

Organizational Culture and Climate: Assessment and Analysis

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The purpose of this paper is to assess and analyze my current organization's culture and climate and the impact the culture has on providing a healthy, safe, person-centered work environment. Organizational culture is the values, understandings, and norms that members of the organization share (Lopez-Martin & Topa, 2019). Organization climate is the staff's perception of the environment of which they work (Galdikiene et al., 2019). The following will describe how the mission, vision, and goals align with the culture and climate of my workplace. It will also address three strengths of the culture and two opportunities for improvement. I will review two ways the climate reflects the culture and identify how the culture and climate support a person-centered, healthy, safe, work environment. Strategies to address the identified improvement opportunities will be explored followed by a conclusion of what was accomplished in my assessment and analysis.

Organizational Culture and Climate Description

Assessing my organization's physical environment, I found a small community hospital with easy access from the parking lot to all entrances. Parking is free and entrances are welcoming. Although not all hallways are clear, items are kept to one side and passing through is easy and directions are clearly posted. The system provides meals at holidays and the CNO & COO have monthly birthday celebration breakfasts with staff. The staff is even provided a relaxation room and the occasional perk of hand massages or gifts. The small facility promotes teamwork, professional development, and comradery. Although there are authority lines, communication is open at all levels and never discouraged. Safety is promoted and reporting is encouraged without fear of punishment. Safety coaches are trained in all departments to promote reporting and identifying areas of potential process improvements. Multiple ways to

communicate occur to ensure information is shared. No obvious taboos were uncovered. Overall, the organization supports the well-being of staff and the community, while also providing a safe, pleasant, and accepting environment to work.

Mission, Vision, & Goals

University Hospitals' mission is to heal, to teach, to discover, and the vision is the science of health and the art of compassion (University Hospitals, n.d.). To support the mission, vision, and goals of the organization, leadership has provided a culture that aligns to reflect them. Staff is provided a welcoming workspace, they are acknowledged and rewarded through points they can use to purchase items of their choice. Professional development is encouraged through a generous tuition reimbursement program and certifications are rewarded financially. The professional pathway provides additional raises to those that go beyond the basics. All members of leadership have an open-door policy and no issue is too small to be heard. Safe reporting is encouraged, and this safe reporting may lead to process changes; it is not punitive. With a focus on transparency, no taboos were identified to hinder the mission, vision, and goals aligning with the culture. The concept of providing this culture is to guide staff to achieve the organization's objectives and promote expected behaviors practiced by the team (Nancu, 2016).

Strengths & Opportunities

Three strengths identified in my assessment include the just culture (non-judgmental reporting and an organization that seeks to learn from events to prevent others from repeating the occurrence), leadership transparency (open communication on system pillars: patient satisfaction, finance, physician engagement, & quality), and staff recognition (public announcements, emails, reward points, innovation ideas taken to fruition). To maintain the organizational culture, UH is committed to ongoing excellence and strives to hire and retain