

When completing the assessment, the second question Studer Group asks focuses on what leaders believe their organization is already doing well.

As illustrated below, some common themes emerge. For example, no matter which organization completes this survey, most groups list patient care as a top three item. Since this is the organization’s reason for existing, the answer is not surprising. However, there is often a disconnect between leader perception of strong patient care and the reality revealed in the objective data.

Organizations list quality patient care as a strength even if the mortality data, quality core measures, and patient’s perception of care do not equate to excellence or high quality. We don’t belabor this point, however, as the goal is to move to action.

**Organizational Assessment**

*Please list the top three things your organization does well and should continue to do.*

Senior Leader	Physician	Department Director	Manager	Other
Quality of Care	Quality of Care	Quality of Care	Quality of Care	Quality of Care
Financial Performance (net revenue, EBITA, etc.)	Leadership	Patient Satisfaction/ Perception of Care	Patient Satisfaction/ Perception of Care	Patient Safety
Patient Satisfaction/ Perception of Care	Education Opportunities	Financial/ Fiscal Responsibility	Patient Safety	Patient Satisfaction/ Perception of Care