



Employee Survey

2017 RESULTS

{ BACKGROUND }

St. James Parish Hospital invests in employee and physician satisfaction surveys every two years with the goal to assess and improve our team's engagement. We want our employees and physicians to be happy and remain with our organization. In addition, we recognize that when our team is satisfied our patients receive better care.

An employee or physician is engaged when he or she feels supported, connected and important to the organization. In today's ever-changing healthcare environment in which hospitals and their teams are held to rising standards, engagement is extremely difficult and important for hospitals to attain.



PRESS GANEY

Every two years St. James Parish Hospital contracts with the nation's largest healthcare satisfaction vendor to conduct physician and employee surveys



3,537

The number of facilities our hospital was compared to



1.2 Million

The number of healthcare workers surveyed nationwide



Employee Survey

2017 RESULTS

{ THE NUMBERS }

We are TOP IN THE NATION in Employee Engagement. We are extremely proud to report that the hospital earned engagement scores well above the national average. We will continue to work to maintain an engaged team and look forward to utilizing feedback from both surveys to continually improve.

80th
Percentile

ENGAGEMENT

{ HIGHEST PERFORMING QUESTIONS }

The best performing items compared to national average scores

I would stay with this hospital if offered a similar position elsewhere. { Engagement }

I get the training I need to do a good job. { Engagement }

This organization supports me in balancing my work & personal life. { Organization }

My work unit is adequately staffed. { Organization }

This organization cares about its patients. { Organization }

The hospital makes every effort to deliver safe, error-free care. { Organization }