



Data not reported quarterly.
Only annual provincial results available and reported on following
pages.

Objective 9: Improve our workforce engagement.

WHY THIS IS IMPORTANT

Our People Strategy guides how we put our people first, thereby improving patient and family experiences. Enhancing workforce engagement will contribute to achieving a culture where people feel supported, valued and able to reach their full potential.

An engaged workforce will promote a strong patient safety culture and advance safe work environments. We also know patient outcomes improve when our workforce is highly engaged, and when they enjoy what they are doing.

AHS PERFORMANCE MEASURE: Workforce Engagement Rate

Workforce Engagement Rate is defined as the commitment level the workforce has to AHS, their work, their manager and co-workers. High engagement correlates with higher productivity, safe patient care and willingness to give discretionary effort at work.

The AHS Workforce Engagement Rate is calculated as the average score of our workforce’s responses to the AHS’ Our People Survey which utilized a five-point scale, with one being ‘strongly disagree’ and five being ‘strongly agree’.

UNDERSTANDING THE MEASURE

Hearing and understanding what AHS staff need to feel safe, healthy and valued in our workplace helps leadership to improve work environments and build a strong patient safety culture.

AHS has the opportunity to both create a satisfying workplace and to deliver services in a manner that is sustainable for the future. In order to do this, it is important that AHS fully engage its people and their skills.

HOW WE ARE DOING

Workforce engagement rate is reported every two years. The next survey will be in 2018-19.

In 2016, AHS completed a comprehensive workforce engagement and patient safety culture survey. More than 46,000 individuals – including nurses, emergency medical services, support staff, midwives, physicians and volunteers – participated and expressed what they need to feel safe, healthy and valued to improve patient care.

Participation is a key indication of engagement and the participation rate illustrates how important both patient safety and quality patient- and family-centered care are.

The higher the rate, the more employees are positive about their work. The survey results indicated that our engagement rates are above average when we compare them to other Canadian workplaces. 57% of employees were positive about the work they do at AHS, and chose a 4 or 5 for overall satisfaction, based on a five-point scale, with one being ‘strongly disagree’ and five being ‘strongly agree’.

Although the engagement survey will be performed every two years, AHS will conduct a Pulse Survey as a “temperature check” of workforce engagement activities. The Pulse Survey is short and is designed to take snapshots of the current state. This means staff can provide valuable feedback on a regular basis. Our first Pulse Survey is scheduled for fall 2017.

Workforce engagement rates

Annually Results: **3.46** (2016-17)

2016-17 was a baseline year – no target established for 2017-18.

Engagement Survey is performed every 2 years. Next survey in 2018-19. The target in 2018-19 is 3.67.

WHAT WE ARE DOING

Our People Survey results were shared with leaders and an ongoing support framework was launched to support leaders in improving engagement within their teams.

Zones, provincial and corporate areas are participating in activities to improve engagement including succession planning, leadership development, and cultural awareness training sessions.

Roll-out of the online learning portal commenced providing leaders with online resources and learning to improve their leadership practice.

Your Voice Matters Insite webpage was launched to hear directly from employees and physicians on Our People Strategy topics.

As part of the Our People Strategy, a Diversity and Inclusion Council was formed to support, guide and inspire change by developing a strategy and creating resources to help us provide safe, healthy and inclusive environments for our people.