

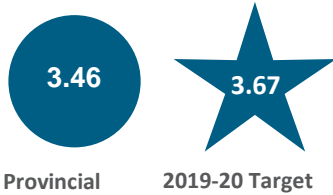
AHS Report on Performance FY 2018-19

AHS WORKFORCE ENGAGEMENT

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 2016-17.

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% of respondents felt positively, 40% felt neutral, and 3% 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>

Improve the Experience and Safety of Our People

Objective 9: Improving our workforce engagement.

WHY THIS IS IMPORTANT

Our People Strategy supports staff, physicians and volunteers, 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 better, as it demonstrates that more employees feel 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

WHAT WE ARE DOING

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

- AHS was named one of Canada's Best Diversity Employers for 2019; this recognition was new for the organization and was the fourth Top Employer award for 2019. AHS also received awards in other categories: Canada's Top 100 Employers, Canada's Best Employers for Young People, and Alberta's Top 75 Employers.
- AHS continued to recognize its employees through the **President's Excellence Awards program**. In 2018, AHS received a record 138 nominations with three award recipients across seven award categories to recognize employees, physicians, and midwives who demonstrate innovation, collaboration, and patient-focus in their work.
- **Respectful Workplaces** continues to be a priority for the organization. Change the Conversation launched, releasing 17 documents on a range of challenging conversation topics. The purpose of Change the Conversation is to empower our people to create inclusive and respectful workplaces.
- AHS has fully transitioned to **Development Conversations** for all non-union employees. Development conversations ensure that all non-union employees at AHS can have open and ongoing communication throughout the year regarding their goals, performance, and development.
- AHS' **Prevention of Harassment and Violence** team is now fully staffed. Violence/Aggression Alerts Program resources are published on AHS' internal website and workplace health and safety subject matter experts are in place in each zone to support provincial implementation based on readiness.
- AHS is supporting Alberta Health in planning for physician resources. The 2018 **physician workforce plan** was finalized. Planning and data collection for the development of a 2019 plan is underway and will identify physician recruitment targets.
- AHS is working with Alberta Health on new and expanded **alternative relationship plans (ARPs)**. The purpose of an ARP is to support clinical innovation by remunerating physicians for providing innovative services that do not fit traditional fee for service plans. ARPs also enhance other areas of the health care system including recruitment and retention, team-based care models and patient satisfaction.

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