## Engagement Outcome Metric

Survey Administration: March 2015

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participants</td>
<td>5,245</td>
<td>5,310</td>
</tr>
<tr>
<td>Response Rate</td>
<td>70%</td>
<td>75%</td>
</tr>
</tbody>
</table>

### Press Ganey’s benchmarks draw on a database of over 2,200 healthcare facilities and over one million respondents

**Note** - In this presentation **GREEN/ RED notes a statistically significant difference.**

- National Averages +/- .04
- History +/- .06
UK HealthCare Engagement Trending

- 2011: UKHC 3.88, Natl UHC Avg 3.90, Natl HC Avg 4.00
- 2012: UKHC 3.92, Natl UHC Avg 4.10, Natl HC Avg 4.10
- 2013: UKHC 4.08, Natl UHC Avg 4.13, Natl HC Avg 4.10
- 2014: UKHC 4.12, Natl UHC Avg 4.16, Natl HC Avg 4.15
- 2015: UKHC 4.15, Natl UHC Avg 4.20, Natl HC Avg 4.20
- 2016: UKHC 4.16, Natl UHC Avg 4.20, Natl HC Avg 4.20

<table>
<thead>
<tr>
<th>Engagement Item</th>
<th>2015 UKHC</th>
<th>% Unfav</th>
<th>Natl UHC Avg</th>
<th>Natl HC Avg</th>
<th>2014 UKHC</th>
</tr>
</thead>
<tbody>
<tr>
<td>37. I would recommend this organization as a good place to work.</td>
<td>4.07</td>
<td>5%</td>
<td>-.05</td>
<td>-.06</td>
<td>+.08</td>
</tr>
<tr>
<td>38. Overall, I am a satisfied employee.</td>
<td>3.94</td>
<td>9%</td>
<td>-.08</td>
<td>-.10</td>
<td>+.03</td>
</tr>
<tr>
<td>24. I would like to be working at this organization three years from now.</td>
<td>4.13</td>
<td>7%</td>
<td>-.08</td>
<td>-.09</td>
<td>-.02</td>
</tr>
<tr>
<td>28. I would stay with this organization if offered a similar job elsewhere.</td>
<td>3.86</td>
<td>9%</td>
<td>-.08</td>
<td>-.06</td>
<td>N/A</td>
</tr>
<tr>
<td>19. I am proud to tell people I work for this organization.</td>
<td>4.21</td>
<td>3%</td>
<td>-.11</td>
<td>-.11</td>
<td>.00</td>
</tr>
<tr>
<td>22. I would recommend this organization to family and friends who need care.</td>
<td>4.10</td>
<td>5%</td>
<td>-.18</td>
<td>-.20</td>
<td>+.03</td>
</tr>
</tbody>
</table>
## Highest Performing Items vs. UHC Avg.

<table>
<thead>
<tr>
<th>HIGHEST PERFORMING ITEMS Compared to the National UHC Average</th>
<th>Domain</th>
<th>2015 UKHC</th>
<th>% Unfav</th>
<th>Difference from:</th>
</tr>
</thead>
<tbody>
<tr>
<td>14. My pay is fair compared to other healthcare employers in this area.</td>
<td>ORG</td>
<td>3.55</td>
<td>20%</td>
<td>+.12</td>
</tr>
<tr>
<td>21. This organization provides career development opportunities.</td>
<td>ORG</td>
<td>3.87</td>
<td>12%</td>
<td>+.04</td>
</tr>
<tr>
<td>1. My work unit works well together.</td>
<td>EMP</td>
<td>4.21</td>
<td>6%</td>
<td>+.01</td>
</tr>
</tbody>
</table>

## Greatest Improvements

<table>
<thead>
<tr>
<th>Items with GREATEST IMPROVEMENTS since last survey</th>
<th>Domain</th>
<th>2015 UKHC</th>
<th>% Unfav</th>
<th>2014 UKHC</th>
<th>Natl UHC Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>5. Different work units work well together in this organization.</td>
<td>ORG</td>
<td>3.50</td>
<td>17%</td>
<td>+.11</td>
<td>-.22</td>
</tr>
<tr>
<td>15. Senior leadership can be trusted to be straightforward and honest.</td>
<td>ORG</td>
<td>3.49</td>
<td>19%</td>
<td>+.10</td>
<td>N/A</td>
</tr>
<tr>
<td>8. I am involved in decisions that affect my work.</td>
<td>MGR</td>
<td>3.49</td>
<td>22%</td>
<td>+.08</td>
<td>-.19</td>
</tr>
<tr>
<td>16. The environment at this organization makes employees in my work unit want to go above and beyond what's expected of them.</td>
<td>EMP</td>
<td>3.31</td>
<td>26%</td>
<td>+.08</td>
<td>-.27</td>
</tr>
<tr>
<td>14. My pay is fair compared to other healthcare employers in this area.</td>
<td>ORG</td>
<td>3.55</td>
<td>20%</td>
<td>+.08</td>
<td>+.12</td>
</tr>
<tr>
<td>Statement</td>
<td>Score</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>--------------------------------------------------------------------------</td>
<td>-------</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The person I report to treats me with respect.</td>
<td>88</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I respect the abilities of the person to whom I report.</td>
<td>85</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The person I report to encourages teamwork.</td>
<td>84</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The person I report to cares about my job satisfaction.</td>
<td>78</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The person I report to is a good communicator.</td>
<td>77</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I am involved in decisions that affect my work.</td>
<td>68</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2015 UKHC APR Score = 80

2014 UKHC APR Score = 79

2015 UKHC APR Score = Moderate Readiness APR 71-80
Guidelines for Moving Forward

- Results should be reviewed and discussed with key stakeholders, especially at each UK HealthCare entity:
  - Senior team members, department leadership, site leaders, and work unit leaders
- Identify 1-2 issues at each entity for overall focus – communicate them!
- Determine concerns that are specific to key work units or demographic areas and identify who to hold accountable in developing and following through on action plans for these groups
- Identify and share best practices from high-performing groups

The most important action is to focus on the right issues at the right level and use the data to drive action planning and change
Your Employee Communication Plan: Connect the Dots!

- Employee survey results
- Priorities selected
- Improvement plans & actions
- Communicate: Employee Survey Response
Benefits of Engagement

ENGAGED EMPLOYEES ARE…

- Willing to go “above and beyond,” exerting additional effort
- Energetic and enthusiastic
- Loyal to the organization – more likely to stay
- Proud of the organization and willing to recommend as a place to work and to receive care
- More satisfied employees overall

HIGHER WORKFORCE ENGAGEMENT LEADS TO…

- Improved patient experience
- Improved productivity
- Increased cultural commitment
- Higher quality, safety and clinical outcomes
- Stronger financial performance
- Positive image in the community
Representative National Healthcare Clients

Press Ganey currently serves as a business partner to a cross section of healthcare organizations across North America representing over 2,200 facilities and over one million employees.

A representative sample of our National Healthcare clients includes:

- Arkansas Children’s Hospital
- Christiana Care Health System
- Children’s Hospitals and Clinics of Minnesota
- Driscoll Children’s Hospital
- Duke University Health System
- Froedtert Health
- Greenville Health System
- Houston Methodist
- Lahey Health
- Methodist LeBonheur Healthcare
- Rockford Health System
- Sharp HealthCare
- Seattle Children’s Hospital
- The University of Chicago Medical Center
- Trinity Health
- University of Colorado Health
Press Ganey’s National University HealthSystem Consortium (UHC) Average represents over 350 facilities and over 400,000 employees

A representative sample of our UHC clients includes:

- Boston Medical Center
- Denver Health
- Duke University Health System
- Faulkner Hospital
- Froedtert and Community Health
- Grady Health System
- Indiana University Health
- Medical University of South Carolina
- Moffitt Cancer Center
- Houston Methodist
- North Shore LIJ Health System
- The Ohio State Wexner Medical Ctr.
- Oregon Health and Science University
- UCLA Medical Center
- UCSD Medical Center
- Univ. of Arkansas for Medical Sciences
- Univ. of Chicago Medical Center
- Univ. of North Carolina Hospitals
- Univ. of Utah Hospitals & Clinics
- Wake Forest Baptist Health
Press Ganey Engagement Clients Achieve Sustainable & Award Winning Performance

- 150+ ANCC Magnet-designated nursing facilities
- 35% of U.S. News & World Report’s “Honor Roll Hospitals”
- Seven Malcolm Baldrige National Quality Award Recipients
- 55% Fortune 100 Best Companies to Work For
- 100+ University Health System Consortium Members
- More than 50% of Child Health Corporation of America (now CHA) organizations