

2024 Fairview Employee Engagement Survey

Make Your Voice Heard!

You are a valued member of the team and taking the Employee Engagement Survey is one way you can share your experiences and opinions to help create the culture you want to see within the organization.

- The survey is open from January 16th to February 2nd.
- Completing the survey should take roughly 15 minutes and can be done on a computer or mobile device.
- The survey is offered in English, Somali, and Spanish and team members can also share their open-response comments in any of those three languages.
- The survey is confidential and hosted through our external survey partner, Willis Towers Watson (WTW).
- All Fairview team members will receive a personal survey invitation link from Chris Taylor, Fairview Vice President of People Experience and Inclusion at survey.invite@willistowerswatson.com.
- Team members can participate by either using the link sent via email or by scanning the QR code with their phone (employee id is required).
- The survey includes 41 engagement questions and 2 open ended questions.
 - There are an additional 18 Culture and Safety questions for team members that work at one of our hospital or clinic locations or are in a direct patient care or clinical role (see additional information below).

What's New in 2024?

We've combined the Employee Engagement and Agency for Healthcare and Research Quality (AHRQ) surveys!

To support reduction in overall survey burden to our teams we've worked with Willis Towers Watson to combine the AHRQ Survey which has historically been administered as a separate survey in the fall. Fairview team members that work at one of our hospital or clinic locations or are in a direct patient care or clinical role will have an additional 18 Culture of Safety questions.

Benefits of this combination:

- Reduction in overall survey burden to our team members
- Reduction in duplicative survey questions
- Reduction in confusion created by two separate surveys
- Results more easily accessible to leaders
- Streamlined action planning
- Leaders will now have access to team results for both the 2024 Employee Engagement questions and the Culture of Safety survey questions in one location.

Talking Points

Key messages to share with your team about the 2024 Employee Engagement Survey.



Create Awareness: Let your team members know the logistics of the survey.

- The survey will be open between January 16th through February 2nd.
- You'll receive an email with an invitation to participate from Willis Towers Watson, our external survey vendor.
- The survey is offered in English, Somali, and Spanish.
- It will take you less than 15 minutes.



Clarify Combination with the AHRQ Survey: If your team works at one of our hospital or clinic locations or is in a direct patient care or clinical role, they will see an additional 18 Culture of Safety questions at the end of their Engagement Survey.



Share Purpose: Taking the Employee Engagement Survey is one way for you to share your experience and opinion to help co-create the culture you want to see on your team and within the organization.



Express Importance: It is very important to me to understand our team's opinions, what we should celebrate and what we can work together to improve.



Emphasize Voice: Everyone's role and voice within the organization is unique, but by bringing them together, Fairview becomes a stronger and more collaborative organization.



Explain Confidentiality: A survey company collects results, and I will not see who says what. I will only be able to see the combined results of our team.

Participation Booster Ideas

Ensure every voice is heard by encouraging participation in the 2024 Employee Engagement Survey.



Remind your team to take the survey.

- Mention the survey in daily huddles, team meetings, and 1:1s with employees.
- Send engaging email reminders that include a funny gif or image.
- Post fun signs promoting the survey by entrances, kitchens, and workspaces.



Provide your team members with dedicated time to take the survey.

- Send a calendar invite for them to take the survey.
- End a scheduled meeting early and use the time to fill out the survey.



Help your team members get access to the survey.

- Provide a confidential office or conference room space with a computer.
- Show team members who aren't comfortable with technology how to find the survey email and get started.
- The survey can be taken on their phone with their employee ID if using the QR code. Ensure employees know their employee ID if taking the survey this way.



Provide fun incentives for survey completion.

- Set a goal. For example, if 90% of the team takes the survey, you'll bring snacks for everyone or share your high school yearbook picture.
- Compete with another team! For example, the team with the highest participation rates wins bragging rights or provides treats for the other team.

Frequently Asked Questions

What is the Employee Engagement Survey and Check-In Survey?

The engagement survey is an annual set of surveys that gather the unique thoughts, opinions, and experiences of our team members about areas that are important to Fairview's success, like wellbeing, engagement, and more. The full Employee Engagement Survey level sets where the organization is in those categories at the beginning of each year. The Check-In Survey helps track progress from the full survey earlier in the year and asks just a few key questions.

Why are these surveys important?

Results from the surveys show what's working well and identify areas for improvement, which is why they are used to set priorities for the system each year and check progress. You are a valued member of the team and by taking the survey, you're helping your team, your department, and the broader organization because everyone's role and voice within Fairview is unique but by bringing them together, Fairview becomes a stronger organization.

I work for one of the other brands within our system, like Ebenezer, etc., do these surveys apply to me?

Yes! The engagement and check-in surveys are for all the team members in our system – employees and employed physicians, APRNs and PAs from Fairview, Grand Itasca, Range, and Ebenezer. If you receive the survey email, we want you to share your voice and participate.

Why should I complete the survey?

You are a valued member of the team and taking the survey is one way you can share your experiences and opinions to help create the culture you want to see at Fairview. Your leader uses the anonymous results to better understand what is working and how to improve the experience for your team. The data is also used to make important decisions about system priorities to continue creating a place where everyone can bring their whole, authentic self to work.

How does the survey work?

Every Fairview employee and Fairview employed physician, APRN, or PA will receive an email in their Fairview inbox, with a link to the engagement survey. The invitation will come from Chris Taylor, vice president of people experience and inclusion at "survey.invite@willistowerswatson.com." Your link is unique to you, so be sure to look for the survey.

You may also see QR codes at sites around our system, encouraging you to take the survey by scanning the code and entering your employee ID number.

Is the survey only available in English?

As part of continued efforts to make the survey more inclusive, the survey will be offered in English, Somali, and Spanish to make it easier for all team members to share their unique opinions. Once you click on your personalized survey link or navigate to the homepage from the QR code – you will be able to choose which language you would like to take the survey in. Offering the survey in more languages allows us to better understand more of our employees because our organization is better because of you.

Can I share my comments in a language other than English?

Yes! As part of offering the survey in three languages, you can also share your feedback using English, Somali, or Spanish.

Why isn't the survey offered in other languages?

Within our system, our team members speak several languages, and we hope to hear from everyone. Over the past two years, we've been able to add Somali and Spanish as survey languages. We hope to continue adding more languages in the future to keep improving our participation and inclusion.

Is there an option to save my progress and return to complete it at a later time?

Yes. There is a 'finish later' button in the survey which allows you to save your responses and return to the survey at a later time to complete. However, once you click 'submit' your answers will be recorded and you can no longer make changes or return to the survey.

I never check my work email or go on a computer at work – what should I do?

Please make an extra effort to check your work email to take the survey. Personalized survey invitations will be delivered to your inbox from the sender Chris Taylor, with the subject line "2024 Employee Engagement Survey."

Sharing your opinion is one way you can help create the culture you want to be a part of at Fairview. If you're concerned about finding time or accessing a computer during working hours, please talk to your leader – managers know it is important for you to take the survey, and it should take roughly 15 minutes to complete the survey.

You may also see QR codes on the intranet or at sites around our system that will take you to the survey. From there you will need to sign in using your employee ID number. Your employee ID number can be found by asking your leader or in Lawson using these directions:

1. Access Lawson HR Self-Service through the Intranet homepage. From there choose Employee Self-Service > Employment > Job Profile to find your employee ID number.



How can I access the survey?

You can access the survey two different ways.

1. Login to your Fairview email, either on a mobile device or on a computer and find the email with the subject line "Take Fairview's 2024 Employee Engagement Survey." Your personalized survey link will be in your email.
2. Open the camera on a mobile device to scan the QR code. If you choose to take the survey this way, you will need to log in using your Fairview employee ID number. Here's how to find your employee ID number:
 - o Ask your manager
 - o Access Lawson HR Self-Service through the Intranet homepage. From there choose Employee Self-Service > Employment > Job Profile to find your employee ID number.



Is my participation confidential?

Your answers and participation are strictly confidential. Fairview uses a third-party vendor, Willis Towers Watson, to manage the survey and tabulate results. Your leader does not have access to any list saying whether or not you took the survey. Your leader will have access to overall team participation results. (Example: your leader can see that 18 of 20 team members completed the survey. However, they will not have access to names.)

Even though Willis Towers Watson will send emails on behalf of Chris Taylor, no one from our system will have access to any information that could potentially identify employees.

What happens with the results?

High-level results in broad categories like engagement, leadership, and wellbeing are shared with the entire organization. Leaders with five or more responses will receive a report of their team results with identified strengths and opportunities to improve our workplace.

Once managers receive their reports (if they have five or more responses), they will create action plans for their team addressing their opportunities and strengths based on the results. From a team level to an organizational level, the results will be used to celebrate things that are going well and address areas of improvement.

What if I don't have five people on my team, can I still see their survey responses?

Unfortunately, no. Your team needs to have at least five responses to receive a report specifically about your team. This is to protect the identities of your team members. Your team's survey data will roll up to the next level leader.

Can I see the comments my team members wrote in their survey?

Yes, if you have ten or more team members who commented on their survey. If you have less than ten team members who wrote comments as part of their survey, their responses will roll up to the next level leader. This happens to maintain confidentiality so no comments can be tied back to a specific individual.

When can I take the Employee Engagement survey?

You will receive an email invitation to participate in the 2024 Fairview Employee Engagement Survey on Tuesday, January 16. The survey will be live from Jan. 16 through Feb. 2 at 11:59 p.m. CT.

What is the Agency for Healthcare and Research Quality (AHRQ) Culture of Safety Survey?

The AHRQ has developed and validated standardized survey tools and questions for various care settings that measure the extent to which our organizational beliefs and values support and promote patient safety.

The Culture of Safety Survey asks for your opinions about patient safety issues, medical errors, and event reporting at your site or in your department.

Why are the Employee Engagement and Culture of Safety surveys combined in 2024?

Staff and leader feedback is key to creating a stronger, more impactful organization. Planning teams for both surveys received comments that many questions on the surveys seem duplicative and it's time consuming to take multiple surveys. To make it easier to participate, the teams worked to create one combined survey in 2024. This combined survey will streamline processes, improve data, and create a better experience for our employees.

Who takes the Culture of Safety survey?

All team members that work at a hospital or clinic or are in direct patient or clinical care roles are invited to take the Culture of Safety questions that will be after the Employee Engagement survey questions.

What will the combined survey look like?

Team members that work in one of our hospitals or clinics or are in direct patient care or clinical care roles will see an additional 18 Culture of Safety questions after the Engagement Survey questions.

What about M Physician participation in the Culture of Safety AHRQ survey?

Staff at M Physicians and learners will be sent a separate survey with the quality and safety related questions to capture feedback from these groups.

Are the 'Culture of Safety' survey question responses also anonymous?

Yes. There will be no way to identify the person who responded to these questions, just like the Employee Engagement survey. Results from teams with less than five responses will roll up to the next level in order to further protect anonymity.

How is the data from the 'Culture of Safety' questions being used?

The data will be used to address staffing and capacity needs, influence Leadership Rounding to Influence (RTI) by system and site triad leaders to reinforce Safety Always habit formation, close the loop on Compass reports, and continue to build upon Just Culture across the organization.