



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

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

UNDERSTANDING THE MEASURE

As Alberta’s largest employer, AHS has the opportunity both to 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 engages its people and their skills. Monitoring workforce engagement enables us to determine the effectiveness of processes/programs that support employee engagement and strengthen a patient safety culture.

The rate shows the commitment level the workforce has to AHS, their work, and their manager and co-workers. High engagement correlates with higher productivity, safe patient care and willingness to give discretionary effort at work. The higher the rate, the more employees are positive about their work.

HOW WE ARE DOING

Workforce engagement rate

Annual Results: **3.46** (2016-17 baseline year)

No target is established for 2017-18 as the Engagement Survey is performed every two years. The next survey is planned for fall 2018, with a target of 3.67.

Source: Gallup Canada

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 at work.

AHS’ engagement survey is conducted every two years with the next survey to be done in fall 2018. AHS’ workforce engagement is 3.46 on a 5-point scale (5 indicates highly engaged). Based on a question asking how satisfied people are with AHS as a place to work: 57% of respondents felt positively, 40% felt neutral, and 3% felt negatively. According to Gallup, AHS currently ranks above average in terms of engagement when compared with other Canadian workplaces.

In November 2017, AHS conducted a pulse survey to assess the extent to which leaders and teams are discussing Our People Survey results, deciding on actions to focus on, and making progress on those agreed upon actions.

WHAT WE ARE DOING



AHS was recognized as one of Canada's Top 100 Employers, achieving one of its Long-Term High Performance Targets three years ahead of schedule.

Our People Strategy’s action plan addresses priority factors influencing workforce engagement at AHS. Actions that will positively impact workforce engagement in 2017-18 include:

- Ongoing discussions and local action planning using Our People Survey results.
- Participating in activities to improve engagement including succession planning, leadership development and cultural awareness training sessions.
- Launching a new *Diversity and Inclusion initiative* with training, communication materials, networking opportunities, consultation, and changes to our physical environments.
- The new *Recruitment Management System (RMS)* was launched in September 2017 with improvements to the recruitment system and hiring processes. These changes will benefit applicants, existing employees and streamline the process for managers.