
UVA Health Pulse Survey

Workshop for Managers

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2024 UVA HEALTH

ENGAGEMENT SURVEY



ONE TEAM
United on Our Vision



BE HEARD. YOUR VOICE MATTERS.

Action Planning and Engagement

Press Ganey research has identified the three most critical factors for improving engagement on teams.

Team members who answer
“**yes**” to all three questions below
have an average engagement score in the
99th percentile.

Team members who answer
“**no**” to all three questions below
have an average engagement score in the
29th percentile.

1. Has your leader shared the most recent employee engagement survey results?
2. Were you involved in action planning as a result of the most recent survey?
3. Have you been kept up-to-date about the progress of the action plans?

Unified Results Sharing

All work units are required to:

- Present engagement results to their teams.
- Action plan on at least one item.
- Report progress through your leadership chain.
- Identify your most pressing area for action planning and connect to the Strategic Goal of “Cultivating a Healthy Community and Sense of Belonging for All” and “Best Place to Work.”



Our Values: **ASPIRE**

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	Acknowledging and assuming responsibility for where we have succeeded and failed in terms of our actions, decisions, policies, and results.
Stewardship	Managing our resources and commitment to continual improvement and learning responsibly and carefully while acknowledging shortcomings or problems in our quest.
Professionalism	Approaching all that we do in a collaborative way and delivering excellent care through the lens of helpfulness, positivity, kindness, and competency.
Integrity	Being honest, open, and fair through our behaviors, attitude, and treatment of others.
Respect	Valuing everyone through our compassionate and caring ways.
Equity	Fostering an environment of belonging that promotes justice, equity, diversity, inclusion, and unity throughout the organization and within the communities we serve



Those that get **respect** from their leaders reported 56% better health and well-being, 1.72 times more trust and safety, 89% greater enjoyment and satisfaction with their jobs, 92% greater focus and prioritization, and 1.26 times more meaning and significance. Those that feel respected by their leaders were also 1.1 times more likely to stay with their organizations than those that didn't.

Harvard Business Review

Building Respect

When employees feel respected and valued, they are more engaged and satisfied with their work. According to Press Ganey, we can show respect to staff by:

Listening	Actively listen to team members and make time to speak with them personally and proactively.
Involvement	Include team members in the solutions that impact their work. Involve them in improvement efforts and share survey results.
Communicating	Be transparent and communicate clearly. Share progress updates regularly.
Recognizing	Recognize team members for their contributions and accomplishments.
Build Trust	Be authentic, logical, and empathetic.
Creating a Safe Space	Welcome questions and provide a safe space for team members to ask them.

Talent Management

Learning and Development

- UVA HR Learning and Development offers several courses, programs, and microlearning modules on a variety of topics that directly correlate to the Manager Domain survey items:
 - Emotional Intelligence
 - Developing Others
 - Team Building
 - Values & Trust
 - Crucial Conversations Program
 - Dare to Lead Program
 - Leadership Essentials Program
- **How to Learn More**
 - Visit UVA HR website, click on the Career Development dropdown, and select [Learning and Development](#) to review the Course Catalogue, Course Schedule, and other available resources.

UVA HR

NEW EMPLOYEES CURRENT EMPLOYEES MANAGERS WORKDAY LOGIN UVA HR

BENEFITS WELLNESS CAREER DEVELOPMENT LIFE CHANGES TIME OFF EMPLOYMENT AT UVA

Learning and Development

The quality of UVA's success depends on its people. In recognition of this, we create avenues to life-long learning that enable you to grow and develop the skills essential to being both "Great and Good."

Our team strives to enrich the UVA employee journey and cultivate career success by enabling innovative pathways that spark lifelong learning and career development, empowering and celebrating all of our workforce, and supporting strategic change.

Our Statement to Leveling Up Consciousness:

We believe that people have the power to create inclusive teams working for the betterment of the individual, team, and UVA. Each person brings their personal experience, as well as their ability to actively listen, engage in constructive dialogue, and empower growth. We ask that you take responsibility for the energy you bring into our courses. Your words matter. Your behaviors matter. Our patients and teams matter.

Services and Resources

Click on the icon below to learn more about our classes, programs, and additional resources. We look forward to your participation in an upcoming Learning & Development offering!

- Course Catalogue**
The Learning & Development Catalogue is your one-stop resource for all your professional development needs.
EXPLORE THE COURSE CATALOGUE
- Course Schedule**
We are pleased to provide you with the 2024 schedule of all instructor-led courses & programs hosted by Learning & Development.
VIEW THE COURSE SCHEDULE
- Digital Badge Credentials**
Highlight your skills, knowledge, and accomplishments with a digital Credly badge.
CHECK OUT THE DIGITAL BADGES
- Leadership Competencies**
UVA HR has identified ten Korn Ferry competencies that play a pivotal role in your learning and development journey.
CHECK OUT THE LEADERSHIP COMPETENCIES
- Learning Pathways**
Coming soon! Our proposed pathways include Learning & Development courses & programs we currently offer, bundled based on learner interest.
EXPLORE THE LEARNING PATHWAYS
- Meet Our Team**
Meet our learning & Development consultants that support both the Academic Division & UVA Health! We can't wait to meet you!
MEET OUR TEAM

LEARNING AND DEVELOPMENT

- COURSE CATALOGUE
- COURSE SCHEDULE
- DIGITAL BADGE CREDENTIALS
- LEADERSHIP COMPETENCIES
- LEARNING PATHWAYS
- MEET OUR TEAM
- NEW TO LEARNING & DEVELOPMENT
- PROGRAMS
- SELF-PACED LEARNING
- WORKSHOPS

CONTACT US

HR Solution Center
ASKHR@VIRGINIA.EDU
434.243.3344

HOW CAN WE HELP?

Submit a request for services form below, and one of our consultants will contact you.
REQUEST OUR SERVICES

INCLEMENT WEATHER POLICY

All course bundles and programs follow the [Academic UVA operating schedule](#).

Cancellations: If non-designated employees are asked not to report to work, our course bundles and programs are cancelled.

Delays: If the UVA operating schedule indicates a delayed opening or early closing, the start and end times of our course bundles and programs will follow those parameters.

DIVERSITY, EQUITY, AND INCLUSION FACILITATOR/ EDUCATOR DATABASE

Do you have experience facilitating DEI-related conversations or educating about related knowledge and skills? Complete the Diversity, Equity, and Inclusion Facilitator/ Educator Database informational form by clicking on the link below to help UVA achieve its 2030 Strategic Plan and DEI mission and goals!

DIVERSITY, EQUITY, AND INCLUSION FACILITATOR/ EDUCATOR DATABASE

Employee Relations

Respect@UVA

- UVA HR Employee Relations provides guidance, guidelines, and resources on fostering respect in the workplace.
- **How to Learn More**
 - Visit the UVA HR website, click on the 'Managers' link at the top, select 'More About Employee Relations,' and select [Respect@UVA](#) to explore the resources.

The screenshot shows the UVA HR website's Employee Relations page. At the top, there is a navigation bar with the UVAHR logo and links for 'NEW EMPLOYEES', 'CURRENT EMPLOYEES', 'MANAGERS', 'WORKDAY LOGIN', and 'UVA HR'. Below this is a secondary navigation bar with categories: 'BENEFITS', 'WELLNESS', 'CAREER DEVELOPMENT', 'LIFE CHANGES', 'TIME OFF', and 'EMPLOYMENT AT UVA'. The main content area starts with a 'Welcome to Respect@UVA!' message, followed by a section titled 'UVA's Commitment to a Caring Community of Dignity and Respect'. This section includes text about the university's values and a commitment to treating all individuals with kindness and respect. Below this is a section for 'Dealing With Disrespectful Behavior' with links for 'I AM BEING SUBJECTED TO DISRESPECTFUL BEHAVIOR', 'WITNESSES OF DISRESPECTFUL BEHAVIOR', and 'WHAT TO DO IF YOU ARE ACCUSED OF DISRESPECTFUL BEHAVIOR'. The next section is 'Respectful Workplace Guidelines' with links for 'MAINTAINING A RESPECTFUL WORKPLACE', 'EXAMPLES OF RESPECTFUL BEHAVIOR', and 'EXAMPLES OF DISRESPECTFUL BEHAVIOR'. The final section is 'Resources' with links for 'ANTI-RETIALIATION, CONFIDENTIALITY, AND ANONYMITY', 'HOW TO FILE A COMPLAINT', 'TIPS FOR MANAGERS', 'RESPECTFUL WORKPLACE INITIATIVES', 'REQUEST A TRAINING', 'RESPECTFUL WORKPLACE CHAMPIONS', and 'RESPECT@UVA RESOURCES'. On the right side, there is a sidebar with a 'EMPLOYEE RELATIONS' menu, 'CONTACT US' information, and a 'COMPLAINT SYSTEM WORKFLOW' diagram. The diagram is a vertical flowchart with seven steps: 1. REPORT A RESPECTFUL BEHAVIOR, 2. INVESTIGATION, 3. INVESTIGATION FINDINGS, 4. ANALYSIS, 5. RECOMMENDATIONS, 6. RESOLUTION, and 7. CASE CLOSURE. Each step is accompanied by a brief description of the process.



Keys for Improvement Success

1. Communicate Survey Results

- Share results in person (where able)
- Thank team members for participating
- “What’s going well?” and “What could be even better?”

2. Meet Regularly to Discuss Progress

- Focus the discussion on improving the experience for team members and patients
- Involve team members in selecting issues and developing solutions
- Implement solutions developed by the team
- For additional ideas and insights, utilize the HR Pulse Survey Microsite and “Action Plans” tab in the Press Ganey Portal

3. Report on Progress and Challenges

- Continue meeting regularly to provide updates and discuss challenges or changes needed
- Record action planning topic and progress
- Stay connected through your leadership help chain

Action Plan Reporting

- Action plans provide a pathway to achieve engagement goals with your teams.
- Leaders are encouraged to have their action plans entered into the Press Ganey portal by Nov 30 as a positive first step toward increasing engagement.

New Action Plan

1 CREATE ACTION PLAN 2 ADD ACTIONS

Action Plan Name *

Description 0 / 1000

Owner
Raymond Brown

Source
 UVA Health Pulse Survey 2024

Items Dimensions

Dimensions (max of 3) *
Employee

Hierarchy *
Please select your reporting group.

Hierarchy Node *

+ Add collaborators

CANCEL SAVE FOR LATER NEXT

Supporting Stakeholders

UVA Health Executive Team

- Set overall organizational focus and ensure overall accountability for celebrating strengths and solving for challenges.

Leadership Help Chain

- Establish accountability through regular progress updates and offer support to leaders and their teams.

Supporting Stakeholders, Cont.

Human Resources

Team	Support
<u>HR Business Partners</u>	Support and coordination of services
<u>Organizational Development</u>	Leadership coaching and embedding culture change
<u>Employee Relations</u>	Cultivate respect and civility in the workplace
<u>Learning and Development</u>	Skill building and inspiration
<u>Rewards and Recognition</u>	Tactical recognition activities
<u>Performance Engagement</u>	Connection to overall performance process



For more information and resources, visit the [2024 UVA Health Engagement Pulse Survey](#) webpage.

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