

ROUNDUP

UI Health | UIC

Hospital & Clinics | July 2023

2023 Engagement Survey **How Your Engagement Guides Our Focus**



2023 Engagement Survey

How Your Engagement Guides Our Focus

There are no small acts at UI Health.

Across the organization, we know that even incremental changes — from parking availability, to wait times in the ED, to improvement in a QST True North Metric — makes an impact in the experience and outcomes for our patients.

This holds true for our annual Employee & Practitioner Engagement Survey. Even the slightest upticks matter.

This year, we had a 78% response rate in our Employee Survey, up 2% from last year. Modest, maybe, but it's what we want to see. We encourage participation in the survey each spring because we want to know what we as an organization are doing well, and where we can improve. We truly want to hear from everyone, so we can improve UI Health for everyone. The more we know, the more we can do.

Each year, we can point to actions directly taken from the feedback from our survey. In the past year, we saw:

- Enhancements to our security and safety infrastructure
- Expansion of our diversity, equity, and inclusion activities
- Optimizations to Epic and improvements to LMS to decrease physician burden

Our upward-trending engagement also underscores the importance of participation: We take action based on our findings. And these actions drive engagement. The more you tell us, the more we can act upon.

Response Rates

This year, we had a 78% response rate in our Employee Survey — nearly 3,500 staff completed the survey! — up 2% from 2022 and up 6% from 2021; we now rank up in the 37th percentile nationally for engagement among academic medical centers. On the practitioner side, we had 41% response rate in this year's survey, compared to 49% last year.

Engagement Indicator

The Engagement Indicator is a composite metric of six (6) items that measure employees' degree of pride in the organization, intent to stay, willingness to recommend, and overall workplace satisfaction. This score is considered Press Ganey's primary outcome metric.

Measured on a 5-point scale our 2023 Engagement Score was 3.88, +0.02 from last year.

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Your Engagement (continued)

Diversity Indicator

The Diversity Index is a metric based on a set of items designed to be an efficient overall assessment of diversity-based issues of importance. **Our Diversity score was 4.06, +0.05 from last year.**

Safety Culture Indicator

The Safety & Culture Indicator comprises three focus areas: Prevention & Reporting, Resources & Teamwork, and Pride & Reputation. **Our Safety Culture score was 3.72, +0.05 from last year.**



Prevention & Reporting

Items that focus on prevention. If there is an error, employees feel comfortable speaking up, and that mistakes are used as learning experiences. (Score: 3.94, +0.05 from last year)

Resources & Teamwork

Items that measure if employees feel they are well equipped, and that there is effective communication and teamwork within and between departments. (Score: 3.43, +0.04 from last year)

Pride & Reputation

Employees feel the organization places an emphasis on safety and would feel

comfortable recommending their organization for patient care. (Score: 3.78, +0.06 from last year)

Resilience Indicator

This indicator takes into account two focus areas: Decompression & Activation. **Our Resilience score was 4.12, +0.05 from last year.**

Decompression

Decompression items focus on employees' ability to disconnect from work. (Score: 3.76, +0.10 from last year)

Activation

Activation items focus on finding meaning in the work and focusing on patients/clients as individuals. (Score: 4.50, same as last year)

Team & Leader Indices

Two index scores also provide additional insight into how our workforces function and support improvement and positive outcomes.

Team Index

The Team Index illustrates the level of team functioning and viability. Scores in this index indicate the level of support needed to effectively drive improvement and positive outcomes. This index is measured on a 1-3, high-low scale. Our Team Index Score for 2023 was 2.

Leader Index

The Leader Index illustrates how well-prepared a work group leader is to manage a work group through activities that support improvement and positive outcomes. This key metric provides insight into leader-employee

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Your Engagement (continued)

relationships by measuring trust, respect, communication skills and openness to discussing issues and solutions. This score is presented on a 100-point scale. Our Leader Index Score for 2023 was 81.

Next Steps

Press Ganey’s Key Driver Analysis helps prioritize action areas by identifying items with high statistical impact on engagement and analyzing current performance on those items. Key Drivers are categorized into four quadrants indicating driver items in need of immediate focus and promotion, while others require more maintenance or evaluation.

In the coming weeks, leaders will be debriefing teams and defining action

plans for our focus areas for the coming year. You’re also invited to attend weekly Engagement Survey Office Hours, Wednesdays from 1–4 pm, throughout the remainder of the summer. (Save the [Zoom link](#) to your calendar.)

We know our actions are making an impact, and we suspect they’re more impactful than our Engagement Survey findings are telling us. Your engagement in our workplace throughout the year, and your participation in our survey each spring, helps us have a better understanding of how much we’re improving.

Please be attentive, engaged, and open as our findings continue to be shared and we develop future actions. We are agents of change — when we choose to be. ■

/// PATIENT EXPERIENCE

UI Health Transportation Guide for Patients with Medicaid

Recognizing the transportation challenges for some of our patients’ communities, we now offer a guide to help patients make transportation accommodations to ensure they can reach their appointments and receive the care they need. Please refer your patients with Medicaid managed care plans, Illinois Medicaid, and or Medicare or Private Insurance to the [transportation guide](#) available on the Patient Information page of the UI Health website. ■





MIKE'S CORNER

Our Commitment to Safety is a Commitment to Our Work

On behalf of all of UI Health Leadership, I would like to extend my sincerest gratitude to all who completed our annual Employee & Practitioner Engagement Survey this spring, and to those who attended our results town halls earlier this month. Your participation in the survey matters, and your interest in the results of the survey, and how to move the organization forward with these results, is appreciated and will make a difference.

It is appropriate that we review our survey results at the outset of a new fiscal year. Historically, our survey results have helped us to understand where we should be making various efforts and where to focus initiatives to address the concerns raised by staff. They also allow us to reflect on the accomplishments of the past year:

- The smooth activation of services and opening of the Specialty Care Building & Outpatient Surgery Center, a facility that properly rivals the other great academic health centers in Chicago and the country.
- The well-appreciated opening of the Hospital Atrium, which communicates to everyone entering our facility that they have access to equal care.
- The complete renovation of the cafeteria and kitchen, which has led to greatly enhance patient and staff appreciation for our food services.
- Our successful Joint Commission survey, one in which our interactions with the surveyors were invigorating for all our staff.

- The initiation of our Quality & Transformation activities, which continue to increase traction and already are showing improvement in our experience and outcomes.

However, it is more important today to state that workplace violence prevention will remain at the top of our initiatives, a lead safety priority for the foreseeable future. In recent weeks, we've witnessed shootings at health systems in Tennessee and Oregon that took the lives of healthcare workers and security personnel. This senseless circumstance hits "close to home" for all of us. It reflects societal trends regarding violence and gun violence. It is present in all our lives. We all must redouble our efforts for our personal safety, our colleagues' safety, and our patients' safety. Not just from disease and injury, but from violence that would be inflicted on all of us by others.

Nick Haubach, our Chief Administrative Officer, recently presented to the University's Board of Trustees a summary of the actions we have taken related to violence in the workplace. This included a discussion about the alarming trends in the healthcare industry — trends that we have been experiencing — and actions we have taken to deter these unspeakable incidents from happening. He described our specialized, tiered training on safety awareness, workplace violence prevention, crisis prevention, and safety intervention; the implementation of our Evolv Weapons Detections System; and activities like patient record flagging that serve as advisories to alert staff to the potential risk for aggressive or violent behavior.

All of these initiatives will continue, and more will be determined. But the circumstances of recent weeks only serve notice that this is not enough. The burden of providing a safe workplace environment shifts with less external resources available to provide stability in the external

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Commitment to Safety (cont'd)

environment. This shift in public safety efforts will require more focused resources within our internal environment. This is clear. Our commitment also needs to be clear. We have to do more here,

internally, since less is being successfully done externally. It is only by creating a safe, sustainable environment in which to work and provide care that we will be able to continue to achieve our future accomplishments. ■

QUALITY & SAFETY TRANSFORMATION

Hospital-onset C. Diff Infection



Many tactics go into reducing incidence of hospital-onset C. Difficile (C. Diff) infection. Clinical decision making, including appropriate testing and antibiotic use, and technology workflows have been instrumental in helping us reduce standardized infection rate (SIR) of C. Diff.

True North Metric Performance

Definition: SIR

Baseline

(Q4 FY21 - Q3FY22): 0.99

Goal: 0.64

Current Rate

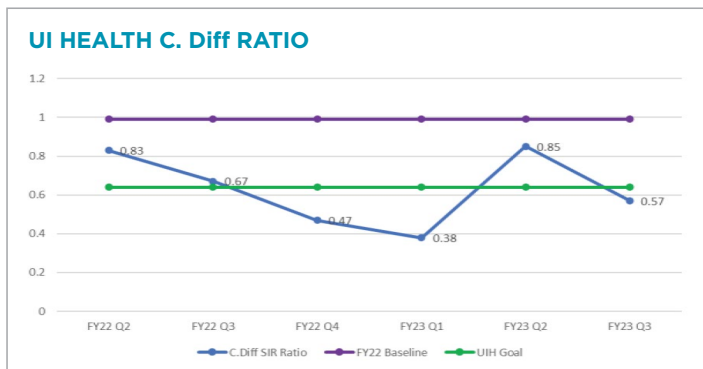
(Q4FY22 - Q3FY23): 0.57

Graph Key

Baseline ●

Current Performance ●

Goal ●



Action Items to Reduce Rate of C. Diff

- The best practice alert (BPA) is in place to guide clinicians to order only C. Diff testing on appropriate patients to avoid over testing.
- If ordering providers wish to override the BPA, they must page Infectious Diseases at 3433 (DIFF) and obtain approval to order the test.
- The new two-tier testing algorithm includes:
 - An initial polymerase chain reaction (PCR) for C. difficile: detects presence of C. Diff.
 - A reflex to toxin enzyme immunoassay (EIA): detects presence of active toxin production, which is how C. difficile causes disease.
 - PCR positive/toxin positive = active C diff colitis. Treat and isolate.
 - PCR positive/toxin negative = most likely C. Diff is present but not causing disease (colonization).
- Maintain contact plus isolation on all C. Diff PCR-positive patients regardless of toxin results.
- Evaluate any changes in treatment practice after implementation of two-tier testing.
- Practice hand hygiene.
- **Avoid organization complacency as C. Diff SIR improves. ■**

OPERATIONS

Medical Interpretation Services: Our Safety & Quality Expectations



Patients have the right to effective communication — talk to your patients about our interpretation services! **To access**

an interpreter, use the Video Remote Interpreter (video or audio) or call 6-LANG (6-5264).

- There is 24/7 immediate access to language interpretation services.
- Interpretation Services include in person, video, and phone interpretation.
- Document translation is also available.
- Over 240 languages including American Sign Language (ASL) are available through Video Remote Interpreter (VRI). VRI Machines are available in every unit/clinic.
- Qualified medical interpreters provide interpretation of clinical information (by request only).
- Bilingual clinicians, technicians, physician assistants, and medical assistants may communicate in the patient’s preferred language within the scope of their job. Any staff can provide non-medical interpretation – i.e., scheduling an appointment, reminder calls with simple instructions, directions, etc.

Reminder: The preferred language or special needs of the patient, family member, or companion involved is recorded at registration in the patient’s medical record by the admissions/ registration staff. This should be reassessed at each hospital admission.

To guarantee optimal patient care, **it’s essential for providers to document the usage of language interpreter services in the patient’s medical chart** for each encounter.

When interpretation services are provided, in-person interpreters need to write their name, sign, and date on any consent form. For over the phone and video interpretation, it is the clinician’s responsibility to document the interpreter’s identification number or name on the consent form or the patient’s medical records.



For questions, please contact:
Rafah Abuinnab, Director, Hospitality & Concierge Services and Language Support Services x66429; **Natalie Chadwell**, Director, Accreditation & Clinical Compliance x63363

For more information go to the Intranet: **Hospital Resources > Services > Language Support Services.** ■

SAFETY

Important Hospital Safety & Threat Reminders

Always stay alert and report all threats of violence.

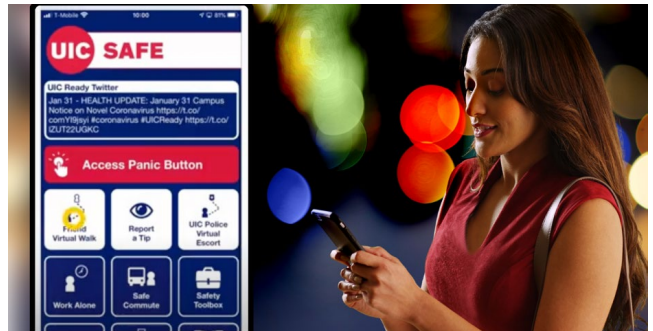
- Know the location of your “SAFE ROOM.”
- Know the location of the alarms in your work area.
- Remember: RUN - HIDE - FIGHT if there is a potential threat in your area.
- Always call for help in an Emergency by calling 5-5555

Look for the location of the nearest emergency call boxes located throughout the campus. In addition to the emergency call boxes, we urge all staff to download the UIC Safe app (please use link below to download). If you are involved in an incident or in a situation where you feel unsafe, please notify UIC PD by calling 5-5555 for emergencies and 6-8888 for non-emergencies.

UIC SAFE App

To further ensure your safety, please download the [UIC SAFE App](#) and utilize its resources, including location sharing and direct contact with UIC Police dispatchers and first responders.

- [Download from the App Store \(iOS\)](#)
- [Download from the Google Play Store \(Android\)](#)



For questions or concerns, please contact Chris Hart, Director of Hospital Safety & Workplace Violence Prevention, at chart79@uic.edu or 312.355.6467. ■

ENGAGEMENT

UI Health Celebrates Disability Pride Month

Disability Pride Month is a time to celebrate and embrace the achievements, contributions, and experiences of individuals with disabilities. Embracing Disability Pride Month also gives us a

unique opportunity to dismantle the stigma surrounding disabilities. This celebration enables a deeper understanding of the experiences of individuals living with disabilities and reinforces the importance of their inclusion as valued members of our communities.

Listen to the UI Health Office of Diversity and Community Health Equity podcast featuring staff members sharing their perspectives and experience. Visit [Celebrate.UIHealth.Care](https://www.uic.edu/ce/care) to learn more. ■



EVENTS

SAVE THE DATES!



Flu Vaccine Kick-Off! Sept. 26-27

Hospital Conference Room 1020
More information will be available
in the coming weeks!



Vitalant Summer Blood Drives

Unfortunately, since the pandemic, blood drives, blood donations, and new donors have plummeted. In an ongoing effort to increase blood donation and help save lives, UI Health has partnered with Vitalant in sponsoring a series of summer blood drives. Without an adequate blood supply, surgeries, emergencies, and critical medical treatments cannot be carried out, which can lead to devastating consequences.

There is no substitute for blood. Please consider donating if you are able.

Aug. 10: 9:30 am - 2:30 pm

Aug. 29: 9:30 am - 2:30 pm

Sept. 7: 9:30 am - 2:30 pm

Sept. 26: 9:30 am - 2:30 pm

The Vitalant Bloodmobile will be set up at the walkway **west of parking lot E at 820 S. Paulina St.**

Registration is strongly encouraged. To schedule, please call Vitalant at 877.258.4825 or visit vitalant.org and use code ORD0797B.

