

The next part of Studer Group’s organizational assessment asks: How well does your organization move best practices throughout the rest of the organization? Answers are determined on a scale of one to 10.

Obviously, nines and 10s are ideal because they show that skill and measuring are hardwired. Sixes, sevens, and eights are average, but show there’s room for improvement. Anything below a six means the skill is seldom put to use. In health care the average score usually lands between a five and a six.

Studer Group has never had more than 10 percent of people say they are a nine or 10. So these are individuals achieving best practices in their own departments, yet the transfer of these practices to make the organization better is not happening. Typically, even when a best practice is identified, moving it throughout the organization is a huge challenge. Many high performers aren’t willing to share their methods for a variety of reasons.

Organizational Assessment

Rate the skill set at your organization in implementing and standardizing best practices throughout the organization.

(1=Worst to 10=Best in Class)

		Worst								Best in Class	
		1	2	3	4	5	6	7	8	9	10
Senior Leader	5.52	0	2	5	4	12	11	9	4	1	0
Physician	6.2	0	1	0	4	6	6	4	7	2	0
Department Director	6.12	1	2	8	19	24	26	39	28	2	4
Manager	6.55	0	3	10	22	53	46	73	69	27	4
Other	6.11	0	0	2	2	3	2	6	3	1	0
Total	6.31	1	8	25	51	98	91	131	111	33	8