

ASANTE® News

ASANTE ASHLAND COMMUNITY HOSPITAL | ASANTE PHYSICIAN PARTNERS | ASANTE ROGUE REGIONAL MEDICAL CENTER | ASANTE THREE RIVERS MEDICAL CENTER

Asante nears survey participation goal

Asante moved within three percentage points of its goal of an 80 percent participation rate on Monday morning, with four and a half days remaining in the annual Employee Engagement Survey.



The online survey serves as a platform from which employees' voices can be heard, and gives Asante leaders some feedback about what is and isn't working well – in specific departments and across all Asante entities.

This year's participation rate stood at 77 percent on Monday, led by 88 percent in the organization's corporate departments and 87 percent at Asante Physician Partners. Asante Three Rivers was at 79 percent, Asante Ashland Community Hospital at 74 percent and Asante Rogue Regional at 72 percent.

A total of 39 out of 186 departments had 100 percent participation rates. The largest of those departments are the revenue cycle team at Asante Physician Partners (31 employees), respiratory care at Asante Three Rivers (22 employees) and the Asante outpatient pharmacy in Medford (20 employees).

The record for participation in the survey was set two years ago, when 82 percent of Asante employees took part, while 80 percent completed surveys last year – its first year as an online-only survey. A rate at or above the 80th percentile is considered very high, compared with the rates of other health care organizations across the country.

This year's survey began July 6 and will wrap up July 29.

Employees throughout Asante are being encouraged to improve their departments and the organization by offering their opinions in the survey. The object is to find opportunities for improvement, rather than focusing on problems or weaknesses.

Examples of changes that have been implemented as a result of last year's survey have been featured in recent editions of Asante News, and include the [Epic team](#) in Information Technology Services, Asante's [Performance Improvement](#) unit and [Asante Hospice](#).

The survey is being administered by Press Ganey, which conducts employee and patient satisfaction surveys for more than 1,000 health care organizations throughout North America.

Each employee should have received an email invitation from Press Ganey, with a unique survey link that can be responded to 24 hours per day from home or work. All employees who were hired prior to May 1 should receive survey invitations by email. Physicians and advanced practitioners with Asante Physician Partners are not included.

Responses will be tallied by the survey firm, and no one at Asante will ever see individual answers.

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Any employees who have misplaced their survey invitations can email Press Ganey at hdesk@pressganey.com or call (800) 849-2292, then select “option one” to be resent the unique link. The survey includes a Spanish language option this year.

Employees will have opportunities to review their departments’ results when the reports are finalized this fall.

Asante News is published every Tuesday. Deadline for submission of articles is every Friday. Send via e-mail to asantenews@asante.org.

Question or suggestions: Call Communications and Marketing at (541) 789-3510 or extension 13510.