

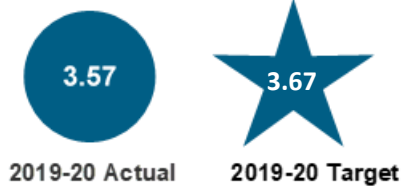
AHS WORKFORCE ENGAGEMENT

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 and are more engaged. More than 51,000 individuals – including nurses, emergency medical services, support staff, midwives, physicians and volunteers – participated in the 'Our People Survey' in 2019-20.

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 sustainable manner.

Our People Survey Results, 2019-20



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Portfolio or Departments	2016-17	2019-20	2019-20 Target
Provincial	3.46	3.57	3.67

Source: AHS People portfolio

Note: The reported engagement rate includes AHS Employees only; the rate excludes responses from physicians, volunteers, and midwives.