



WHAT MATTERS IN ACTION: EMPLOYEE ENGAGEMENT TOOL

ASK

Establish your organization's baseline; use real data to identify what goes well and could be improved. Customize your survey in 5 minutes.

LISTEN

Gather insights directly from end users to identify common themes. Co-create scalable solutions.

DO

Operationalize feedback so employees know they are heard. Deep dive into feedback through targeted follow up surveys. Identify action plans.

Case Study:

Employee Engagement on High Volume Orthopaedic Unit

ASK

Unit Director asked to digitize standard monthly rounding questions to be able to track feedback and trends over time.

Monthly questions differ and are action-oriented. Surveys are designed to build upon one another and employee feedback.

LISTEN

Through statistical analysis of scaled and open ended responses, employees identified themes, satisfiers and dissatisfiers in the workplace, such as teamwork, supplies, communication, and support for their colleagues and patients.

DO

Leadership addresses employee concerns and feedback directly, real time.

Monthly surveys are able to be customized and follow the gS curriculum to continuously deep dive into unit-specific and hospital-wide trends.

SAMPLE QUESTIONS

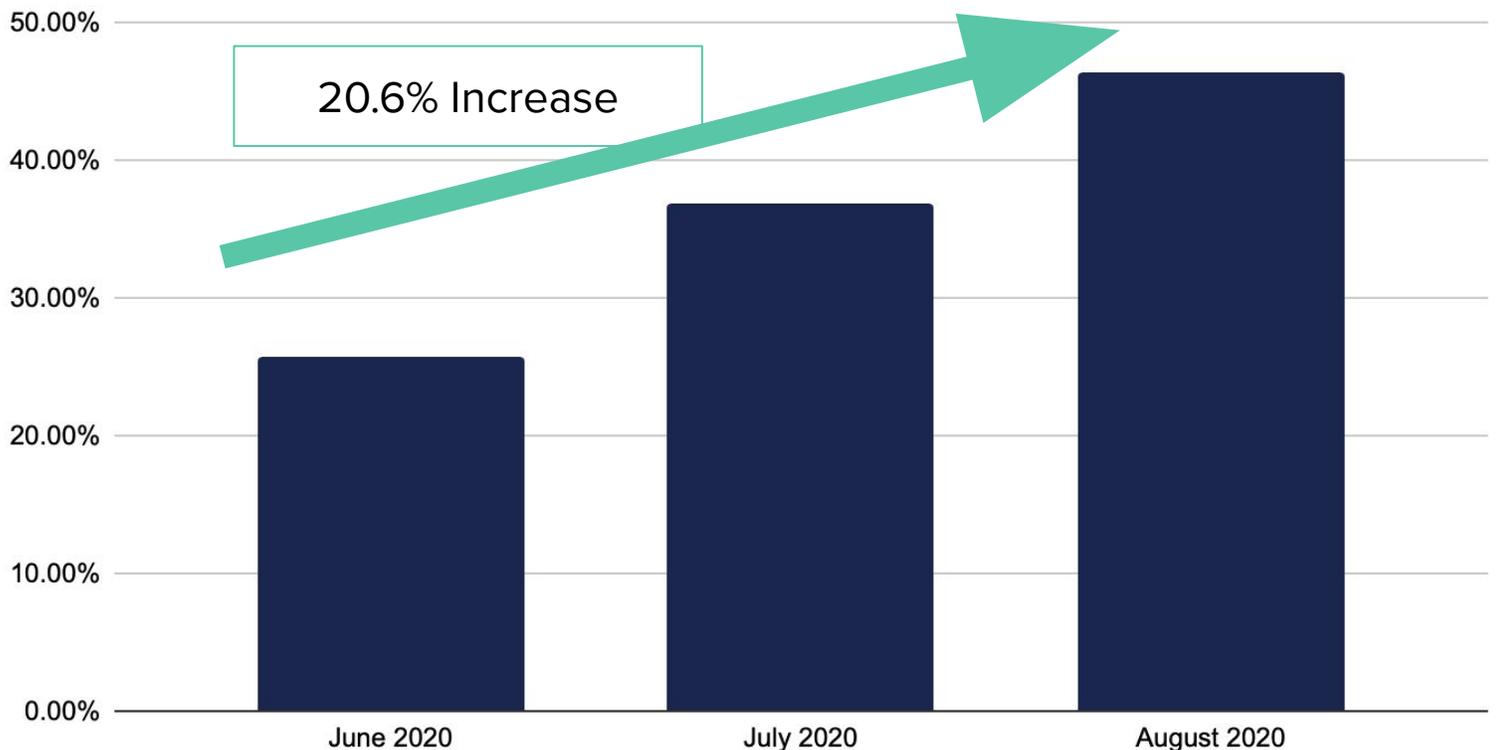
- What makes you most proud in your role?
- If you could change one thing about the (unit) experience for patients what would it be and how would you change it?
- When do you feel most supported by those with whom you work?
- What components of communication with the physician team work well? What could be improved?

To get started, email info@goshadow.org

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RESULTS + IMPACT

Percentage of Med-Surg Employees Rounded on Monthly



- 🎯 **31.8%** of all responses over the past 3 months identified **teamwork** as a positive experience.
- 🎯 **15.7%** of all responses over the past 3 months have indicated **satisfaction with the employee experience**.
- 🎯 **11.3%** of all responses over the past 3 months have indicated that employees are **missing critical supplies** to perform tasks and duties. Employees also identify what those supplies are.



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