As a team member of UVA Health System, you’re invited to offer your opinions about your workplace by taking the 2015 Team Member Engagement Survey anytime from May 6 through May 20. To learn more about the 2015 survey, read through these frequently asked questions and answers.

Survey Overview

**What is the 2015 Team Member Engagement Survey?**
It is a brief, annual survey that provides an opportunity for team members to identify UVA Health System’s strengths and weaknesses as a workplace. It is one of the most important ways we have to improve our own work lives and UVA Health System overall.

**What does the term “engagement” mean? Why does it matter?**
Engagement refers to the psychological connection team members feel to their jobs. It goes beyond job satisfaction to reflect how invested and connected team members feel in the success of their teams and the organization. We know through research conducted by Gallup that high levels of team member engagement link directly to positive organizational outcomes, including productivity, retention and cost-efficiency. Most importantly, engaged team members get more out of their work. They have opportunities to do what they do best every day.

**Why is the 2015 Team Member Engagement Survey being conducted?**
UVA Health System is committed to the annual Team Member Engagement Survey as an ongoing opportunity for all team members to identify issues and help make positive changes at their workplace. UVA Health System’s senior leaders believe in the value of the survey and take the results very seriously.

**Why should I participate?**
Sharing your thoughts about your work will help drive real change. It is one of the best ways we have to voice our opinions with the goal of improving our own work lives and UVA Health System overall. The survey is an investment in us as team members to ensure we have what we need to be successful.

The best places to work regularly ask for feedback from their team members on various topics. The Team Member Engagement Survey is a system-wide survey that obtains benchmark data that will allow us to compare our team member responses with team member responses at other esteemed health care organizations. Also, results of this survey will inform action plans to make real changes in work life of team members throughout UVA Health System.
Is the survey voluntary?
Yes. Participating in the survey allows you to express your opinions confidentially to help make a difference in your workplace. We really hope you will complete it.

Why do some questions have specific wording?
Particular wording is used in several of the questions, such as “I have a best friend at work” and “At work, I have the opportunity to do what I do best every day.” Research shows that this type of question language reveals qualities that differentiate teams on critical outcomes such as productivity, safety, and retention.

Who is administering the 2015 Team Member Engagement Survey?
For the third year, Gallup will conduct the survey for UVA Health System. Most well-known for conducting polls, Gallup provides research-based consulting for workplace leadership, marketing and customer practices. They’ve been around for more than 70 years and are known as a trusted and independent research organization.

Are there any new questions this year?
In addition to the Q12 and the three accountability questions, there will be three new questions for all team members.

- I feel empowered to speak up and address problems during the course of my workday
- I know the six UVA Health System goals
- I understand how my role contributes to the success of the six UVA Health System goals

Additionally, there will be 18 new questions for team members only in the Nursing job family.

- My workplace exemplifies the fundamentals of quality nursing care illustrated by the Nursing Professional Practice Model
- My nursing leadership supports a well-articulated vision that promotes high standards for nursing practice
- The nurses I work with are clinically competent
- Nurses within my workplace incorporate evidence-based findings and standards into the delivery of patient care
- Nurses within my workplace partner with patients and their families to provide individualized patient-centered care
- The nurses within my workplace promote a strong culture of safety
- Nurses within my workplace are actively involved in advancing continuing quality improvement
- My manager is an effective advocate for staff nurses
- My hospital's Chief Nursing Officer or Director of Nursing is a visible advocate for nursing
- The nurses in my unit or section have a high level of control over nursing practice
- The nurses in my unit or section have a high level of clinical autonomy
- Nurses on my unit take an active role in contributing to decisions that affect our work
- There is good collaboration between the nursing staff and residents/fellows
- There is good collaboration between staff physicians and the nursing staff
- There is good collaboration between the nursing staff and departments with which they regularly interact
- There is a strong commitment to collaboration between RNs within my workplace
- RNs in my workplace help one another to accomplish their work
- Units and departments within my workplace are adequately staffed to accommodate fluctuations in patient census

Survey Confidentiality

Is the survey confidential?
Yes. Gallup administers the survey according to strict confidentiality policies. At no time does Gallup share data with UVA Health System or any other client in a way that would directly connect you to your responses.

Who will have access to my responses? Will my manager or someone from UVAHS see my answers?
No. All personal responses to this survey will be kept completely confidential. Gallup will collect, report, and analyze the data. At no point will anyone at UVA Health System or an affiliate, including senior leaders and managers, be privy to the origins of specific feedback. All results will be reported at the team level. Managers will receive a scorecard in which all individual responses will be aggregated into group averages and percentages, as long as there are five or more responses to a given item. If there are fewer than five respondents, that team’s survey results will not be reported. During the survey administration period, team members can call the Gallup Client Support line (1-800-788-9987) if they have any questions regarding the confidentiality of the survey or their responses.

What if my team contains fewer than five people? Will my manager be able to figure out how I responded to the survey?
No. Gallup experience has shown that when there are five respondents in a group, it is very difficult to figure out one person’s answers. That’s why they only report the results at the workgroup level if there are at least five people in the group. If there are not five respondents, the responses are combined with the responses at the next higher level.

What is the difference between anonymous and confidential?
Anonymous means that no one knows who is answering. Gallup’s goal is not to collect information anonymously. In order to know which people to group together for team reports, Gallup needs to be able to identify which people belong to which teams. However, any information that is provided to Gallup is kept completely confidential or private. Confidential means that your identity and answers will not be revealed or released. In addition, Gallup follows exceptionally strict procedures so that aggregated data that is reported remains anonymous and cannot be attributed to a specific team member.
Survey Logistics

When and how do I take the survey?
On May 6, you will receive an invitation from Gallup with a website address to participate in the survey. This email will include your unique access code, which you will enter to take the survey. The survey is accessible online 24 hours a day, seven days a week, from work or home and you have until May 20 to complete it.

Can I take the survey using a mobile device?
Yes! The survey is mobile ready and can be accessed using smart phones, tablets, etc. as well as on a PC or Mac.

How long will it take to complete the survey?
It will take approximately 10 minutes to complete the survey.

What is my survey access code? Why is it necessary?
You will be asked to enter a unique access code before you take the survey. This code will be included in your email from Gallup. It ensures that each team member can participate only once. The code allows Gallup to identify you, but Gallup will not disclose your access code to UVA Health System, nor will it give out any data individually affiliated with that code.

Will I be given time to take the survey during work hours?
Yes. Completing the survey is very important and each team member will have time to complete it. However, if you don’t have a chance at work, you can take the survey at home if you have internet access.

Who do I call if I have general questions about the survey?
Please contact your immediate manager or HR representative. You may also call the Human Resources Customer Service Center at (434) 243-3344. If it is a matter you think Gallup can answer, call the toll-free Client Support Desk at 1-800-788-9987. If your question requires attention from a UVA Health System or Gallup Project Team member, the Client Support Desk will route your inquiry accordingly.
Survey Results

**How does Gallup report the data to UVA Health System?**
When Gallup conducts a team member engagement survey, five people on a team must respond to the survey, and to an individual question, in order for Gallup to report that team’s results. So, if five people make up a UVA Health System workgroup and only two respond, Gallup doesn’t throw out the results. Instead, it “rolls” the responses into a larger group so the group’s opinions can be heard, but the individual team members cannot be identified.

**Will we find out the results for our department?**
Yes. Management will receive summary data for team members in their work groups sometime in the late summer. The information will be shared with team members in August. Then team members can participate in developing action plans to change their work environment for the better.

**What are managers expected to do with their team’s results?**
Managers are crucial to team member engagement and the UVA Health System experience. By discussing the survey results with their teams and working with them to facilitate and implement the action planning process, they can effect positive change. This year more than ever before, managers are strongly encouraged to meet with their teams to develop an action plan, implement it and make progress throughout the year.

**When will I hear the survey results and what management plans to change?**
Gallup will share results by late summer. UVA Health System leadership will review the results and full results will be shared with team members in August. Management will give serious consideration to all survey responses. Managers and their teams will create action plans to respond to their teams’ results. While managers won’t be able to address everything, they will make every effort to tell team members why certain changes can or can’t be made.