

Frequently Asked Questions

WHAT IS THE 2019 UVA HEALTH SYSTEM ENGAGEMENT & SAFETY SURVEY?

The UVA Health System Engagement & Safety Survey is a system-wide survey that provides benchmarking data that will allow us to compare our team members' responses with the team member responses from comparable esteemed 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 System.

WHO IS ADMINISTERING THE 2019 UVA HEALTH SYSTEM ENGAGEMENT & SAFETY SURVEY?

This year's survey will be administered by Press Ganey. Press Ganey has partnered directly with academic health systems since 1986 and has partnered with Vizient on Magnet-specific surveying 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.

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, we know that high levels of team member engagement link directly to positive organizational outcomes, including productivity, retention and cost-efficiency. Most importantly, engaged team members get more out of their work and have a positive influence on an organization's success.

WHY IS THE 2019 UVA HEALTH SYSTEM ENGAGEMENT & SAFETY SURVEY BEING CONDUCTED?

This survey is seen as a recurring opportunity for all team members to identify areas for improvement and assist with implementing positive changes in their departments and throughout the organization as a whole. UVA Health System'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 System team members from the Medical Center, University Physicians Group, Health Science Library, School of Nursing and Clinical Faculty in the School of Medicine who started on or before January 23, 2019 will be invited to participate in the 2019 UVA Health System Engagement & Safety Survey. This group also includes non-Medical Center personnel who manage Medical Center team members and non-Medical Center personnel utilizing the Kronos time & attendance system (i.e. Environmental Services and Nutritional Services team members).

WHY SHOULD I PARTICIPATE?

Sharing your thoughts about your work will help drive impactful change throughout the Health System. Evaluating and acting upon the data collected from the UVA Health System Engagement & Safety Survey is one of the best ways we ensure that UVA Health System 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 for any questions that do not pertain to your work at UVA Health System. In addition to these questions, there will be one open-ended question 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: When a question refers to the organization, consider the place where you primarily deliver services within the University of Virginia Health System (i.e. UPG, Medical Center, SON, HSL, etc.).

Senior Management: consider the EVP/CEO/Administrator and the executive team of your function within UVA Health System.

*School of Medicine Physicians: consider your service line leaders.

"The person I report to": When a question refers to the person you report to, consider the person who primarily reported to directly on February 25th.

* School of Medicine Physicians: consider the Medical Director of the area in which you primarily practice.

Work Unit: When a question refers to your work unit, consider the group of team members you primarily work with on a regular basis on February 25th who report to the same person as you.

* School of Medicine Physicians: consider the group of team members in the area in which you primarily practice.

Team Members/Employees: When a question refers to team members/employees, consider all of the people you work with at UVA Health System.

IS THE SURVEY CONFIDENTIAL?

Yes. Press Ganey administers the survey according to strict confidentiality policies. At no time does Press Ganey share data with UVA Health System 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 the lack of anyone knowing who is answering the survey questions. Press Ganey does 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 to Press Ganey is kept completely confidential/private. Your identity and answers will not be revealed or released in any capacity. In addition, Press Ganey follows exceptionally strict procedures so that aggregated data that is reported remains anonymous and cannot be attributed to any specific team members.

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

No. Press Ganey will only report the results 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 UVAHS SEE MY INDIVIDUAL ANSWERS?

No. All personal responses to this survey will be kept completely confidential. Press Ganey will collect, report and analyze the data. At no point will anyone at UVA Health System, 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 at hdesk@pressganey.com with any questions regarding the confidentiality of the survey or their responses.

WHEN AND HOW DO I TAKE THE SURVEY?

You will receive an email to your UVA Health System 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.

CAN I TAKE THE SURVEY USING A MOBILE DEVICE?

Yes! The survey is mobile-ready and can be accessed using smart phones, tablets, etc. The survey can also be completed on a PC or Mac.

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

There will be a total of 57 survey questions for all team members and 18 additional questions (75 total) for team members in nursing positions. The average survey completion time ranges from 15-20 minutes.

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

Yes. Completing the survey is very important, and each team member should be provided time during work hours to complete it. However, if you don't 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 Solution Center at (434) 243-3344 or email askhr@virginia.edu.

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

For technical issues or questions regarding confidentiality, please email the Press Ganey Technical Support Desk at hdesk@pressganey.com or by calling 800-849-2292.

WILL WE FIND OUT THE RESULTS FOR OUR DEPARTMENT?

Yes. Management will receive summary data for their teams in August 2019, 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.