

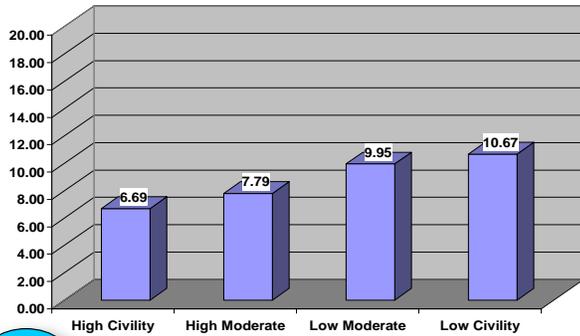


CREW BUSINESS CASE

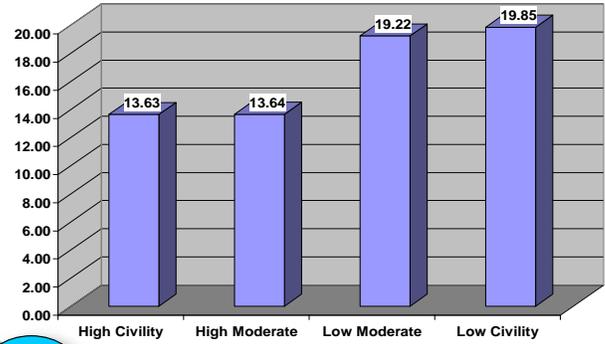


Higher Civility is Related to Fewer EEO Complaints

Relationship between Civility and EEO Formal Complaint Activity



Relationship between Civility and EEO Informal Complaint Activity



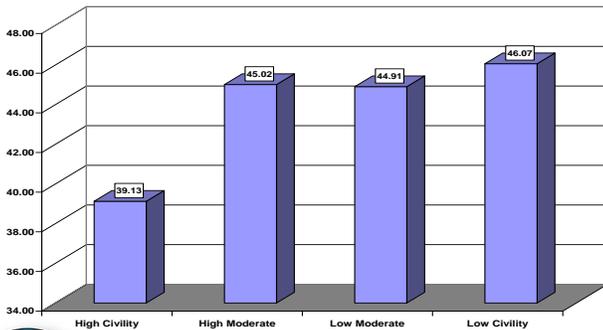
VHA National Center for
NCOD
Organization Development



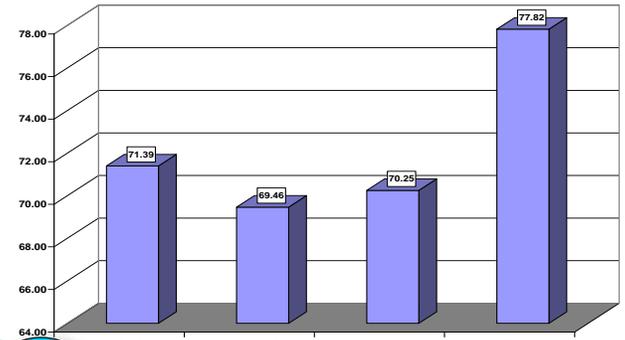
VHA National Center for
NCOD
Organization Development

Higher Civility is Associated with Fewer Sick Leave Hours

Relationship between Civility and Sick Leave Hours - Title 38



Relationship between Civility and Sick Leave Hours - Wage Grade

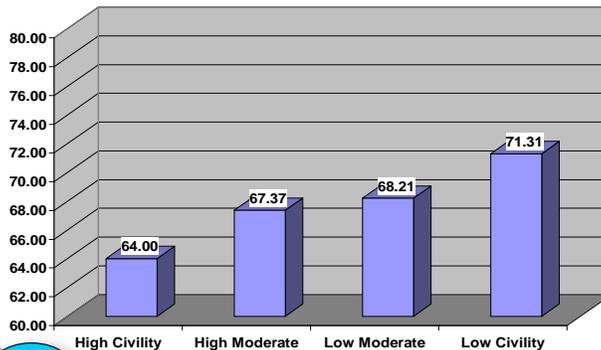


VHA National Center for
NCOD
Organization Development



VHA National Center for
NCOD
Organization Development

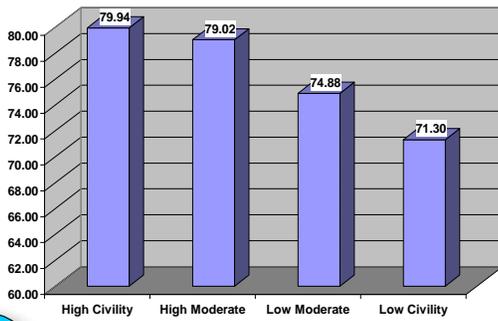
Relationship between Civility and Sick Leave Hours - Title 5 (VHA FY - >16M hrs; >\$540)



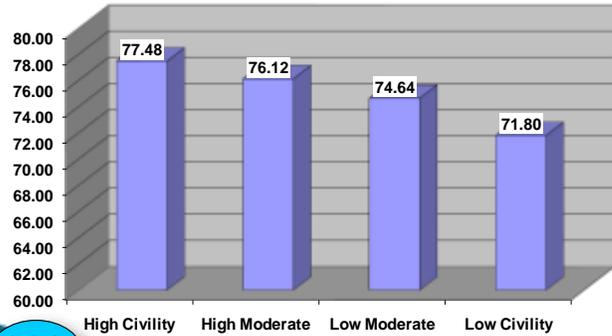
VHA National Center for
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Organization Development

Higher Civility is Correlated with Higher Patient Satisfaction

Relationship between Civility and Patient Satisfaction with Inpatient Care

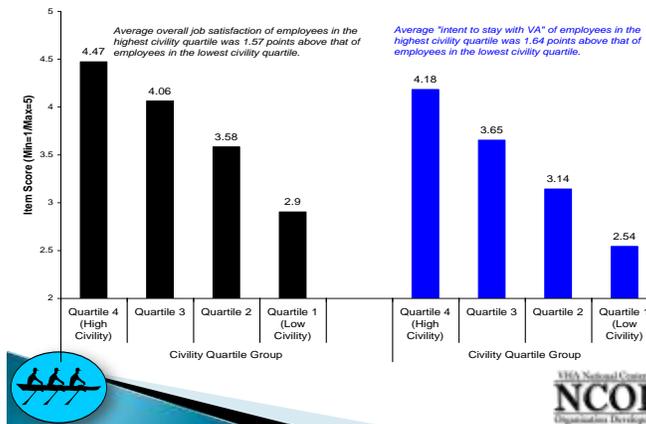


Relationship between Civility and Patient Satisfaction with Ambulatory Care



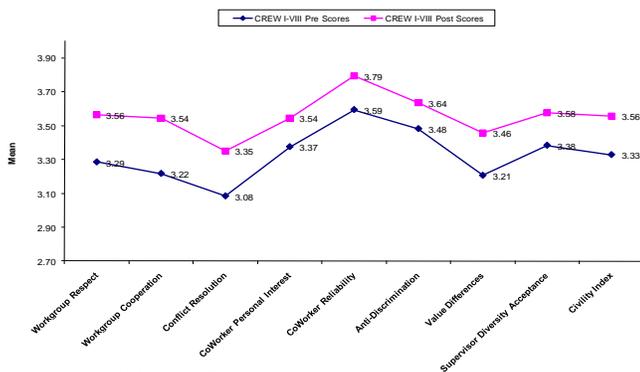
Higher Civility is Related to Higher Employee Satisfaction and Intent to Stay with VA

Relationship of Workplace Civility to Employee Overall Satisfaction (Black) and Intent to Stay with VA (Blue)



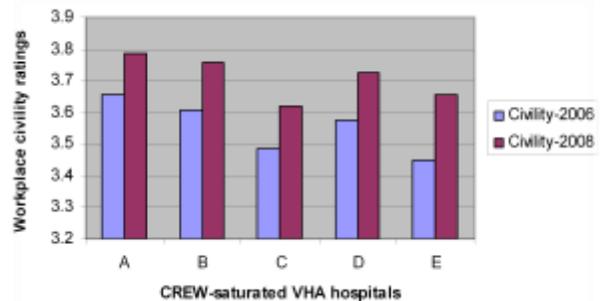
CREW has an impact!

All Waves Combined Pre and Post-intervention Scores for Groups Participating in CREW



All differences significant at $p < .000$, N Pre = 5,940; N Post = 4,574

CREW-Saturated Facilities: Improvement in Civility from 2006 to 2008



Improvement in civility from 2006 to 2008 is statistically significant at the facility level, for each of the 5 CREW-saturated facilities