

## Ryan White Systemwide CQI Climate Survey Report - Section 1

CQI Climate Survey Report		Number of Responses						
		130						
		Response Distribution					Wgt. Rating 5.0 Max	Total Agree
Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree				
Survey Statement		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Wgt. Rating 5.0 Max	Total Agree
1	I know what is expected of me at work	57.7%	39.2%	0.8%	0.8%	1.5%	4.5	96.9%
2	I have the materials and equipment I need to do my work well	51.5%	40.8%	4.6%	1.5%	1.5%	4.4	92.3%
3	In the last seven days, I have received praise for doing good work	26.9%	38.5%	17.7%	8.5%	8.5%	3.7	65.4%
4	Someone at work encourages me to develop my skills	30.2%	38.8%	20.2%	5.4%	5.4%	3.8	69.0%
5	I receive the information I need to do my job well	34.9%	46.5%	13.2%	3.9%	1.6%	4.1	81.4%
6	Our employees cooperate and work as a team	41.5%	43.8%	10.0%	3.8%	0.8%	4.2	85.4%
7	We are encouraged to work with staff in other departments to solve problems	37.7%	48.5%	9.2%	2.3%	2.3%	4.2	86.2%
8	My supervisor respects my opinion	43.8%	40.0%	10.0%	3.8%	2.3%	4.2	83.8%
9	I have opportunities to learn new things that will help me improve my work	37.7%	46.9%	10.8%	2.3%	2.3%	4.2	84.6%
10	Overall, the leaders in this agency care about me	34.9%	41.1%	17.1%	4.7%	2.3%	4.0	76.0%
11	When something goes wrong, we look at processes rather than blaming people	27.1%	36.4%	26.4%	3.9%	6.2%	3.7	63.6%
12	The work assignments are well planned in my department	28.1%	42.2%	25.0%	3.1%	1.6%	3.9	70.3%
13	We are encouraged to apply better methods for doing our work when we learn about them	32.3%	50.8%	12.3%	2.3%	2.3%	4.1	83.1%
14	Overall, I am motivated to find ways to improve the way I do my work	41.5%	45.4%	9.2%	1.5%	2.3%	4.2	86.9%
15	I know how to measure the quality of my work	41.5%	46.9%	8.5%	1.5%	1.5%	4.3	88.5%
16	I know how to analyze (review) the quality of my work to see if changes are needed	37.7%	52.3%	6.9%	0.8%	2.3%	4.2	90.0%
17	We usually study the cause of problems before making a change	27.7%	46.2%	17.7%	5.4%	3.1%	3.9	73.8%
18	Overall, our use of information helps us improve the way we do our work	30.8%	56.2%	8.5%	2.3%	2.3%	4.1	86.9%
19	Quality improvement is a sincere effort at this agency rather than just talk	32.6%	49.6%	14.0%	1.6%	2.3%	4.1	82.2%
20	I understand the types of customer service problems I have the authority to solve on my own	33.8%	48.5%	12.3%	3.8%	1.5%	4.1	82.3%
21	My supervisor is willing and available to assist me in solving customer service problems	46.2%	46.2%	2.3%	3.1%	2.3%	4.3	92.3%
22	Overall, meeting the expectations of our patients/clients and their families is a top priority here	60.5%	33.3%	3.9%	0.8%	1.6%	4.5	93.8%
23	Our leaders are just as concerned about the quality of services as they are about financial results	46.9%	36.9%	10.0%	3.1%	3.1%	4.2	83.8%
24	Our leaders are able to make their own decisions rather than depending on people outside of our agency	38.8%	39.5%	15.5%	1.6%	4.7%	4.1	78.3%
25	We have systems in place to handle crisis situations at this agency	38.5%	43.8%	12.3%	2.3%	3.1%	4.1	82.3%
26	Overall, the agency managers have the ability to lead us to higher levels of quality performance	40.8%	40.8%	14.6%	2.3%	1.5%	4.2	81.5%
<b>Average Response to All Statements</b>		38.5%	43.8%	12.0%	2.9%	2.7%	4.1	82.3%

**CQI Climate Survey Report - Section 2**

CQI Climate Survey Report								
							Number of Responses	
							130	
Survey Statement	Response Distribution					Wgt. Rating 5.0 Max	Total Agree	
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree			
<b>Average Response to Key Dimensions of CQI Readiness</b>								
Internal customer (employee) focus and use of team process (1-10)	39.7%	42.4%	11.3%	3.7%	2.9%	4.1	82.1%	
Understanding of process (11-14)	32.3%	43.7%	18.2%	2.7%	3.1%	4.0	76.0%	
Use of data in decision-making (15-18)	34.4%	50.4%	10.4%	2.5%	2.3%	4.1	84.8%	
Common understanding of quality and customers' needs and wants (19-21)	37.5%	48.1%	9.5%	2.8%	2.1%	4.2	85.6%	
Management's opportunity to lead CQI (22-26)	45.1%	38.9%	11.3%	2.0%	2.8%	4.2	84.0%	

**CQI Climate Survey Report - Section 3**

Respondent Type	Number	Percent
Administrative services only	22	17.1%
Direct services only	60	46.5%
Administrative and direct services	47	36.4%
Respondent's Primary County of Service	Number	Percent
Hernando	5	3.9%
Highlands	6	4.7%
Hillsborough	59	45.7%
Manatee	4	3.1%
Pasco	12	9.3%
Pinellas	42	32.6%
Polk	1	0.8%