

An organizational climate survey to improve performance.

◆ Introduction

This practical and insightful assessment provides vital information about the climate of your organization to focus change efforts, improve management, and enhance effectiveness.

The Organizational Vital Signs survey (OVS) is a statistically reliable research process that measures the climate of an organization to pinpoint areas assisting and interfering with growth and bottom-line success. The organizational climate (or culture) influences critical employee behaviors such as communication, problem-solving, and accountability – factors that affect patients, employees, quality and profitability.

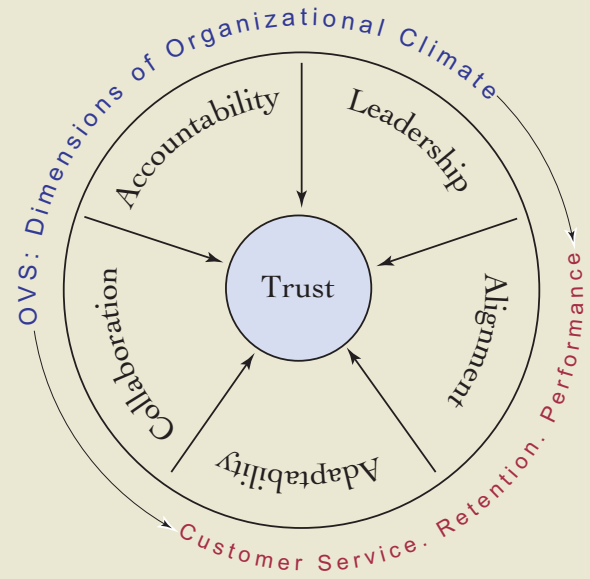
The 15-minute online survey instantly shows “hot spots” in the organizational culture that are blocking optimal success – and key strengths to build upon.

◆ The OVS Helps You...

- Alert managers to needs and opportunities for training, communication, and development.
- Focus and build buy-in for change efforts.
- Quantify the people-side of the organization.
- Design strategies for sustainable growth.

“The OVS report stands out as one of the best pieces of consulting I’ve seen in 30 years as an executive – they identified the root causes of our issues in a way that built consensus and motivation for change.”

- George McCown, Managing Partner,
McCown De Leeuw & Co., Inc.



Take the pulse of your organization.

**Understand the human side
of exceptional performance.**

Measure your gains.

The survey addresses five climate factors, plus an overlay dimension of **Trust**:

- **Accountability** and Responsibility
- **Collaboration** and Problem Solving
- Perception of **Leadership**
- **Alignment** to the Mission
- **Adaptability** for Change

These factors predict 57.7% of overall performance (based on regression analysis against self-reported outcomes). The OVS predicts:

- 47% of Customer Service.
- 27.8% of Productivity.
- 43.4% of Retention.

A simple, effective organizational profile that...

- ◆ Highlights **hot spots** limiting your performance. ◆
- ◆ Accelerates **buy-in** to your organizational change. ◆
- ◆ **Measures** the progress you’re making. ◆

◆ What's Measured by the OVS?

The OVS assessment provides a snapshot of the current organizational climate – an overview of the employees' relationships with the organization. The climate is the context in which employees work each day and the data shows it strongly influences how they do their jobs. Measuring the climate provides healthcare leaders with insight into improving organization performance. It can help focus and measure change and development efforts, and improve management practice.

The survey addresses five climate factors plus an overlay dimension of Trust:

- **Accountability:** To what extent do people in the organization see themselves and others following through on commitments? Are they motivated and do they take responsibility?
- **Collaboration:** How well do people communicate with one another and share information? Do they work and solve problems together?
- **Leadership:** What level of commitment do employees have to their leaders? How do they perceive their leaders and leadership throughout the organization?
- **Alignment:** To what extent are people involved in their organization's stated mission and the execution thereof? Do they feel a sense of belonging to the organization?
- **Adaptability:** Are people seeking change? Are they ready to adapt?
- **Trust:** Do people have a sense of faith and belief in the organization and its leaders? Are people squandering time watching their backs – instead of doing their best?

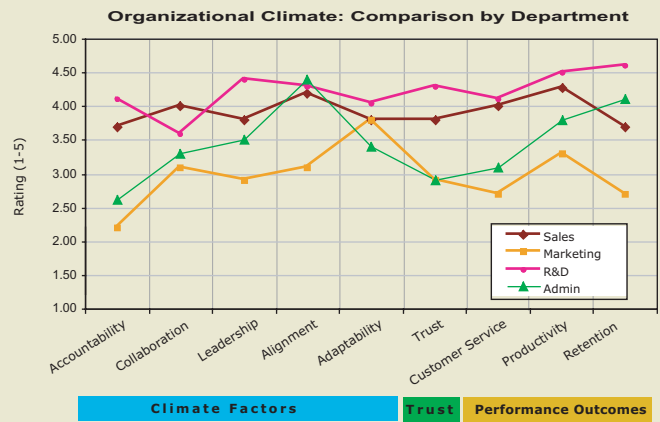
These factors are likely to have a major bottom-line impact on your organization. High scores in these factors predict high scores in:

- **Customer service**
- **Performance/productivity**
- **Retention**

In other words: **Improving the climate is likely to offer significant benefits in your organization's ability to profitably meet its mission.**

“The assessment is insightful and useful as we plan our leadership strategies and our training programs”

– Joe Dziobek, CEO, Fellowship Health Resources



Get a clear visual comparison of climate in departments or groups.

◆ Benefits

Effective uses for the OVS:

- Random sampling of staff can provide leaders with an overall climate profile.
- Sampling of units or departments can provide detailed information on what is affecting performance.
- OVS data can be used to evaluate the performance of managers and leaders.
- Pre/post surveys can measure training value.
- Improving and positive results can be used in recruitment campaigns and general marketing of the organization. e.g. “96% of our staff say they can trust the manager they work for. Can you say that about your manager?”
- Good news breeds more good news. Letting stakeholders know that the climate of the organization is strong and positive invites additional commitment, loyalty and recognition.
- It provides the mechanism and the response to the desire by staff to have input, to be heard and to be respected.
- Data that indicates that your organization has a vital and stable internal climate is good news directors and investors.

◆ Contact

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