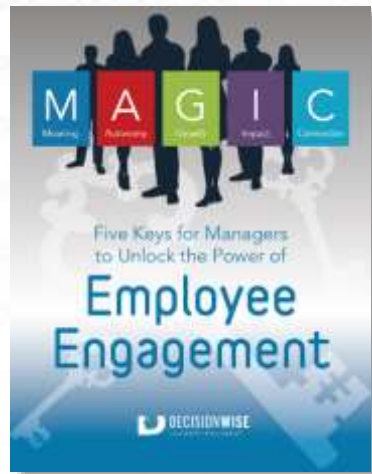


Employee Engagement Survey Best Practices for Healthcare

Leadership Intelligence®
Webinar

White Papers/Samples



White Papers

Sample Surveys



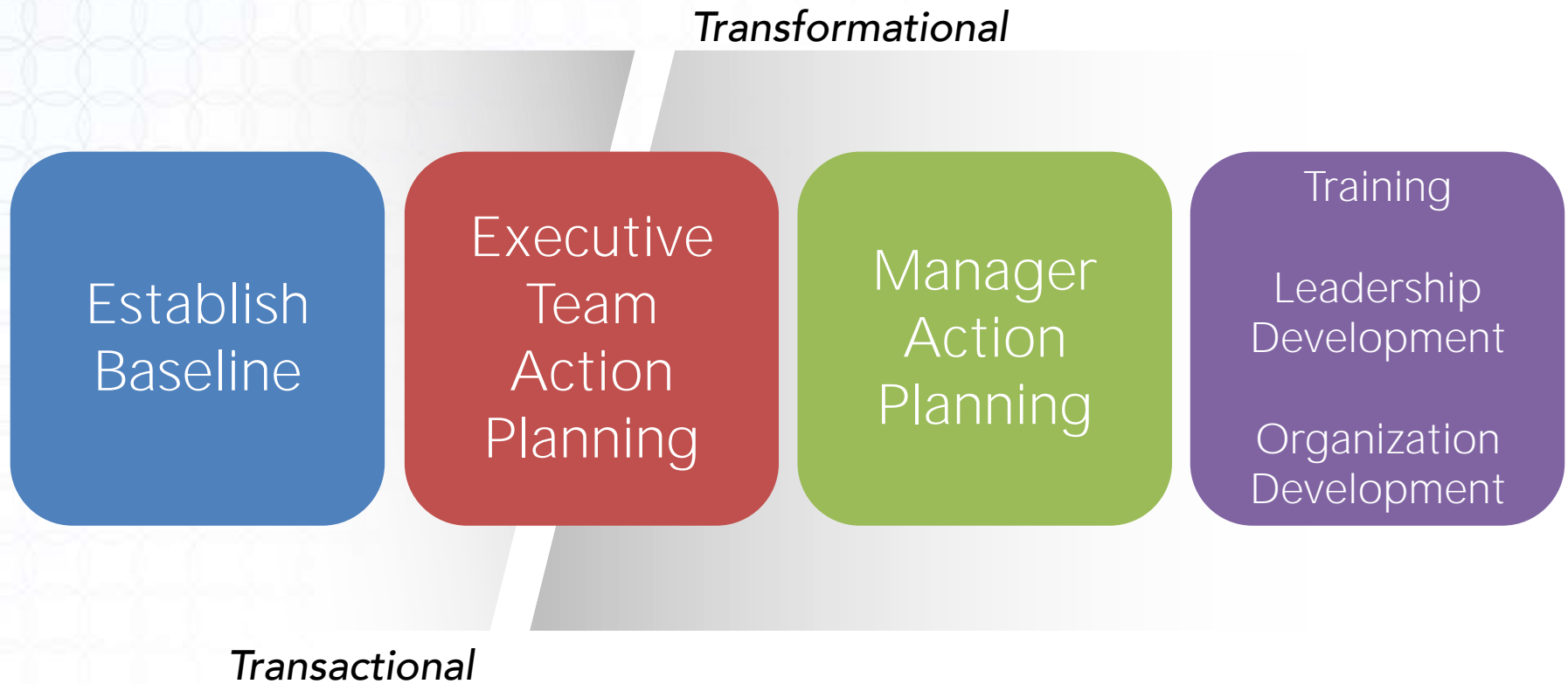
3 Healthcare challenges

Constant Change

- 1 Rising costs
- 2 Competition for talent
- 3 Retention
- 4 Affordable Care Act- Patient Outcomes
 - Patient Satisfaction (HCAHPS scores)
 - Hospital Acquired Conditions
 - Readmission Rates
- 5 Aging population = more money tied to Medicare/Medicaid reimbursements



4 Four Outcome Levels



5 Year 1-3 Roadmap

Year 1

Establish Baseline

Confidentiality

Executive planning

Share overall results

Do something!

Year 2

Trend

Demographic
breakouts

Results to managers-
action planning

Business metrics

Year 3+

Training

Leadership
Development

Accountability

Organizational
Development



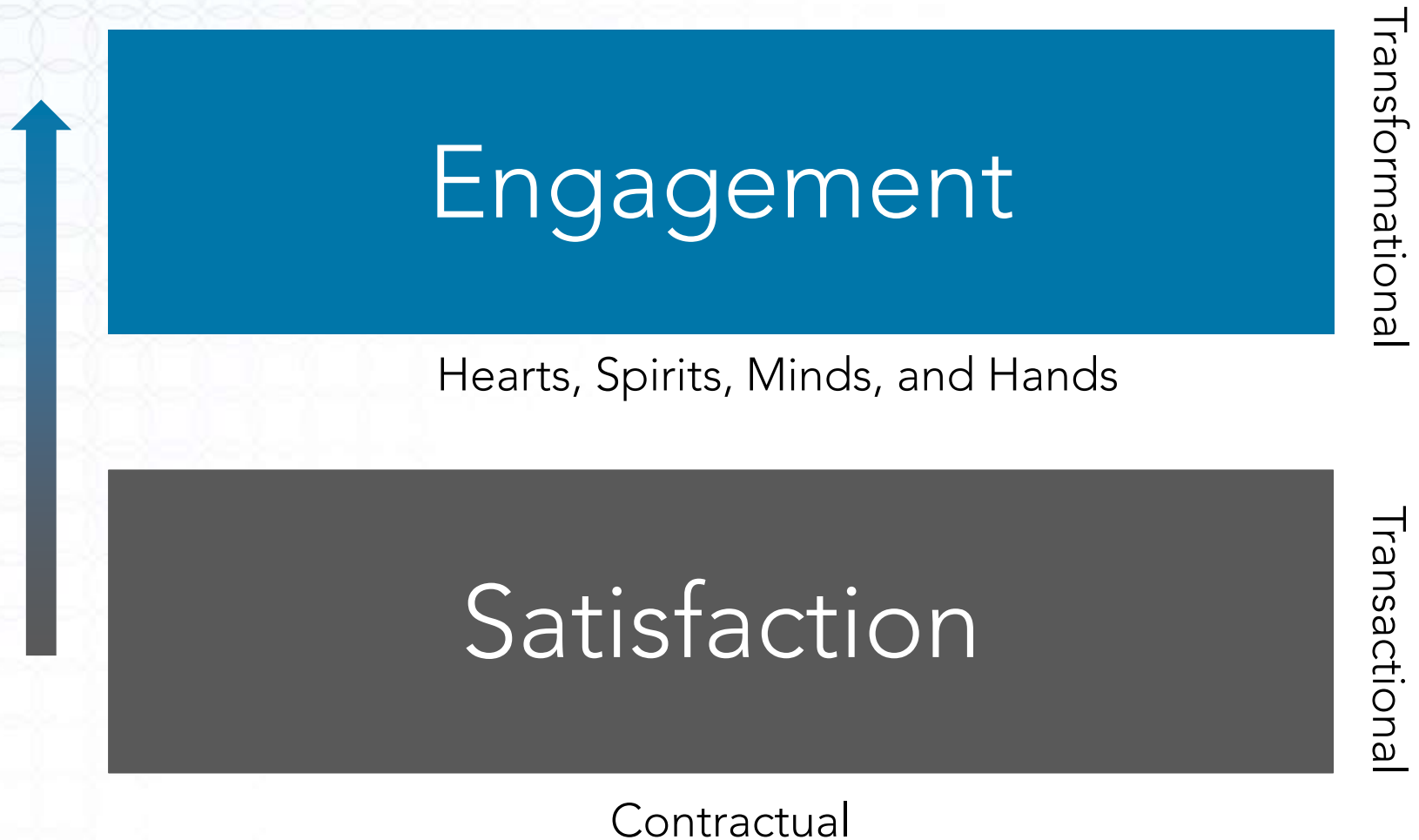
6 What is employee engagement?

Employee engagement is an emotional state where we feel passionate, energetic, and committed toward our work.

In turn, we fully invest our best selves—our hearts, spirits, minds, and hands—in the work we do.



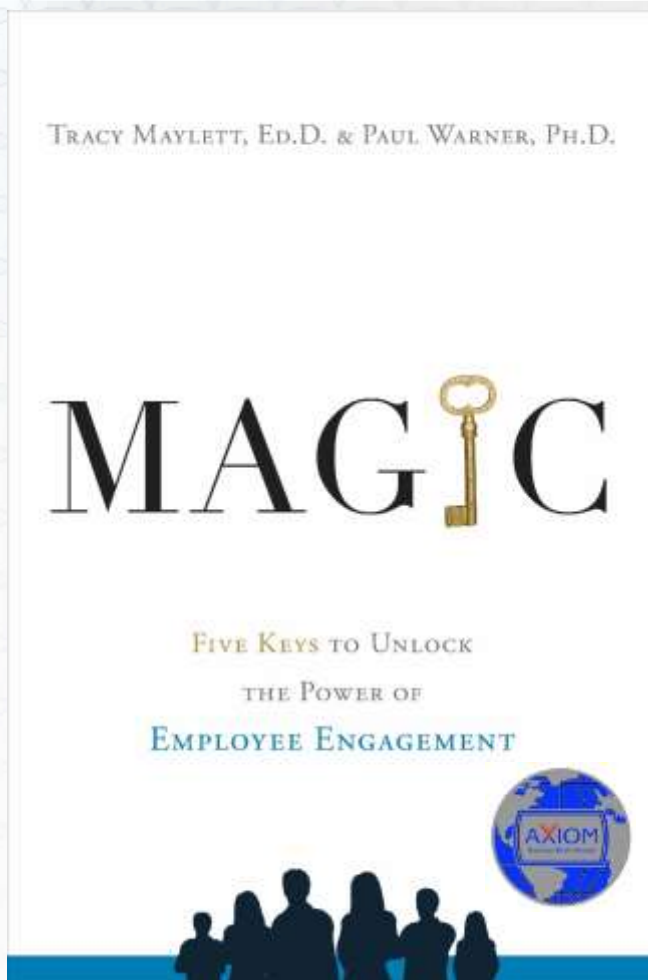
7 The Engagement Experience



8 The Engagement Experience



9 We Wrote the Book on Engagement



Extensive psychological literature review



DecisionWise 2013 study of over 13 million responses



Over two decades of research



Business case studies

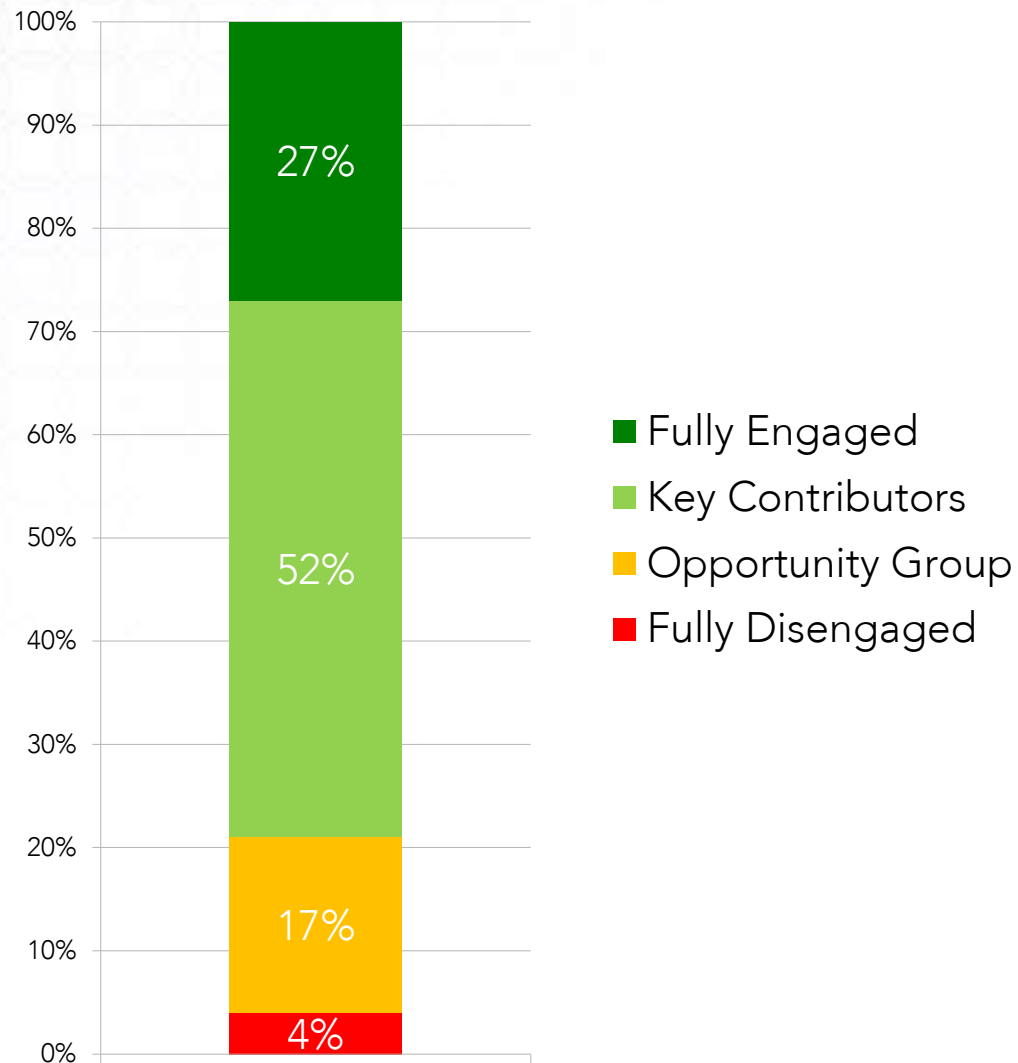


10 Anchor questions

1. It is easy to become absorbed in my job.
2. I find enjoyment in the job that I perform.
3. I would recommend this organization as a great place to work.
4. My job is stimulating and energizing.
5. If given a choice, I would remain with this organization, even if a job with similar pay and benefits were available elsewhere.
6. Overall, I love my job.



11 Engagement Benchmark for Healthcare



12 Engagement Spectrum

Fully Disengaged	Opportunity Group	Key Contributor	Fully Engaged
Make sarcastic jokes about work.	Spend significant time taking care of personal needs.	Stick to what you know and take few risks.	Feel stretched beyond your comfort zone.
Speak poorly about the company and leaders.	Do just enough to get by and not get in trouble.	Respond well to leadership.	Take personal satisfaction in the quality of your work.
Look for ways to find blame.	Pay is a big reason why you stay.	Rarely stretched by assignments.	Work can be stressful but is also rewarding and fun.
You quit, stay, and corrupt.	You're putting in the time.	Committed to your job.	You love your job!



13 Keys of Engagement

M
Meaning



12. My job provides me with a sense of meaning and purpose.

A
Autonomy



6. I have the authority I need to do my best work.

G
Growth



10. I feel challenged and stretched to perform better in my job.

I
Impact



8. Most days I feel like my work has an impact on patient care.

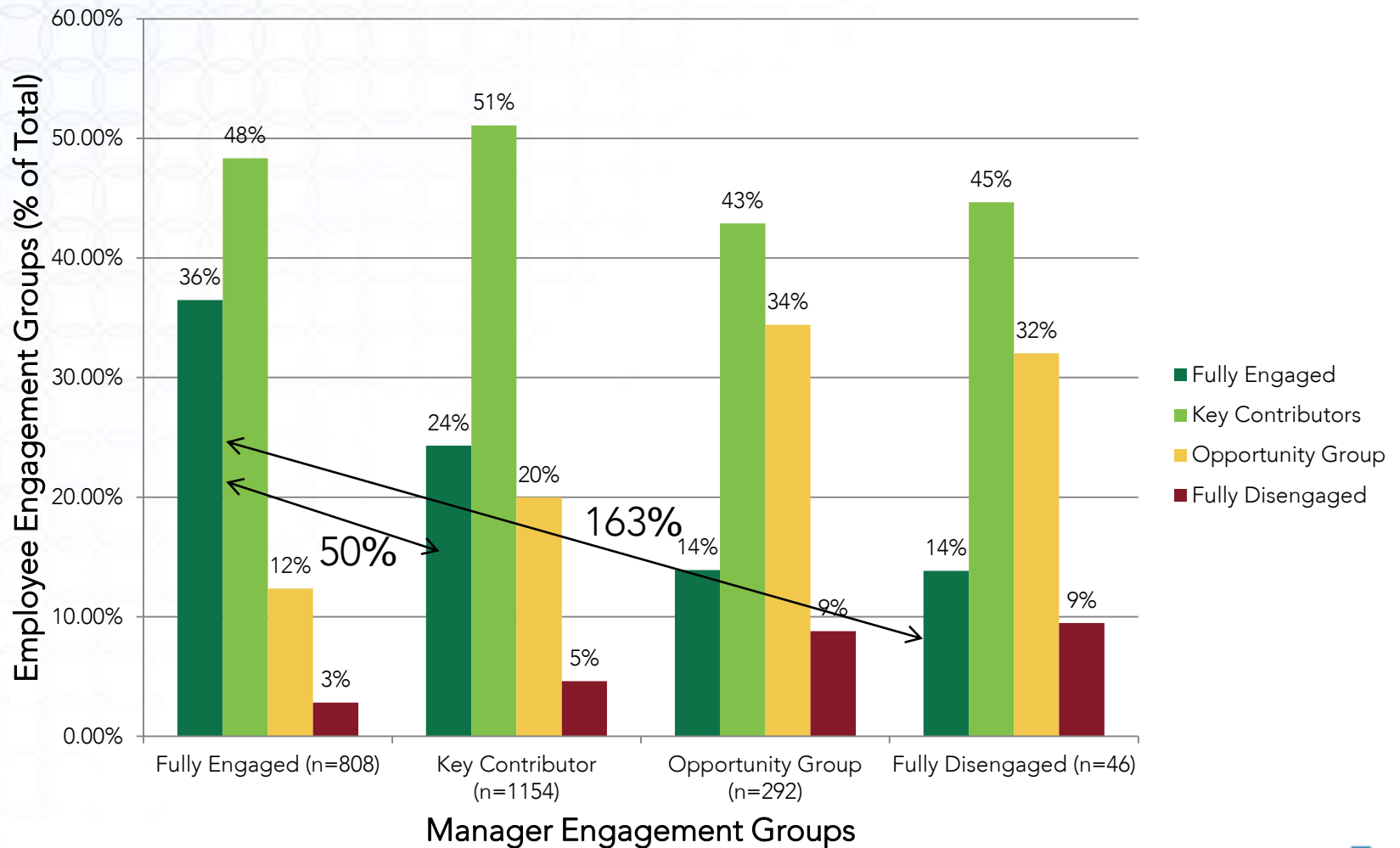
C
Connection



41. I feel like I belong here.

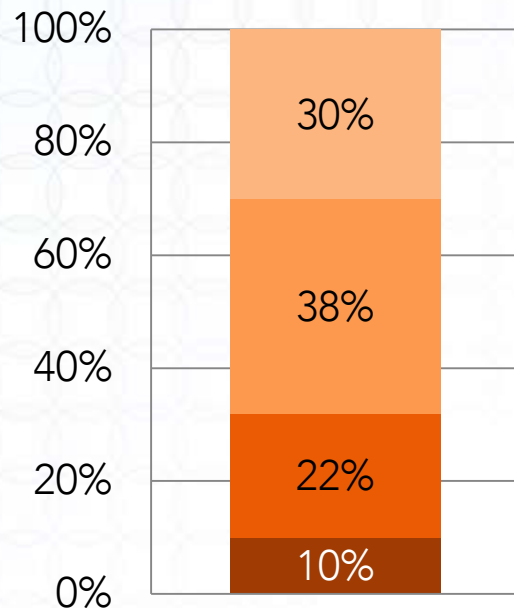


14 Manager Influence on Engagement



Attrition

The potential for attrition is measured by examining the responses to the question, *"I would like to remain within the health system, even if a similar job were available elsewhere."* Employees were placed into one of the following four categories:



- Fully Committed
- Content
- Ambivalent
- High Potential for Turnover

Fully Committed Employees

30% indicated 5-Strongly Agree. These employees have a strong intent to stay with the organization.

Content Employees

Those who are content with staying is 38%. These employees indicated 4-Agree to the question.

Ambivalent Employees

22% of employees indicated 3-Neutral. These employees are unsure if they would stay if they were offered a similar job elsewhere.

High Turnover Potential Employees

10% marked 2-Disagree or 1-Strongly Disagree. These respondents have a higher likelihood of voluntary turnover.



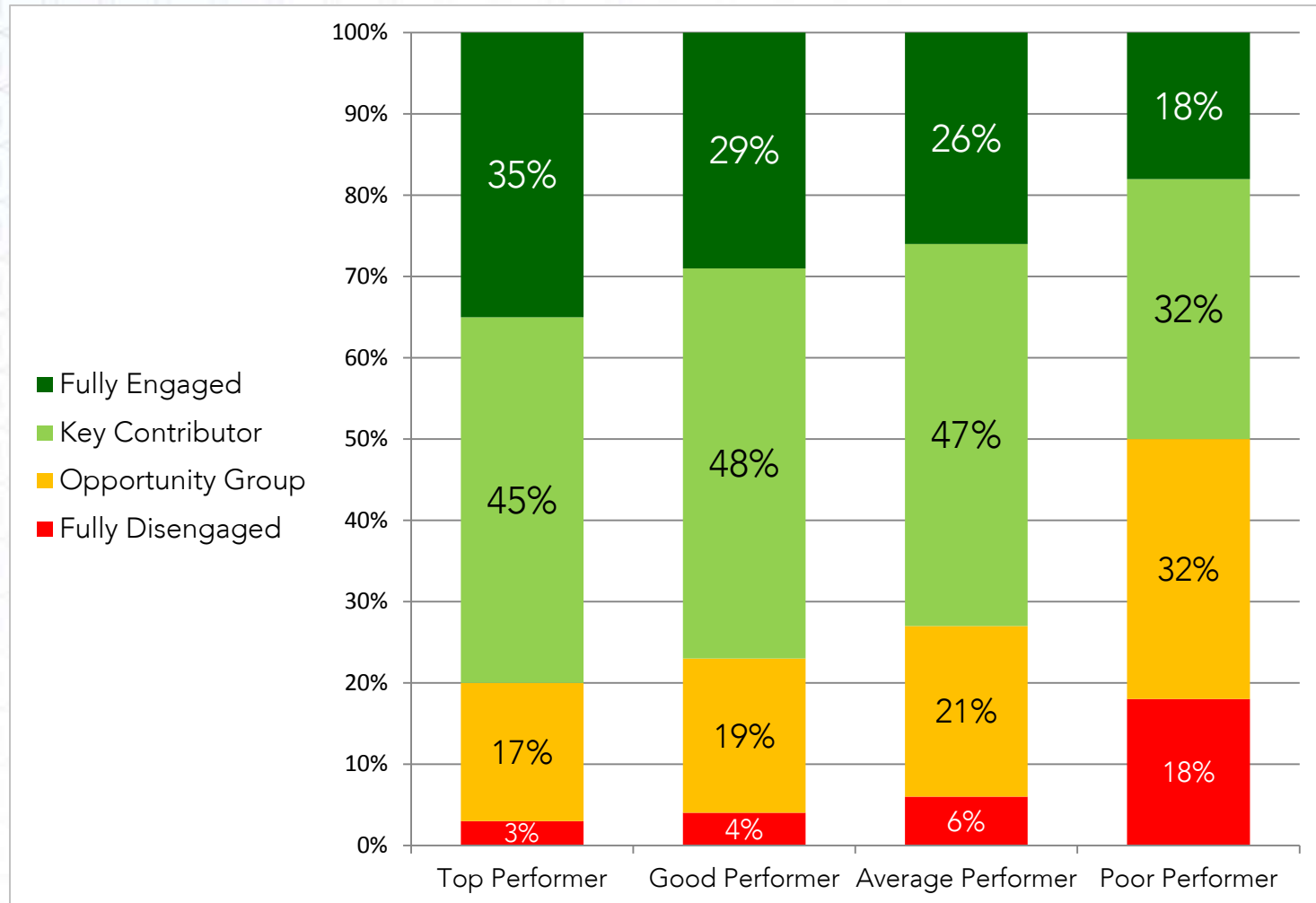
16 Internal Promoter Ratio

"I would recommend the health system as a great place to work."

Division	Responses	Promoters	Detractors	IPR
Corporate Services	423	352	71	4.96
Hospitals	5880	5020	860	5.84
Physician Services	78	60	18	3.33
Insurance	52	41	11	3.73
Totals	1141	955	186	5.13

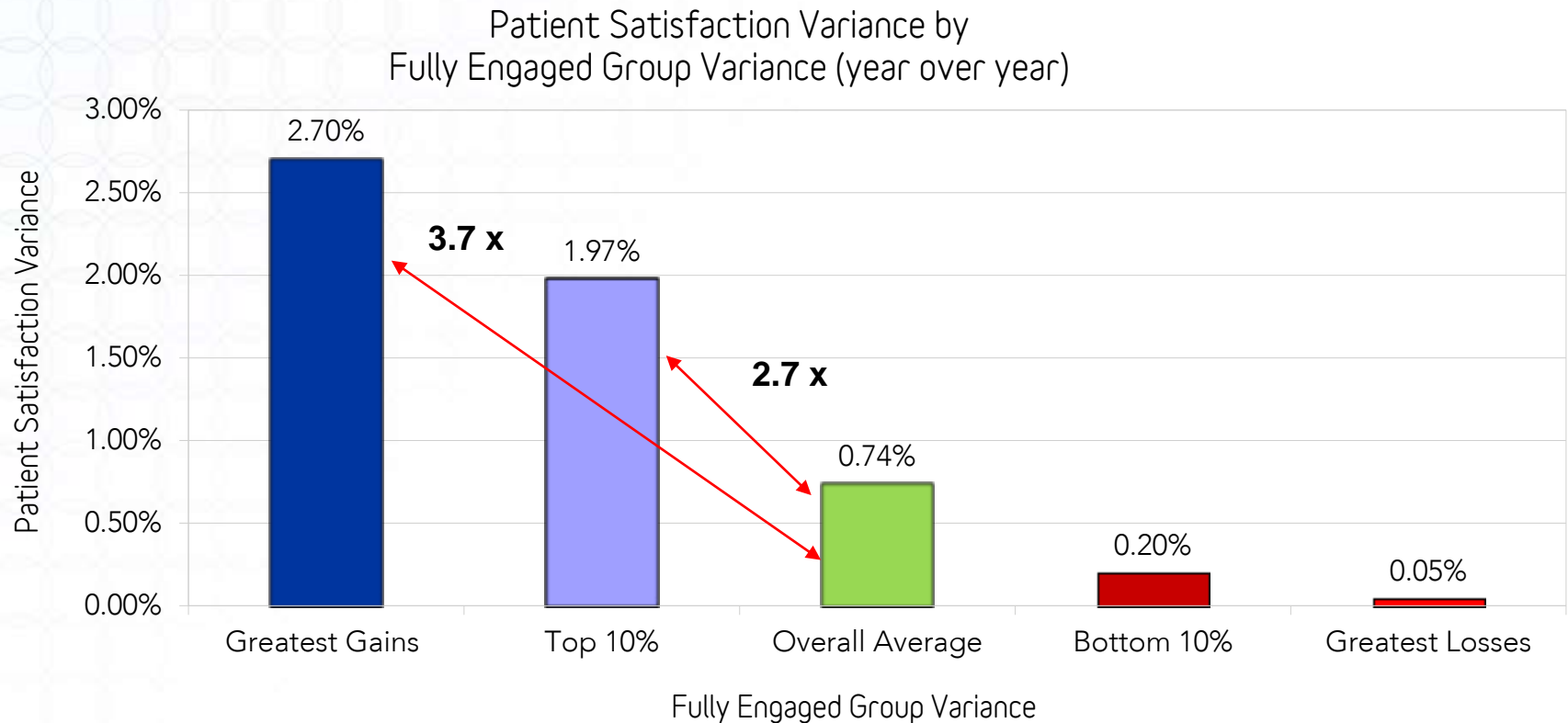


17 Performance Analysis

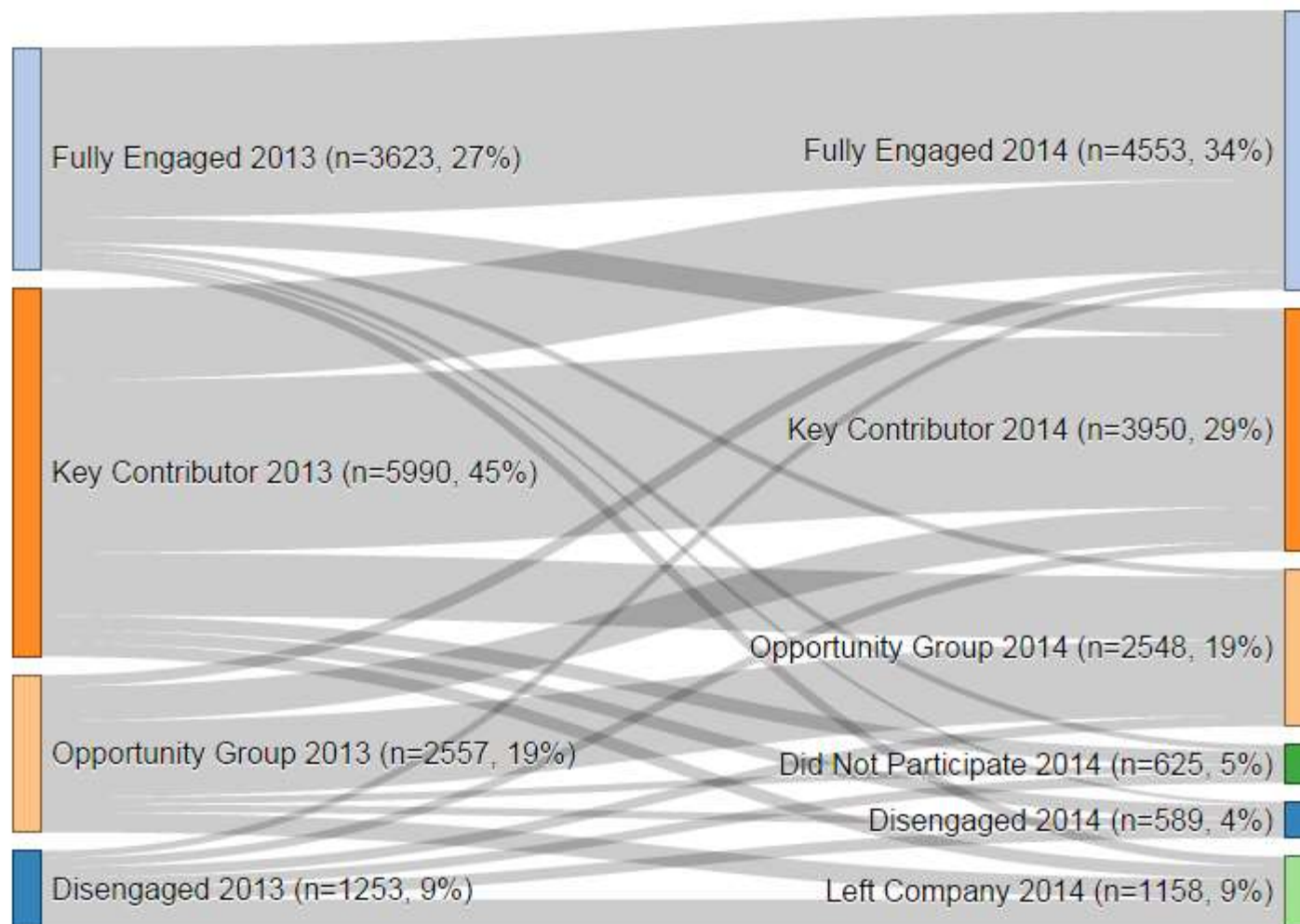


18 Patient satisfaction

Hospitals with the greatest gains and top 10 percent of engagement scores shows the greatest increase in patient satisfaction.



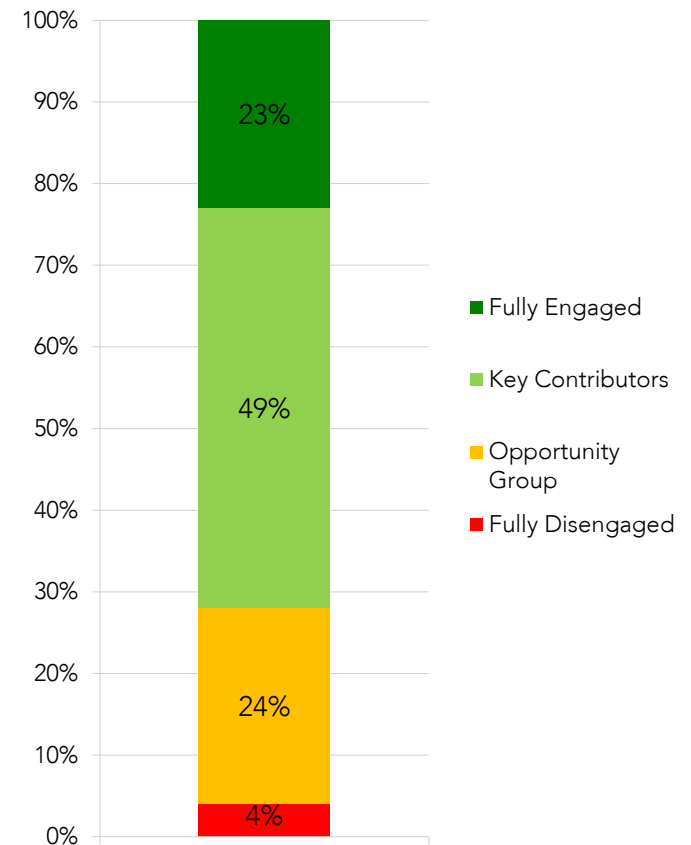
19 Engagement migration analysis



20 DecisionWise employee engagement solutions

How can DecisionWise help my organization?

- 1 // Survey customization
- 2 // Online interactive reporting
- 3 // Benchmarking
- 4 // In-depth analysis
- 5 // Business metric comparisons
- 6 // Expert consulting
- 7 // Roll-out, training, and follow-up



21 Take the Engagement MAGIC® Self-Assessment

Think about your current work situation. Indicate your level of agreement with the following statements. Once complete, you will see your results instantly.

STRONGLY DISAGREE STRONGLY AGREE

There are clear objectives here by which I can measure my success.

1 2 3 4 5

Most days, I can see that I am making progress on important work projects or initiatives.

1 2 3 4 5

I am given the freedom to fully utilize my talents and abilities in my current position.

1 2 3 4 5

I trust the people I work with.

1 2 3 4 5

For me, this is more than 'just a job.'

1 2 3 4 5

← Prev 1/9 Next →

