

Results for: JCHD Post-Test Record No: 1

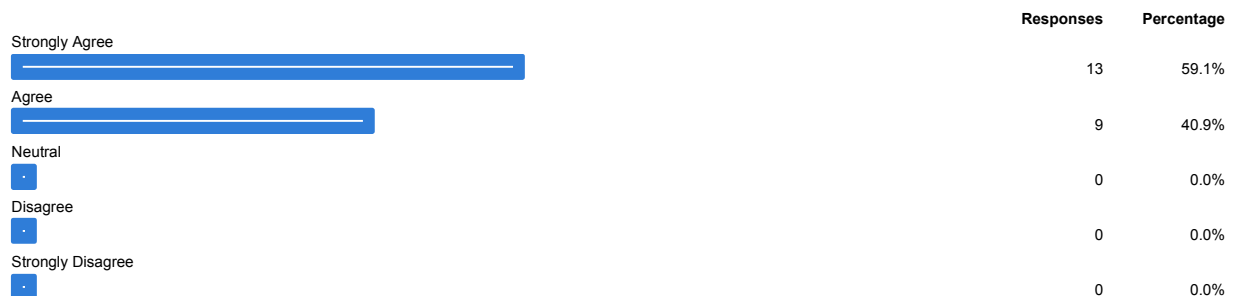
I understand the meaning of quality improvement and how it applies to my work at Jessamine County Health Department.



I have a strong knowledge base of quality improvement tools and feel comfortable applying them to my work at Jessamine County Health Department.



I understand who our customers are at Jessamine County Health Department and have a strong knowledge base of customer service.



I understand the importance of collecting and using data to work more effectively and efficiently at Jessamine County Health Department.

	Responses	Percentage
Strongly Agree	9	40.9%
Agree	13	59.1%
Neutral	0	0.0%
Disagree	0	0.0%
Strongly Disagree	0	0.0%

I am confident in my ability to handle conflict and difficult conversations.

	Responses	Percentage
Strongly Agree	2	9.1%
Agree	18	81.8%
Neutral	2	9.1%
Disagree	0	0.0%
Strongly Disagree	0	0.0%

Overall, my general knowledge of quality improvement is:

	Responses	Percentage
Very minimal	0	0.0%
Minimal	0	0.0%
Somewhat familiar	5	22.7%
Familiar	12	54.5%
Very familiar	5	22.7%