

Employee Engagement and Surveys

Can You Feel the Burn!



Employee engagement and Surveys Objectives

- Explore Causes of Burnout or Lack of Engagement
- Describe Methods for Gathering Feedback from Staff
- Provide Examples of Building Focus Groups.

Feeling The Burn



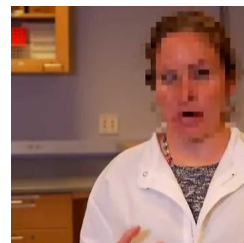
This One?



Who's That!?



Or This?



Let's Look at Causes-Regulatory

- What's your favorite Regulation?
 - Cal Verification
 - Competency at Multiple sites (Giving and Getting)
 - IQCP



Let's Look at Causes-Staffing

- Short Staffed?
 - Vacancy Rates Up in all areas except Cytology and Cytogenetics
 - OT- Mandatory or Voluntary
 - Additional Hours
 - 8/10/12 hour shifts-16?
 - Safety



Let's Look at Causes-Staffing

Majors and their unemployment rate:

College majors with lowest unemployment rates

1. **Medical Technology/Technician 1.4%**
2. **Nursing 2.2%**
3. Treatment therapy professions 2.6%
4. **Medical assisting services 2.9%**
5. Agriculture production & management 3.0%
6. Industrial production technologies 3.1%
7. **Pharmacy 3.2%**
8. Communications & disorders sciences 3.3%
9. Elementary education 3.6%
10. Special needs education 3.6%

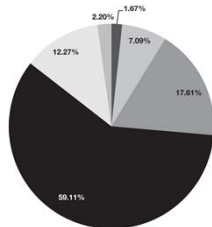
CEW Georgetown Univ Study

Workload

- Growth in Testing-
 - Lab Volume History: 2006, Average Monthly Volume: 43,000 Total Annual Volume: 516,000
 - (Waconia) 2012, Average Monthly Volume: 57,000 Total Annual Volume: 686,000
 - 2016, Average Monthly Volume: 79,800 Total Annual Volume: 903,876
- (TTMC) 2012, Average Monthly Volume: 3,200 Total Annual Volume: 38,570
- 2016, Average Monthly Volume: 11,689 Total Annual Volume: 140,267

Advancement

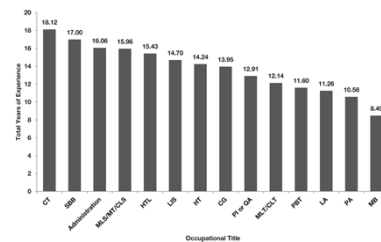
- Individual Growth Opportunities
 - Lab Assistant to MLT/MLS
 - MLT to MLS
 - MLS to MBA/MHA/MD



From: The American Society for Clinical Pathology's 2015 Wage Survey of Medical Laboratories in the United States
 Am J Clin Pathol. 2017;147(4):334-356.
 doi:10.1093/ajcp/raqw220

■ High school/GED
 ■ College credit not equivalent to a degree
 ■ Associate's degree
 ■ Bachelor's degree
 ■ Master's degree
 ■ MD, DO, PhD, or other advanced degree

How Long Have You Been Here?



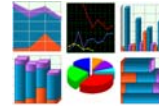
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What Else?



Let's Measure Something

- What are the common methods for reaching out?
- Press Ganey
- Survey Monkey
- Care Wire-Patient Related
- Gallup
- Hand out Paper
- Phone Survey



The Ridgeview Way



- Interested Preserving Current Culture
- Identifying Behaviors that create value Individually
 - Both the patient and the organization
- These Attitudes and behaviors are reflected in how people interact with each other both internally and externally
 - Patient and Families
- Culture and Engagement are the social glue

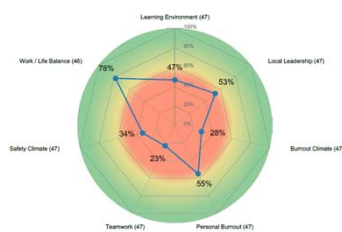
The Ridgeview Way



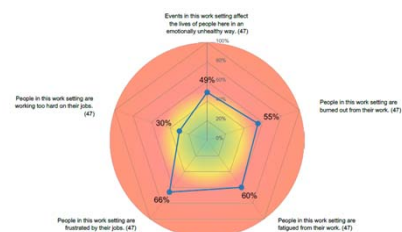
- The SCORE survey measures important dimensions of organizational culture. The core instrument integrates safety culture, local leadership, learning systems, resilience / burnout and work-life balance. The full instrument integrates employee engagement as well.
- The insights are critical for organizational improvement and the ability to drive habitual excellence.
- Specific actions can be taken to leverage organizational strengths and address areas of fundamental opportunity.

SCORE Survey

- Learning Environment
- Local Leadership
- Burnout Climate
- Personal Burnout
- Teamwork
- Safety Climate
- Work/Life Balance

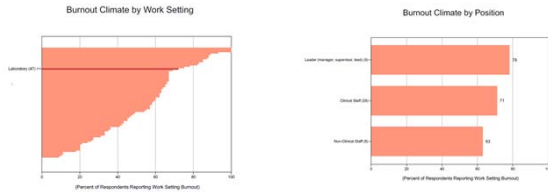


Measuring Burnout

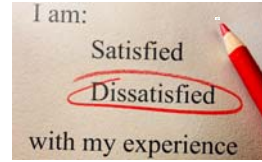


What Did We Learn?

- Where do you compare to other departments.
- How do different Job Classifications respond



The Good Stuff! Solutions



Self Control vs. Controlling Others



"Everybody in the world is seeking happiness—and there is one sure way to find it. That is by controlling your thoughts. Happiness doesn't depend on outward conditions. It depends on inner conditions."

– Dale Carnegie, How to Win Friends and Influence People



"He who controls others may be powerful, but he who has mastered himself is mightier still."

– Lao Tzu

The Action Plan-Solution building

SCORE Survey Action Plan
Department: _____

Domains		Engagement Domains	
a. Learning Environment	e. Teamwork	b. Growth Opportunities	i. Advancement Domain
b. Local Leadership	f. Safety Climate	c. Job Certainty	m. Workload Strain
c. Burnout Climate	g. Work Life Balance	d. Intentions to Leave	n. Decision Making
d. Personal Burnout			

Strengths

1. Of the domains listed above, this department's biggest strengths are:

1. _____
2. _____

2. This department excels in these domains because...

- a. _____
- b. _____
- c. _____

Communication and Team Work



Spread the Change



- ❖ Help others that are busy.
- ❖ Stock supplies.
- ❖ Replace full bio-hazard bins.
- ❖ Wipe down areas and shelves.
- ❖ Check inventory as needed.



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- ❖ Check inventory reorder as needed.

Happily Ever After?



- Work to be done!
 - Sustain the Change
 - Use tools-DIIMAIC/PDSA/LEAN
 - Communicate/Communicate³

