STRENGTHENING CLINICS THROUGH ALIGNED LEADERSHIP
2016-2017

In Partnership with Blue Shield of California Foundation

FIVE HEALTH CENTERS
- Asian Health Services
- The Children’s Clinic, “Serving Children and Their Families”
- Toiyabe Indian Health Project, Inc.
- West County Health Centers
- Westside Family Health Center

EXPERT GUIDANCE PROVIDED BY GREAT PLACE TO WORK
- Survey Guidance
- Sharing Best Practices
- Virtual and In Person Learning Community Support
- Action Planning and Workshop Development

SURVEY
Each health center engaged staff in completing the Trust Index Survey and designed action plans based on findings.

SURVEY DESIGN
- 58 core Trust Index© statements
- 2 open-ended questions
- Survey measures consistency of employee experience: “Almost always untrue” to “Almost always true”
- Unique survey measures trust, fairness, and staff camaraderie
California Health Centers Weigh in on Improving Workplace Culture

**Identify the DNA of "Culture"**

Organizational culture can be demystified and broken down into smaller, measurable components. Understanding that there are quantifiable variables such as fairness and decision-making transparency helped us design a concrete roadmap towards creating a culture that we want for our organization.

**Proceed With Courage**

It takes courage to ask for honesty from your staff and it’s important to process the responses in an objective, non-defensive way if you are actually going to create change with the information.

**Immerse Employees in the Process**

The culture of trust was reinforced by having leadership share surveys results honestly and transparently with all staff agency wide. We actively sought employee input on long term action plans for enhanced engagement and transparency organization wide.

**Strengthening Clinics through Aligned Leadership**