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## **VNSNY Employee Engagement Survey - Spring 2019**

VNSNY Overall (2,277 participants) – 60% participation rate (vs. 58% in Dec 2018 and 42% in Sept 2018)

# Categories vs. Benchmarks

VNSNY Overall Results (2,277 participants) – April 2019 Total Favorable Scores and Percentage Difference Comparisons

	April 2019 Total Favorable Score	VNSNY Overall Dec 2018 (2,197)	VNSNY Overall Sep 2018 (1,582)	US Healthcare Norm (141,780)
Communication	62	56*	57*	1%
Image and Reputation	68	65*	64*	n/a

Most of the items you answered in the survey roll-up to these two categories

The percentage of VNSNY employees who provided positive feedback on these items

How the overall results compare to our September and December survey results. Anything in bolded green with an asterisk denotes a statistically significant improvement in April 2019 from previous surveys

How our communication category compares to other healthcare organizations (percentage difference)

# Questions - Communication (1 of 2)

Overall (2,277)

1 Communication is a two-way street here; immediate management both talks and listens.

	Total Favorable   Neither   Total Unfavorable			Difference	
Overall (2,277)	70	14	15		
Overall Dec 2018 (2,197)	67*	15	18*	4*	
Overall Sep 2018 (1,582)	69	13	18*	2	
US Healthcare Norm (141,780)	Not Available				

2 My Program/Department Head stays well-informed about what is happening in my work unit/team.

	Total Favorable   Neither   Total Unfavorable			Difference	
Overall (2,277)	74	15	12		
Overall Dec 2018 (2,197)	68*	17*	15*	6*	
Overall Sep 2018 (1,582)	72	15	13	2	
US Healthcare Norm (141,780)	Not Available				

3 There is effective communication between different Programs/Departments within VNSNY.

	Total Favorable   Neither   Total Unfavorable			Difference	
Overall (2,277)	40	30	31		
Overall Dec 2018 (2,197)	35*	30	35*	5*	
Overall Sep 2018 (1,582)	35*	25*	40*	5*	
US Healthcare Norm (141,780)	Not Available				

Overall refers to all VNSNY employees who participated (participation numbers are in parentheses)

This is the percentage difference between past surveys and the April 2019 survey as to total favorable results. Anything in bolded green with an asterisk is a statistically significant improvement

The US Healthcare Norm includes employees across the US who work in healthcare organizations

# Questions - Communication (2 of 2)

Overall (2,277)

4 There is effective communication within my Program/Department.					
	Total Favorable	Neither	Total Unfavorable	Difference	
Overall (2,277)	67	17	16		
Overall Dec 2018 (2,197)	62*	18	20*	5*	
Overall Sep 2018 (1,582)	64	17	19	2	
US Healthcare Norm (141,780)	Not Available				

5 VNSNY's senior management communicates openly and honestly to employees.					
	Total Favorable	Neither	Total Unfavorable	Difference	
Overall (2,277)	55	27	18		
Overall Dec 2018 (2,197)	49*	30*	21*	6*	
Overall Sep 2018 (1,582)	49*	28	24*	7*	
US Healthcare Norm (141,780)	56	25*	19	-1	

6 VNSNY's senior management has communicated a clear vision for long-term success.					
	Total Favorable	Neither	Total Unfavorable	Difference	
Overall (2,277)	66	23	11		
Overall Dec 2018 (2,197)	58*	27*	16*	8*	
Overall Sep 2018 (1,582)	56*	26	18*	9*	
US Healthcare Norm (141,780)	63	23	14*	2	

# Questions - Image and Reputation (1 of 2)

Overall (2,277)

**1** I would recommend VNSNY's services to a friend or family member.

	Total Favorable   Neither   Total Unfavorable			Difference	
Overall (2,277)	69	21	10		
Overall Dec 2018 (2,197)	67	21	12	3	
Overall Sep 2018 (1,582)	70	21	9	-1	
US Healthcare Norm (141,780)	Not Available				

**2** VNSNY is highly regarded by its customers (its patients, members, and/or providers).

	Total Favorable   ?   Total Unfavorable			Difference	
Overall (2,277)	65	23	12		
Overall Dec 2018 (2,197)	63	24	13	2	
Overall Sep 2018 (1,582)	60*	25	16*	5*	
US Healthcare Norm (141,780)	Not Available				

**3** VNSNY is highly regarded by its employees.

	Total Favorable   ?   Total Unfavorable			Difference	
Overall (2,277)	57	24	20		
Overall Dec 2018 (2,197)	55	22	23*	2	
Overall Sep 2018 (1,582)	52*	23	24*	4*	
US Healthcare Norm (141,780)	58	23	19	-1	

# Questions - Image and Reputation (2 of 2)

Overall (2,277)

4 VNSNY is taking steps to respond to the changing world of healthcare.					
	Total Favorable   Neither   Total Unfavorable			Difference	
Overall (2,277)	81	15	4		
Overall Dec 2018 (2,197)	76*	19*	5	5*	
Overall Sep 2018 (1,582)	76*	18*	6*	5*	
US Healthcare Norm (141,780)	Not Available				

# Questions - Employee Net Promoter Score

An employee net promoter score shows the percentage of employees in an organization who will refer someone to work there

Overall (2,277)

I would recommend VNSNY as a good place to work.				
	Total Favorable   Neither   Total Unfavorable			Difference
Overall (2,277)	63	25	12	
Overall Dec 2018 (2,197)	60	25	15*	3
Overall Sep 2018 (1,582)	60*	26	14	3*
US Healthcare Norm (141,780)	78*	15*	7*	-15*