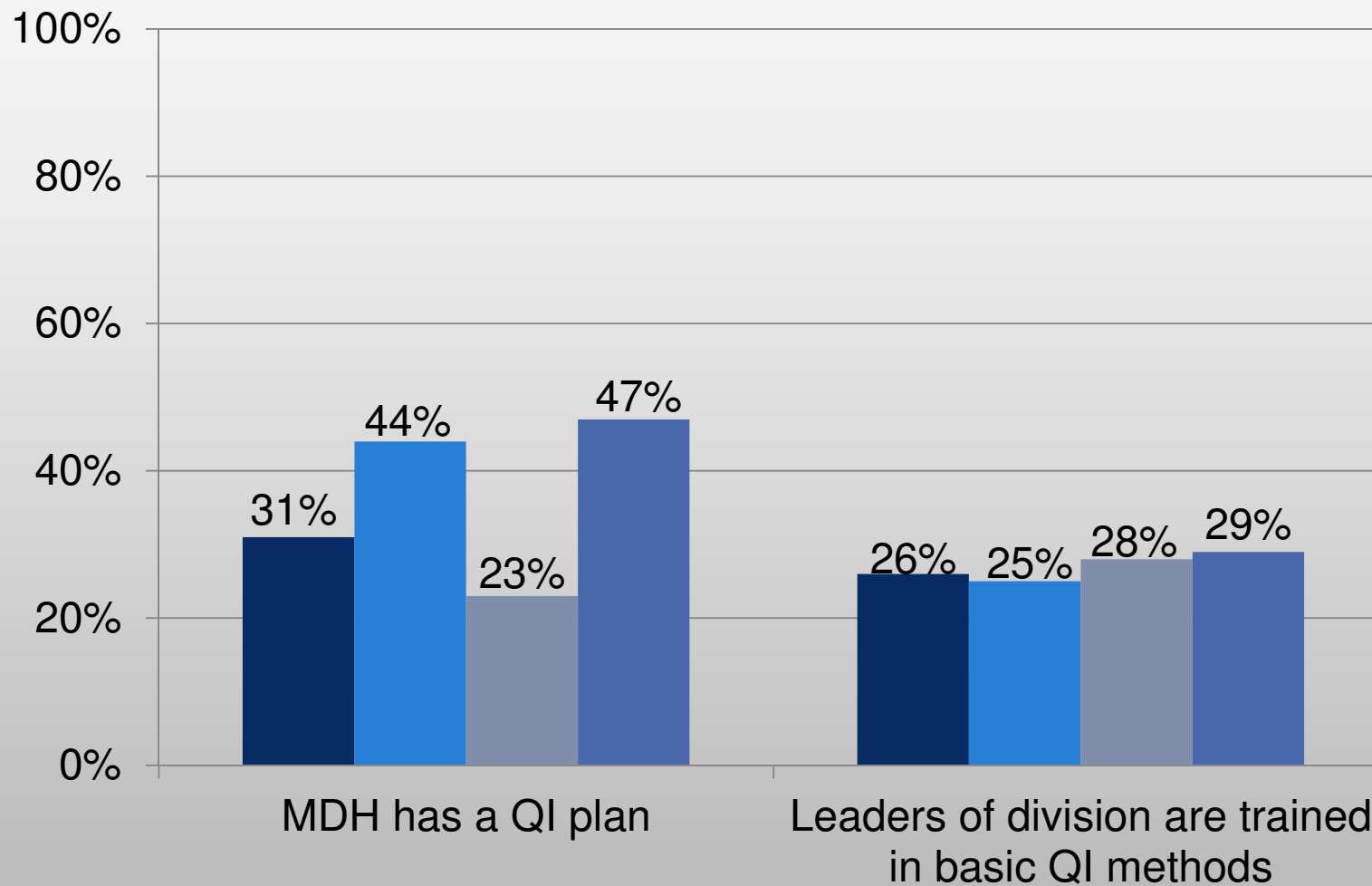
Employee Empowerment within Immediate Work Unit



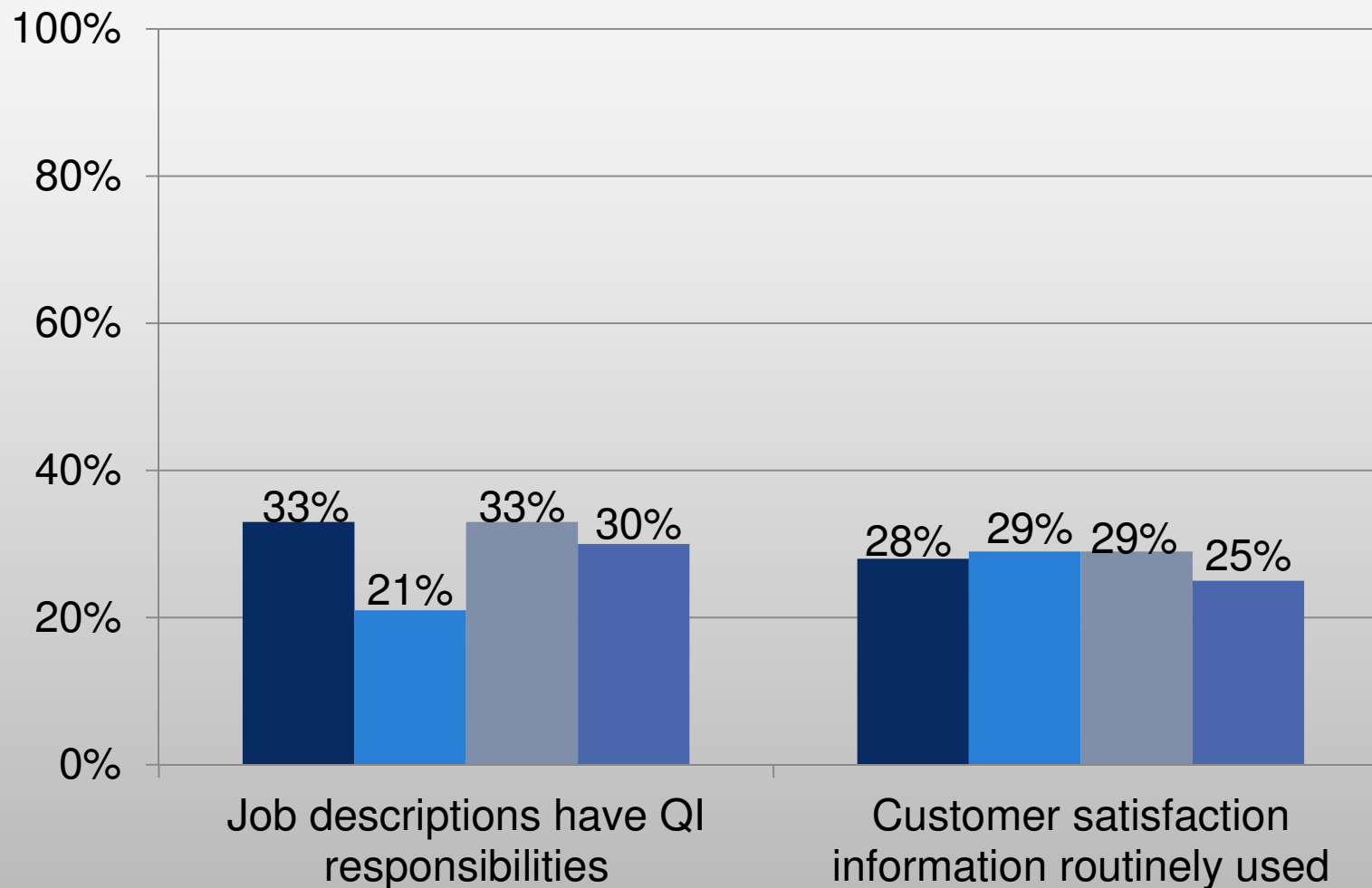
Organizational QI Culture



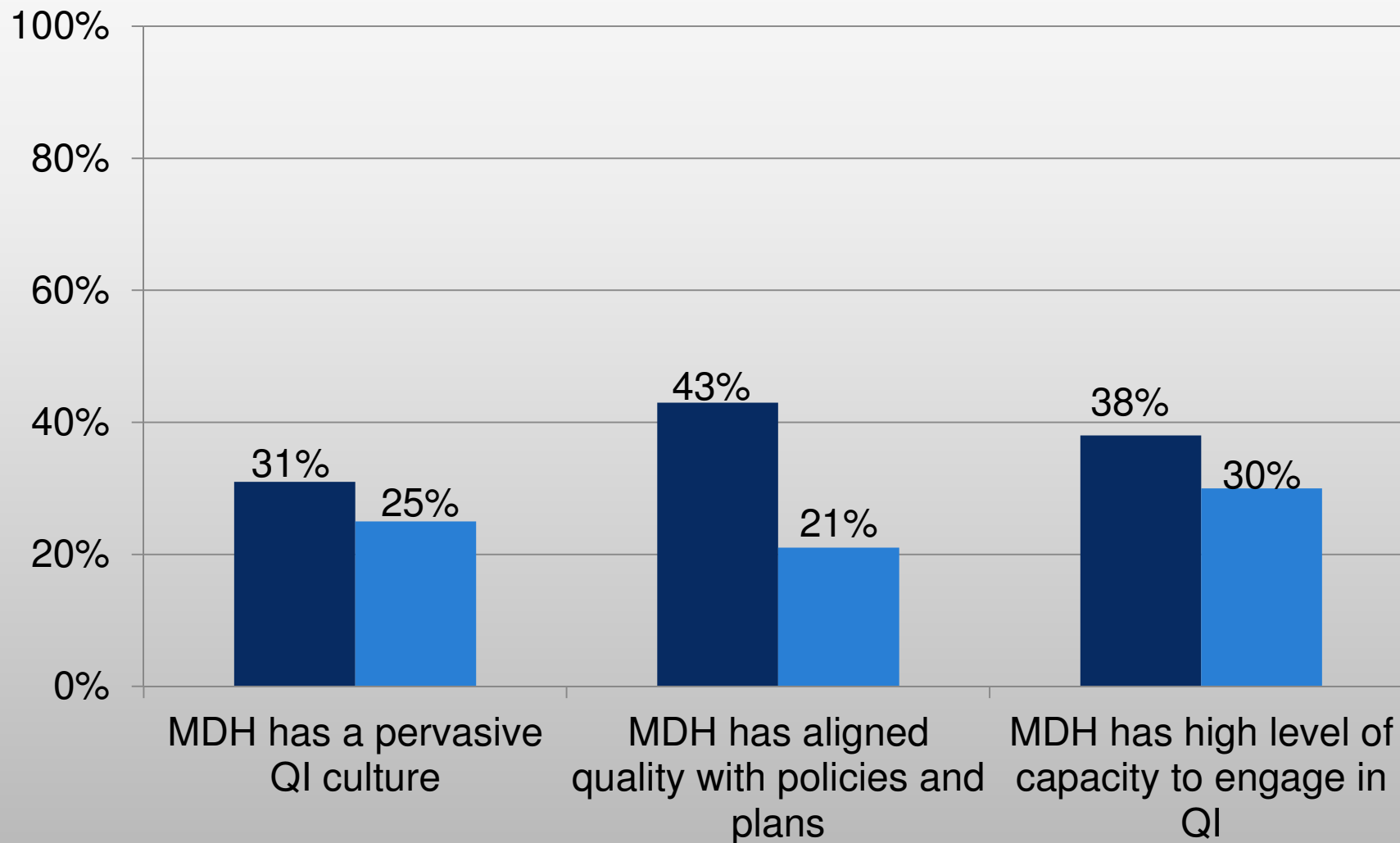
QI Capacity & Competency



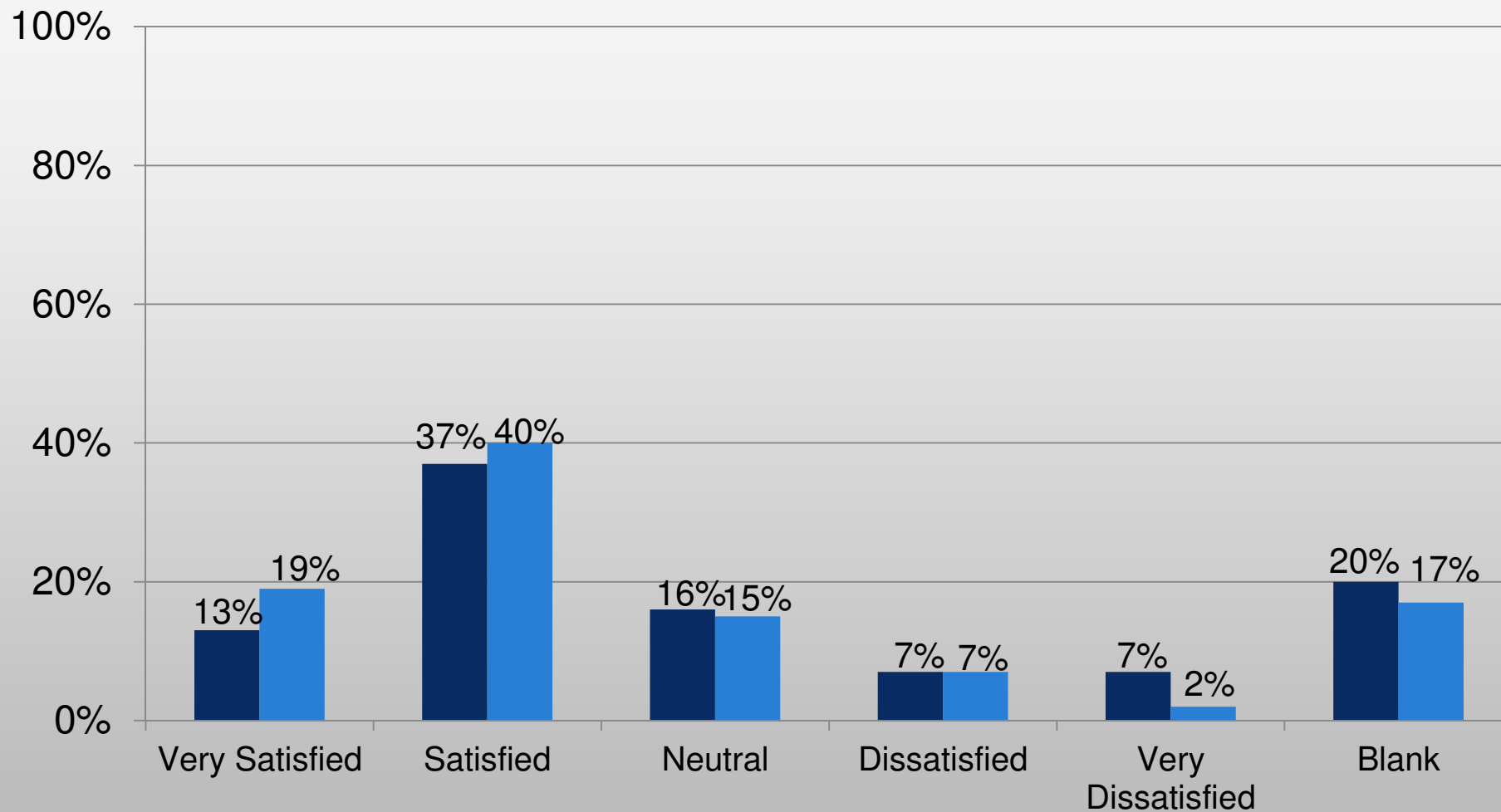
QI Alignment and Spread



Overall QI Culture Questions



Overall Satisfaction



Suggestions for Improvement

Discussion

Next Steps

- Prioritize 1-2 issues to address in 2013
- Develop work and communications plans for priorities

Efforts already underway:

- Workforce Development Workgroup
- QI Council
- Results Based Accountability
- Performance review QI project