

Surveying & Improving the Employee Experience

WHY SURVEY?

- Importance of PEOPLE Pillar

“Customers will never love a company until the employees love it first.” - Simon Sinek

WHY SURVEY?

- Importance of Data-Driven Improvement

- *We could be wrong if we rely on subjective-only
- *Know what to prioritize
- *Know if our improvement plans are working

“It takes humility to seek feedback, it takes wisdom to understand it and appropriately act on it.”

- Stephen Covey

The VOICE of the EMPLOYEES

RESPECT & HONOR IT
by “using it for good.”



The Survey Tool

- Questions
- Indices
- Demographics

The Survey Process

- Methodology
- Response Rate
- Frequency & Timing

The Results

- Data

 - Current

 - Trends (consistency of survey)

 - Benchmarks

- 1. Seek resources/help from your survey vendor!**
- 2. Who are your “internal experts”?**

The Results

- Comments

- “Themes” that help us understand the data

**“Negativity screams at us &
positivity only whispers.”**

- Dr. Barbara Fredrickson



1. Organization-wide
2. Department-specific

The Results

- TRANSPARENCY *“timely, & with care & respect”*
- CELEBRATE Improvements

1. Organization-wide
2. Department-specific

The Results

- PRIORITIZE next improvement(s) - Goals
- ADJUST prior action plans

USING THE SURVEY TO CREATE IMPROVEMENT

**THE IMPORTANCE OF THE
“PRIORITY INDEX” vs
“The Lowest Score”**

THE IMPORTANCE OF THE “TOP BOX”

“LIKERT SCALE”

5 = Strongly Agree, Very Good, or Very Satisfied (100 points)

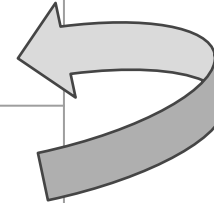
4 = Agree, Good, or Satisfied (75 points)

3 = Neutral or Fair (50 points)

2 = Disagree, Poor, or Dissatisfied (25 points)

1 = Strongly Disagree, Very Poor, or Very Dissatisfied (0 points)

5 = Very Satisfied	10
4 = Satisfied	50
3 = Neutral	5
2 = Dissatisfied	2
1 = Very Dissatisfied	1



5 = Very Satisfied	10
4 = Satisfied	50
3 = Neutral	5
2 = Dissatisfied	2
1 = Very Dissatisfied	1

5 = Very Satisfied	50
4 = Satisfied	10
3 = Neutral	5
2 = Dissatisfied	2
1 = Very Dissatisfied	1

THE IMPORTANCE OF DEMOGRAPHICS (org v dept, etc.)

STRATEGIC PRIORITIES



ORGANIZATION GOALS



Organization-Wide
Initiatives
(Common Opportunities)

Department-Specific
Initiatives
(Unique Opportunities)



Employee
Driven
Teams

Admin
Special
Project
Teams

Dept-
Focused

Multi-Dept
Focused

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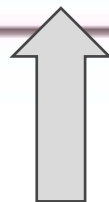


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STEERING TEAM:

- Communication
- Leadership Development
 - Feedback
 - Relationships

Employee Experience TEAM:

- Communication
- Recognition
- Behaviors
- Resilience

Patient Experience TEAM:

- Positive Communication Standards
- Patient to Employee Recognition

NURSING TEAM:

- Training
- Burnout/Resilience
- Equipment
- Recognition

Employee Training TEAM:

- Training & Development
- Orientation
- “Day in the Life”
- Resiliency

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Administration:

- Transparency regarding
Decisions and Strategy
- Salary/Benefits
- Physical Work Environment

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Department-Specific Goals

- Unique Opportunities -
individual department or group
of departments

Department-Specific Goals

- “Trigger” Goals

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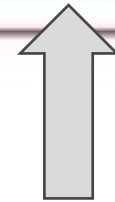
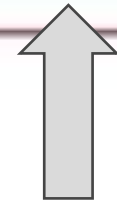


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CHECKING IN on IMPROVEMENT & Adjusting Action Plans

Other data/information:

- Turnover rates
- Vacancy rates
- Exit interviews
- “Culture of Safety”
- Complaints/Grievances

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