

## **Sample Organizational Assessment Questions for Oro<sup>TM</sup> 2.0**

The Oro™ 2.0 Organizational Assessment consists of a series of questions that will help an organization evaluate its progress towards the goal of high reliability in health care. The questions have underlying scoring and skip logic, resulting in an organization level summary report that displays a level of maturity for each of 14 components within the areas of Leadership, Safety Culture and Performance Improvement. The following are examples of some of the questions an organization might answer during their assessment.

### **Leadership based:**

**Overall, how would you characterize physician participation in quality improvement activities in your organization?**

- Physician participation in quality improvement activities is low.
- Physicians participate in quality improvement activities in some areas, but their participation is not widespread.
- Physicians participate in quality improvement in most areas, but we still have some important gaps.
- Physicians participate in quality improvement uniformly throughout our organization.

**How would you describe your organization's approach to measuring different aspects of quality and safety? (choose one)**

- We use only those measures required by outside entities (e.g., CMS, Joint Commission, state government, payers)
- We measure some aspects of quality not required by outside entities.
- We measure many aspects of quality not required by outside entities.

### **Safety Culture based:**

**Under what circumstances does your organization conduct a root cause analysis? (choose one)**

- Only when sentinel events occur
- In all instances of significant patient harm
- In instances of significant patient harm and in some non-harm events

**Does your organization have clear and transparent policies and procedures that establish the circumstances under which patterns of behavior or errors will be evaluated for possible disciplinary action and that are applied equitably to all staff and employees?**

- No, our disciplinary procedures are specific to each department (e.g., clinical departments, nursing, housekeeping)
- We have begun an effort to standardize disciplinary procedures in some areas, but no commitment to do so throughout the organization
- We have initiated an organization-wide effort to establish this kind of uniform approach to disciplinary action, but we are not there yet.
- We have established a uniform approach to discipline of this kind throughout our organization

## **Performance Improvement based:**

**How would you describe your organization's approach to performance (or process) improvement?**

- We have adopted a uniform set of tools and methods for our organization. Individual projects choose tools appropriate to their tasks from among the uniform set.
- We are in the process of adopting a uniform set of tools and methods but they are not fully implemented at present
- We have not adopted a uniform set of tools or methods. Individual projects are free to choose any tools or methods they feel are appropriate to their needs
- Don't know