Focus Turns to Action Plans for Staff Engagement Survey

The 2012 Staff Engagement Survey is the Health System’s third engagement survey and utilized the same format as in the 2007 and 2009 surveys. Officials from Morehead Associates, Inc., the consulting firm that conducted the survey, were particularly impressed with the health system’s progress, given the very challenging economic climate. Among UHC institutions nationwide, the Health System’s employee engagement has climbed to the 82nd percentile.

As with prior surveys, the Health System has designated an area of strength: “UC Davis Health System cares about quality improvement.” Ninety-six percent of survey respondents ranked this statement as favorable or neutral, and survey results have improved in this area compared to both surveys.

An area for improvement is: “I am satisfied with the recognition I receive for doing a good job”. Twenty-three percent of respondents rated this statement unfavorably. Both of these results are prominently included in the health system’s five-year Strategic Plan. This institutional focus will be supplemented by departmental action plans based upon survey results for each department.

Managers are to complete action plans after identifying their departmental focus areas. As part of this process, managers should share the results with their department employees, discuss strengths and weaknesses and identify key areas on which to focus for improvement.

Managers can access the online Action Planning tool located with their Staff Engagement Survey results at:


Tier 1 units should be available to act as a resource to colleagues in other departments and develop an action plan to strengthen the recognition employees receive for doing a good job.

Tier 2 units must identify a low performing survey item to improve and also the employee recognition item in their action plan.

Tier 3 units must identify two low performing survey items to improve and also the employee recognition item in their action plan.

Additional items may be selected, as determined by departments.

Managers should contact their Employee and Labor Relations Consultant for assistance in developing action plans and for questions about account access.
Action plans are to be completed online and are due by October 10\textsuperscript{th}. 