



At or better than target.
Continue to monitor.



Within 5% of target. Monitor
and take action as appropriate.



Below target by more than 5%.
Take action and monitor progress.



No target identified
or available.

WHAT IS BEING MEASURED?

Bluewater Health has engaged the National Research Corporation Canada (NRCC) to survey staff employed by the hospital. This measure tracks the percentage of staff that chose either “Excellent,” “Very Good,” or “Good” to the question “Overall, how would you rate Bluewater Health as a place to work?”

WHY IS THIS IMPORTANT?

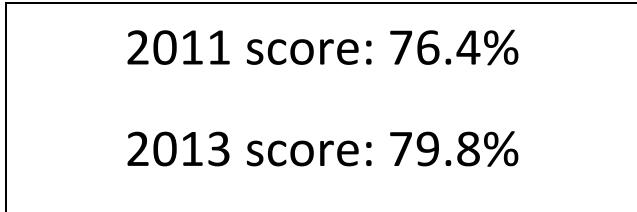
Engaged and satisfied staff is an important strategic priority for Bluewater Health because they ultimately provide safe and effective care and create exemplary healthcare experiences for patients and families. This measure is studied alongside other survey answers to understand what improvements are desired by staff.

WHAT IS THE TARGET?

Bluewater Health compares its scores to those contained in the NRCC database for Ontario hospitals. In 2013, the Ontario average score for this measure was 73.3%. The hospital also aims to demonstrate improvements in its own scores from one survey to the next.

HOW ARE WE DOING?

In 2013, Bluewater Health’s score of 79.8% showed an improvement from the 2011 score of 76.4% and also a higher score than the Ontario hospital average of 73.3%.



Preferred
trend/
direction



WHAT ACTIONS ARE WE TAKING?

Some of the actions Bluewater Health undertook to improve its score from the 2011 survey include:

- Established a Healthy Workplace Team and Employee Engagement Champions to plan improvements in three key areas:
 - Involvement in decisions
 - Positive and fun work environment
 - Ensuring quality of care is an organizational goal; and
- Set priorities and implemented team renewal strategies in targeted clinical units.

Strategies are being revisited with the February 2014 release of the 2013 survey results.

WHERE CAN I LEARN MORE ABOUT THIS MEASURE?

- [Contact us](#)

FREQUENCY REPORTED: Biennially

NEXT UPDATE: February 2016