





**UK HealthCare
2016 Team Member Engagement Survey
Executive Overview**

Employee and Physician Engagement
May 2016





Summary of Results

	Engagement		Alignment		Participants	Response Rate
	Score	Rank	Score	Rank		
2016	3.52	1st	2.91	1st	624	87%
2015	3.66	2nd	3.09	5th	508	71%

Top Key Drivers
• Confidence in future success of UKHC 
• UKHC provides high-quality care 
• Sense of community at UKHC

Key Demographics
• Surgery
• 5-10 years of practice
• 3-5 years of affiliation

High Percent Favorable Items
• Timeliness of radiology results
• Timeliness of laboratory results/info
• Performance of nursing staff

Low Performing Items
• Scheduling process for patients 
• Availability of tools and resources 
• Easily communicate ideas/concerns

Green/Red shaded arrows indicate statistically significant differences from history



Outcome Metrics

Survey Administration Period: March 2016

	UKHC Faculty Physician	Difference from		
		Natl Acad Phys Avg	Natl Phys Avg	2015 UKHC
Engagement	3.52	-.43	-.53	-.14
Alignment	2.91	-.52	-.68	-.20*
			2016	2015
Natl Acad Phys Avg Engagement Percentile Ranking			1 st	2 nd
Natl Acad Phys Avg Alignment Percentile Ranking			1 st	5 th

Press Ganey's physician benchmark draws on a database of over 1,200 healthcare organizations and over 63,000 physicians

Note – In this presentation **GREEN/RED** notes a statistically significant difference.

- National Averages +/- .10
- History +/- .14

*Difference based on 5 comparative Alignment items.