

Employee Engagement Scorecard

Indicator	Desired Trend	Current Trend	Baseline 2012	Q1 2013	Q2 2013	Q3 2013	Q4 2013	2013 Q Average	Q1 2014	Q2 2014	Q3 2014	Q4 2014	2014 Q Average
Integrity													
Absenteeism (PTO-U) (HR)	↓	↓	11,192.00	13,978	7,754	9,061	8,267	9,765	15,284	6,433	8,457	7,770	9,486
Turnover rate for < 1yr of service (HR)	↓	↑	1.43%	1.06%	0.92%	0.7%	0.78%	0.92%	1.30%	1.1%	0.88%	1.18%	1.12%
Turnover rate for introductory period (90 days) (HR)	↓	↓	.08%	0.06%	0.00%	0.12%	0.05%	0.06%	0.00%	0.06%	0.05%	0.16%	0.03%
Commitment													
How well staff work together for care of patients (PG)	↑	↑	87.00%	86.20%	89.60%	87.60%	88.30%	87.93%	87.90%	90.30%	89.60%		89.27%
Turnover Rate-Hospital Wide-Voluntary Only (HR)	↓	↑	4.44%	3.68%	3.63%	3.01%	2.79%	3.24%	3.03%	4.12%	4.04%	4.56%	4.24%
Community Service Hours (PR)	↑	↑	6,209	19,231					24,684				
Percentage of employees who contribute to United Way (HR)	↑	↑	26.00%			21.00%					26.00%		
Accountability													
Overall professional Appearance (PG)	↑	↑	89.00%	88.60%	89.30%	88.20%	90.10%	89.05%	90.40%	91.60%	90.30%		90.77%
Employee Rounding by Managers (SM) * ~	↑	↓	63.00%	61.00%	67.00%	62.58%	N-D	63.53%	53.06%	58.4%	70.30%	N-D	60.59%
Number of Survey Respondents (SM) *	↑	↓	271	372	342	318	N-D	344	408	250	293	N-D	317
Active in decision making for my department (SM) * ~	↑	↓	51.00%	56.00%	53.00%	46.23%	N-D	51.74%	46.13%	46.00%	53.90%	N-D	48.68%
Comfortable discussing/reporting safety issues in my department (SM) * ~	↑	↓	84.00%	89.00%	88.00%	88.36%	N-D	88.45%	79.09%	79.20%	82.6%	N-D	80.30%
Respect													
Courtesy and Respect (PG)	↑	↑	87.00%	87.00%	88.00%	87.51%	84.52%	86.76%	88.45%	82%	84.2%		84.88%
Reward and Recognition (SM) * ~	↑	↑	31.00%	37.00%	39.00%	31.13%	N-D	35.71%	33.30%	40.4%	41.6%	N-D	38.43%
Manager responds timely and constructively to my concerns (SM) * ~	↑	↓	64.00%	65.00%	64.00%	69.81%	N-D	66.27%	52.12%	58%	65%	N-D	58.34%
Excellence													
Overall Rating HCHAPS (PG)	↑	↓	58.00%	54.40%	62.00%	56.70%	57.80%	57.73%	55.60%	53%	60.1%		56.23%
Proud to work at CCMC (SM) * ~	↑	↓	53.00%	58.00%	58.00%	61.01%	N-D	59.00%	34.11%	45.2%	51.9%	N-D	43.74%
Communication/Department Meetings (SM) * ~	↑	↓	51.00%	52.00%	61.00%	54.72%	N-D	55.91%	47.30%	52.4%	75.1%	N-D	58.27%
Initial On boarding of employees (GHO/ET)	↑		4.42	4.31	4.63	4.48	4.34	4.44	4.36	4.12	4.33	4.43	4.31

HR - Human Resources

GHO/ET - General Hospital Orientation
Evaluation Tool (Range 1-5)

PG - Press Ganey

PR - Performance Reviews

SM - Survey Monkey