



# AHS 2019 Overall Results

## Engagement & Patient Safety Culture Results

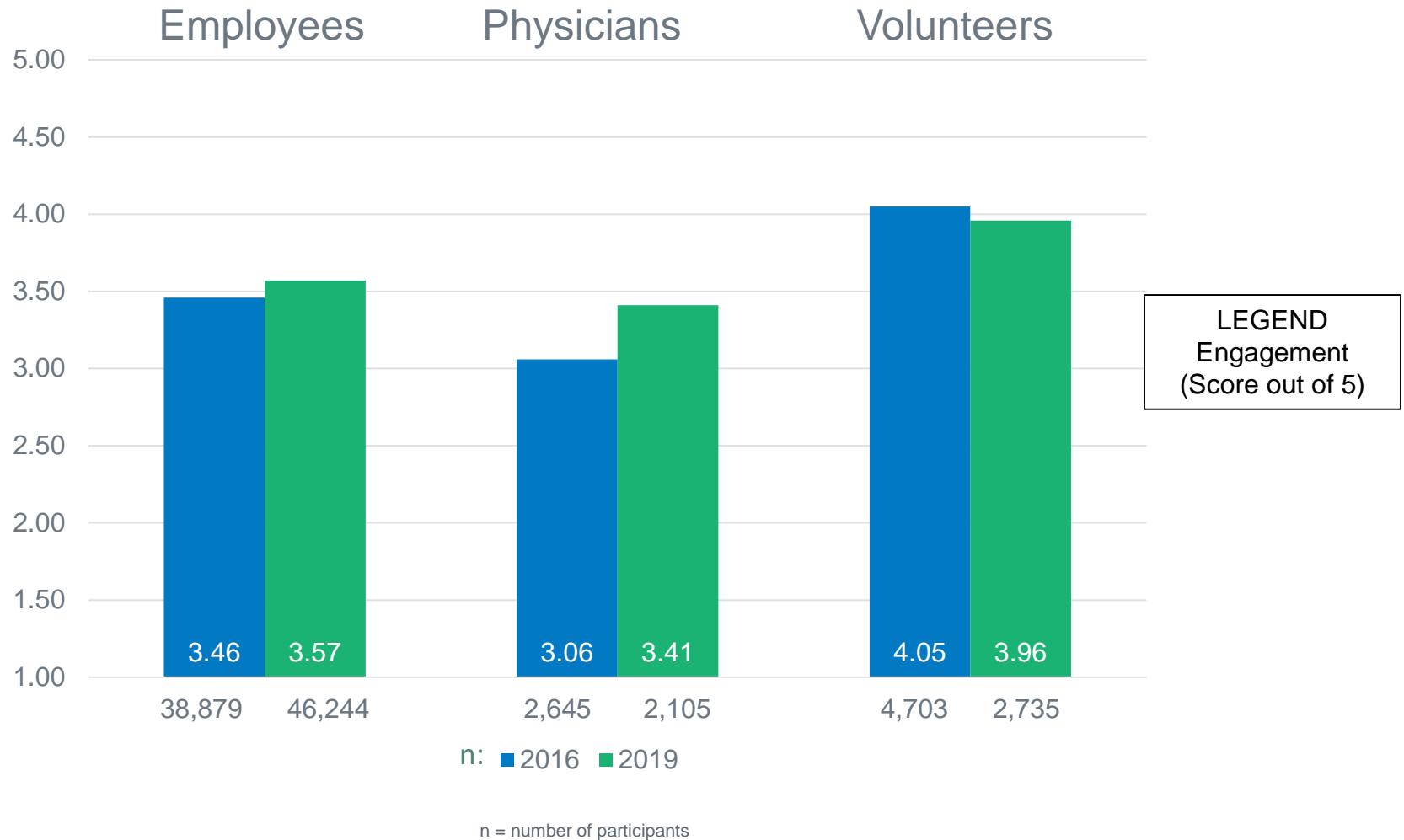
October 25, 2019



Healthy Albertans.  
Healthy Communities.  
**Together.**



# Engagement Across the AHS Workforce



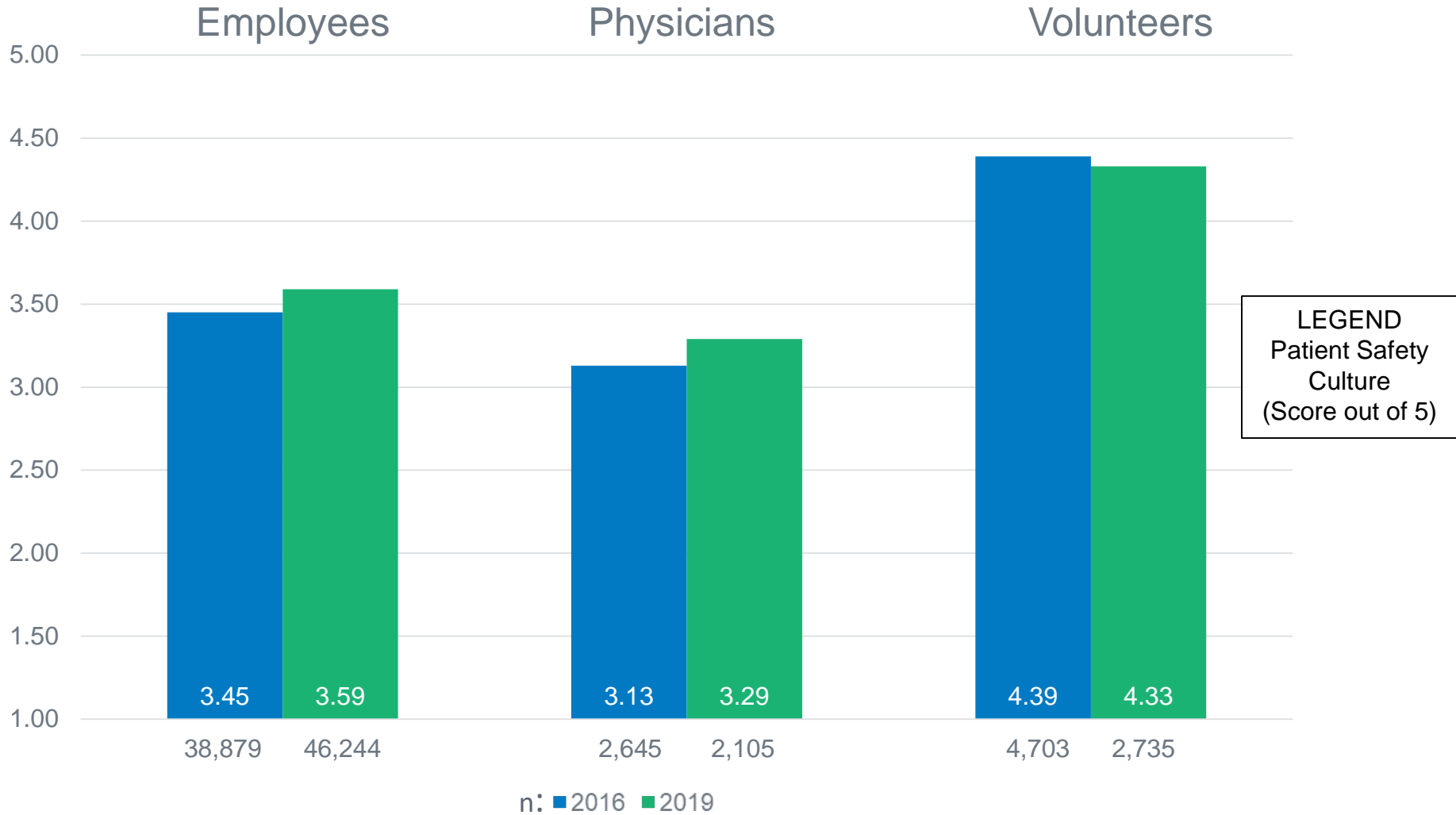
# Employee Q12® Engagement Questions

(n=46,244)		2019 MEAN SCORES	2016 MEAN SCORES	MEAN CHANGE	Strongly Disagree	1	2	3	4	5	Strongly Agree
					■	■	■	■	■	■	
<b>Q12 GrandMean</b>		<b>3.57</b>	<b>3.46</b>	<b>+0.11</b>							
Q0	How satisfied are you with AHS as a place to work?	3.67	3.54	+0.13	8%	26%			47%	16%	
Q1	I know what is expected of me at work.	4.28	4.20	+0.08	10%				38%		47%
Q2	I have the materials and equipment I need to do my work right.	3.81	3.69	+0.12	8%	21%			41%		27%
Q3	At work, I have the opportunity to do what I do best every day.	3.82	3.70	+0.12	8%	21%			40%		28%
Q4	In the last seven days, I have received recognition or praise for doing good work.	2.95	2.81	+0.14	25%	17%	17%		22%		19%
Q5	My supervisor, or someone at work, seems to care about me as a person.	3.76	3.66	+0.10	8%	10%	16%		29%		36%
Q6	There is someone at work who encourages my development.	3.48	3.37	+0.11	10%	14%	21%		30%		26%
Q7	At work, my opinions seem to count.	3.32	3.21	+0.11	12%	14%	23%		32%		19%
Q8	The mission or purpose of AHS makes me feel my job is important.	3.59	3.41	+0.18	6%	1%	25%		35%		23%
Q9	My co-workers are committed to doing quality work.	3.88	3.84	+0.04	7%	19%			38%		32%
Q10	I have a best friend at work.	3.23	3.06	+0.17	15%	16%	22%		24%		22%
Q11	In the last six months, someone at work has talked to me about my progress.	3.03	3.02	+0.01	23%	16%	17%		23%		21%
Q12	This last year, I have had opportunities at work to learn and grow.	3.69	3.60	+0.09	8%	10%	19%		32%		31%

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Note: Numerical values shown when 5% or higher; due to rounding, sums may add up to 100% +/-1%

# Patient Safety Across the AHS Workforce



# Employee - Patient Safety Culture Results

	2019 MEAN SCORE	2016 MEAN SCORE	MEAN CHANGE	Strongly Disagree 1	2	3	4	Strongly Agree 5
<b>EMPLOYEE PATIENT SAFETY CULTURE INDEX</b>	<b>3.59</b>	<b>3.45</b>	<b>+0.14</b>					
If I required healthcare, I would feel safe receiving it from Alberta Health Services.	3.97	3.75	+0.22	6%	19%		41%	33%
My employer responds appropriately when workers raise concerns about physical safety.	3.71	3.52	+0.19	7%	10%	18%	34%	31%
My work environment is safe.	3.82	3.75	+0.07	8%	19%		39%	30%
I always trust my company to be fair to all employees.	3.15	2.96	+0.19	13%	17%	27%	29%	14%
Individuals involved in patient safety incidents have a quick and easy way to report what happened.	4.02	3.76	+0.26	5%	16%		41%	35%
Every week, my team has meaningful communications about improving the patient's experience.	3.08	2.85	+0.23	16%	18%	24%	26%	16%
In my area, after a serious error has occurred, we think about how it came about and how to prevent the same mistake in the future.	3.70	3.71	-0.01	6%	10%	19%	36%	28%
My team takes time to reflect on and discuss how we can make things better.	3.50	3.46	+0.04	8%	13%	23%	34%	22%
There is cooperation between my department and other departments with whom I work.	3.55	3.44	+0.11	6%	11%	26%	39%	19%
Senior management has a clear picture of the risk associated with patient care.	3.35	3.24	+0.11	12%	13%	21%	32%	21%
My supervisor is open to new ideas and suggestions.	3.62	3.53	+0.09	9%	11%	19%	32%	30%
My supervisor creates an environment that is trusting and open.	3.55	3.40	+0.15	12%	11%	19%	29%	30%