3-page APA styled paper with recent (less than 10 years) peer reviewed academic references.

Please respond to grading rubric level 3.

See case study attached

**Part IV: Culture of Accountability and Quality Excellence**

Zach and the hospital board of directors are concerned about the organizational culture in the emergency department. Zach has asked you to recommend ways to **improve the organizational culture.**

Define a **culture of accountability and quality excellence.**

1) Explain why a culture of accountability and quality excellence will improve the patient experience and the work environment at Piney Woods Hospital.

2) Recommend how Zach and the leadership team can foster a culture of accountability and quality excellence in the emergency department.

3) Describe the challenges of fostering a culture of accountability and quality excellence in the emergency department.

**Grading rubric**

Part IV: Culture of Accountability and Quality Excellence

Sub-Competency 4: Recommend steps to foster a culture of accountability and quality excellence in the organization.

Learning Objective 4.1: Define a culture of accountability and quality excellence.

0) Definition of a culture of accountability and quality excellence is missing.

1) Response provides an unclear or incomplete definition of a culture of accountability and quality excellence. Response is not supported by academic/professional resources and/or the resources are not relevant.

2) Response clearly and accurately defines a culture of accountability and quality excellence. Response is supported by references to relevant academic/professional resources.

**3) Demonstrates the same level of achievement as “2,” plus the following: The definition is accompanied by a brief scenario that exemplifies various aspects of a culture of accountability.**

Learning Objective 4.2: Explain why a culture of accountability and quality excellence will lead to an improved patient experience and an improved work environment.

0) Explanation of why a culture of accountability and quality excellence will lead to an improved patient experience and an improved work environment is missing.

1) Response vaguely or inaccurately explains why a culture of accountability and quality excellence will lead to an improved patient experience and an improved work environment in the case presented, and/or the explanation does not relate to the case presented. Response is not supported by academic/professional resources and/or the resources are not relevant.

2) Response clearly and accurately explains why a culture of accountability and quality excellence will lead to an improved patient experience and an improved work environment in the case presented. Response is supported by references to relevant academic/professional resources.

**3) Demonstrates the same level of achievement as “2,” plus the following: The explanation includes one or two scenario-based examples that illustrate the points presented.**

**Learning Objective 4.3: Recommend ways leadership teams can foster a culture of accountability and quality excellence.**

0) Recommendation of ways leadership teams can drive a culture of accountability and quality excellence is missing.

1) The recommendations are unclear, or are not aligned with fostering a culture of accountability and quality excellence, or do not relate to the case presented. Response is not supported by academic/professional resources and/or the resources are not relevant.

2) includes three clear recommendations for how the healthcare leaders in the case presented can foster a culture of accountability and quality excellence. Response is supported by references to relevant academic/professional resources.

**3) Demonstrates the same level of achievement as “2,” plus the following: Response includes a fourth recommendation.**

Learning Objective 4.4: Describe the challenges of fostering a culture of accountability and excellence in healthcare environments.

0) Description of the challenges of instituting a culture of accountability and excellence is missing.

1) Presentation vaguely describes three challenges of fostering a culture of accountability and excellence in the context of the case presented, or fewer than three challenges are described. Response is not supported by academic/professional resources and/or the resources are not relevant.

2) clearly describes three challenges of fostering a culture of accountability and excellence in the context of the case presented. Response is supported by references to relevant academic/professional resources.

**3) Demonstrates the same level of achievement as “2,” plus the following: Response describes a fourth challenge.**