

# Alberta Health Services Workforce Engagement Survey

Alberta Health Services conducted a Workforce Engagement Survey from January 27, 2010, to February 15, 2010. Participation was open to all employees, physicians and volunteers.

<b>Overall Engagement</b>	<b>% Unfavourable</b>	<b>% Neutral</b>	<b>% Favourable</b>	<b>% Benchmark</b>
Employee	35	30	35	76
Physicians	46	28	26	76
Volunteer	7	14	79	76

In terms of overall engagement, 35 per cent of Alberta Health Services' staff responded favorably compared to the TalentMap benchmark of 76 per cent. Twenty-six per cent of physicians responded favourably, as did 79 per cent of volunteers.

*- released April 6, 2010*

## Results for 2010 Engagement Survey - Employee

	% Unfavourable	% Neutral	% Favourable	% Benchmark
<b>ENGAGEMENT</b>				
Overall Engagement	35	30	35	76
Proud to tell others I work for	24	35	41	88
Optimistic about future of AHS	44	27	29	76
Job provides me with sense of accomplishment	17	15	68	79
<b>GOALS AND SENIOR LEADERSHIP</b>				
Sets ambitious, but realistic goals	33	37	30	63
Act consistently; they do as they say	36	36	28	56
Trust and confidence in their ability to achieve goals	38	34	28	67
<b>IMMEDIATE SUPERVISOR</b>				
Overall immediate supervisor	22	16	61	73
Sets clear and measurable goals	25	20	55	68
Acts consistently	25	15	60	68
<b>PERFORMANCE FEEDBACK</b>				
Overall performance feedback	27	27	46	63
I understand how I will be measured or evaluated	29	17	54	72
<b>PROFESSIONAL GROWTH</b>				
Opportunities to learn and grow	37	21	42	68
<b>TEAMWORK</b>				
Overall teamwork	21	17	62	63
<b>INNOVATION</b>				
Failure is viewed as an opp. for learning and improvement	23	24	54	61
We adopt new and improved ways to work	21	22	57	61
Culture of continual improvement at AHS	33	33	34	57
<b>PATIENT FOCUS</b>				
Overall patient focus	24	25	51	67
Patient comments/ recommendation often lead to improvements	28	34	38	64

## Results for 2010 Engagement Survey - Physicians

% Unfavourable      % Neutral      % Favourable      % Benchmark

### ENGAGEMENT

Overall Engagement	46	28	26	76
Proud to tell others I work for AHS	44	38	18	88
Optimistic about future of AHS	55	26	19	76
My work provides me with sense of accomplishment	14	11	75	79

### GOALS AND SENIOR LEADERSHIP

Sets ambitious, but realistic goals	59	25	16	63
Act consistently; they do as they say	56	26	17	56
Trust and confidence in their ability to achieve goals	68	22	10	67

### IMMEDIATE SUPERVISOR - not included in physician

Overall immediate supervisor				
Sets clear and measurable goals				
Acts consistently				

### PERFORMANCE FEEDBACK

Overall performance feedback	20	31	50	63
I understand how I will be measured or evaluated	28	19	54	72

### PROFESSIONAL GROWTH

Opportunities to learn and grow	12	13	75	68
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### TEAMWORK

Overall teamwork	20	17	64	63
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### INNOVATION

Failure is viewed as an opp. for learning and improvement	28	27	45	61
Clinical Team adopts new and improved ways to work	12	24	64	61
Culture of continual improvement at AHS	41	32	27	57

### PATIENT FOCUS

Overall patient focus	26	24	50	67
Patient comments/ recommendation often lead to improvements	34	32	34	64

## Results for 2010 Engagement Survey - Volunteers

	% Unfavourable	% Neutral	% Favourable	% Benchmark
<b>ENGAGEMENT</b>				
Overall Engagement	7	14	79	76
Proud to tell others I work for	1	3	96	88
Optimistic about future of AHS	17	19	64	76
My role provides me with sense of accomplishment	3	4	93	79

<b>GOALS AND SENIOR LEADERSHIP</b>				
Sets ambitious, but realistic goals	3	25	72	63
Act consistently; they do as they say	4	15	80	56
Trust and confidence in their ability to achieve goals	3	16	81	67

<b>IMMEDIATE SUPERVISOR</b>				
Overall immediate supervisor	7	17	77	73
Sets clear and measurable goals	6	17	77	68
Acts consistently	4	13	83	68

<b>PERFORMANCE FEEDBACK</b>				
Overall performance feedback	25	19	56	63
I understand how I will be measured or evaluated	18	23	60	72

<b>PROFESSIONAL GROWTH</b>				
Opportunities to learn and grow	12	23	65	68

<b>TEAMWORK</b>				
Overall teamwork	5	12	83	63