

QUALITY IMPROVEMENT & WORKPLACE CULTURE

This document provides resources on building a quality improvement and workplace culture sustainability plan.

PROGRAM	DESCRIPTION
Agency for Healthcare Research and Quality	This toolkit consists of 10 tools and templates for practices to use for quality improvement projects.
Gallup Diversity, Equity and Inclusion Hiring	In the article “How to Reduce Bias and Hire the Best Candidate”, author Ryan Pendell breaks down the science behind common hiring processes and why they do or don’t work.
Diversity, Equity, and Inclusion (DEI) Training RFP	An example of a request for proposal (RFP) to provide to organizations that have a focus on DEI education that can then be provided to staff.
Eolas Human Resources	A Colorado local human resource consulting business that works to create customizable solutions for your specific facility needs. Services include handbook and policy creation, workplace investigations, training, and strategic planning.
Gallup Strengths Program	In the article, “An Effective Strengths Program: Cardinal Health Case Study”, authors Brooke Fernandez and Sarah Houle outlines how a strengths program is essential to the company’s talent strategy. A strengths-based program can lead to increased team operations.
Gallup Creating a Strengths-based Organizational Culture	This guide will walk you through how to develop a strengths-based organizational culture. This type of culture focuses on using individual strengths to build engagement rather than “fixing” weaknesses.
Health Links	Become a Certified Healthy Workplace and promote Total Worker Health throughout your organization. Work with an advisor to assess six benchmarks, review current progress and set goals to reach Total Worker Health.

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Team Agreement	This is an example outline of a team agreement that all staff would agree to and understand when they are hired on. Having one reference point for overarching expectations regarding involvement and communication is important for a unified team.
Gallup Q12	Gallup's Employee Engagement Survey or Q12 is an assessment tool used to measure employee engagement. The Q12 approach will highlight what employees want and need in the workplace.
Candid Culture	Shari Harley, the founder and president of Candid Culture, an international training and consulting firm brings resources on how to speak openly and honestly in the workplace. Her curated training creates better business relationships and a safe haven for all employees.
Wellness Committee	Consider forming a "wellness committee" with a representative from each department. This committee can present monthly on opportunities for wellness related groups or programs within the community or host a wellness activity. The goal of the community is to encourage staff engagement and healthy outlets
Annual Performance Appraisal Template	This annual performance appraisal template encourages an open and honest discussion of ways the employee as well as the organization can be more productive.
Employee Self-Evaluation Template	This employee self-evaluation template accompanies the annual performance appraisal template. Both forms together provide a clear and detailed picture of employee strengths, accomplishments, areas for improvement and departmental level effectiveness.