EX Website: Program Page Template

**Goal:** To outline and build all content in support of your respective programs. These pages will be directly linked from the subpages, therefore will need to be included in the subpages in some way. Please note, not all sections need to be utilized for your program page (i.e.: copy section, rotational content, etc) but no new designs can be added.

* Page name – Workforce Engagement Survey
  + Header image – Workforce Engagement Survey Header Image
* Intro paragraph – Each year, we invite all team members to share feedback about their experience working at Northwell – the good and the bad, we want to hear it all. We’re proud to say that our consistently high participation rates enable us to leverage the collective voice of our team members to drive local and organization-wide improvements.
* **Main box – Engagement Survey**
  + **Photo:** “Program page – main box” photo *(saved in folder)*
  + **Copy:** Our Engagement Survey is key to advancing the team member experience and is foundational to our listening strategy. On an annual basis, all team members are invited to share feedback regarding organizational culture, leadership, job satisfaction, communication, teamwork, and safety. Results inform organizational initiatives and empower team members to co-create their experience in partnership with their leaders.
  + **CTA:** Take a look at our results from 2019

Link to past years results (2019 Engagement Survey Results Infographic)

* **Copy section – Details**
  + Why we survey
    - We measure team member engagement annually to gather year over year trends, assess the impact of our organization-wide and local initiatives, and obtain insight into how we can work together to co-create an exceptional experience for all.
  + How it fits into our strategy
    - Listening is at the core of everything we do. As we consider and develop initiatives, we ask ourselves “Will this truly improve the experience of our team members?” “Is this what our team members are telling us they want?”
  + Survey Cycle
    - Engagement activity never stops at Northwell. Although we measure the engagement of our entire workforce once a year, there is work taking place at all levels of the organization to make improvements throughout the year. We start our annual survey cycle with a communication campaign, ensuring team members recognize and remember all the actions and improvements that were made as a result of their feedback on previous surveys. Throughout the communication campaign, we encourage team members to participate in the survey, which is typically administered over a 2-week timespan. Post survey, we analyze results at an organization, entity/service line/facility/hospital level and ultimately at a unit/department/leader level. This analytical power enables us to understand the areas and location where we excel, while identifying areas of the workforce that need attention and support. We then share these analyses across the entire organization and engage our team members in creating improvement plans to address the areas of opportunity.
  + Accessing Results
    - We partner with our survey vendor, Press Ganey, to create individualized accounts that provide leaders access to their engagement survey results via a secure portal. Leaders with 5 responses or greater will have access to reports which include national benchmarking data, the percent of team members that rated each item favorably, historical performance and much more.
    - CTA: Click here to access the Press Ganey Portal (www.northwell.edu/mysurveyresults)
  + Interpreting Results
    - We ask our team members about a wide variety of topics such as their career experience, perceptions of diversity and inclusion efforts, recognition, communication, involvement in decision making, satisfaction with benefits, their perceptions of their leader and much more. At about 50 questions, this comprehensive survey provides us with rich data as well as verbatim comments about what we do well and what we need to improve.

Results are analyzed using domains, or groups of items, related to specific topics. Understanding these results can feel like learning a new language, so we have created short educational modules and a glossary of terms to get you up to speed.

* + - CTA: Click here to learn more: <https://www.youtube.com/watch?v=BN6pU-OAsAY&feature=youtu.be>
  + Sharing Data and Improvement Planning
    - The most important part of our survey process is ensuring our team members are informed, involved and empowered along the way. It is essential that we share our results transparently, and work with our HR business partners to address any questions or concerns so leaders and team members can truly understand their collective results and choose which areas are most important to focus on. Leaders serve as facilitators of the action planning process by encouraging their team to brainstorm, select and implement solutions. We are all more supportive and invested in changes we co-create.
    - CTA: Click here to view this module: <https://www.youtube.com/watch?v=H0d9ZzuKHvU&feature=youtu.be>
    - Link to Action Planning Document
  + Our Learnings- Resulting
    - Over the years, we have learned an incredible amount from the process, and year after year it helps us continue to evolve, improve and enhance our culture. We create a snapshot annually of our high-level findings to illustrate our strengths, the areas we should celebrate and the areas of need in our improvement journey.
    - Link to Lead Next Education
* Rotational content
* We’re Stronger Together
  + In 2020, we’ve worked hard to respond to the collective voice of our team members and to continue to advance our workplace experience during unprecedented times. Take a look at what we’ve done as an organization to promote equity, diversity, and inclusion, support your well-being, enhance your career experience, and ensure your safety.
    - Link to “We’re stronger together\_2020 org-wide...”
* Career Experience
  + Career experience- over 95% of our team members have favorable perceptions of career experience at Northwell and that’s no coincidence. Our leadership has invested a great deal in the policies, practices, infrastructure and technology to support a culture of continuous development, personal and professional growth and internal mobility.
  + CTA: Click here to see what our team members think of career experience at Northwell
  + Link to Career Experience
* Culture of Safety
  + The safety of our patients, team members, partners and community is at the center of everything we do. We are always striving to raise the bar and examine opportunities to make care safer for everyone and for that we need data. That’s why the culture of safety domain is an essential component of our annual survey.
  + CTA: Click here to view team members’ perceptions of the care we deliver to our community.
  + Link to 2019 Culture of Safety