# JEDI Certification Program:

# Organizational Change Series for Leaders

# Workshop 5: Embedding Accountability into JEDI Policies and Practices

## NOTES

| **SLIDE NUMBER** | **SLIDE TITLE** | **NOTES***Indicate any Aha moments, what your organization is already doing well, and what your organization needs to improve as you write your notes.*  |
| --- | --- | --- |
| 1.1. | Introduction |  |
| 1.1.1. | Tapping into accountability: Discussion |  |
| 1.2. | Gaining employee insight on climate and culture |  |
| 1.2.1. | Defining climate and culture |  |
| 1.2.2. | Understanding the purpose of climate and culture surveys |  |
| 1.2.3. | Conducting culture and climate surveys |  |
| 1.2.4. | Conducting culture and climate surveys: Discussion |  |
| 1.2.5. | Conducting culture and climate surveys: Action step |  |
| 1.3. | Uncovering causes of turnover with exit interviews |  |
| 1.3.1. | Understanding the value of exit interviews |  |
| 1.3.2. | Implementing exit interviews |  |
| 1.3.3. | Implementing exit interviews: Discussion |  |
| 1.3.4. | Implementing exit interviews: Action step |  |
| 1.4. | Give patients a voice within your organization |  |
| 1.4.1. | Understanding the value of patient feedback |  |
| 1.4.1.1. | Understanding the value of patient feedback: Discussion |  |
| 1.4.2. | Measuring patient satisfaction through various strategies |  |
| 1.4.3. | Analyzing patient satisfaction |  |
| 1.4.4. | Measuring and analyzing patient satisfaction: Discussion |  |
| 1.4.5. | Measuring and analyzing patient satisfaction: Action step |  |
| 1.5. | Provide a space for reporting bias incidents |  |
| 1.5.1. | Defining bias-related incidents |  |
| 1.5.2. | Understanding the role of bias incident response teams |  |
| 1.5.3. | Forming a bias incident response team |  |
| 1.5.4. | Forming a bias incident response team: Discussion |  |
| 1.5.5. | Forming a bias incident response team: Action step |  |
| 1.6. | Wrapping it up |  |