



# Customer Assessment

**Prepared by**  
Barrett Values Centre

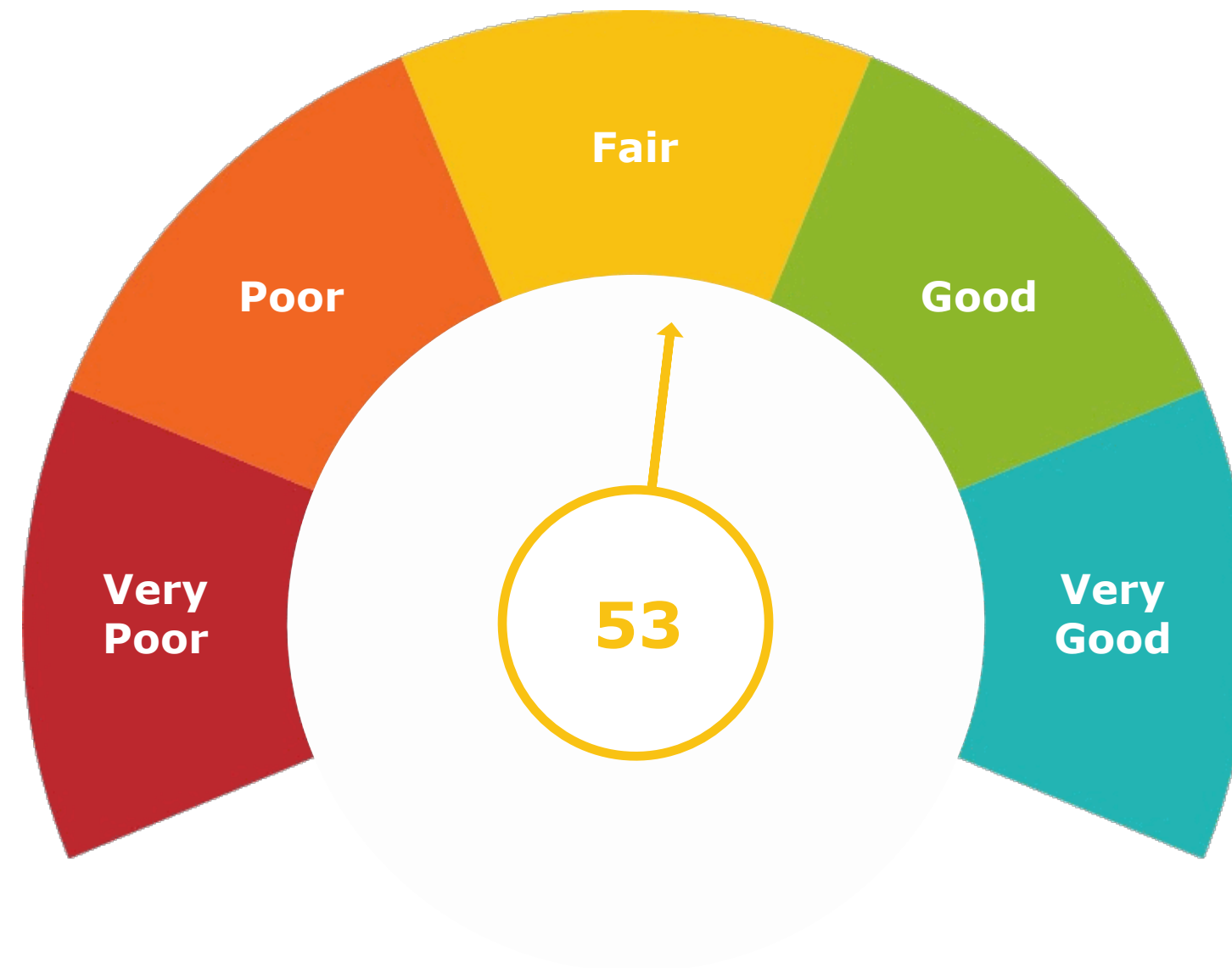
# Culture Score

**Customer Assessment**  
479 participants

This is the benchmark metric reflecting the health and strength of a culture.

The score is based on matches, Cultural Entropy<sup>®</sup> and balance between the levels.

**Global Average: 50**  
**Industry Average: 50**



# Summary of Results

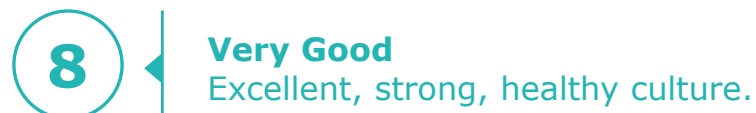
**Customer Assessment**  
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## Alignment

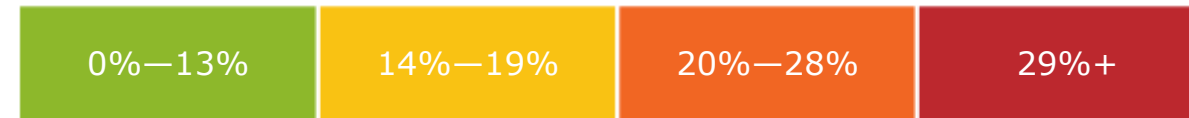
### Personal & Current Culture Matches



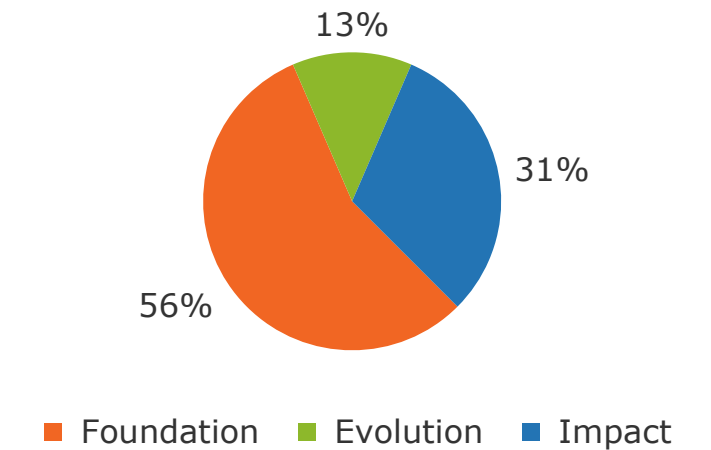
### Current & Desired Culture Matches



## Cultural Entropy® Score

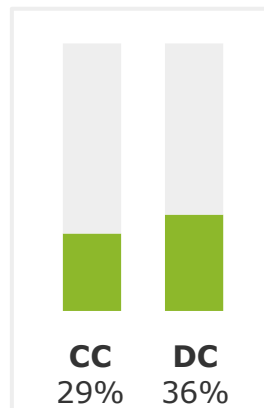


## Balance Index

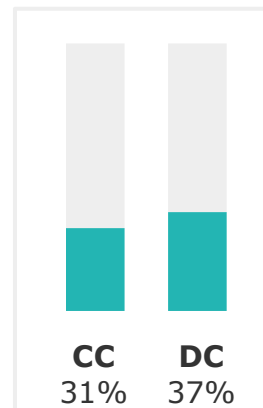


## Organisational Perspectives

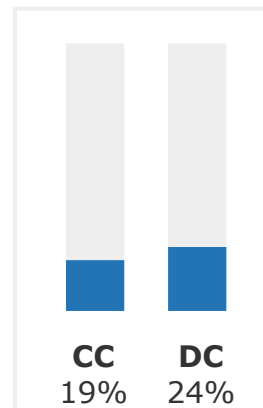
### Process



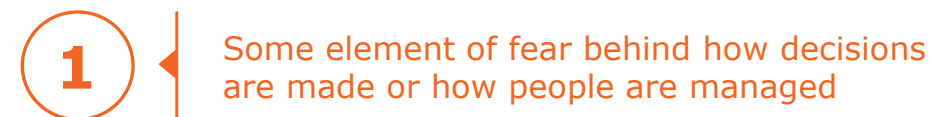
### People



### Purpose



## Potentially Limiting Values



bureaucracy

## New Values to Focus On

efficiency

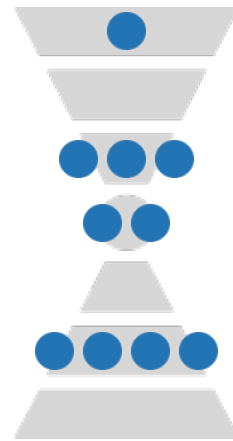
humour/ fun

patient safety

# Overall Group Results

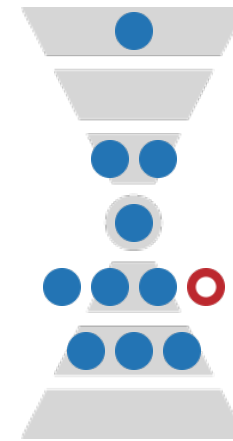
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## Personal Values (PV)



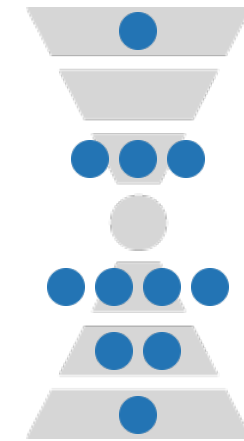
VALUE	VOTES	LEVEL
family	226	2
<b>humour/ fun</b>	189	5
honesty	188	5
helpfulness	164	2
accountability	154	4
caring	153	2
adaptability	139	4
<b>positive attitude</b>	139	5
<b>compassion</b>	136	7
<b>respect</b>	136	2

## Current Culture Values (CC)



VALUE	VOTES	LEVEL
<b>competence</b>	288	3
<b>compassion</b>	195	7
<b>professionalism</b>	188	3
<b>positive attitude</b>	185	5
<b>commitment</b>	144	5
<b>respect</b>	141	2
teamwork	125	4
bureaucracy	124	3
<b>quality</b>	114	3
<b>listening</b>	111	2
personalised care	111	2

## Desired Culture Values (DC)



VALUE	VOTES	LEVEL
<b>competence</b>	274	3
<b>quality</b>	184	3
<b>professionalism</b>	172	3
<b>commitment</b>	166	5
patient safety	161	1
<b>compassion</b>	156	7
<b>listening</b>	154	2
efficiency	139	3
<b>positive attitude</b>	137	5
<b>humour/ fun</b>	132	5
<b>respect</b>	132	2

- 7 Contribution
- 6 Collaboration
- 5 Alignment
- 4 Evolution
- 3 Performance
- 2 Relationships
- 1 Viability

Positive Value

Potentially Limiting

**PV & CC**  
0 Matches

**PV & DC**  
1 Match


**CC & DC**  
5 Matches

**PV, CC & DC**  
3 Matches

# Values Jumps

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## Types of Jumps

 **Existing**  
In CC and DC now  
Call to strengthen

 **New Values**  
In Desired Culture












 **Emerging**  
Not in Desired Culture

## Values

**CC**

**DC**

**Jump**

patient safety		66	161	95
employee health		16	94	78
quality		114	184	70
patient influence		48	117	69
wisdom		40	102	62
financial stability		7	68	61
continuous improvement		14	70	56
ethics		31	82	51
humour/ fun		82	132	50
listening		111	154	43
patient satisfaction		78	121	43

# Cultural Entropy<sup>®</sup> Report

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## 1 Viability

6%  
of total  
votes

POTENTIALLY LIMITING VALUES	VOTES
short-term focus	83
control	74
caution	59
job insecurity	26
exploitation	15
unethical	15

## 2 Relationships

5%  
of total  
votes

POTENTIALLY LIMITING VALUES	VOTES
lack of patient focus	84
insensitivity	66
blame	39
internal competition	29
empire building	11

## 3 Performance

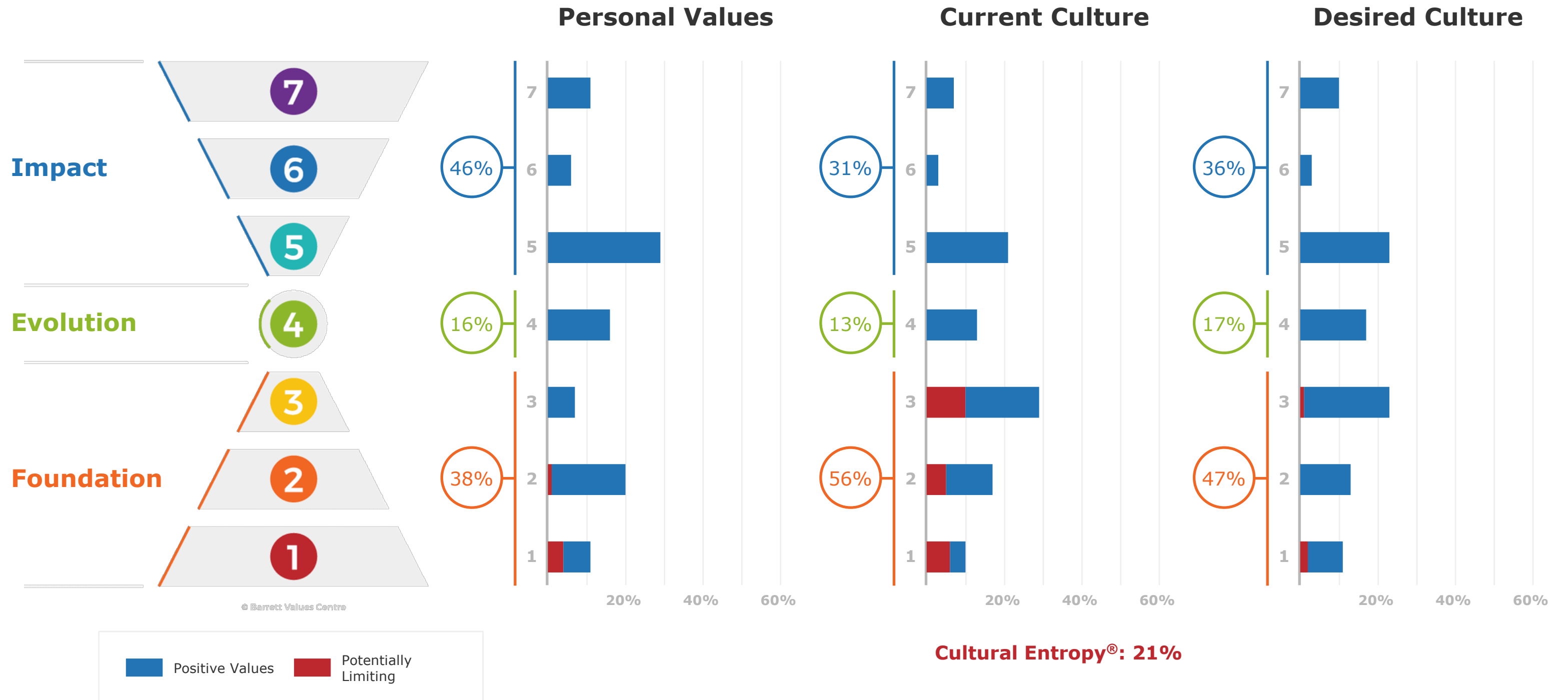
10%  
of total  
votes

POTENTIALLY LIMITING VALUES	VOTES
<b>bureaucracy</b>	124
confusion	88
hierarchy	71
information hoarding	70
long hours	63
silo mentality	50
complacency	29



# Balance Index

**Customer Assessment**  
479 participants



# Expansive View

**Customer Assessment**  
479 participants

**7** Contribution  
**6** Collaboration  
**5** Alignment  
**4** Evolution  
**3** Performance  
**2** Relationships  
**1** Viability

**Positive**

**I** = Individual  
**R** = Relationship  
**O** = Organisational  
**S** = Societal

**Potentially Limiting**

**I** = Individual  
**R** = Relationship  
**O** = Organisational  
**S** = Societal

## Personal Values

**I****R****S** = 4-6-0    **I****R****S** = 0-0-0

VALUE	VOTES	LEVEL
family	226	<b>R</b> 2
humour/ fun	189	<b>I</b> 5
honesty	188	<b>I</b> 5
helpfulness	164	<b>R</b> 2
accountability	154	<b>R</b> 4
caring	153	<b>R</b> 2
adaptability	139	<b>I</b> 4
positive attitude	139	<b>I</b> 5
compassion	136	<b>R</b> 7
respect	136	<b>R</b> 2
fairness	129	<b>R</b> 5
health	122	<b>I</b> 1
independence	118	<b>I</b> 4
cooperation	110	<b>R</b> 5
friendship	106	<b>R</b> 2
humility	105	<b>I</b> 7
commitment	103	<b>I</b> 5
wisdom	100	<b>I</b> 7
listening	97	<b>R</b> 2
ambition	96	<b>I</b> 3

## Current Culture Values

**I****R****O****S** = 3-4-3-0    **I****R****O****S** = 0-0-1-0

VALUE	VOTES	LEVEL
competence	288	<b>I</b> 3
compassion	195	<b>R</b> 7
professionalism	188	<b>O</b> 3
positive attitude	185	<b>I</b> 5
commitment	144	<b>I</b> 5
respect	141	<b>R</b> 2
teamwork	125	<b>R</b> 4
bureaucracy	124	<b>O</b> 3
quality	114	<b>O</b> 3
listening	111	<b>R</b> 2
personalised care	111	<b>O</b> 2
efficiency	110	<b>O</b> 3
patience	104	<b>I</b> 5
service-minded	104	<b>O</b> 2
accountability	98	<b>R</b> 4
safety	91	<b>O</b> 1
confusion	88	<b>O</b> 3
trust	87	<b>R</b> 5
lack of patient focus	84	<b>R</b> 2
short-term focus	83	<b>O</b> 1

## Desired Culture Values

**I****R****O****S** = 3-3-5-0    **I****R****O****S** = 0-0-0-0

VALUE	VOTES	LEVEL
competence	274	<b>I</b> 3
quality	184	<b>O</b> 3
professionalism	172	<b>O</b> 3
commitment	166	<b>I</b> 5
patient safety	161	<b>O</b> 1
compassion	156	<b>R</b> 7
listening	154	<b>R</b> 2
efficiency	139	<b>O</b> 3
positive attitude	137	<b>I</b> 5
humour/ fun	132	<b>O</b> 5
respect	132	<b>R</b> 2
patient satisfaction	121	<b>O</b> 2
patient influence	117	<b>R</b> 4
safety	109	<b>O</b> 1
wisdom	102	<b>I</b> 7
trust	95	<b>R</b> 5
accountability	94	<b>R</b> 4
employee health	94	<b>O</b> 1
teamwork	93	<b>R</b> 4
dependability	92	<b>R</b> 3



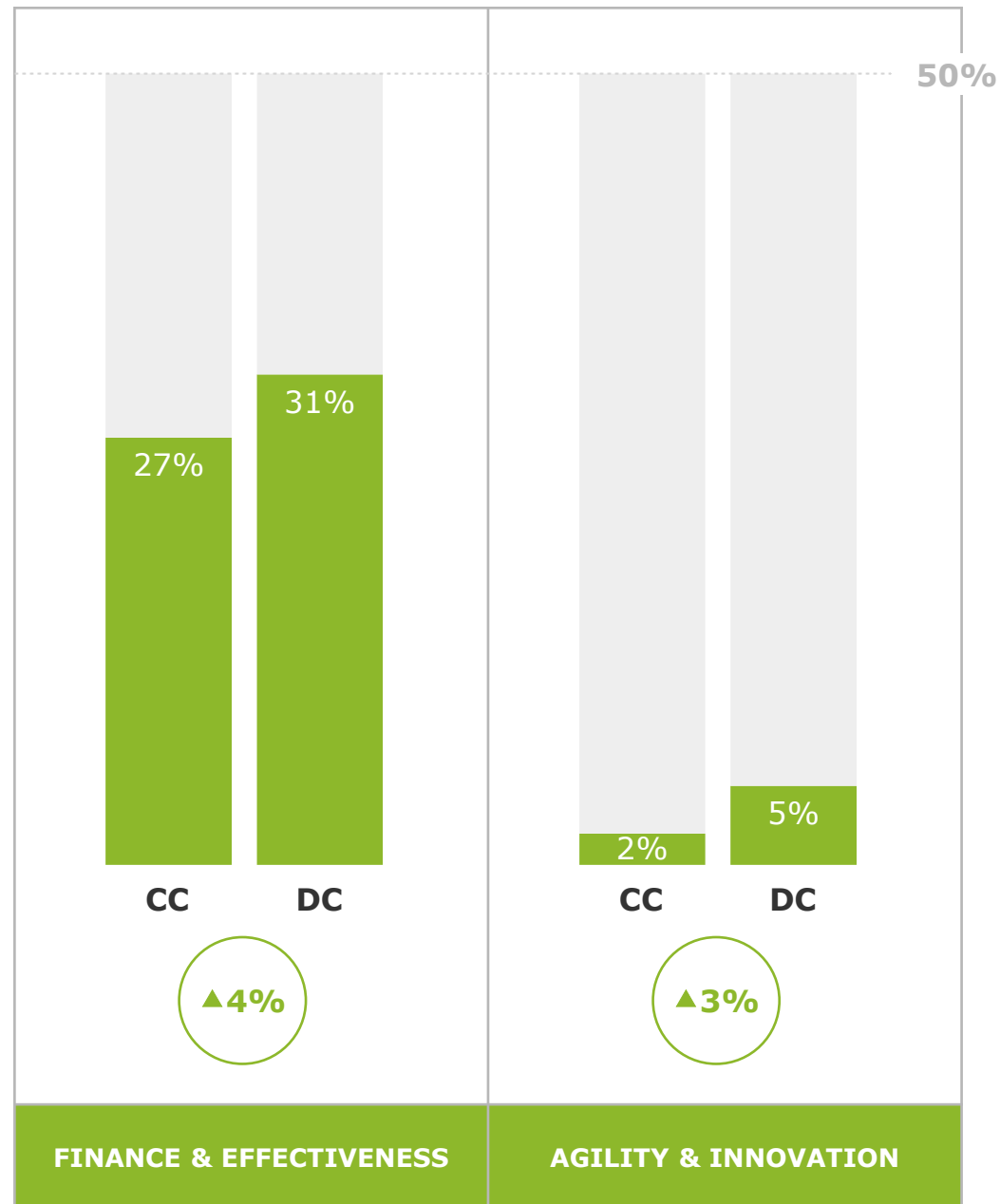
# Organisational Perspectives

Positive Values Distribution

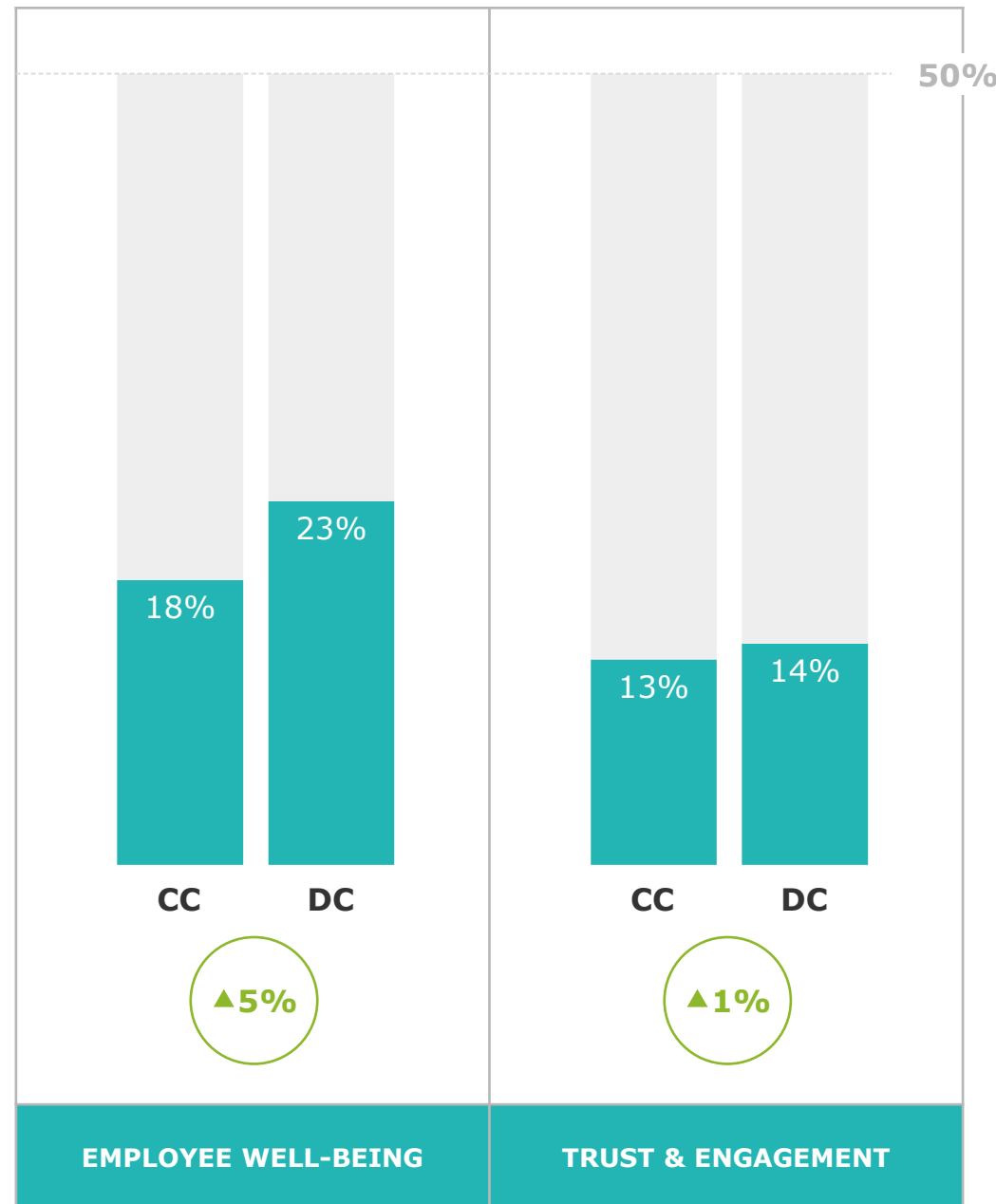
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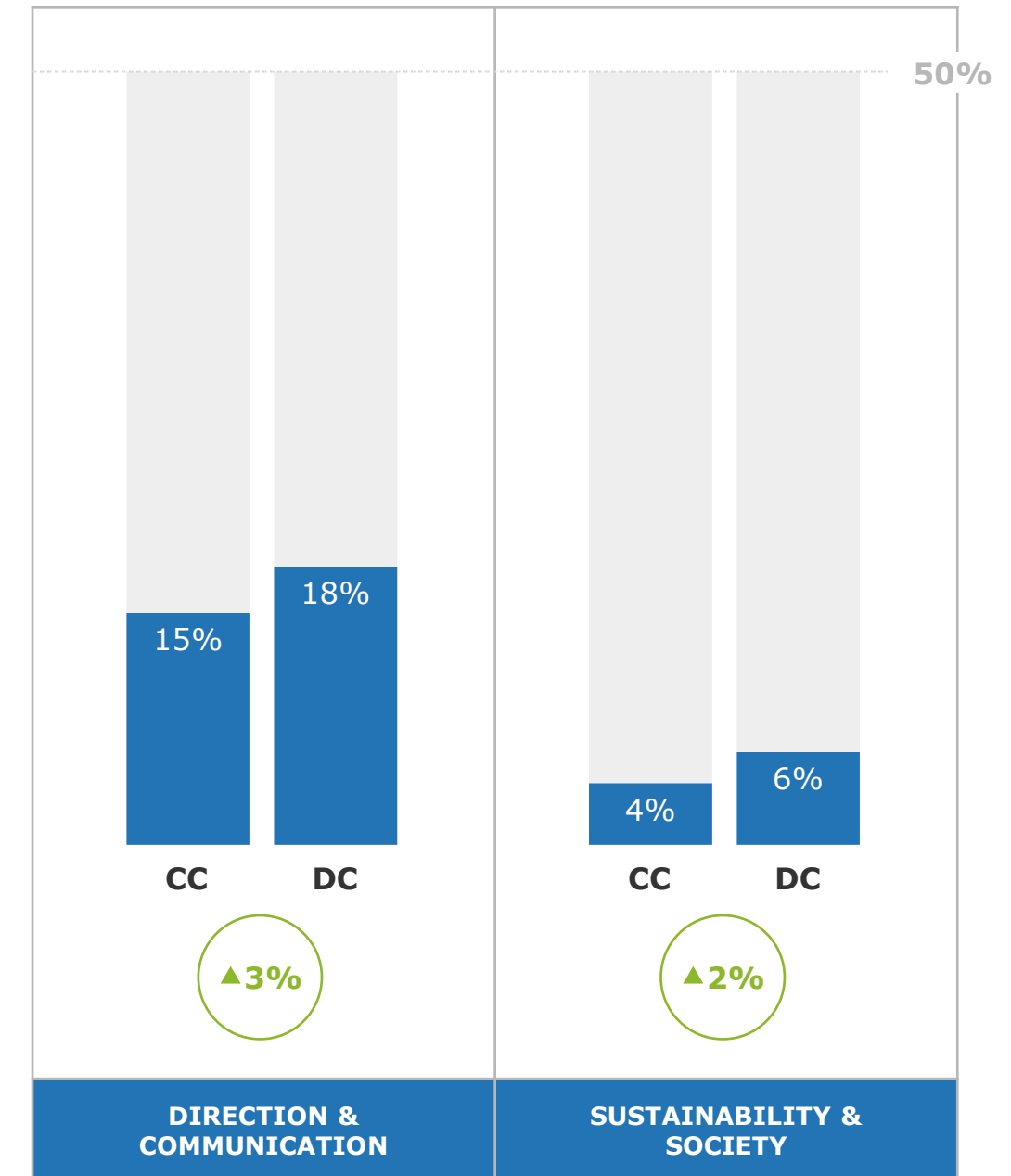
## Process



## People



## Purpose



# Organisational Perspectives

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	Process		People		Purpose	
	FINANCE & EFFECTIVENESS	AGILITY & INNOVATION	EMPLOYEE WELL-BEING	TRUST & ENGAGEMENT	DIRECTION & COMMUNICATION	SUSTAINABILITY & SOCIETY
<b>Desired Culture</b> + <b>Values Jumps</b>	<u>competence</u> <u>professionalism</u> <u>efficiency</u> <u>quality</u> patient safety financial stability patient satisfaction	continuous improvement	<u>compassion</u> <u>respect</u> employee health	<u>commitment</u>	<u>positive attitude</u> <u>listening</u> <u>humour/ fun</u> ethics	wisdom
<b>Current Culture</b>	competence professionalism bureaucracy quality personalised care		compassion respect	commitment teamwork	positive attitude listening	
<b>Cultural Entropy®</b> <b>21%</b>	<b>3%</b>	<b>2%</b>	<b>4%</b>	<b>5%</b>	<b>5%</b>	<b>2%</b>