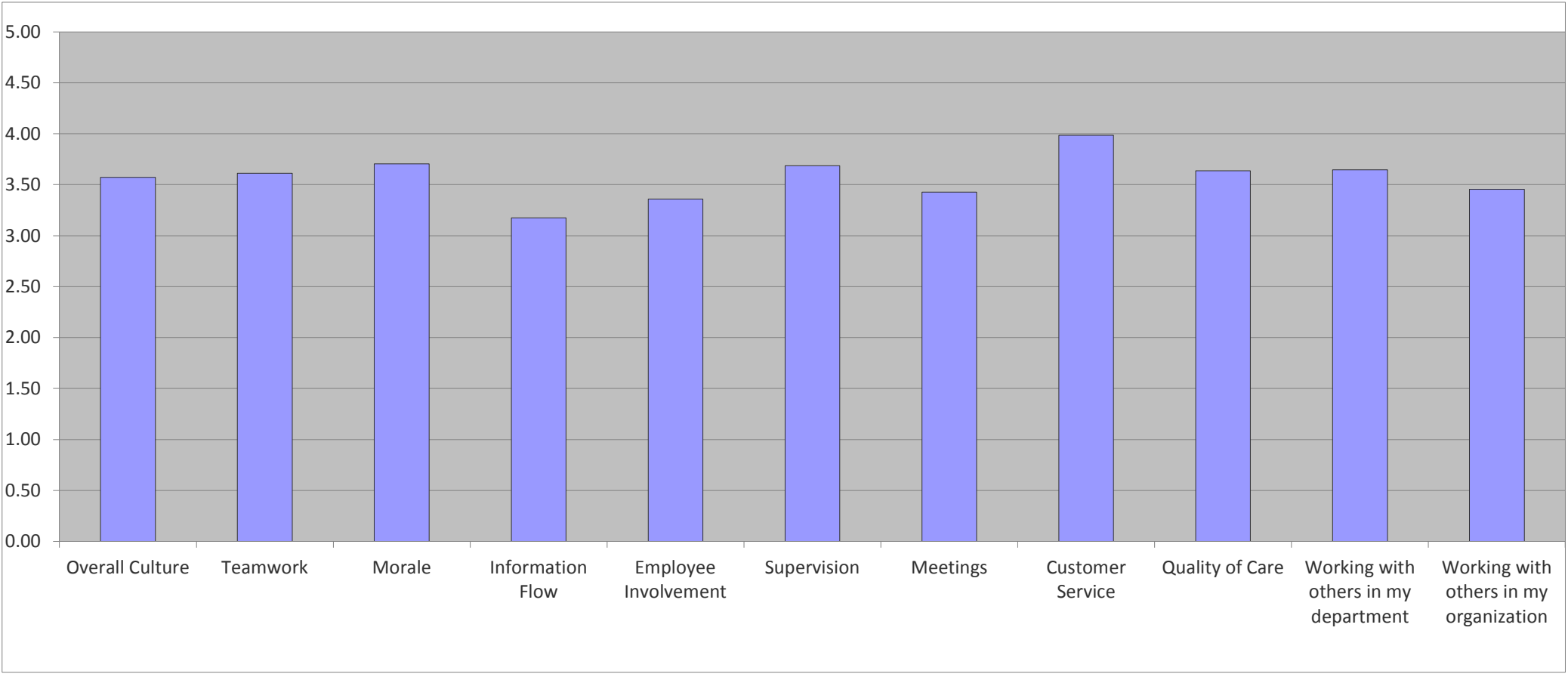


Bartlett Overall

Overall Culture Score: 3.57



80.3% Return Rate

1. Teamwork: Overall Score 3.61							
Answer Options	To a very little extent	To a little extent	To some extent	To a great extent	To a very great extent	Rating Average	Std. Dev
People I work with are direct and honest with each other.	9	13	119	171	77	3.76	0.89
People I work with accept criticism without becoming defensive.	21	44	134	153	33	3.35	0.98
People I work with function as a team.	13	22	87	167	97	3.81	0.99
People I work with constructively confront problems.	15	36	119	162	55	3.53	0.98
People I work with are good listeners.	14	29	112	168	63	3.61	0.97
						answered question	389
						skipped question	2

Bartlett Overall

2. Morale: Overall Score 3.70

Answer Options	To a very little extent	To a little extent	To some extent	To a great extent	To a very great extent	Rating Average	Std. Dev.
Employees and management in my work unit have a productive working relationship.	22	24	98	154	89	3.68	1.07
My work unit motivates me to put out my best efforts.	9	20	71	184	103	3.91	0.93
My work unit respects its employees.	18	19	77	168	105	3.83	1.03
My work unit treats people in a consistent and fair manner.	25	35	69	173	86	3.67	1.11
There is an atmosphere of trust in my work unit.	28	27	86	157	88	3.65	1.12
There is an atmosphere of trust in my department.	33	33	90	149	82	3.55	1.16
There is an atmosphere of trust in the organization.	36	52	169	99	29	3.09	1.03
						<i>answered question</i>	388
						<i>skipped question</i>	3

3. Information Flow: Overall Score 3.18

Answer Options	To a very little extent	To a little extent	To some extent	To a great extent	To a very great extent	Rating Average	Std. Dev.
When changes are made, the reasons are made clear.	33	45	162	100	37	3.17	1.05
I know what's happening in work units outside of my own.	54	94	156	61	12	2.69	1.01
I have the information I want about work units outside of my own.	33	75	164	81	22	2.96	1.00
I get the information I need to do my job well.	13	27	110	179	50	3.60	0.92
My work unit makes an effort to let employees know what's going on.	17	36	92	166	67	3.61	1.03
My department makes an effort to let employees know what's going on.	26	32	92	158	68	3.56	1.09
The organization makes an effort to let employees know what's going on.	27	61	126	128	31	3.20	1.04
						<i>answered question</i>	379
						<i>skipped question</i>	12

4. Employee Involvement: Overall Score 3.36

Answer Options	To a very little extent	To a little extent	To some extent	To a great extent	To a very great extent	Rating Average	Std. Dev.
My work unit values the ideas of employees at every level.	24	32	92	154	74	3.59	1.09
I am asked to make suggestions about how to do my job better.	29	44	99	132	71	3.46	1.15
I have a say in decisions that affect my work.	35	43	111	137	47	3.32	1.12
My opinions count in my organization.	44	59	131	103	35	3.07	1.13
						<i>answered question</i>	376
						<i>skipped question</i>	15

Bartlett Overall

5. Supervision: Overall Score 3.69

Answer Options	To a very little extent	To a little extent	To some extent	To a great extent	To a very great extent	Rating Average	Std. Dev.
Job requirements are made clear by my supervisor.	17	24	65	161	106	3.84	1.05
When I do a good job, my supervisor tells me.	30	36	66	129	111	3.69	1.22
My supervisor gives me criticism in a positive manner.	28	32	63	151	96	3.69	1.17
My supervisor is a good listener.	32	25	59	132	121	3.77	1.22
My last performance evaluation helped me improve.	37	34	96	122	73	3.44	1.21
						<i>answered question</i>	374
						<i>skipped question</i>	17

6. Meeting: Overall Score: 3.43

Answer Options	To a very little extent	To a little extent	To some extent	To a great extent	To a very great extent	Rating Average	Std. Dev.
Decisions made at meetings get put into action.	19	35	122	142	46	3.44	1.00
Everyone takes part in discussions at meetings.	25	41	108	134	55	3.42	1.09
Our discussions in meetings stay on track.	22	31	126	140	43	3.42	1.01
Time in meetings is well spent.	24	41	108	135	54	3.43	1.08
						<i>answered question</i>	365
						<i>skipped question</i>	26

7. Customer Service: Overall Score 3.98

Answer Options	To a very little extent	To a little extent	To some extent	To a great extent	To a very great extent	Rating Average	Std. Dev.
My work unit actively serves people from other work units as valued customers.	4	11	64	174	111	4.04	0.84
In my work unit we treat co-workers as valued customers.	12	14	65	167	105	3.93	0.96
My work unit continuously looks for ways to better serve our customers.	7	13	79	160	102	3.93	0.90
We treat the people who use our services as valued customers.	4	10	47	174	128	4.13	0.82
I am treated as a valued customer when I use the services of other work units.	7	11	82	176	84	3.89	0.86
						<i>answered question</i>	364
						<i>skipped question</i>	27

Bartlett Overall

8. Quality of Care: Overall Score 3.64

Answer Options	To a very little extent	To a little extent	To some extent	To a great extent	To a very great extent	Rating Average	Std. Dev.
I believe the quality of care at BRH is excellent.	6	8	79	180	92	3.94	0.84
The values of BRH are evident in our everyday practices.	6	19	102	174	63	3.74	0.86
I feel secure in voicing concerns I might have about quality and patient safety.	25	30	80	145	83	3.64	1.13
Hospital management provides a work climate that promotes patient safety.	10	21	90	166	77	3.77	0.94
The actions of hospital management show that patient safety is a top priority.	12	27	94	151	80	3.71	1.00
After we make changes to improve safety, we evaluate their effectiveness.	14	37	108	137	60	3.54	1.02
We are informed about errors that happen in this work unit.	30	35	105	122	65	3.44	1.15
People report "near misses" or "good catches" (mistakes that are caught and corrected before affecting the patient).	29	42	120	118	49	3.32	1.10
						<i>answered question</i>	365
						<i>skipped question</i>	26

9. Working with other work units in my department: Overall Score 3.65

Answer Options	To a very little extent	To a little extent	To some extent	To a great extent	To a very great extent	Rating Average	Std. Dev.
I regularly work with employees in other work units in my department.	3	8	81	123	79	3.91	0.86
Decisions made at meetings get put into actions.	11	18	119	107	30	3.45	0.90
People within my department are direct and honest with each other.	7	37	70	131	46	3.59	0.98
People within my department function as a team.	7	19	71	133	61	3.76	0.94
People within my department constructively confront problems.	16	28	85	111	50	3.52	1.06
I trust others within my department to follow through on commitments they make.	9	31	71	125	55	3.64	1.01
						<i>answered question</i>	294
						<i>skipped question</i>	97

10. Working with other work units in my organization: Overall Score 3.46

Answer Options	To a very little extent	To a little extent	To some extent	To a great extent	To a very great extent	Rating Average	Std. Dev.
I regularly work with employees in other departments within the BRH.	1	12	79	101	75	3.88	0.88
Decisions made at meetings get put into action.	7	19	119	88	25	3.41	0.86
People within the organization are direct and honest with each other.	10	27	102	99	24	3.38	0.93
People within the organization function as a team.	9	32	95	101	28	3.40	0.95
People within the organization constructively confront problems.	11	35	108	85	26	3.30	0.96
I trust others within the organization to follow through on commitments they make.	10	36	95	93	29	3.36	0.98
						<i>answered question</i>	268
						<i>skipped question</i>	123