2016 Opinion Survey:
Manager Talking Points & FAQs

Manager Talking Points for Leaders/Managers:
As a leader and people manager in the organization, please support and communicate the importance of every employee submitting their responses to the 2016 Opinion Survey. Below are a few talking points for you to discuss with your team:

• The opinion survey is an important feedback tool to help understand the overall level of employee engagement within the organization. It serves as a barometer of what is working and where there are opportunities for improvement.

• The survey is required in order to maintain our system’s important MAGNET and Leapfrog designations, which require a certain percentage of the employees to complete the survey.

• In addition, the more employees we hear from, the better understanding and more comprehensive feedback we will have to hone in on our employee engagement efforts in the upcoming fiscal year.

• All staff employees (career, per diem), clinical physicians, residents, fellows, nurse practitioners and physician assistants hired prior to January 4, 2016 will receive a survey invitation.

• Responses are completely anonymous. A third-party vendor, Press Ganey, will be distributing the survey and analyzing the data.

• Based on feedback from the 2014 survey, we added additional questions to learn more about our patient safety, compliance/ethics, diversity and inclusion, and mission/values.

• We are committed to sharing the survey results with you in a transparent, timely manner. We will then develop an action plan to address 1-2 improvements that could have great impact on the overall health of the organization.

• We will be receiving participation reports throughout the three weeks and will keep you updated on the level of progress achieved toward our goal of a 75% participation rate.

• As a reminder, the survey is starting on Monday, April 4 through Monday, May 9.
Frequently Asked Questions (FAQs)

General Questions
Q: Why is UC San Diego Health administering an Opinion Survey?
A: The Opinion Survey is your chance to rate your opinion on a variety of topics that affect your day-to-day work here at UC San Diego Health. Your ideas will help UC San Diego Health become a better place to work, as well as continue to improve the quality of our patient care. Choosing to take the survey enables you to share your thoughts and express how you feel about our organization and what areas we can improve on.

In addition, UC San Diego Health received the designation as a MAGNET and Leapfrog organization. To maintain our designations, the Opinion Survey includes the required MAGNET and Leapfrog questions.

Q: What types of questions are included in the survey?
A: The survey covers questions from three domains that statistically correlate to employee commitment and high performance: organization, employee, and leadership. There are roughly 77 questions and 3 open-ended questions. Unlike previous years, the survey includes additional questions in order to reduce the amount of surveys sent out throughout the year.

Q: What happens after the survey? Who will receive the survey results?
A: Your submitted answers provide valuable insight about our organization from the inside out. Your management team will receive the survey results for your area. In addition, the aggregated survey results will be available online at employeeopinion.ucsd.edu. The Health Human Resources will also work with the leadership team and management to identify themes from the survey and support departments in action planning around results.

Q: What is the role of Survey Ambassador?
A: Ambassadors are informal leaders, who are trusted and respected by their peers and leaders. They are survey advocates or champions throughout the survey administration. Ambassadors have connection and credibility and understand how to best communicate and influence their teammates. They are not afraid to show enthusiasm and energy for organization-wide events like the Opinion Survey.
  - **Key Role Actions**: Explain the survey’s importance, reassure employees of confidentiality, communicate when/where employees can take the survey, encourage employees to take the survey, but know that it is voluntary, check your area’s response rate periodically.

Survey Logistics/Technical Questions
Q: When will the Opinion Survey take place?
A: The survey will be available to take from Monday, April 4 to Monday, May 9.

Q: What do I do when I experience technical difficulties with the survey?
A: Contact the Press Ganey Help Desk, the third-party survey administrator, for technical or password assistance at hdesk@pressganey.com. A representative will respond to your email within 24 to 48 hours. Remember, the survey link is only active during the period April 4 through May 9.

Q: How long will it take to complete the Opinion Survey? How many questions are on the survey?
A: It will take approximately 20 minutes to complete the survey. There are 77 questions and 3 open-ended questions on the survey. We have increased the number of items this year to ensure we are redesignated as
MAGNET and Leapfrog organizations. Additional questions will also allow us to make specific action plans for themes like Compliance/Ethics, Patient Safety, Senior Leadership and Immediate Manager.

Q: How can I be certain my responses are confidential?
A: A third-party, external vendor, Press Ganey, conducts the survey so all responses and identities are confidential. Responses are sent directly to Press Ganey, not UC San Diego Health.

Q: Why are there demographic questions on the survey? Can I be identified?
A: A third-party, external vendor, Press Ganey, conducts the survey so all responses and identities are confidential. Responses are sent directly to Press Ganey, not UC San Diego Health. We want to ensure all of our employees are represented and their perspectives are understood. It is helpful to understand the types of employees (not specific employees) who are answering the survey and what their opinions are on a variety of survey themes so we can be more specific in our action planning efforts.

Q: What is a good response rate?
A: We would like to meet and beat last year’s participation rate of 75% as an organization.

Q: How can I take the survey if I do not have a computer?
A: Health Human Resources will be at Hillcrest and La Jolla cafeteria locations during lunch hours between April 4 – May 9 with computers set up for anyone to use.

Q: If I take the survey outside of normal business hours, will this be considered paid time?
A: No. Employees are to take the survey during normal working hours. If needed, discuss with your direct supervisor should you need to find a time during your workday to take the survey.

Q: Can you save the survey and come back to complete it?
A: Yes. You can save the survey and come back to complete it. You must complete the survey for your results to be counted.

Q: Can I take a Spanish version of the survey? ¿Puedo tomar una versión española de la encuesta?
A: Yes, they survey will be available in Spanish. Once you are on the main survey webpage, click on “Español” to take the survey in Spanish.

Q: Who will receive an invitation to take the survey?
A: All staff employees (career, per diem), clinical physicians, residents, fellows, nurse practitioners and physician assistants hired prior to January 4, 2016 will receive a survey invitation.

Q: If I am on a leave of absence and my employee status is “inactive”, will I have to take the survey?
A: Health Human Resources generated a workforce snapshot on January 4, 2016; this report determined all employees with an “active” employment status as of that date. If you were or have been on leave on or since January 4, 2016, your employment status is considered “inactive”. This year’s survey is restricted to employees with an “active” employment status on January 4, 2016. This ensures that all feedback gathered is current.

Q: How is confidentiality assured?
A: We operate by a “Rule of 5,” which means no reports will be produced for teams with fewer than 5 respondents. Demographic information is only reported at the organization level. Comment analysis for
the open-ended questions will show major themes only. Once an employee submits their survey, the data is sent directly to Press Ganey, our third party vendor.

**Q:** What if I don’t have access to a computer?
**A.** The survey can be accessed from any computer with internet access.
   - Additionally, we will have laptops available outside the dining areas at both hospitals on the following dates from 11:00 am-1:00 pm:
     - Thornton – April 6, 13, and 20
     - Hillcrest – April 7, 14 and 21

**Q:** If I am an employee in the Professional Schools (School of Medicine or Skaggs School of Pharmacy & Pharmaceutical Sciences), will I have to take the survey?
**A:** In the Fall of 2015, you were invited to take the UC San Diego campus survey—Staff @ Work. Therefore, staff employees in the Professional Schools will not participate in the 2016 Health System Opinion Survey. The Health Human Resources will combine the survey results from Staff @ Work and Opinion Survey in order to identify common themes so that we can develop an overarching Health enterprise-wide action plan for engagement.

**Q:** What are strategies to help increase my department’s response rate?
**A.**
   - Communicate frequently with employees during survey administration to take the survey.
   - Work with your individual areas to achieve a high response rate and share the response throughout the administration.
   - Ensure employees know the survey is confidential
   - Ensure employees that leadership wants to hear what they have to say and that they will respond to their feedback.

**Q:** What corporate – wide initiatives have been a result of feedback from past Opinion Surveys?
**A:**
   - Increased use of Rounding and Huddles to improve leader communication and visibility
   - Increased Town Hall meetings to improve organization wide communications
   - Recognition to manager who were specifically highlighted by employees in the open comments of survey