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December 2018

## *Employee Engagement Pulse Survey Results Summary*

*Results are in from November's employee engagement pulse survey—and it's positive news.*

*Across CHI, **scores went up** on all six engagement questions in the brief Performance Culture Assessment check-in ("pulse") survey.*

*Your feedback in the annual employee engagement survey in May led to many positive changes throughout our organization. To measure the progress, this November we issued the brief survey with six questions repeated from the spring survey.*

### *Scores went up for all six engagement questions*

*The pulse survey comprised six employee engagement questions from the annual survey—the questions were provided by Press Ganey, our new survey administrator. The recent pulse survey is part of our transition to Press Ganey for the annual survey coming up in spring 2019.*

*(continued, next page)*



**CHI**

**Employee Engagement  
Pulse Survey  
at a Glance**

**Employee survey dates:**  
Nov. 12-28, 2018

**Completed surveys:**  
26,367

**Response rate:**  
43%

**CHI overall engagement:**  
4.06 out of 5

**Our Market's overall  
engagement:**  
**4.04 out of 5**



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### Engagement is up across the enterprise

*This chart shows the enterprise-wide average score for the six employee engagement questions on the pulse survey. The highest score is a 5 (strongly agree), the lowest score is a 1 (strongly disagree). We used the five-point scale as part of our transition to Press Ganey, our new survey administrator.*

	<i>KentuckyOne Nov. 2018</i>	<i>All CHI Nov. 2018</i>	<i>All CHI May 2018</i>
<i>I am proud to tell people I work for this organization.</i>	4.14	4.17	3.69
<i>I would stay with this organization if offered a similar position elsewhere.</i>	3.89	3.92	3.52
<i>I would recommend this organization to family and friends who need care.</i>	4.07	4.15	3.84
<i>I would like to be working at this organization three years from now.</i>	4.1	4.10	3.73
<i>I would recommend this organization as a good place to work.</i>	4.01	4.03	3.64
<i>Overall, I am a satisfied employee.</i>	4	4.01	3.69
<i>Engagement indicator (overall)</i>	4.04	4.06	3.69

### Why do we focus on employee engagement?

*Employee engagement is an important measure of our workplace culture. Engagement is our emotional connection to the organization. When we have a more positive outlook in our workplace, we have more satisfied patients, higher-quality service and less employee turnover.*

### Next steps

- *Managers will share your market- and facility-level results in the coming weeks.*
- *You'll work as a team to identify areas where we can continue to improve and set group goals for the year.*
- *Your survey feedback will continue to influence our decisions in the year ahead.*

### Thank you

*Thank you and your teams for participating in the employee engagement pulse survey. The feedback will inspire more positive change and innovation. Together we're creating a great place to work and to serve others.*