

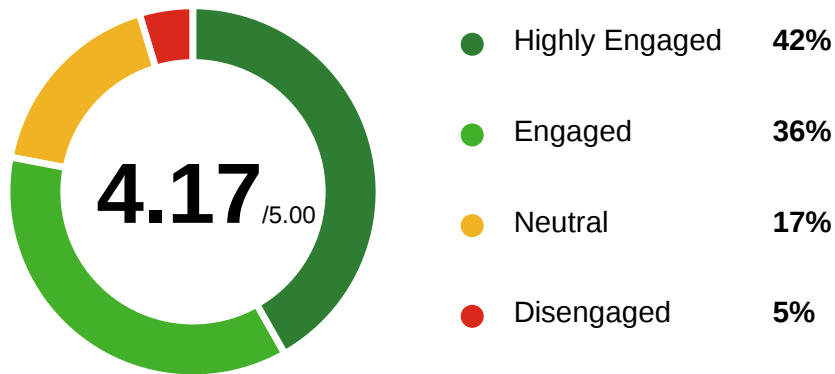
Engagement Survey 2024

Report to BOT



Engagement Survey Results Snapshot

St John's Engagement Score and Respondent Distribution



↑ **+0.05** vs. 2023 survey

67th Percentile Rank vs. Nat'l Healthcare Benchmark

64% Response Rate (**539 responses**)



Themes

Strengths

- High quality care and service provided, would recommend to family and friends who need care.
- Team members feel treated with respect.
- Positive perception of available tools and resources and team environment.

Opportunities/Areas of Focus

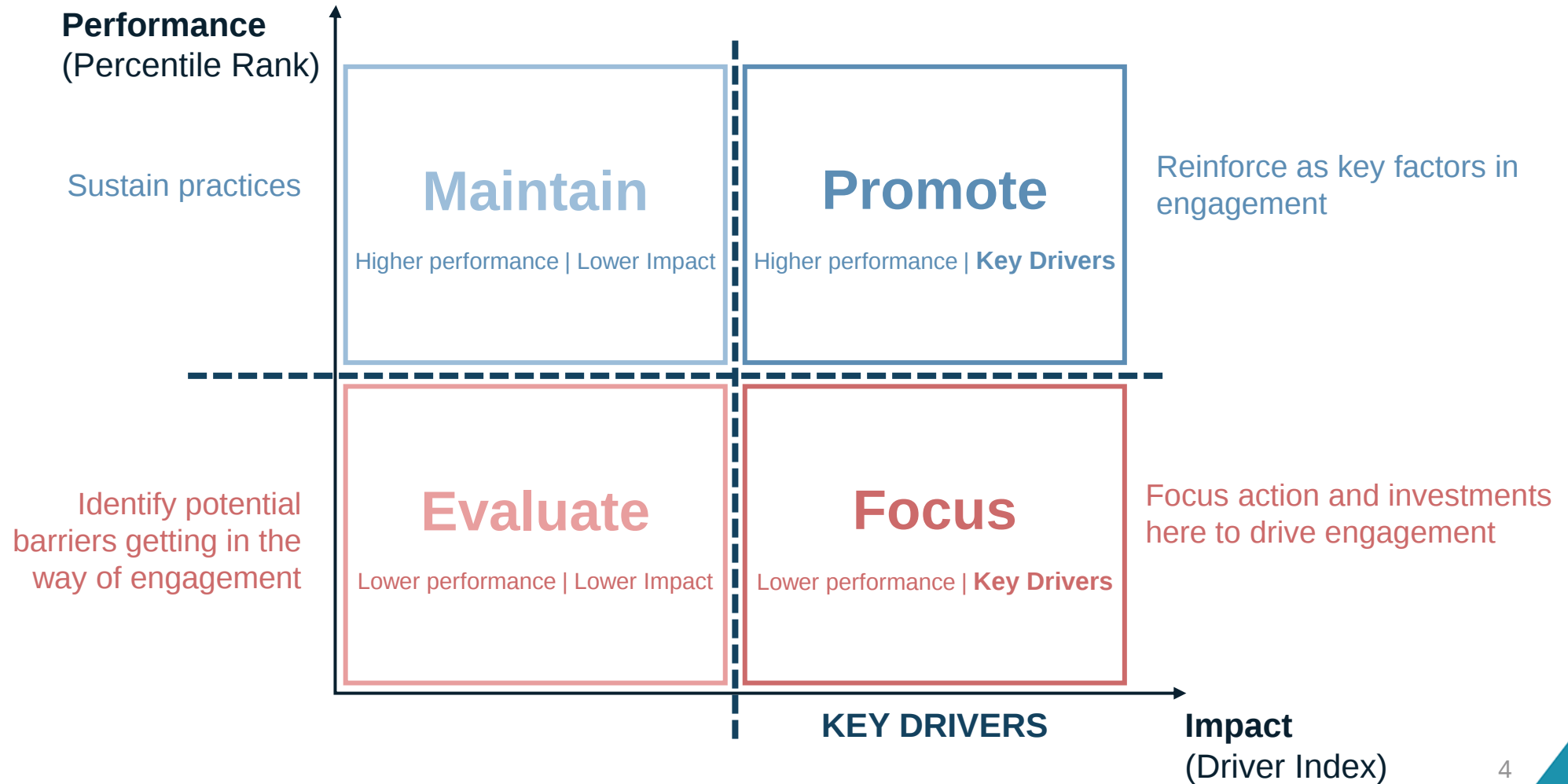
- Continue to strengthen the connection with senior management.
- Look for opportunities to involve more people in decisions that affect them and communicate why decisions are made.
- Recognition and connecting to the strategic plan to reinforce "The work I do makes a real difference" with all team members.
- Continue to develop career pathways for both leadership and clinical/technical.

Overall Engagement Score Items

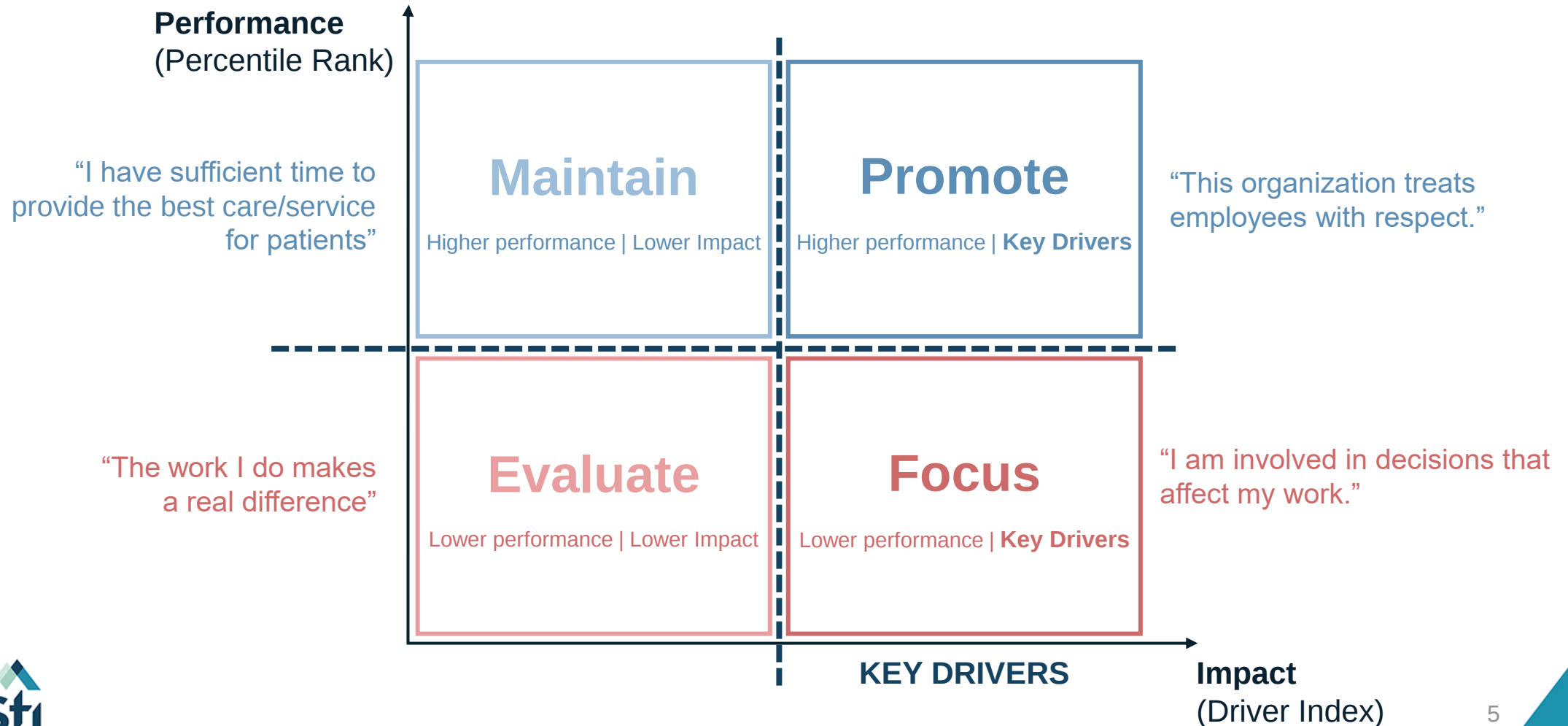
Item	Score	Vs. Benchmark
I would recommend this organization to family and friends who need care.	4.38	+0.22
I am proud to tell people I work for this organization.	4.32	+0.13
I would recommend this organization as a good place to work.	4.21	+0.17
Overall, I am a satisfied employee.	4.11	+0.06
I would like to be working at this organization three years from now.	4.08	+0.11
I would stay with this organization if offered a similar position elsewhere.	3.91	+0.06

These are **outcomes** – to know where to focus action plans we need to look at the **drivers**.

Key Driver Analysis



Key Driver Analysis



Team Index Detail

Item	Score	Vs. Benchmark
The person I report to treats me with respect.	4.58	+0.12
This organization provides high-quality care and service.	4.44	+0.26
I respect the abilities of the person to whom I report.	4.40	+0.05
My work unit works well together.	4.36	+0.13
This organization conducts business in an ethical manner.	4.21	+0.11
I like the work I do.	4.44	-0.02
I am satisfied with the recognition I receive for doing a good job.	3.82	-0.01
This organization provides career development opportunities.	3.76	-0.02
I am involved in decisions that affect my work.	3.72	0.00

Leader Index Detail

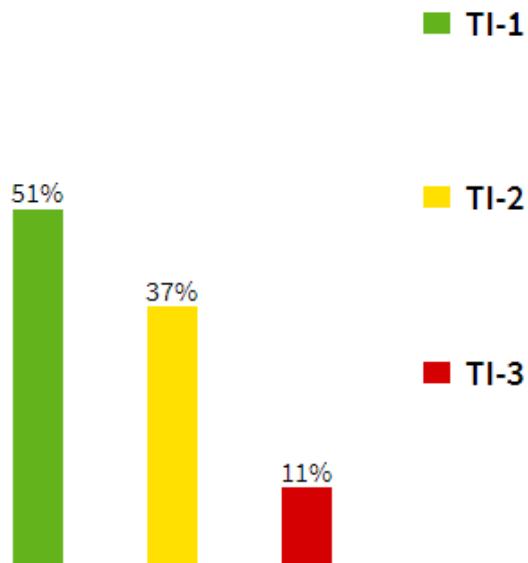
Item	Score	Vs. Benchmark
The person I report to treats me with respect.	4.58	+0.12
I respect the abilities of the person to whom I report.	4.40	+0.05
The person I report to cares about my job satisfaction.	4.39	+0.13
The person I report to encourages teamwork.	4.37	+0.07
The person I report to is a good communicator.	4.17	+0.07
I am involved in decisions that affect my work.	3.72	0.00

Theme: Psychological Safety

Item	Score	Vs. Benchmark
The person I report to encourages people to learn from their mistakes.	4.29	+0.08
I feel comfortable discussing important workplace issues with the person I report to.	4.28	+0.12
I trust the person I report to.	4.24	+0.04
I trust the people I work with.	4.19	+0.12
The person I report to appreciates my input and feedback.	4.19	+0.02
In my work unit, I feel comfortable voicing my opinions even when they are different from others.	4.08	+0.06
When a mistake is made in this organization the focus is on fixing the issue that led to it, not punishing the person who made it.	4.07	+0.08
I feel comfortable giving feedback to the people I work with.	3.96	-0.08

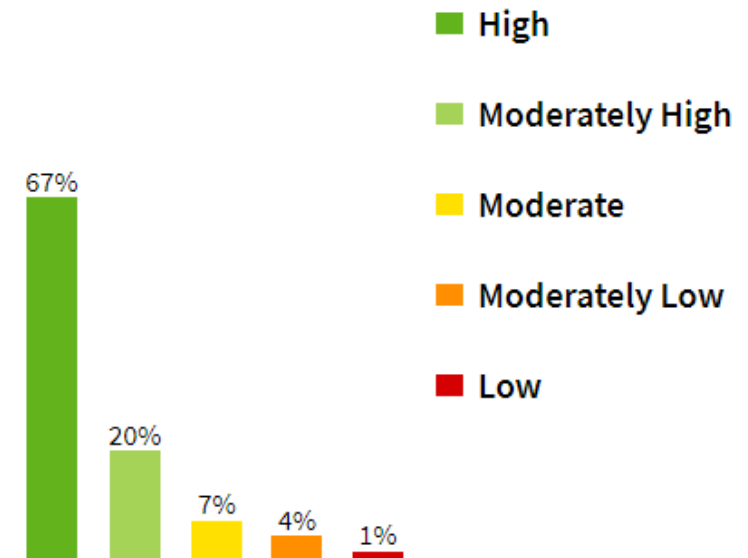
Segmented Support

Team Index



Team index items include employee, manager, and organization.

Leader Index



Summary

Key takeaways

- We improved compared to 2023, but we know we have more work to do.
- Perception of care is exceptional.
- Team members generally feel respected and supported.
- Opportunities exist for communication, involvement, recognition, and continuing to develop career paths.

Next Steps: Action planning with individual leaders and teams.

- Identified five teams with higher engagement across team, organization, and leader indexes, **and** have shown significant improvement from 2023.
 - Working with those managers to understand what they did to achieve those results, and duplicate those with other teams through coaching, training, and mentoring.
- Identified five teams with lower engagement scores across team, organization, and leader indexes.
 - Connecting those managers with coaching and mentoring.
 - Admin engaging directly with those teams through staff meetings, MORs, rounding, etc.

