

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.

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. The next survey is planned for 2019-20 with a target of 3.67.

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

Source(s): AHS People, Legal, Privacy. <http://insite.albertahealthservices.ca/2305.asp>

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.

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.

Enhancing workforce engagement will contribute to achieving a culture where people feel supported, valued and able to reach their full potential.

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

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** out of 5 (2016-17 baseline year)

The next survey is planned for 2019-20 with a target of 3.67. Source: Gallup Canada

An *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.

WHAT WE ARE DOING

Our People Strategy’s action plan addresses priority factors influencing workforce engagement at AHS.

Examples of Q2 actions are:

- **Change the Conversation** provides the appropriate language and tools needed to engage in dialogue on challenging topics in the workplace including respectful workplaces, indigenous awareness, English in the workplace, sexual harassment, violence and unconscious bias. The program went live in Q2.
- The **Frontline Leaders Advisory Council** is preparing to add zone satellite councils. In addition, a plan for the evolution of the Councils, including change management and communication, has been developed. Frontline leaders are critical to the success of AHS. The Frontline Leaders Advisory Council is one way we leverage their knowledge and learn how we can be the best we can be.
- AHS is supporting Alberta Health in planning for physician resources. A draft 2018 AHS physician workforce plan has been drafted and has started the formal review process. It is on track for completion. This plan will be used as one input to AH to determine a 2019-20 physician recruitment target. AHS is also working with AH on new and expanded alternative compensation plans.
- Planning is underway to roll out the new **AHS policy on alcohol and drug use**. The policy will address all mood-altering substances and will include language specific to cannabis, which became legal in Canada on October 17, 2018.

