



EMPLOYEE & PHYSICIAN ENGAGEMENT SURVEY

2018 Results

INTRODUCTION

- The Hotel Dieu Shaver Health and Rehabilitation Centre Employee and Physician Engagement Surveys were conducted from October 24th to November 30th, 2018.
- 55% response rate – statistically significant. The information presented is an aggregate view of the individual perceptions and opinions of staff members and physicians – as such, conclusions drawn from this information may not apply to every member of a specified group

*Thank
You*

**...for your time and interest in the
feedback from our team at
Hotel Dieu Shaver**

CONGRATULATIONS!

- HDSHRC grand average **increased by 5.7%** and we **scored above average** in all areas when compared to other healthcare organization in the Metrics@Work database
(25 organizations and 30,000 survey respondents)
- The results reveal that we also exceeded the highest score obtained within the Hospital sector with 2 of these comparators: **staff safety** and **employee involvement**.
- Further, 21 of the 25 drivers scored above the entire Metrics@Work database average (public & private sector representing 105 organization and 75,000 survey respondents)

CONGRATULATIONS

- It is noteworthy, that 16 of the 25 drivers were over 5% higher than the Metrics@Work Hospital sector database average:

■ Workload Manageability –	19.0% higher
■ Cooperation Between Team –	17.2% higher
■ Continuous Improvement –	16.7% higher
■ Employee Involvement in the Work Area –	16.7% higher
■ Satisfaction with Senior Leadership –	16.1% higher
■ Impact of Job on Personal Life –	14.7% higher
■ Individual Recognition –	14.3% higher
■ Team Recognition –	14.1% higher
■ Communication in Your Team –	12.3% higher
■ Respectful and Supportive Workplace –	9.2% higher
■ Staff Safety –	9.0% higher
■ Employee Involvement in the Organization –	8.7% higher
■ Alignment with Organizational Values –	8.4% higher
■ Satisfaction with Supervisor –	7.4% higher
■ Treated with Respect –	7.3% higher
■ Resources and Supplies –	5.8% higher

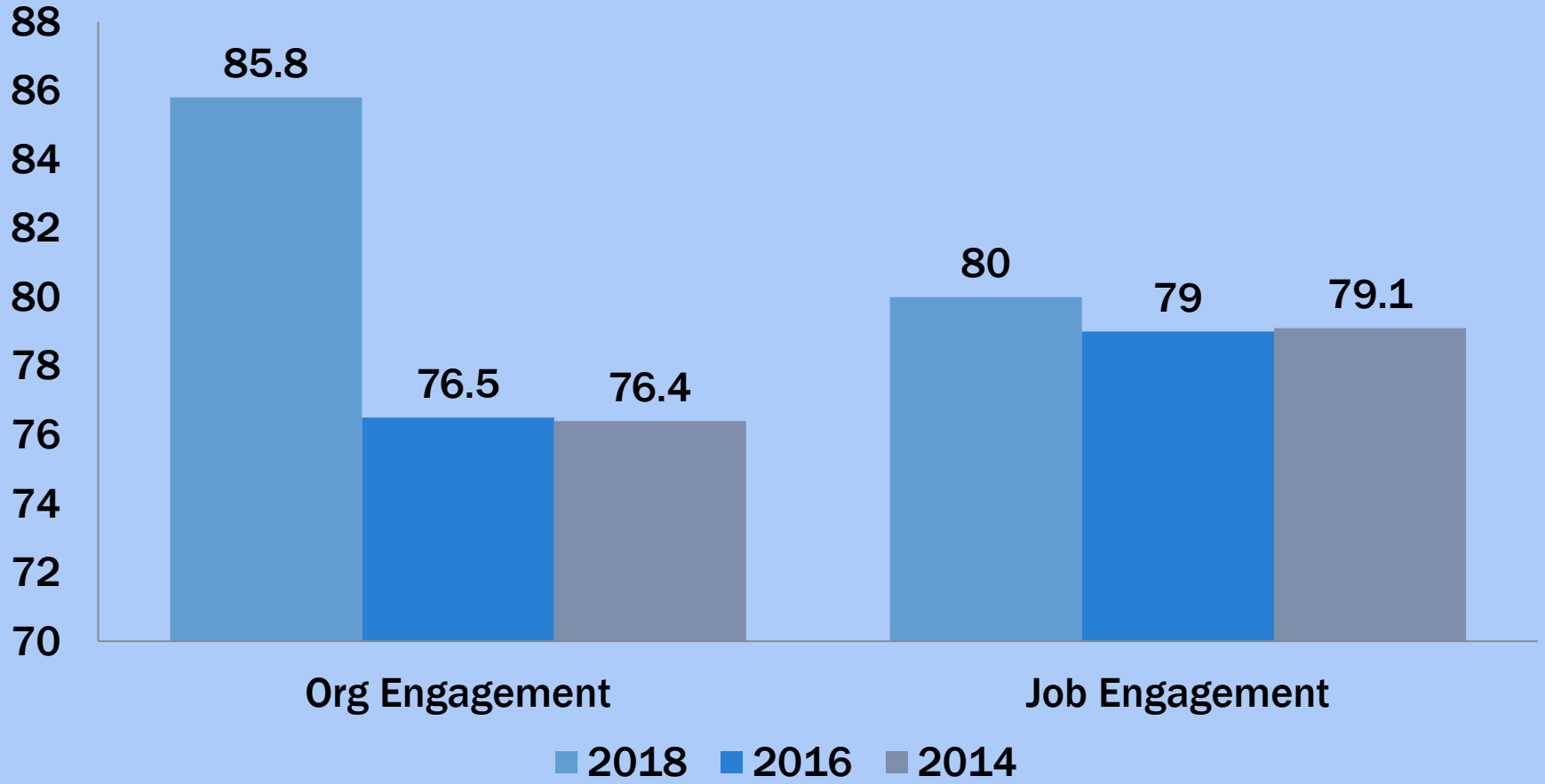
CONGRATULATIONS!

- HDSHRC sets Best Practice standards for employee engagement in healthcare services!
- We have a well defined healthcare identity, strong support for our mission and culture, very engaged and committed employees
- These scores reinforce that ongoing efforts to create an environment conducive to patient care is important to all participants
- Although we need to recognize that some areas of concern remain for some respondents of the survey, and possibly for some who did not respond, the organization continues to make steady progress

GRAND AVERAGE

- **Grand Average = 72.4%**
 - Represents the overall average of **all** drivers (25 total)
 - This is a **5.7%** increase from 2016!
 - **7.3%** higher than the Metrics@Work database average
(105 other public and private Canadian organizations)
 - Average was 4% higher than Metrics@Work database in 2016
 - **10.2%** higher than the average for 25 other Hospitals in the Metrics@Work database
 - Average was 7% higher than average for hospital sector in 2016

ENGAGEMENT SCORES



ENGAGEMENT SCORES

Engagement by External Comparators

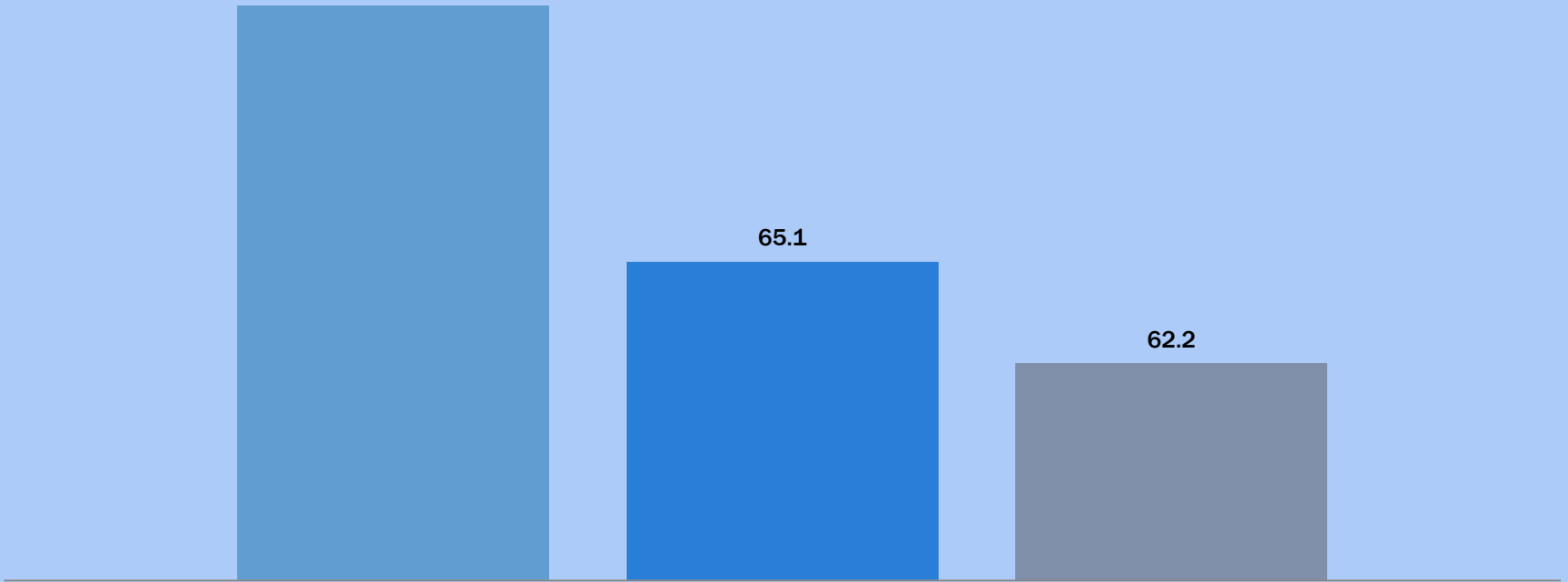
■ HDSHRC ■ Metrics ■ Hosp Sector

72.4

65.1

62.2

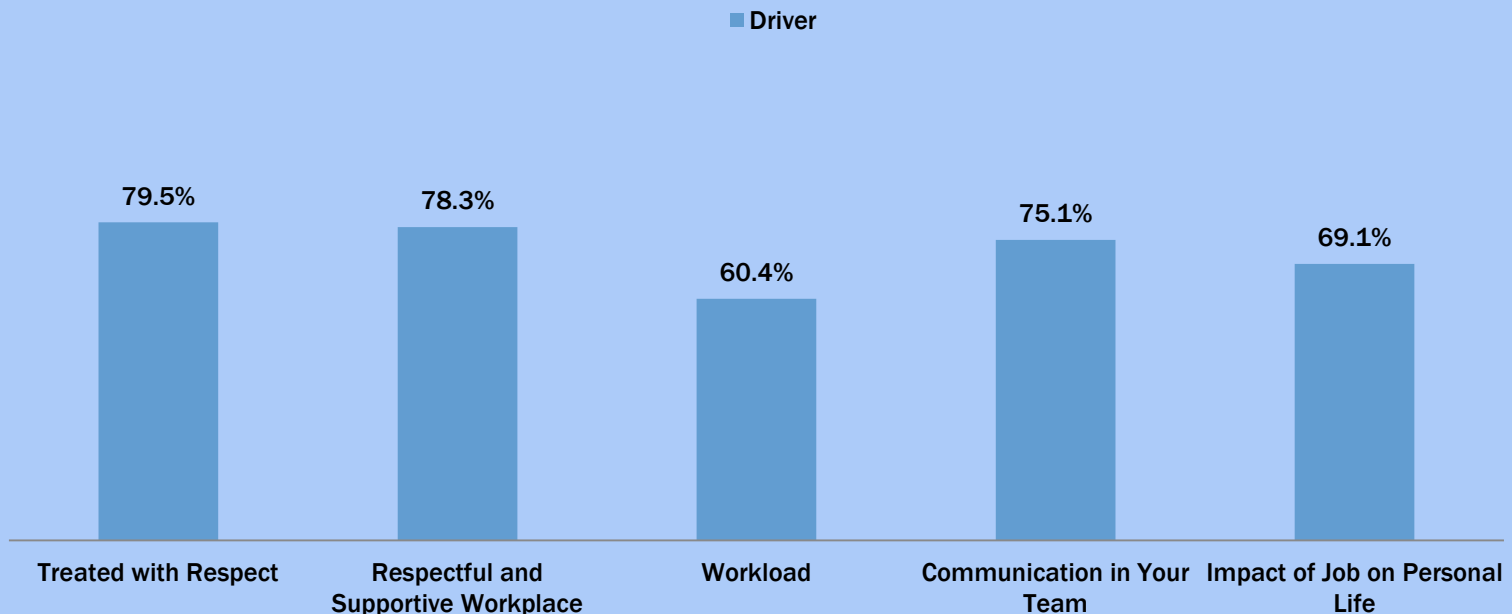
Grand Average



SATISFACTION

- Average of 73% satisfaction for the 5 most important issues identified by respondents

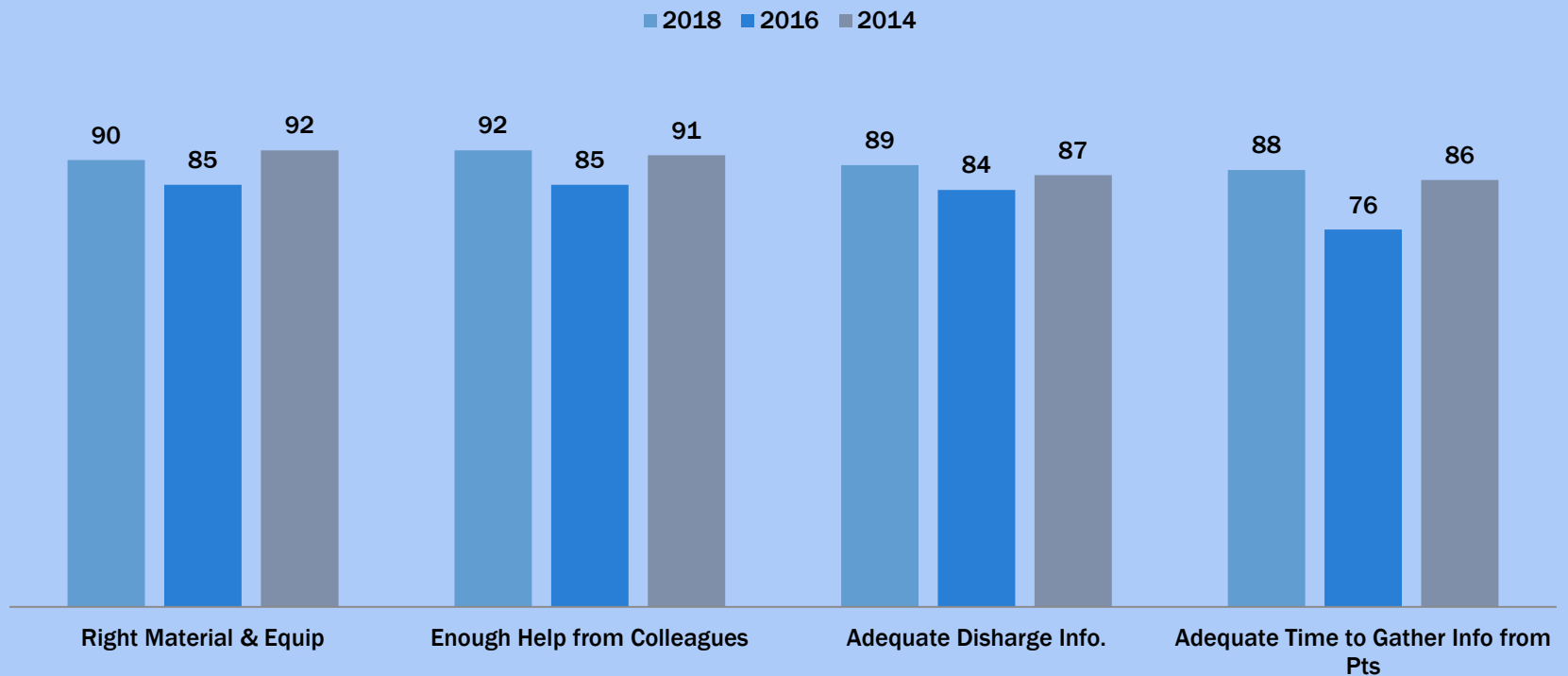
Top Importance – Satisfaction Scores



CUSTOM ITEMS

- Patient Care – Opportunity to provide Quality Care
 - “Are you able to”

Ability to Provide Quality of Care - Part I

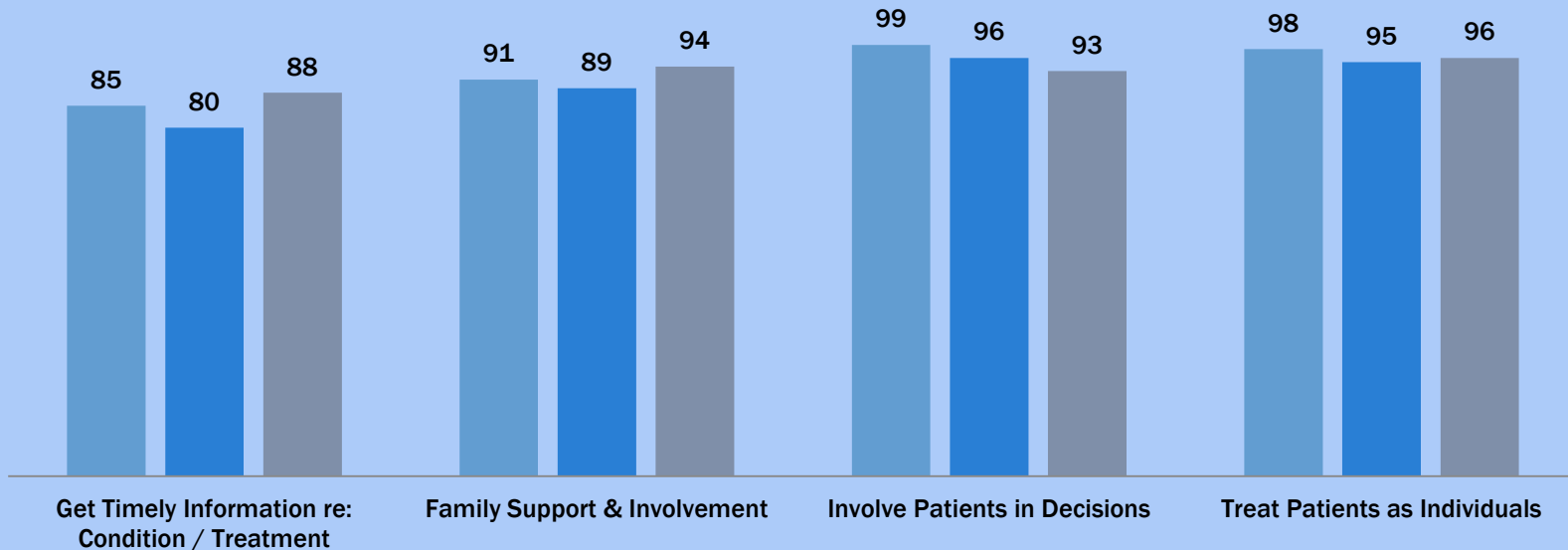


CUSTOM ITEMS

- Patient Care – Opportunity to provide Quality Care
 - “Are you able to”

Ability to Provide Quality of Care - Part II

■ 2018 ■ 2016 ■ 2014



CUSTOM ITEMS

■ Workplace Behaviours

- 1% of respondents experienced negative physical or threatening behaviours more than twice within the last 6 months (matches the 2016 average)
- 22% of employees experienced negative psychological behaviours more than twice within the last 6 months (matches 2016 average)
- 1.7% of staff experience negative physical or threatening behaviours weekly (4.2% in 2016)
- 5.2% experienced negative psychological behaviours weekly (6.6% in 2016)
- Patients and families/visitors pose greatest area of concern.





EXECUTIVE SUMMARY

■ Key Organizational Strengths

- **10** drivers with strong positive results (**averages of 75% or above**)
- These results support the claim that our identity, culture, mission and safety remain our greatest strengths
 - Patient / Client Service Culture @85.5% holds as a top score and continues to reinforce our commitment to our purpose – “raison d’etre” (the reason we exist). This is a 6% increase from 2016!
 - Staff Safety is close behind with a score of 85% reflects the Hospital’s commitment to a proactive approach (increase of 0.5%)
 - Alignment with HDSHRC Values continues to register high at 82.3% which is a 7.3% increase from 2016!

1. Patient / Client Service Culture	@85.5%	6. Treated with Respect	@79.5%
2. Staff Safety	@85.0%	7. Respectful and Supportive Workplace	@78.3%
3. Alignment with HDSHRC Values	@82.3%	8. Satisfaction with Supervisor	@78.0%
4. Co-worker Cooperation	@82.1%	9. Cooperation Between Team	@76.5%
5. Job Clarity	@81.7%	10. Communication in Your Team	@75.1%

EXECUTIVE SUMMARY

- All drivers higher than Hospital Sector average (25 comparators)
- In 2016, workload and recognition were identified as areas of concern. Efforts have proven to be successful as satisfaction scores have significantly increased in these areas since 2016.
 - Team Recognition  16.7% (14.1% higher than sector average)
 - Individual Recognition  13.8% (14.3% higher than sector average)
 - Workload Manageability  7.3% (19% higher than sector average)
 - Workload  7.1% (3.1% higher than sector average)
- 20 drivers improved from previous survey results

EXECUTIVE SUMMARY

■ Key Opportunities for Improvement

- No drivers with strong negative results
- 5 drivers decreased slightly with the largest decreases identified as Performance Management (-5.8%), Communication in Your Team (-3.7%), and Co-Worker Cooperation (-2.8%)
- Indication that further organizational work can be done to support increased co-operation and communication within the units as well as addressing issues of poor performance (co-operation and communication within the team is still 13-17% higher than the sector average).
- Continue with focus on formal/informal recognition initiatives and performance feedback in order to sustain gains made.

PHYSICIANS

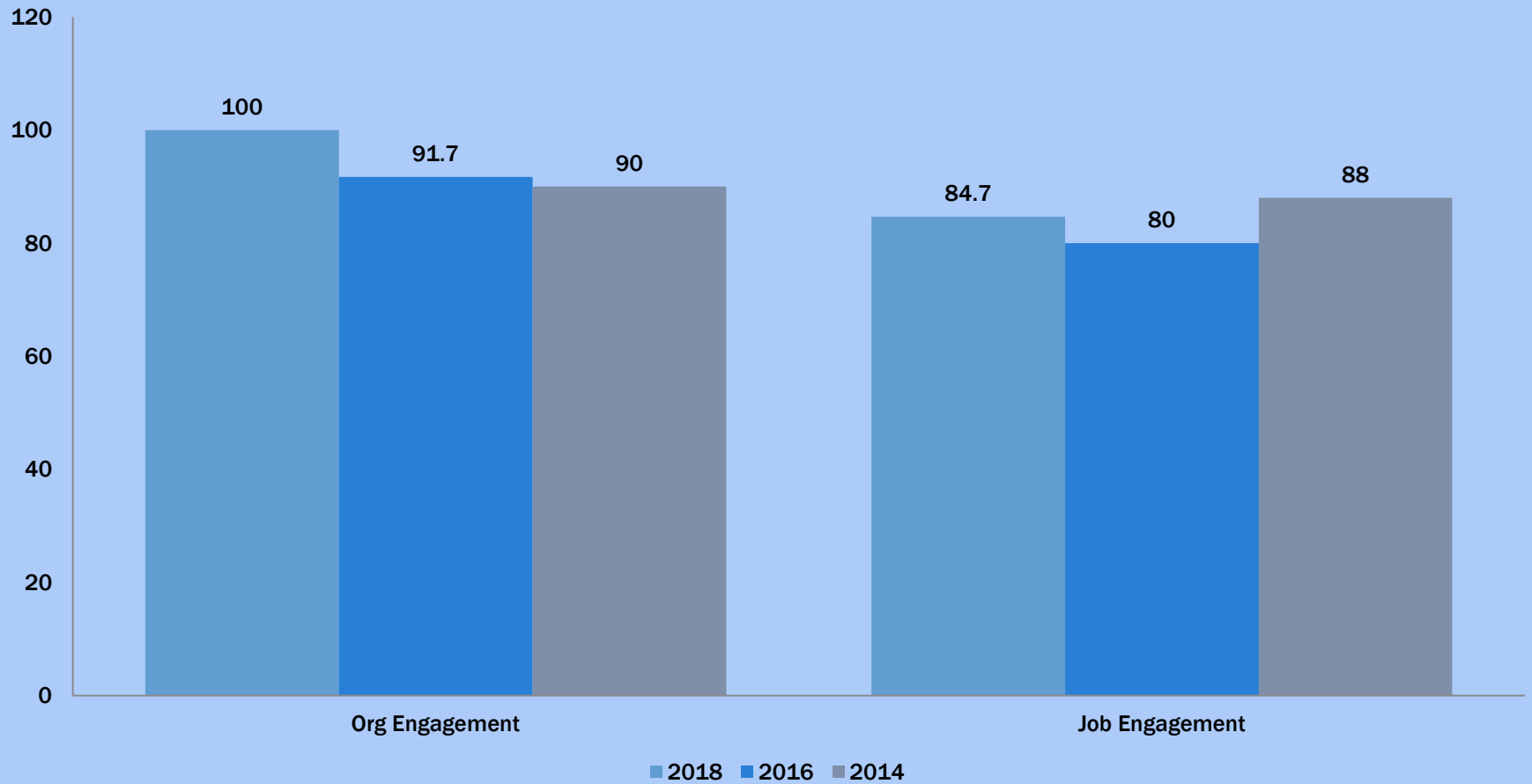
- **Grand Average = 90.8%**

- Was 81.6% in 2016 and 83.3% in 2014
- Represents the overall average of all drivers (8 total)
- All drivers increased
- Based on 3 responses

- **Engagement Scores:**

- Responding physicians expressing increased engagement with the organization achieving a 100% satisfaction score and an increase of 4.7% in job satisfaction (84.7%).

PHYSICIANS



SUMMARY OF RESULTS

Thank you!!