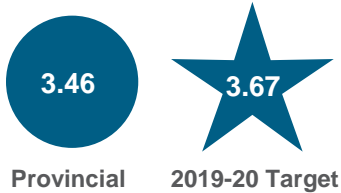


DEFINITION: This measure is defined as the mean score of the responses to the AHS' 'Our People Survey' which utilized a five-point scale, with one being 'strongly disagree' and five being 'strongly agree'.

WHY THIS IS IMPORTANT: The higher the rate, the better, as it demonstrates that more employees feel positive about their work. 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.

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. AHS has the opportunity both to create a satisfying workplace and to deliver services in a manner that is sustainable for the future.

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 |
|---|---|---|
| 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

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 to create both 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 and 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, safer 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)

2019-20 survey took place in Q1. Results will be available in Q3.

Target: 3.67

Source: Gallup Canada

WHAT WE ARE DOING

The AHS **Our People Strategy action plan** addresses priority factors influencing workforce engagement at AHS. Enhancing workforce engagement contributes to achieving a culture where people feel supported, valued, and able to reach their full potential.

- Over 51,000 employees, physicians and volunteers responded to the 2019 **Our People Survey** which is the highest participation for any AHS workforce engagement or patient safety culture survey in the organization's 10-year history. Results will be available later in the year for leaders to share with their teams.
- AHS currently holds four top employer awards: Canada's Best Diversity Employers, Canada's Top 100 Employers, Canada's Best Employers for Young People, and Alberta's Top 75 Employers.
- In Q2, AHS commenced development of self-identification options in e-People, the AHS internal HR system, in support of diversity and inclusion.
- The AHS **Respectful Workplaces** initiative continues to be a priority. The initiative aims to support a safe, healthy, and inclusive workplace that supports workers' physical, social, and psychological well-being by providing resources and tools to recognize, report, and resolve conflicts. In Q2, policies and resources continued to be rolled out across the province.
- In Q2, a proposal and project plan for a leadership development program was completed. A Medical Leader Talent Development Plan is also in place.
- AHS is supporting Alberta Health in planning for physician resources. The 2019 **physician workforce plan** was completed in Q2. As of Q2YTD, AHS has recruited 212 new physicians. Of the 172 new recruits in Q2, 56 were new Alberta graduating residents.
- 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. As of Q2YTD, 1,832 physicians are participating in an ARP.