

AGENCY SELF-ASSESSMENT:

Readiness for Quality Improvement



Does your agency currently abide by the five quality improvement principles?	YES/NO	What specific steps will help your agency increase its readiness for any rows marked "No"?
Agency has a strong customer focus	Y/N	
All staff can clearly articulate how patients define quality.	Y/N	
All staff can clearly articulate how the agency defines quality.	Y/N	
Agency has continuous quality improvement processes.	Y/N	
Agency's goals reflect a focus on quality improvement.	Y/N	
Leadership involves all staff in decisions about change	Y/N	
Agency fully values the contributions of all staff roles.	Y/N	
When problems are identified, the focus is on processes, not people.	Y/N	
Mistakes or failures are viewed as learning opportunities.	Y/N	
Decisions about change are consistently based on facts and data.	Y/N	
Data are used to analyze processes, identify problems and measure performance.	Y/N	
Agency is "change-friendly".	Y/N	
A structured, methodical approach is used to manage change.	Y/N	