

Ballad Health Engagement Survey

Team Member FAQ

Q. What is team member engagement?

- A. Engagement is the extent to which you value, enjoy and believe in what you do. It's how invested and connected you feel to your work, team and the organization overall. Engagement is important because evidence shows that having more engaged team members leads to better patient outcomes and higher professional satisfaction.

Q. What are the dates of the survey?

- A. The survey will remain open through Monday, May 8.

Q. Who is eligible to participate?

- A. This year, we are expanding the scope of our survey with two versions. One is for team members of Ballad Health and Ballad Health Medical Associates. The second is for all physicians and APPs who are credentialed with Ballad Health through the medical staff credentialing process. Each person can only take the survey once.

Q. How do I take the survey?

- A. You should have received an email invitation by now from the consulting firm Press Ganey Associates with your unique link to the survey. You will receive survey reminders as well. **The email comes from noreply@surveys.pressganey.com and is safe to open.**

We also have QR codes available – one for team members and one for physicians – that can be used to take the survey by smartphone; however, this requires a login. Team members should use their Ballad Health team member ID number, while physicians should use their NPI number. The QR codes are listed below and available on the intranet home page, on flyers we are distributing, and in Ballad Health News messages.



Team Member Survey QR Code



Physician Survey QR Code

Q. How long does the survey take?

- A. You should be able to complete the survey in approximately 10 to 15 minutes.

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Q. Why is Ballad Health conducting the survey?

- A. Ballad Health regularly assesses quality of care, patient satisfaction and team member engagement. This survey is an important and objective tool, and it is voluntary. Since the creation of Ballad Health in 2018, the healthcare industry has changed, and there have been many changes at all levels of the organization.

Rural health systems are under tremendous external pressures, and as a result, they are experiencing rapid changes that can be quite challenging for any organization. Moreover, workforce demographics are shifting. Different individuals with varying levels of experience bring different expectations and professional development needs, which require us to be adaptable and meet team members where they are. It's crucial we listen to each other, assess where we stand today and evaluate where we want to be in the future as a high-performing, zero-harm organization.

Q. Will anyone see my responses?

- A. No. All survey responses are collected and compiled by Press Ganey, an independent data analytics company and respected name in the healthcare industry. The answers you provide are reported back to Ballad Health as group results. **At no time will anyone be given information to link individuals to specific survey responses.**

Q. Will all teams receive survey results for their work units?

- A. Managers will receive a report containing their results in aggregate form, which means five or more team member responses were combined for their work unit. If fewer than five direct reports in a workgroup complete the survey, managers will not receive results specific to their work unit to ensure team member anonymity.

Q. How will the results be used?

- A. Groups across Ballad Health will review data at a team, facility and organizational level. Managers will organize team meetings to review results and discuss how we can grow together as a team. You will be asked to think about the findings and share ideas for contributing to action items at the work unit level. These items will be part of a larger initiative to create an even higher level of engagement across the system.

Q. Should I still take this survey if I've recently participated in a Pulse or another engagement survey at my facility?

- A. Yes, this is our full, system-wide team member engagement survey that we conduct every three years, so we encourage everyone to participate. We use detailed findings from this survey to develop action plans that support what we're doing well and where we can improve as an organization. Pulse surveys are taken between the full surveys to assess our current state and performance against our action plans. Additionally, we have other channels for capturing feedback at the facility and system levels, which are also important. However, they don't replace this survey.