



Organizational Climate Assessment 2009

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Agenda

- Metrics and Background
- 2009 vs. 2007 Results and Trends
- Focus on Nursing Results
- 2 Areas of Remarkable Improvement
- Employee Engagement



Metrics and Background

- Date of most recent fielding: August 2009
- Date of prior fielding: June 2007
- Total Sample: 4191
- Total Respondents: 3881
- Response rate: 93%
- Trending: 28 of 29 items improved



Top Predictors of Employee Satisfaction

2009 vs. 2007 Predictors

Survey Item	2009	2007
I believe JPS is a good place to work	4.29* 84th**	4.10 60th
During the past year, communication between administration and employees has improved	3.59 82nd	3.15 29th
My supervisor gives me measurable goals to achieve	3.86 70th	3.73 60th
My department operates at 100% efficiency	3.66 82nd	3.46 62nd
My supervisor does a good job of recognizing employee contributions	3.66 53rd	3.56 48th

* Mean Score

** Percentile in database



Key Indicators

2009 – 2007 Percentiles

Survey Item		2009	2007
Overall Satisfaction	+20	75th	55th
Employee Morale	+9	77th	68th
Employee Retention (1 year)	+15	91st	76th
Employee Engagement	+29	44th	15th



Items of Notable Improvement

Survey Item	Percentile Rank	+
Communication: Administration and Employees	82	.44*
JPS Benefits Package meets needs	85	.32*
My Pay is Fair	66	.30*
I feel safe coming and leaving work	36	.29*
My department at 100% productivity	82	.20*
JPS is a good place to work	84	.19*
Recently received praise/recognition	70	.19*
Opportunity for training, development	41	.17
Diversity is a strength	93	.16
Overall Satisfaction	75	.15

*Statistically significant improvement



Analysis of Nursing Responses

“A survey within the survey”

Top Predictors of Employee Satisfaction

Nursing Staff Responses 2009 - 2007

Survey Item	Nursing 2009	Nursing 2007
I believe JPS is a good place to work +39	4.17 86th	3.90 47th
During the past year, communication between administration and employees has improved +68	3.44 87th	2.85 19th
My supervisor gives me measurable goals to achieve +37	3.70 56th	3.46 19th
My department operates at 100% efficiency +44	3.49 80th	3.16 36th
My supervisor does a good job of recognizing employee contributions +25	3.48 41st	3.27 16th

Key Indicators

Nursing Staff Responses 2009 -2007

Survey Item		2009	2007
Overall Satisfaction	+28	58th	30th
Employee Morale	+31	67th	36th
Employee Retention (1 year)	+38	79th	41st
Employee Engagement	+36	52nd	16th



Nursing: 5 Highest-Scoring Items

Mission and Value-Driven

- I believe I have a personal responsibility to support the mission and the values of JPS.
- I understand and support the mission and values of the hospital.
- My supervisor continually stresses the importance of patient/customer satisfaction
- I believe that the diversity of the people at JPS is a strength
- I believe that JPS is a good place to work



Areas of Challenge 2009 - 2007

Nursing Responses Below 10th Percentile in 2007

Survey Item	2009	2007
My co-workers say positive things about JPS to friends, patients, visitors and neighbors	28th ▲	10th
I have recently received praise or recognition for my work	54th ▲	10th
I feel safe coming to and leaving work	33rd ▲	2nd
JPS is viewed very positively by the people who live in the area	2nd ▲	1st



Where JPS Excelled Nationally

**Physicians and Nurses
Administration Communication**

Physicians and Nursing Staff Relationship

(Nursing Staff survey)


JPS improvement

Survey Item	JPS	Database	Percentile	Best	JPS Chg	Nat'l Chg
“The physicians and nurses in our hospital have a good working relationship.”	3.87	3.47	96th	3.93	+ .16	(.01) ↓

National decline

Administration communication with employees

(All employees)

Survey Item	JPS	Database	Percentile	Best	JPS % Chg	Nat'l % Chg
“During the past year, communication between administration and employees has improved.”	3.59	3.32	82nd	4.27	+.44 	+0.04

Statistical significance = + or (-) .20