



The Journey to a Stronger Workplace

We need passionate and engaged employees to create passionate and engaged customers.

In 2008, we started our journey to become an even more outstanding organization by promoting employee engagement. Since this time, our employee engagement grand mean has increased significantly.

Why does engagement matter?

An engaged workplace creates a positive and productive work environment that promotes not only our well-being, but also the physical and emotional well-being of our patients and their families. When our patients and their families have a positive and engaged experience, they will continue to choose us for their healthcare needs, and would not consider choosing another hospital.

Who is responsible for engagement?

We are all responsible for engagement. We are proud to say that more than 40% of CHC work groups are designated as "Best Practice" or "World Class."

- World Class designation means that the grand mean engagement score was 4.58 or greater, which is in the top 10 percent of the Gallup Healthcare database.
- Best Practice designation means that the grand mean engagement score was 4.30 to 4.57, which is in the top 25 percent of the Gallup Healthcare database.

Some key findings of the 2011

“i.C.A.R.E.” survey include:

- CHC’s grand mean score of 4.06 places the organization at the 55th percentile of the Healthcare database.
- 50% of CHC’s employees are engaged at work. This means there are almost 6 engaged employees to every 1 actively disengaged employee.
- 40% of CHC’s workgroups are in the Best Practice group with 11% in the bottom quartile of the Gallup database A significant improvement from last year!
- 36% percent of workgroups increased their grand mean score by 0.20 or more.

Results show our strengths are:

- Q10: I have a best friend at work.
- Q1: I know what is expected of me.
- Q2: I have the materials and equipment I need to do my job right.

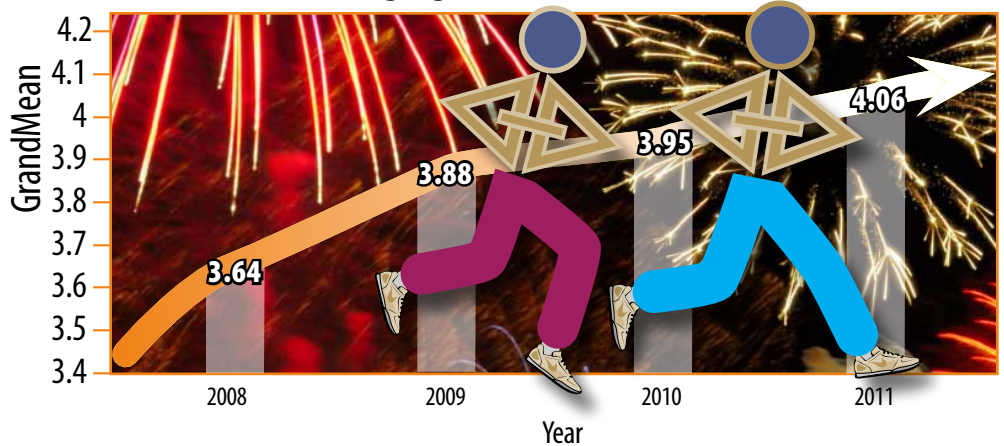
Results show our opportunities for improvement are:

- Q8: The mission or purpose of my organization makes me feel my job is important.
- Q5: My supervisor or someone at work seems to care about me.
- Q3: I have the opportunity to do what I do best every day.

Where do we go from here?

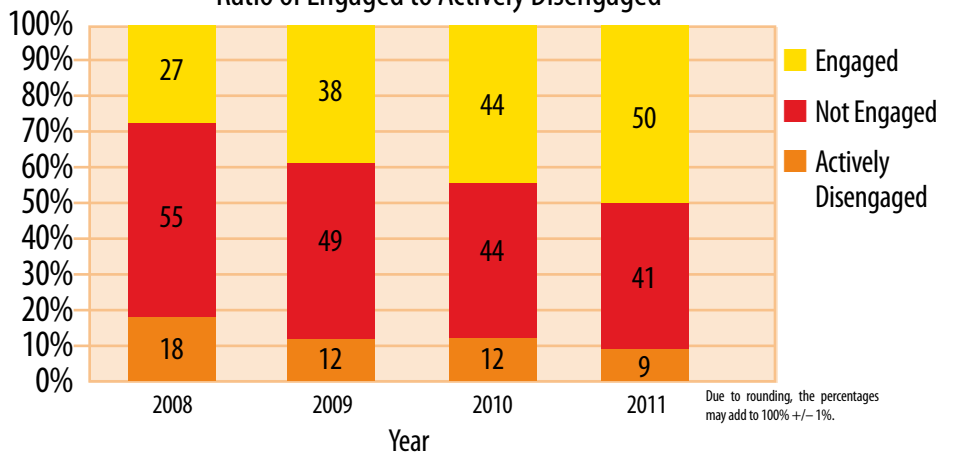
Let’s celebrate the progress that we’ve made so far and work toward our target to reach the 75th percentile in 2013.

Overall Engagement Grand Mean



Q¹² Engagement Index

Ratio of Engaged to Actively Disengaged



Our Engagement Journey



Congratulations to the following work groups who have achieved Best Practice or World Class engagement!

Commonwealth Health Corporation

Accounting – Accounts Payable
Accounting – Healthcare Services
Barren River Adult Day Care
Barren River Regional Cancer Center
Charge Audit
Commonwealth Health Foundation
Community Wellness
Customer Service
Education & Development
Heart Institute
Hillcrest Credit Agency
Home Health Rehab
Human Resources
Marketing
Psychiatric Associates
Women's Health Specialists

The Medical Center at Bowling Green

Central Monitoring
EMS
Engineering/Trades
Health Information Management
Home Care Services
ICU – 3C
Materials Distribution
MedEquip
Med/Surg – 4A
Med/Surg – 5B
Patient Registration
Quality Resource Management
Radiology Nursing
Respiratory Care

The Medical Center at Franklin

Business Office
Environmental Services
Radiology
Rehab Services

The Medical Center at Scottsville

Business Office
Laboratory
Respiratory Care
Rehab Services