

2022 UVA HEALTH

ENGAGEMENT SURVEY



ONE TEAM
United on Our Vision



BE HEARD.  YOUR VOICE MATTERS.

ENGAGEMENT SURVEY



OUR MISSION | UVAHealth

**TRANSFORMING HEALTH AND
INSPIRING HOPE FOR ALL
VIRGINIANS AND BEYOND.**

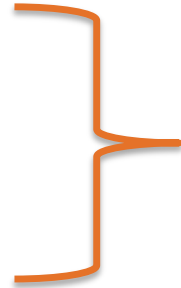
To be the nation's leading public academic health system and best place to work, while transforming patient care, research, education and engagement with the diverse communities we serve.

Our VISION

OUR VALUES

AT UVA HEALTH, WE PUT THE PATIENT AT THE CENTER OF EVERYTHING WE DO. WE ASPIRE TO CREATE A CULTURE OF EXCELLENCE, ENGAGEMENT AND TRUST THROUGH OUR VALUES:

- ACCOUNTABILITY
- STEWARDSHIP
- PROFESSIONALISM
- INTEGRITY
- RESPECT
- EQUITY DIVERSITY INCLUSION



Team member voices are essential to helping us achieve this vision



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WHY?

- To receive feedback from our team members
- To measure organizational and department/unit level engagement
- To benchmark ourselves to peer organizations
- To develop strategies to improve engagement based on the survey results

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SURVEY DATES AND PARTICIPANTS

- The survey will be administered for UVA Health teams (outside of UVA Community Health) **October 4 – November 11**
- UVA Community Health's survey will occur **November 28 – December 19**
- All UVA Health faculty and team members will participate by taking either the survey administered by Press Ganey or the AAMC

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WHICH SURVEY WILL I TAKE?



- UVA Medical Center team members
 - Including Morrison and Crothall employees
- GME residents and fellows
- UPG team members (excluding faculty)
- CPG providers
- UVA Community Health team members
- UVA Community Health Medical Group providers
- School of Medicine staff
 - Including Admin/Prof General Faculty, and Professional Research Staff
- School of Nursing faculty and staff
- Health Sciences Library faculty and staff

Approximately 15,000 individuals



StandPoint™ Surveys
Connecting voices to action.

- School of Medicine faculty

Approximately 1,200 individuals

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PRESS GANEY SURVEY OVERVIEW

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KEY TERMS

- **Work Unit** = The department/unit where you work on a regular basis.
- **The person I report to** = The person who you primarily report to.
- **Organization** = The UVA Health entity where you primarily deliver services within (i.e. Medical Center, UPG, School of Medicine, School of Nursing, Health Sciences Library, Community Health).
- **Employees** = The people who work within your organization.

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SURVEY QUESTIONS (TOTAL OF 43)

- My work unit works well together.
- The person I report to treats me with respect.
- The person I report to cares about my job satisfaction.
- Different work units work well together in this organization.
- I am satisfied with the recognition I receive for doing a good job.
- This organization conducts business in an ethical manner.
- I am involved in decisions that affect my work.
- This organization provides high-quality care and service.
- This organization supports me in balancing my work life and personal life.
- I like the work I do.
- My pay is fair compared to other healthcare employers in this area.
- The environment at this organization makes employees in my work unit want to go above and beyond what's expected of them.
- This organization treats employees with respect.
- The person I report to encourages teamwork.
- I am proud to tell people I work for this organization.
- I would stay with this organization if offered a similar position elsewhere.
- My job makes good use of my skills and abilities.
- This organization provides career development opportunities.
- I would recommend this organization to family and friends who need care.
- I respect the abilities of the person to whom I report.
- I would like to be working at this organization three years from now.
- The person I report to is a good communicator.
- I would recommend this organization as a good place to work.
- Overall, I am a satisfied employee.

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SURVEY QUESTIONS, CONT'D

- I can enjoy my personal time without focusing on work matters.
 - I am able to disconnect from work communications during my free time (emails/phone etc.).
 - I rarely lose sleep over work issues.
 - I am able to free my mind from work when I am away from it.
 - I see every patient/client as an individual person with specific needs.
 - I care for all patients/clients equally even when it is difficult.
 - My work is meaningful.
 - The work I do makes a real difference.
 - This organization values employees from different backgrounds.
 - This organization demonstrates a commitment to workforce diversity.
 - All employees have an equal opportunity for promotion regardless of their background.
 - My coworkers value individuals with different backgrounds.
 - The person I report to treats all employees equally regardless of their background.
 - I feel free to raise workplace safety concerns
 - What do you like most about working in your work unit?*
 - Please provide one suggestion on how to make your work unit a better place to work.*
 - My ideas for how to improve my work unit are welcomed.
 - I understand the strategic direction of my work unit.
 - The direction of UVA Health makes me excited about its future.
- *open ended

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NURSING SPECIFIC QUESTIONS *[MEDICAL CENTER RNS, RN LEADERS AND APNs (UPG AND MEDICAL CENTER)]*

- Within my scope of nursing practice, I have the freedom to act on what I know is in the best interest of the patient.
- I have the opportunity to influence nursing practice in this organization.
- I have opportunities to learn and grow in this organization
- The person I report to uses the performance process to coach me on my professional development.
- The person I report to supports free exchanges of opinions and ideas.
- The person I report to is responsive when I raise an issue.
- Nurse leaders are accessible in this organization
- Senior nursing leadership is responsive to my feedback.
- Communication between physicians, nurses, and other medical personnel is good in this organization.
- We effectively use cross functional (interprofessional) teams in this organization.
- There is good collaboration between nursing and the different ancillary services, e.g., pharmacy, lab, radiology, nutrition, behavioral health, etc.
- Overall, I am satisfied with the expertise of the nursing staff.
- My work unit uses evidence-based practice in providing patient care.
- My work unit demonstrates a commitment to patient- and family-centered care.
- I am involved in quality improvement activities.
- Our organizational values are reflected in our Nursing Professional Practice Model.
- Nurse leaders share a clear vision for how nursing should be practiced in this organization.



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AAMC STANDPOINT SURVEY OVERVIEW

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- Designed to measure dimensions of engagement for faculty in academic medicine – AAMC
- First survey launched in 2009
- 75+ medical schools have participated w/ 70K+ respondents
- UVA participated in 2009, 2015, and 2018
- High faculty participation
 - 79% (2018) and 74% (2015) vs AAMC 63% avg.

StandPoint™ Surveys
Connecting voices to action.

<https://faculty.med.virginia.edu/facultyaffairs/faculty-life-cycle/standpoint/>

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STANDPOINT SURVEY DIMENSIONS

- Nature of Work
- Focus on Medical School Mission
- Workplace Culture
- Department Governance
- Medical School Governance
- Relationship with Supervisor
- Mentoring and Feedback
- Opportunities for Career and Professional Growth
- Promotion and Tenure Requirements
- Promotion Equality
- Collegiality and Collaboration
- Compensation and Benefits
- Faculty Recruitment and Retention
- Faculty Diversity and Inclusion
- Clinical Practice Environment
- Part-time Faculty Experiences

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STANDPOINT CUSTOM QUESTIONS

Align with Press Ganey items:

- Resilience
- Safety
- Ideas welcomed
- Strategic direction

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PROJECT TIMELINE

July–October 4

- ✓ Correct/validate Workday (135+ revisions)
- Communications (first organizational email sent August 10)

October 4–November 11

Survey administration

November 28–December 19

UVA Community Health survey administration

January

Results shared with senior leadership

January/February

Department/unit results shared + action planning

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ONETEAM
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PROJECT TEAM (MEETS WEEKLY)

- Sara Fowler – Project Manager
- Karmen Fittes, Chief of UVA Health HR (starting 9/1/22)
- Chip Murray – Chief of Staff
- Raymond Brown – UVA HR Organizational Development
- Tyler Christesen – UVA HR Organizational Development
- Susanna Brent – Communications
- Troy Buer – SOM, AAMC contact
- Lisa Hudnall – UPG HR
- Leslie Dice – UPG HR Organizational Development
- Catherine Kelley – UVA Community Health HR
- Julie Hixson – UVA Community Health HR
- Pamela Steward – Press Ganey Engagement Account Manager
- Eleanor Palmer – Press Ganey Engagement Advisor
- David Guarnieri – Press Ganey Regional Director

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QUESTIONS?