

2017 Employee Engagement Survey Follow-up

As a part of our commitment to better communicate with each of you, following are a few updates on our 2017 Employee Engagement Survey Action Plans.

You Said . . .	We Did . . .
Improve communication across the company and between departments.	<p>The PI Committee has identified the following initiatives to improve general communication:</p> <ul style="list-style-type: none">▪ From time to time we will post progress updates on our action plans by the Kronos terminals. Look for the “You Said – We Did” Posters.▪ Action Items/Plans will be a routine agenda item for department meetings – our opportunity to update you and also to solicit further feedback from you.▪ Tamara & Shelly in our Marketing Dept. will launch a new CFC Newsletter this month. This will allow us to highlight information that will be useful to you. <p>TigerConnect: A subcommittee of the PI Committee is evaluating the suitability of TigerConnect as a potential tool to enhance communication. TigerConnect is a HIPPA compliant encrypted tool for text messaging. The committee which consists of LeAnne Tolley (Chair), Drew Ellsworth, Shanna Nerdin, and Kathy Spencer) has started this process and will report their findings/recommendations in PI Meeting on July 18th.</p>
Improve internal communication regarding patient care.	<p>As you are aware, we are undertaking a massive project to move to a new version of BlueStep and to make significant enhancements that will make BlueStep the most efficient and effective tool for</p>

You Said . . .	We Did . . .
	<p>communication about patient care. Progress continues apace toward an implementation late in the year.</p> <ul style="list-style-type: none"> ▪ We had a great suggestion recently from one of our great nurses who felt we could enhance/improve communication by placing employee phone numbers in BlueStep. Jeff Anderson and Becca Christiansen who are working on this project agree this is a great suggestion. This is something we will work to implement once the new software is ready.
Improve employee recognition	<p>The PI Committee has decided to move to a more “in-the-moment” system that will create more opportunity for peer-to-peer recognition across all areas of the company – both employees and contractors. This new system will be implemented 06/18/18. See detailed information on the following page.</p>

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A New Approach to Staff Recognition

As leaders at the Center have carefully considered employee feedback from our most recent Employee Engagement Survey and from suggestions for improvement from 2017 Year-end Performance Appraisals we have decided to focus our efforts in a direction that will help us create more of a culture of “recognition in the moment” and more effectively promote broader peer-to-peer recognition throughout the organization. It is our hope this will create more opportunities to recognize excellence we observe in our coworkers on a regular basis.

We are encouraging and inviting all of our staff at the Center, both employees and contractors, to engage in a renewed commitment to notice and recognize the good works of their colleagues in every role and across all departments and to express gratitude for their good work and example and to highlight it so others recognize it as well.

PROCESS:

- 1) Recognizer fills out a brief Service Excellence recognition slip. These are located at the nurses' stations and front offices/reception.
- 2) If possible, the recognizer gives specific personal in-the-moment, face-to-face recognition to the person they wish to recognize and gives them the original copy of the NCR Service Excellence Recognition Slip (top copy).
- 3) Recognizer provides yellow copy of the Recognition Slip to the manager/direct supervisor of the member of staff being recognized.
- 4) The manager sends out a very brief shout-out e-mail to all staff about the person being recognized and the performance observed.
- 5) The manager takes the yellow copy of the Recognition Slip to reception (Orem - front office Bldg. A; Boise - Emily; Cottonwood - Marlee) and picks out a gift/recognition card and presents it to the staff being recognized within 48 hours, when possible.
- 6) Reception will complete data entry recording the recognition in the tracking spreadsheet. After the data has been recorded they will return the yellow Recognition Slip to the Manager, and the manager may post the slip on one of the magnetic recognition boards on the units or in the front office of Bldg. A.