

ENGAGEMENT SURVEY

OCTOBER 4 – NOVEMBER 11

**ONE TEAM**
United on Our Vision

Frequently Asked Questions

UVA Health has a bold new vision to be the nation's leading public academic health system and a best place to work — while transforming patient care, research, education, and engagement within the diverse communities we serve. The voices of each team member are essential to helping us achieve this vision for our organization, patients and each other.

To provide a means for team members to share feedback and ideas, UVA Health will conduct a system-wide engagement survey this fall and winter.

- Team members with UVA Medical Center, UVA Physicians Group, UVA School of Medicine, UVA School of Nursing and Claude Moore Health Sciences Library will be invited to participate in this survey between **October 4 and November 11**.
- UVA Community Health team members will participate in the engagement survey between **November 28 and December 19**.
- All team members, with the exception of School of Medicine faculty, will participate in a survey administered by Press Ganey.
- UVA School of Medicine faculty will participate in the [American Association of Medical Colleges' \(AAMC\) engagement survey](#).

WHAT IS THE 2022 UVA HEALTH ENGAGEMENT SURVEY?

The UVA Health Engagement Survey is a system-wide survey that provides benchmarking data that will allow us to compare our team members' responses with the responses from other similar academic healthcare organizations. Additionally, the results and data gathered from this survey will inform decisions that will influence positive change in the work lives of team members throughout UVA Health.

WHO IS ADMINISTERING THE 2022 UVA HEALTH ENGAGEMENT SURVEY?

This year's survey will be administered by two vendors (depending on your role). Most UVA Health team members will participate in a survey from Press Ganey; however, faculty in the School of Medicine will participate in the survey administered by the AAMC.

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Press Ganey has partnered directly with academic health systems since 1986 and has partnered with Vizient on a Magnet®-specific survey over the last 19 years. They are an industry leader in helping to drive targeted and sustainable improvement through their engagement solutions, which are based on over 30 years of focused research and development.

The AAMC StandPoint Faculty Engagement Survey is designed for School of Medicine faculty and will delve into the unique factors at academic health institutions that are known to drive engagement and retention. StandPoint is the largest national faculty workplace survey with over 70,000 faculty respondents representing more than 75 U.S. medical schools. StandPoint is designed to identify strengths and areas of development enterprise-wide and for each department, and to benchmark with other medical schools to share innovative and effective engagement practices.

WHAT DOES THE TERM “ENGAGEMENT” MEAN? WHY DOES IT MATTER?

Engagement refers to the psychological connection team members feel to their jobs. It goes beyond job satisfaction to reflect how invested and connected team members are in the success of their teams and the organization. Through extensive research conducted by Press Ganey and AAMC, we know that engaged team members get more out of their work and have a positive influence on an organization’s success including productivity, retention as well as overall quality and efficiency.

WHY IS UVA HEALTH CONDUCTING THE 2022 UVA HEALTH ENGAGEMENT SURVEY?

This survey is seen as a recurring opportunity for all team members to provide feedback and ideas that will contribute to positive growth/change in their units/departments and throughout the organization. UVA Health’s senior leaders believe in the value of the survey and take the results very seriously. Additionally, these results allow us to benchmark against similar healthcare organizations and understand areas for improvement to ensure we are meeting or exceeding industry standards.

WHO SHOULD PARTICIPATE IN THE SURVEY?

All UVA Health faculty and team members who started on or before August 1, 2022, will be invited to participate in the 2022 UVA Health Engagement Survey.

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Press Ganey	AAMC
<p>October 4-November 11</p> <ul style="list-style-type: none"> • UVA Medical Center team members <ul style="list-style-type: none"> ◦ Including Morrison and Crothall employees • Residents and fellows • UPG team members (excluding faculty) • CPG providers • School of Medicine staff • School of Medicine administrative and professional faculty and professional research staff • School of Nursing faculty and staff • Health Sciences Library faculty and staff 	<p>October 4-November 11</p> <ul style="list-style-type: none"> • School of Medicine faculty
<p>December 2022</p> <ul style="list-style-type: none"> • UVA Community Health team members • UVA Community Health Medical Group providers 	

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I AM A FACULTY MEMBER IN SCHOOL OF MEDICINE, WHAT SURVEY SHOULD I TAKE?

Faculty Members in the School of Medicine will be invited to take the [AAMC StandPoint® Faculty Engagement survey](#), not the Press Ganey survey. This survey opens Tuesday, October 4 and closes Friday, November 11.

ARE UVA COMMUNITY HEALTH TEAM MEMBERS TAKING THE SURVEY?

UVA Community Health team members (including UVA Community Health Medical Group providers) are taking the Press Ganey survey between November 28 and December 19. This survey will be identical to the one administered to other UVA Health team members in October.

WHY SHOULD I PARTICIPATE?

Sharing your thoughts about your work will help drive impactful change throughout UVA Health. Evaluating and acting upon the data collected from the UVA Health Engagement Survey is one of the best ways we ensure that UVA Health is making decisions that will positively impact our team members' work lives. The survey is an investment in all team members to ensure we have what we need to be successful.

WHAT IS THE RATING SCALE ON THE SURVEY?

Most survey questions will provide a 5-point rating scale ranging from Strongly Disagree to Strongly Agree. There will be a "Not Applicable" option to use for any questions that do not pertain to your work at UVA Health. In addition to these questions, there will be three open-ended questions that will allow you to write-in your responses/comments.

WHEN TAKING THE SURVEY, SHOULD I BE THINKING ABOUT MY MANAGER, MY TEAM, OR THE ORGANIZATION AS A WHOLE?

When completing the survey, there are multiple key terms that should be considered when answering all questions. Please see below for a list of key terms that will show up throughout the survey:

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

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IS THE SURVEY CONFIDENTIAL?

Yes. Engagement surveys are administered under strict confidentiality policies. At no time does Press Ganey or AAMC share data with UVA Health or any other client in a way that would directly connect you to your responses.

WHAT IS THE DIFFERENCE BETWEEN ANONYMOUS AND CONFIDENTIAL?

Anonymity refers to survey responses being completely separate from any personally identifiable information such as department, employee ID number, email, or other unique identifiers. Our survey vendors do not collect survey information anonymously, as they need to be able to identify which respondents should be grouped for team reports. However, any information that is provided in the engagement survey is kept completely confidential/private. Your identity and answers will not be revealed or released in any capacity. In addition, strict procedures are followed to ensure that aggregated data that is reported remains anonymous and cannot be attributed to any specific team members.

WHAT IF MY TEAM is small (CONTAINS FEWER THAN FIVE PEOPLE)? WILL MY MANAGER BE ABLE TO IDENTIFY WHICH ANSWERS ARE MINE?

No. Results will only be reported at the team level if there are at least five people in the group. If there are not five respondents, the survey results for this team will be included in the responses at the next level (i.e., your manager's manager).

WHO WILL HAVE ACCESS TO MY RESPONSES? WILL MY MANAGER OR SOMEONE FROM UVA HEALTH SEE MY INDIVIDUAL ANSWERS?

No. All personal responses to this survey will be kept completely confidential. Survey vendors will collect, report and analyze the data. At no point will anyone at UVA Health, including senior leaders and managers, receive access to the origins of specific feedback from any team member. Managers will receive their teams' results as averages and percentages as long as there are five or more responses. If there are fewer than five responses in a department/team, the manager will not receive these survey results to ensure confidentiality. During the survey administration period, team members can email the [Press Ganey Technical Support Desk](#) and School of Medicine Faculty can email the StandPoint support team at standpointsurveys@aamc.org with any questions regarding the confidentiality of the survey or their responses.

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WHEN AND HOW DO I TAKE THE SURVEY?

- **Press Ganey (UVA Health team members)**

You will receive an email to your UVA Health email address from Press Ganey with a unique link that will direct you to the survey. You may also access the survey through a direct link to the Press Ganey survey portal and use your known password you will be given to log in and complete the survey. The survey will be accessible online 24 hours a day, seven days a week through the deadline.

- **AAMC Standpoint Survey (School of Medicine faculty)**

You will receive an email to your UVA email address from the AAMC with a unique link that will direct you to the StandPoint survey. The survey will be accessible online 24 hours a day, seven days a week through the deadline. The link is unique to each faculty member and will enable you to exit the survey and continue at a later time. This will also protect any data you have entered if you experience a computer disruption.

CAN I TAKE THE SURVEY USING A MOBILE DEVICE?

Yes. The survey is mobile-ready and can be accessed using smartphones, tablets, etc. The survey can also be completed on a PC or Mac. For the best survey experience, we recommend you use Microsoft Edge, Microsoft Edge Chromium, or Google Chrome as your web browser.

HOW MANY QUESTIONS WILL BE ON THE SURVEY, AND HOW LONG WILL IT TAKE TO COMPLETE THE SURVEY?

There will be a total of around 40 survey questions for all team members, as well as 3 open ended questions. Registered Nurses and Advanced Practice Providers in the Medical Center and UPG will be presented with an additional 18 Nursing Excellence questions related to Magnet®. The average survey completion time ranges from 10-20 minutes.

For the AAMC Standpoint Survey (School of Medicine faculty), there will be a total of around 50 survey questions. The survey should take 15-20 minutes to complete.

WILL I BE GIVEN TIME TO TAKE THE SURVEY DURING WORK HOURS?

ENGAGEMENT SURVEY

OCTOBER 4 – NOVEMBER 11



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Yes. Completing the survey is very important, and each team member should be provided time during work hours to complete it. However, if you do not have a chance to complete the survey at work, you will be able to complete the survey at home if you have internet access.

WHO DO I CALL IF I HAVE GENERAL QUESTIONS ABOUT THE SURVEY?

For general questions regarding the survey, please call the Human Resources Solution Center at 434.243.3344 or email askhr@virginia.edu.

SOM faculty with general questions regarding the AAMC StandPoint Survey should email standpoint@virginia.edu.

WHO DO I CALL IF I AM EXPERIENCING TECHNICAL DIFFICULTIES WHILE TAKING THE SURVEY?

- **Press Ganey (UVA Health team members)**

For technical issues or questions regarding confidentiality, please email the Press Ganey Technical Support Desk at hdesk@pressganey.com or call 800.849.2292.

- **AAMC Standpoint Survey (School of Medicine faculty)**

If SOM faculty experience any technical issues accessing the survey, please contact the AAMC Survey Help Desk at 202.828.0521 from 9 a.m. to 5 p.m. ET, Monday through Friday, or email StandPointSurveys@aamc.org.

WILL WE FIND OUT THE RESULTS FOR OUR DEPARTMENT?

Yes. Leaders/managers will receive summary data in January 2022, and they will be asked to share these results with their teams. Areas for improvement should be discussed amongst the team members and areas of high engagement should be recognized and celebrated.