

**AHS Report on Performance
FY 2017-18**

AHS WORKFORCE ENGAGEMENT RATE

Engagement refers to how committed an employee is to the organization, their role, their manager, and co-workers. High engagement correlates with higher productivity, safe patient care and willingness to give discretionary effort at work. Monitoring workforce engagement enables us to determine the effectiveness of processes/programs that support employee engagement and strengthen a patient safety culture.

The Engagement Rate is the mean score of the responses to the AHS' 'Our People Survey' which utilized a five-point scale, with one being 'strongly disagree' and five being 'strongly agree'. More than 46,000 individuals – including nurses, emergency medical services, support staff, midwives, physicians and volunteers – participated in the Our People Survey in 2016.

Monitoring workforce engagement enables us to determine the effectiveness of processes/programs that support employee engagement and strengthen a patient safety culture.

Our People Survey Results



AHS' workforce engagement was 3.46 on a five-point scale (5 indicates highly engaged). Based on a question asking how satisfied people are with AHS as a place to work: 57 per cent of respondents felt positively, 40 per cent felt neutral, and 3 per cent felt negatively.

Employees	Volunteers	Physicians
<p>57% were positive about the work they do at AHS and chose a 4 or 5 for overall satisfaction.</p>	<p>90% were positive about the work they do at AHS and chose a 4 or 5 for overall satisfaction.</p>	<p>48% were positive about the work they do at AHS and chose a 4 or 5 for overall satisfaction.</p>

Source: AHS People, Legal, Privacy

Improve the Experience and Safety of our People

Improving our workforce engagement.

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.

- ❖ A Diversity and Inclusion initiative was launched with training, communication materials, networking opportunities, consultation and changes to physical environments.
- ❖ AHS has developed information and resources for patients, families and healthcare providers about sexual and gender minority, including the Guide to Creating Safe and Welcoming Places for Sexual and Gender Minorities (LGBTQ+) People. The guide is available on the LGBTQ+/Sexual and Gender Diversity page on the AHS website.
- ❖ A new online forum, Your Voice Matters, was launched for staff to share thoughts and provide input on topics, such as the AHS Diversity & Inclusion Plan.

MEASURING OUR PROGRESS

AHS WORKFORCE ENGAGEMENT is calculated as the average score of our workforce's responses to AHS' Our People Survey.

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. The higher the rate, the more employees are positive about their work.

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An "accountability" pulse survey (Our People Pulse Survey) was conducted in November 2017. This survey did not measure engagement but assessed use of the 2016 Our People Survey results to identify and act on ways to improve engagement locally. While generally positive, our employees indicated there is room for improvement.