

SCORE™ culture and engagement survey

Get actionable insights about your culture to ensure safer care and healthier teams.



Gain deeper insights about your workforce to drive clinical, operational, and cultural change

A healthcare organization’s culture plays a significant role in its performance.

When teamwork, communication, respect, and transparency are present, teams are more likely to collaborate, problem solve and handle the unexpected effectively.

Every organization’s culture is different, and it varies from department to department. Yet, leaders often don’t have visibility into these nuances. When they know about a work setting’s culture, they can partner with teams to more effectively address complex issues like patient safety, team well-being, efficiency, and quality.

SCORE™ is a highly validated survey tool that measures the culture and engagement of a healthcare organization’s workforce

SCORE (Safety Culture, Operational reliability, Resilience/burnout and Engagement) looks at current indicators that directly correlate to the patient and team experience at the local level, including questions about engagement, burnout/well-being, resilience, improvement readiness, psychological safety, and more.

SCORE data also correlates to clinical outcomes and operational metrics. When healthcare organizations view clinical, operational, and cultural data together, they unlock connections between team interactions and patient care – giving a more holistic picture of performance and opportunity.

Using SCORE data, healthcare leaders can:

- Spark team conversations about what’s going well and what could be better in their work settings.
- Guide decision-making around interventions to improve culture, patient care and the team experience.
- Track the impact of interventions over time and benchmark performance with peers.
- Discover how culture might be affecting other aspects of performance, including quality and safety.

SCORE Accreditations



What sets SCORE apart?

Gives every person in your organization a voice.

You can field SCORE across all clinical and non-clinical roles and work settings. Questions auto-modify by respondent type to ensure everyone taking the survey feels it applies to them.

Provides quantitative and qualitative data.

Digestible reports and clear data visualizations show themes and trends at the organization and local levels. Customized debriefs, facilitated by trained high reliability experts, give leaders and teams a window into a culture's bright spots and opportunities. This enables collaborative action planning for improvement.

Validated through research.

Studies link SCORE directly to CMS Star Ratings, as well as indicators for absenteeism, turnover, burnout, medical error, adverse event reporting, and more (see Table 1).

Offers the largest benchmark for burnout.

Includes detail about symptoms, causes, and stressors, allowing you to gauge your team's emotional exhaustion and compare it to others.

Magnet and Leapfrog (Tier One) accredited.

The SCORE Magnet module uses automatic benchmark selection to deliver submission-ready reports for ANCC, making it easier to submit accurate, compelling reports that have the optimal configuration to receive a passing score.

Grounded in a High Reliability Framework.

SCORE aligns with the Vizient Safe and Reliable *Framework for High Reliability Healthcare* – the go-to resource for healthcare organizations interested in becoming highly reliable in practice.

Vizient Safe and Reliable Healthcare

SCORE is a component of **Vizient Safe and Reliable Healthcare**, a comprehensive solution that partners with organizations on their high reliability organization (HRO) journeys. We ground our integrated suite of consulting, analytics, professional development, and technology offerings in high reliability principles, with a focus on strengthening culture, knowledge, learning, leadership, and management systems.



To learn more, please contact reliability@vizientinc.com.

Table 1: SCORE Survey Comparison

	HSOPS 2.0	GLINT	Press Ganey	SCORE
Correlates with CMS Star Rating				☑
Correlates with HCAHPS	☑			☑
Published in Top Tier Journals	☑			☑
Physician Benchmarks	☑		☑	☑
Leapfrog	Tier 1	Tier 3	Tier 3	Tier 1
ANCC Approved for Magnet		☑	☑	☑
Debriefing Tool		☑		☑
Action Planning Tools/Templates	☑	☑	☑	☑
Safety Culture Domains	☑		☑	☑
Standard Domain Measuring Burnout			☑	☑
Engagement		☑	☑	☑
Intentions to Leave	☑		☑	☑
200+ Correlations with Clinical Outcomes	☑			☑
All Questions use Non-Clinical Wording		☑	☑	☑
Supports Dual Mapping (clinical work area & manager roll-ups)		☑	☑	☑
Domains with Validated Cronbach's Alpha Scores	☑			☑

As the nation's largest member-driven healthcare performance improvement company, Vizient provides solutions and services that empower healthcare providers to deliver high-value care by aligning cost, quality and market performance. With analytics, advisory services and a robust sourcing portfolio, we help members improve patient outcomes and lower costs.