

# Human Understanding

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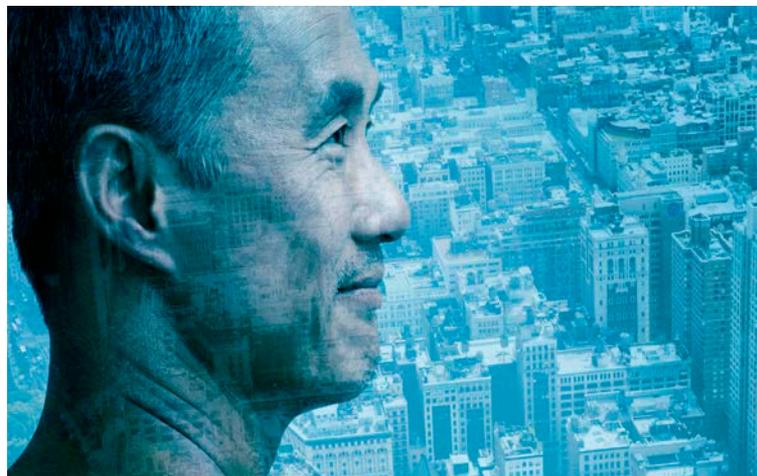
# Agenda

- NRC Health Overview
- Assessing and Addressing Staff Experience
  - Purpose of the NRC Health staff experience survey
  - Development of the survey instrument
  - Reporting and use of data
  - Access to Resources
- Next Steps

# Human Understanding

## Stop wondering. Start understanding.

We help you understand the people you care for with greater clarity, immediacy, and depth.



### Clarity

We help you move from information to insight. Illuminate the critical moments to improve.

### Immediacy

We capture what people think and feel about your organization in real-time—and over time.

### Depth

A patient's experience isn't one-dimensional. We shine light on the totality of their interaction with you.

# Get Ready to SLIDO!

- Slido is an online platform for discussion and polling, which allows us to ask open-ended questions and you to share your answers with us and each other in real time. We will be using SLIDO to conduct two polls during this call.
- On your smartphone, go to [www.slido.com](http://www.slido.com) and enter event code #NRC. Go to the Polls tab.
- When we ask a question, we'll activate a poll. Two of them will be multiple choice (choose only one). One will be open-text (answer as many times as you like).

# Poll 1

What would make it easier for you to conduct a staff survey in your FHT?

# Enablers

- Standardized, validated short survey instrument
- Simplified survey deployment
- Intuitive, actionable results reporting
- Comparability against peers; availability of LHIN-level, province-level benchmarks
- Expert third-party advice and continuing education resources

## Poll 2

How much would you be prepared to spend on a point-in-time survey that measures staff experience and identifies opportunities to understand/improve team climate?

# NRC Health Staff Experience Survey

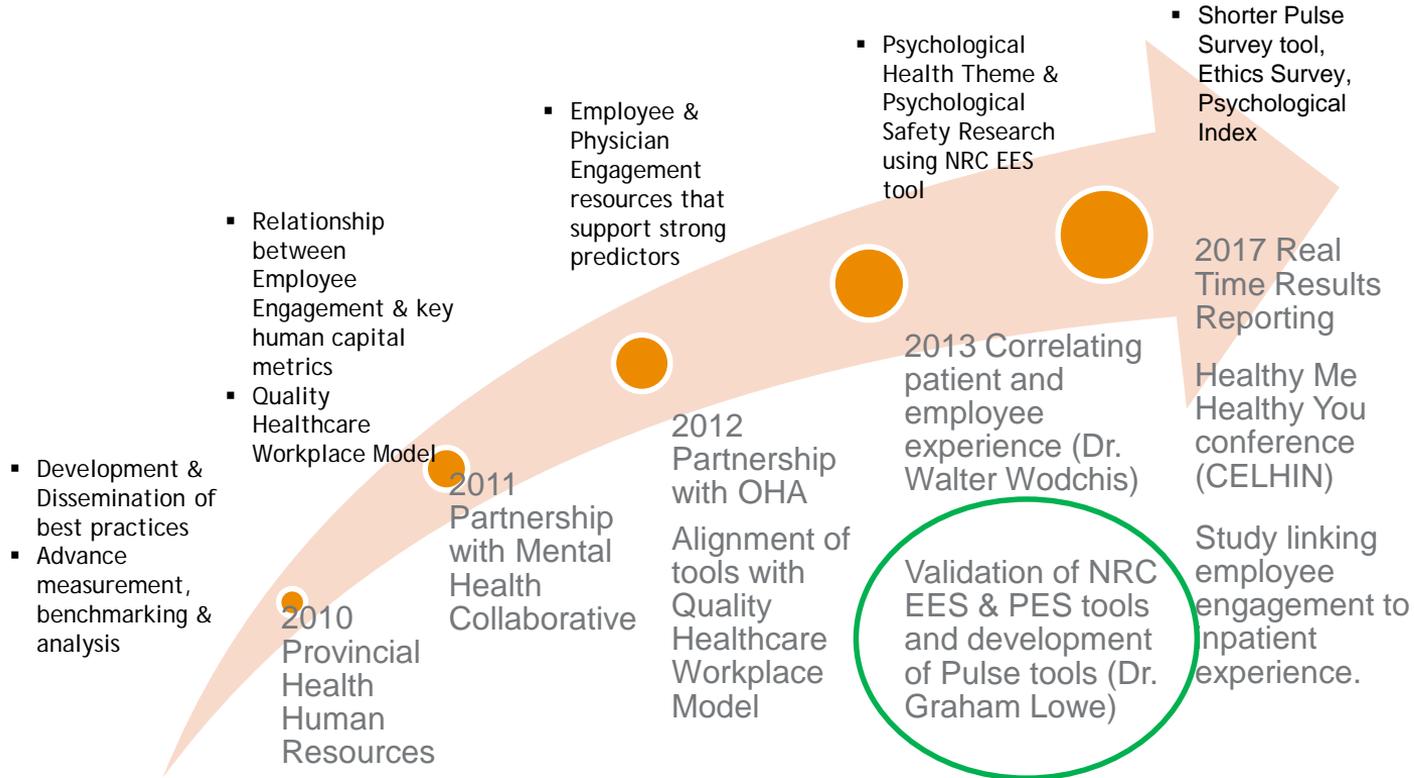
- Based on measures that assess key features of healthy, high performing work environments
- Designed to capture employee perceptions of the most important aspects of their work environment and factors that drive their feelings of engagement with the organization.

Provides users with actionable data to understand and address the following questions:

- What is the organization's overall level of staff engagement?
- How does engagement differ by subgroup, e.g., LHIN, FHT, job type
- What improvement initiatives could have the greatest impact on levels of engagement?



# NRC Health's Staff Experience Survey



# Overall Rating of Engagement

- A gauge of overall work experience
- Engaged employees are committed to their employer, satisfied with their work and willing to give extra effort to achieve the agency's goals.
- A cumulative score based on positive ratings to 6 questions:
  1. Proud to tell others that I am part of the organization
  2. Values similar to the organization
  3. Organization inspires best job performance
  4. Satisfaction with current job
  5. Look forward to going to work
  6. Rate this agency as a place to work

# Taking the Pulse of your Organization - A Snapshot

- The EES Pulse Tool includes:
  - 1 global question to which all other questions are correlated
    - **Rate this FHT as a place to work**
  - 5 items that comprise the engagement theme
  - 5 items that reflect the Job, Team and Organization themes
  - 5 items that reflect the Patient Care and Patient Safety themes
  - 3 items that reflect the Non-clinical/  
Support Services theme



# In short...

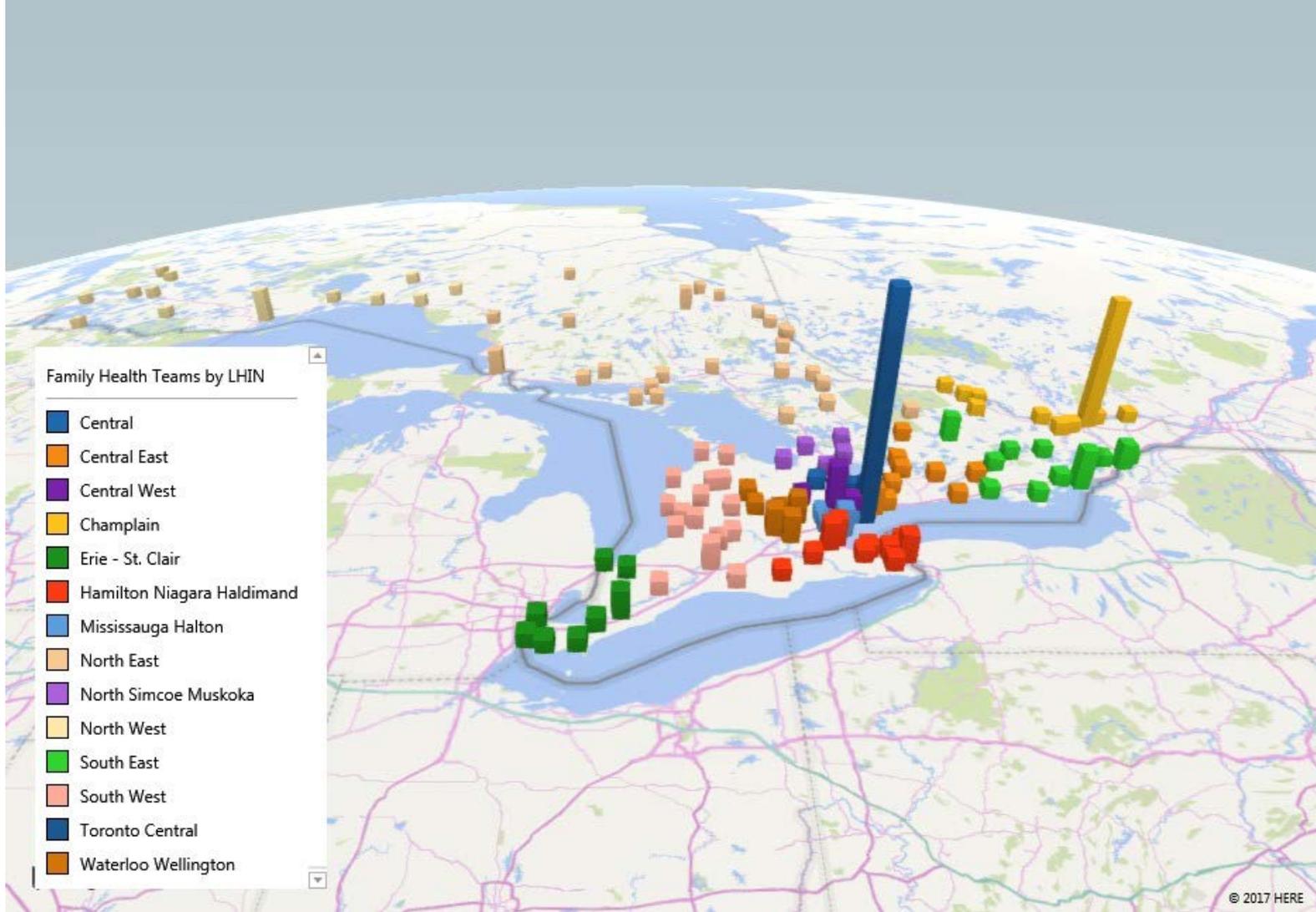
## NRC Health's Staff Experience Survey:

- Provides valuable **staff feedback** that identifies areas of strength & opportunities for improvement
- Includes **specific** questions for clinical and non-clinical staff and an open-ended question for **qualitative** comments
- Correlates **experience** to **overall rating of FHT** as a place to work

*Effective action around these items can have an impact on productivity, retention, morale, patient experience and overall business performance.*

# Why Conduct an NRC Health Staff Experience Survey?

- Validated question set specifically designed for use in the health care environment
- Use of common instrument across Teams for LHIN and/or Province-level comparison and knowledge sharing
- Benchmarking to over 50 healthcare provider organizations across Ontario
- End to end project management with a team of NRC Health experts.



# Bringing Our Specialists to Your Team

## Account Manager

- Primary point of contact
- Manages & executes timelines, tasks and deliverables
- Results reporting, training & support

## Project Specialist

- Technical Operations
- Data File Management
- Survey Set-Up

## Thought Leadership

- Analysis & Reporting of data
- Strategic Advice
- Webinars, blogs, etc.
- External Workplace Engagement Expert Consultant

# Strategic Alignment to Your Family Health Team

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- Demonstrating the value of teams in primary care is one of AFHTO's strategic priorities.
- Showing improvement in performance is key to demonstrating that value
- Moving beyond measurement to improvement means learning more about what it takes to be a high performing team

## Align

Strategy and Engagement

Align organization around clearly defined priorities

## Grow

*People & Culture*

Define cultural standards and drive accountability

## Improve

Operations & Transformation

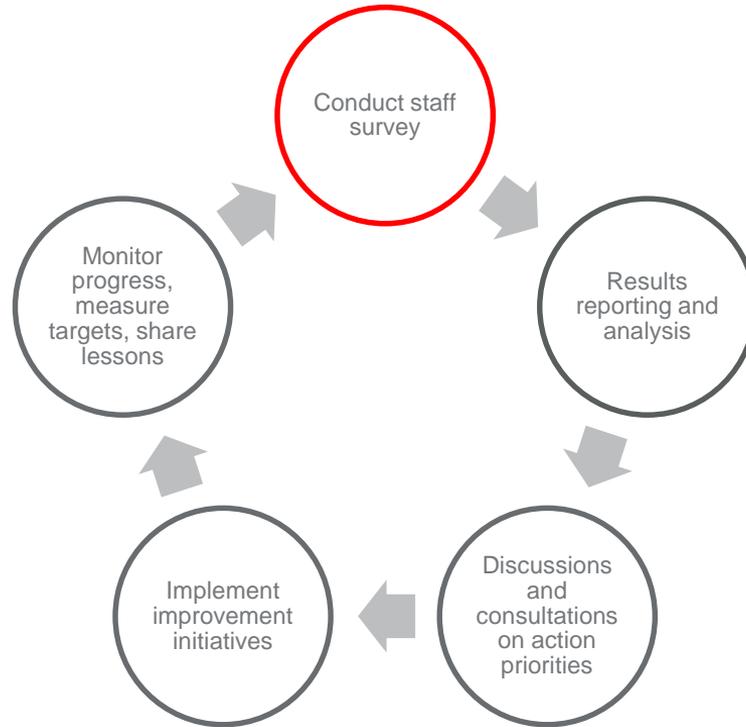
Organize and align resources for execution

## Engage

Insights

Provide data, research and insights to drive culture of transparency

# The Cycle of Continuous Workplace Improvement



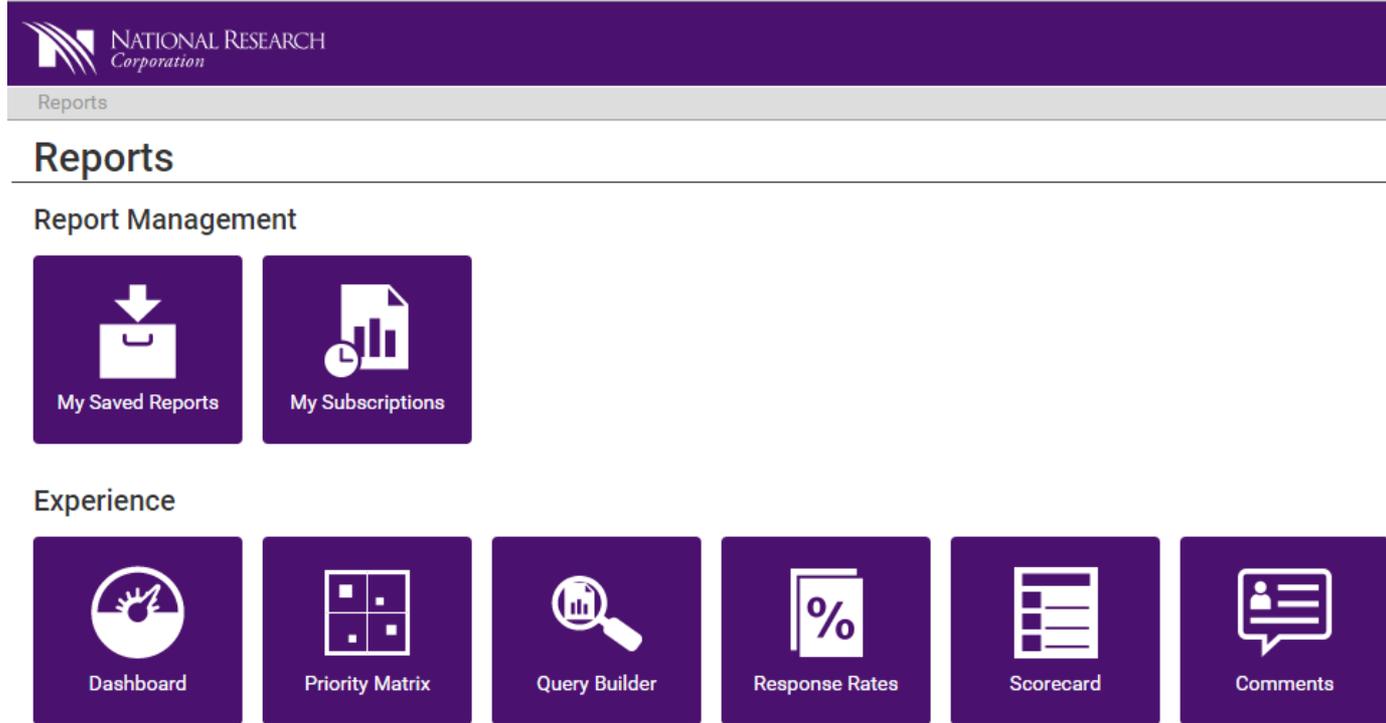
# The Catalyst Reporting Platform

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Dynamic, Actionable,  
Automated, Web-based  
Reporting



# The Catalyst Reporting Platform



The screenshot shows the user interface of the Catalyst Reporting Platform. At the top is a dark purple header with the National Research Corporation logo and name. Below this is a light grey navigation bar with the word "Reports". The main content area has a dark purple background. It features a "Reports" section header, followed by a "Report Management" section with two icons: "My Saved Reports" (a folder with a download arrow) and "My Subscriptions" (a document with a bar chart and a clock). Below that is an "Experience" section with six icons: "Dashboard" (a speedometer), "Priority Matrix" (a 2x2 grid), "Query Builder" (a magnifying glass over a bar chart), "Response Rates" (a percentage sign on a document), "Scorecard" (a document with a bar chart), and "Comments" (a speech bubble with a person icon).

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Reports

## Reports

### Report Management

- My Saved Reports
- My Subscriptions

### Experience

- Dashboard
- Priority Matrix
- Query Builder
- Response Rates
- Scorecard
- Comments

# Prescriptive Documents

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## THIS ORGANIZATION'S CORE VALUES ARE WELL ALIGNED WITH MY OWN.

What do we mean by an organization's core values?

- They are deep seated standards that impact every aspect of life. Values represent beliefs and determine what a person deems to be worthwhile
- Values need to be clear, communicated by leadership and from the heart.
- Examples of values which are linked to engagement are: trust, honesty, caring, respect, fairness, courage.
- An organization's core values need to be consistent with their mission and also with their vision.
- The organization's mission defines their purpose, focus, and direction.
- An imagined idea toward which an organization aspires is a description of their vision.
- The core values support an organization's mission and their vision. All three of these needed to be in alignment with each other and with the employee if they are to be engaged.

### Improvement Recommendations

1. Communication of organization's core values
  - Communicate core values to candidates during the hiring process
  - Orient new staff to the core values
  - Clearly communicate the organization's core values to all staff on an on-going basis
  - Use different channels and methods of communication so that all staff can be mindful of the organization's core values (e.g. - Intranet, staff meetings, written communications, annual performance appraisal, etc.)
  - Involve staff groups in creation/revision of core values in addition to the mission, vision and goals which results in increased organizational commitment and aligns behaviors with all of these
    - Concern for the patient/resident OR PERSON should be evident in the core values of organizations
    - Reward behaviors that reflect the core values

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Page | 3

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Accelerating Improvement

2. Transparent communication about organizational change to ensure they are seen to be consistent with the core values
  - Be transparent about decisions that are made in the organization and how they affect the personnel
  - Determine how information about changes is communicated
  - Ensure that staff not only understand but buy into the changes
  - Work with personnel to help them understand how they can work successfully with any changes
    - Determine how disagreement with decisions should be handled
    - Support the achievement of personal goals after the changes occur through recognition and coaching

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## Poll 3

Based on everything you've heard today, how much would you be prepared to spend on a point-in-time survey that measures staff experience and identifies opportunities to understand/improve team climate?

A woman with long brown hair is shown in profile, looking towards a large, dense crowd of people. The scene is bathed in a warm, golden light, creating a soft and contemplative atmosphere. The crowd is out of focus, emphasizing the woman's presence in the foreground.

**Stop wondering.**  
**Start understanding.**

# Contact Information

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