



Your Pathway Survey

Improvement starts with a plan or pathway. The plan starts with a review of the situation, and the determination of needs.

Take a few minutes to complete this brief survey to determine what may be your current workplace pressure points – which will help you and the organization get started on the development of an action plan.

Using the following scale, score each challenge area in terms of its importance, or significance, in terms of what you see as holding you and your organization back from greater success.

1 A Never Issue	2 A Seldom Issue	3 A Sometimes Issue	4 An Important Issue	5 A Major Issue
A		Score	B	
Leadership at the senior level			Dealing with resident mental health	
Supervisory leadership			Dealing with resident dementia	
Teamwork			Clinical care practices	
Front line staff leadership			Resident safety	
Customer service			Recreation/activities programs	
Conflict management			Documentation & care plans	
Total			Total	

Interpretation

- Any item scoring a “5” represents an obvious challenge area for you and your organization.
- Similarly, the highest total score for each grouping (A = Employee Growth and Development; B = Enriched Resident Care) indicates a potentially more important focal point for you and your organization.
- Because the individual scores and totals are not weighted in terms of severity or significance, use the scores as discussion points to help you and your team define your next best steps.
- Scores in the 1 – 2 range are seen as secondary concerns that can wait, and may be even be alleviated as the primary concerns are addressed.

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Sharing this quick review with employees at all levels is helpful when planning how to move forward. Insular thinking (i.e. “I know what I know, and only need to know what I know”) can limit the potential for real growth and improvement across the organization.

Engaging others helps to broaden the perspective, and by accepting and working with conflicting perceptions, the potential for major improvements is heightened.