

BlueCare Tennessee: Driving a Culture of Quality through Joy at Work



Description

The joy that employees experience in their everyday work is directly related to the culture of the organization. Inviting staff to be a part of defining the desired culture and putting goals and action plans in place inspires ownership and empowerment to drive and sustain the culture. BlueCare Tennessee utilized quality methods and activities to design a shared vision for the culture and strategies for implementing that strategy.

AIM

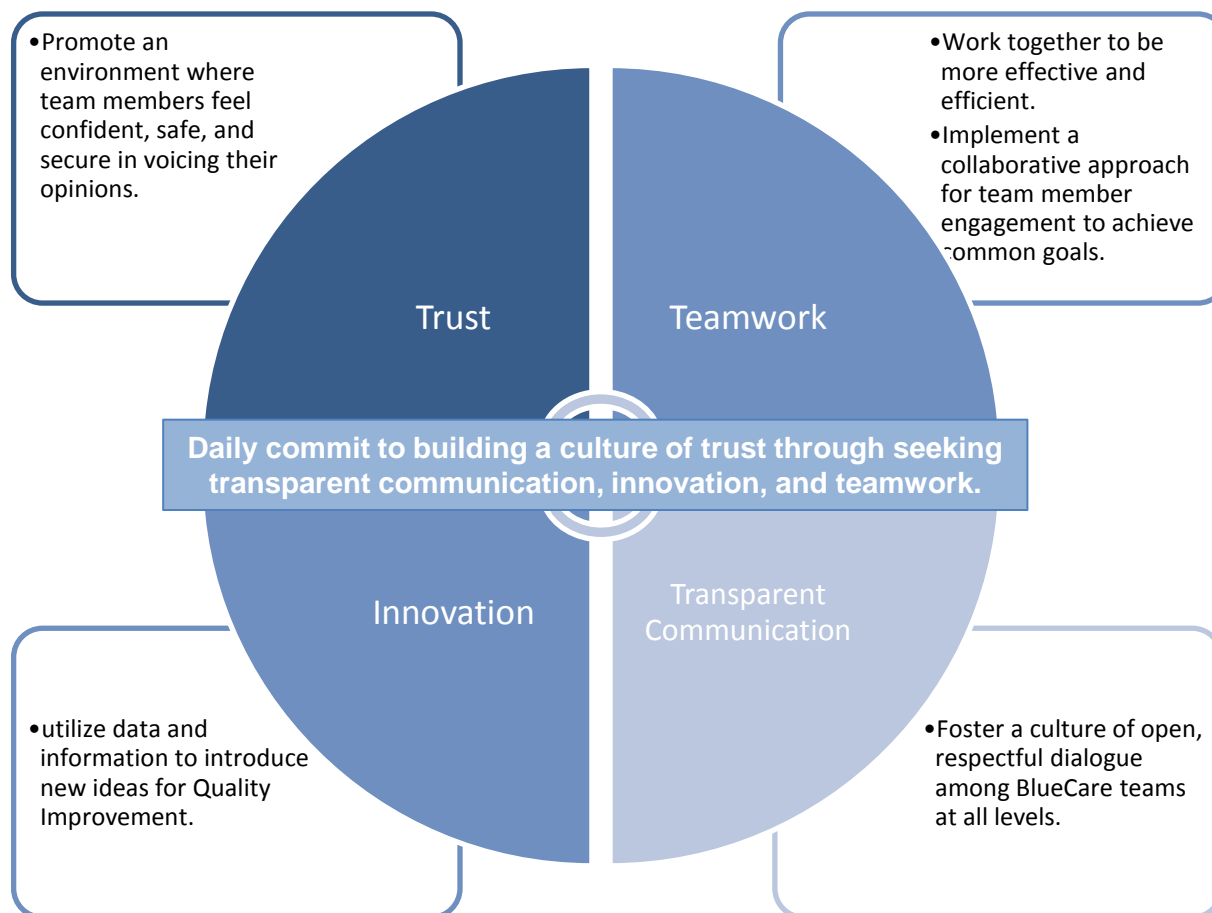
Improve employee engagement and satisfaction among all Quality Improvement staff.

Method

Plan – Do – Check – Act (PDCA)



Outcomes



Next Steps

- ★ Continue to gather and monitor staff feedback
- ★ Utilize data to identify additional opportunities for collaboration and improvement
- ★ Promote and maintain culture of trust in and among Quality Department