

Part of the assessment includes a series of questions designed to help the organization assess its own level of accountability. The findings indicate that most organizations fully grasp the importance of accountability, and they put guidelines into place to hold people accountable. Unfortunately, they fall short of closing the loop.

Studer Group asks: How well does your current leader evaluation system hold people accountable? As shown below, the majority of respondents at this organization provides a lukewarm response to this question. A fair performance evaluation creates fair outcomes; however, a fair performance is not what people expect in health care.

Organizational Assessment

How well does your current leader evaluation system hold people accountable?

		Very Poor 1	Poor 2	Fair 3	Good 4	Excellent 5
Senior Leader	43.8	3	17	18	9	1
Physician	50.0	1	4	20	4	1
Department Director	50.0	6	39	61	43	4
Manager	50.6	16	60	142	79	10
Other	50.0	1	4	9	4	1
Total	49.8	27	124	250	139	17

* Calculation: 1=0, 2=25, 3=50, 4=75, 5=100