

Moore County Hospital 2023 Employee Engagement Survey

2023 Moore County Unit Hierarchy

Survey Dates	Oct 2 - Oct 16, 2023
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Respondents	296
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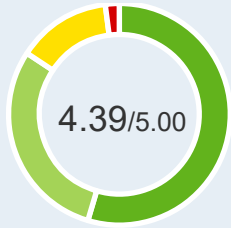
Response Rate	94%
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Work Groups	39
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Report Date	Feb 8, 2024
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Data in black & white, stories in color

Engagement Indicator



Highly Engaged(55%) Engaged(30%)
Neutral(14%) Disengaged(2%)

92nd Rank vs. Nat'l Healthcare Avg (Employee) 2023

Historical Performance

2022 4.48



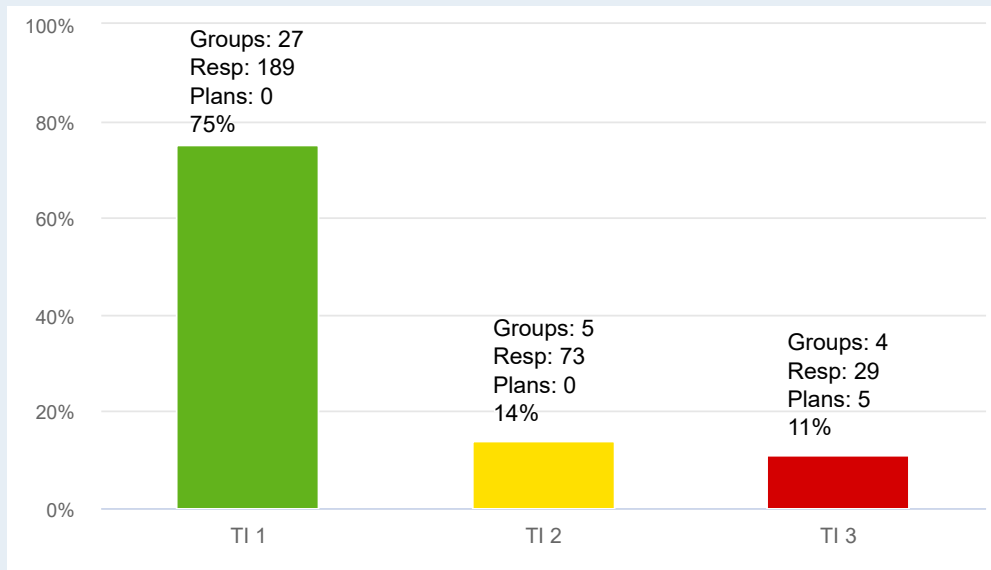
The Engagement Indicator is a composite metric of six (6) items that measure employees' degree of pride in the organization, intent to stay, willingness to recommend, and overall workplace satisfaction.

vs. Nat'l Healthcare Avg (Employee) 2023



Team Index

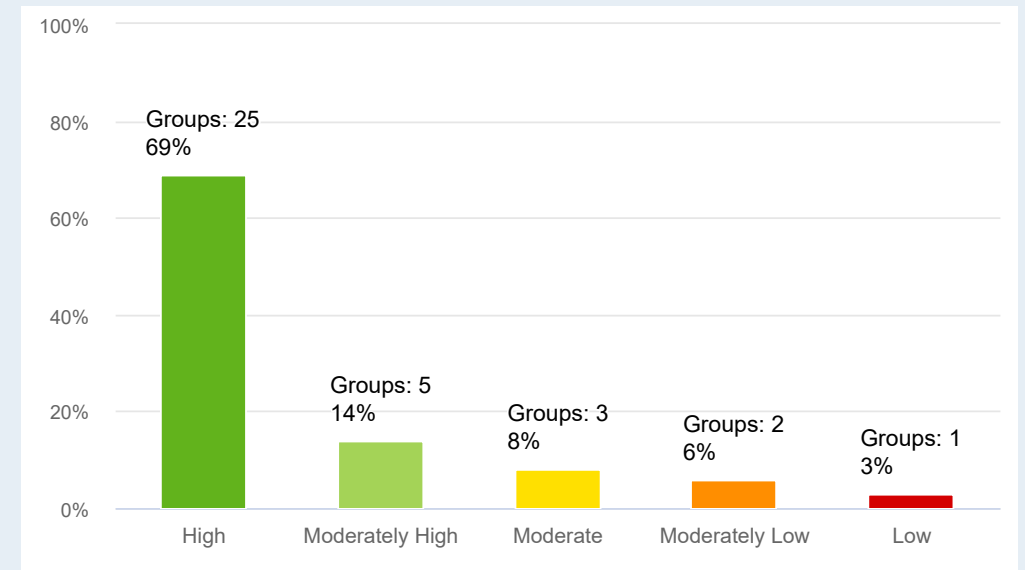
The Team Index illustrates the level of team functioning and viability. Scores in this index indicate the level of support needed to effectively drive improvement and positive outcomes.



TI 1 Leader Index

LI 90

The Leader Index illustrates how well-prepared a work group leader is to manage a work group through activities that support improvement and positive outcomes. This key metric provides insight into leader-employee relationships by measuring trust, respect, communication skills and openness to discussing issues and solutions. This score is presented on a 100-point scale.



Strengths

Strengths are identified through the application of an algorithm that considers performance score, Percent (%) Favorable, and positive difference from a designated national benchmark.

		Score	vs. Nat'l Healthcare Avg (Employee) 2023	Responses
1	This organization contributes to the community.	4.58	+0.34	292
2	My job responsibilities are clear.	4.51	+0.32	294
3	Physicians and staff work well together.	4.40	+0.40	288
4	This organization cares about quality improvement.	4.44	+0.39	291
5	My job makes good use of my skills and abilities.	4.48	+0.38	294
6	This organization cares about its clients/patients.	4.51	+0.28	293
7	Employees in my work unit help clients/patients even when it's not part of their job.	4.54	+0.25	293
8	Patient safety is a priority in this organization.	4.50	+0.22	294
9	Employees in my work unit follow proper procedures for patient care/customer service.	4.56	+0.22	289
10	I have sufficient time to provide the best care/service for our clients/patients.	4.26	+0.58	290

Concerns

Concerns are identified through the application of an algorithm that considers performance score, Percent (%) Unfavorable, and negative difference from a designated National Benchmark.

(No matches)

Key Drivers - PROMOTE

Recognize What Matters

Reinforce as key factors in Engagement and don't allow these to slip.

	Item	Score	Percentile Rank	Responses
1	My job makes good use of my skills and abilities.	4.48	96	294
2	This organization cares about quality improvement.	4.44	93	291
3	My work gives me a feeling of accomplishment.	4.46	91	294
4	Senior management's actions support this organization's mission and values.	4.37	93	290



Key Drivers - FOCUS

Invest Here to Improve

Focus action and investments here to drive Engagement.

	Item	Score	Percentile Rank	Responses
1	My work is meaningful.	4.59	80	293
2	My work unit provides high-quality care and service.	4.52	79	293



Summary

	Score	vs. Overall Organization	vs. Nat'l Healthcare Avg (Employee) 2023	vs. 2022 Results
Engagement Indicator	4.39	0.00	+0.38	-0.09
Team Index	1			
Leader Index	90			

