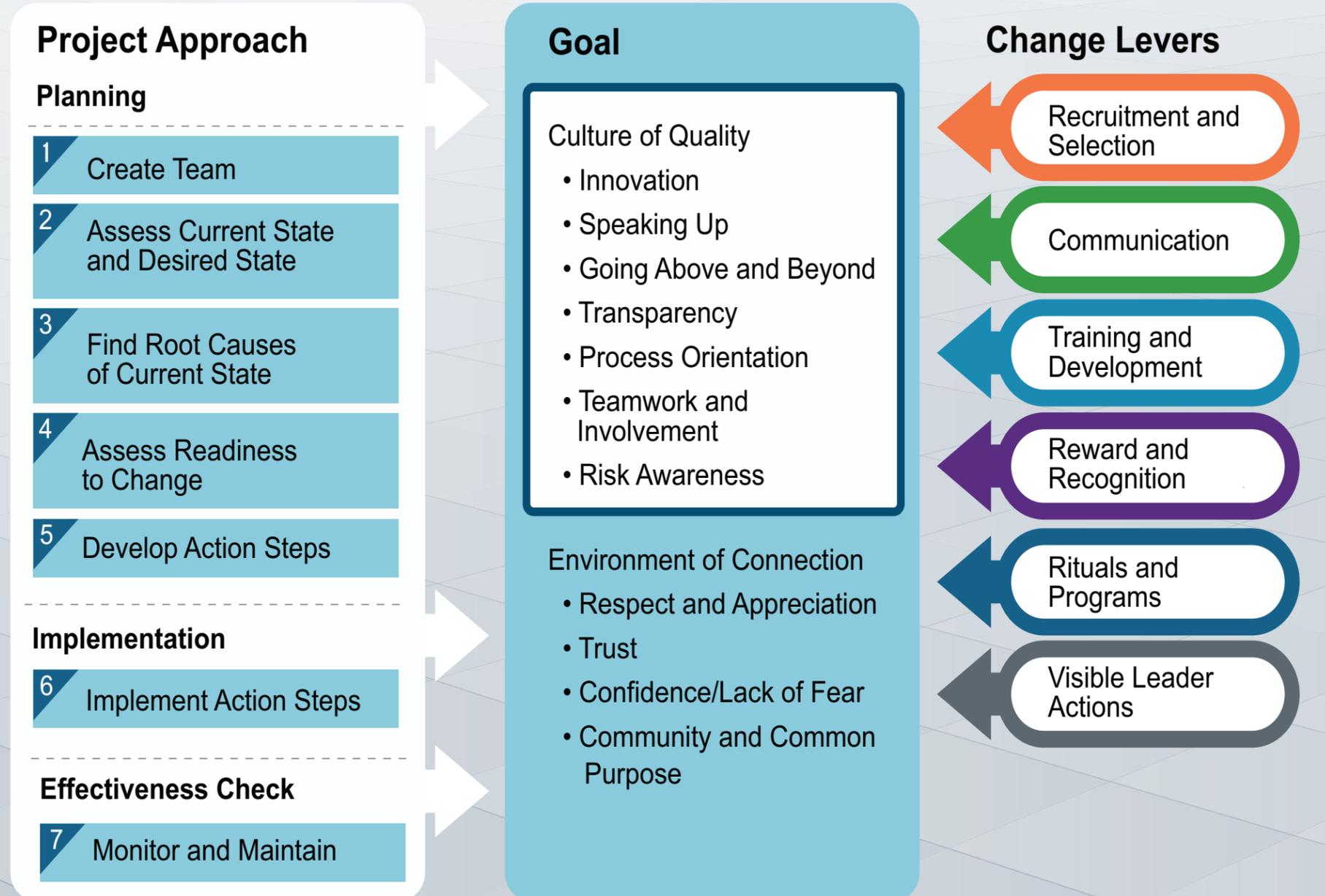


# Building a Culture of Quality



## Culture of Quality–Key Dimensions

Dimension of Culture	Example Behaviors
 <p><b>Innovation</b></p>	<ul style="list-style-type: none"> <li>• Question the status quo, question assumptions, and support change</li> <li>• Support staff who make suggestions</li> </ul>
 <p><b>Speaking Up</b></p>	<ul style="list-style-type: none"> <li>• Speak up about problems</li> <li>• Speak up when processes are cumbersome and will likely result in a workaround</li> <li>• Listen to staff when they raise issues</li> </ul>
 <p><b>Going Above and Beyond</b></p>	<ul style="list-style-type: none"> <li>• Do more than is required, striving for higher levels of quality, continuous improvement, and achievement</li> <li>• View occurrences as useful – as opportunities for learning and creating improvements</li> </ul>
 <p><b>Transparency</b></p>	<ul style="list-style-type: none"> <li>• Report errors and near misses to supervisors and managers</li> <li>• Support staff and encourage them to escalate errors; reward and recognize those who come forward</li> </ul>
 <p><b>Process Orientation</b></p>	<ul style="list-style-type: none"> <li>• When investigating mistakes, ask, “How did it happen?” rather than “Who did it?”</li> <li>• Respond to mistakes by looking for a process cause</li> </ul>
 <p><b>Teamwork and Involvement</b></p>	<ul style="list-style-type: none"> <li>• Include front line staff in decision making</li> <li>• Use cross training and job rotation to help individuals learn the perspective of other groups</li> <li>• Treat everyone as a valued team member</li> </ul>
 <p><b>Risk Awareness</b></p>	<ul style="list-style-type: none"> <li>• Proactively look for risks in the environment</li> <li>• Ask questions of leadership when something doesn't seem right</li> <li>• Trace QC and PT anomalies to their root cause</li> </ul>

Interested in learning more about building a quality culture? The CAP's QMED™ Quality Culture online course will provide you with an adaptable program for your laboratory. It includes video commentary by experienced CAP assessors as well as CAP member pathologists who are recognized for having positively influenced the culture of their organizations. Earn four CE credits with the completion of this course.

For more information, visit [cap.org](http://cap.org) and search QMED™.