

Straight Talk

A weekly update from management on the issues that matter most

October 11, 2012

Dear Friends and Colleagues,

Linda Cavin and **Carolyn Hampton** both began their careers at NCH 45 years ago. Saturday night Linda and 400 colleagues celebrated their five-year incremental anniversaries at the Naples Beach Hotel. Everyone honored can be found on www.nchmd.org/NCHemployeebanquet2012.

We also recognized eight *Super Stars* whose compassion and selflessness helped patients, families, and colleagues in many different ways. Just one example: Unit Secretary **Sandy Mena-Chavez** emergently assisted a nurse colleague new to NCH handle a family tragedy. Sandy's inspiring story, along with those of her fellow Super Stars, are well worth viewing at (www.nchmd.org/workfiles/videos/nchsuperstars2012.wmv).

The dedication of NCH colleagues—not to mention their pride, responsibility and professionalism—were captured in the just-completed employee satisfaction survey. The survey had an all-time high participation rate of 70%—up 7% from our last survey of this kind. Kudos to Human Resources Manager **Michelle Zech** for all her competent and diligent work in preparing the organization for these excellent results.

Survey results were heartening. Our overall mean improvement increased by nearly 3%, a faster improvement than 79% of all hospitals surveyed. Compared to other Florida hospitals, NCH ranks at the 92nd percentile, and we have improved in almost every area, particularly in systems and leadership. Among the findings were the following:

- NCH showed improvement in 46 of 47 areas and experienced largest gains in *asking opinions, influencing decisions, leaders listening, and recognizing excellent performance*.
- Key strengths were recorded in *evidence of values, recognition by and approachability of direct managers, and feelings of accomplishment*.
- Key opportunities were found in *leaders listening and planning for the future, opportunities to influence decisions, and recognizing excellent performance*.
- One area in which we recorded a decrease was the perception of *fair pay*.

Department directors and leaders discussed the survey and identified “*positives*” in accountability, good communication, leadership, transparency, momentum with Mayo, bond rating, Society of Thoracic Surgeons, graduate medical education, attendance and participation increases, facility improvement, people wanting to serve, being mission-directed and improved trust at the bedside. We also brainstormed about “*challenges*” such as the need to explain current economic realities for healthcare, our nation, and our community; staffing needs, taking ownership for problems/concerns, acknowledging that change is needed, cultural issues, need to continue to integrate with NCH Healthcare Group, and accepting the inevitability of change.

We will act on the survey results and continue listening to your suggestions, particularly through *myNCH, myIDEA*.

The bottom line: Such innovations as shared governance, career ladder, “*This is My Hospital*,” and many other changes have made NCH a wonderful place to pursue a career. The employee survey and Saturday celebration provide tangible evidence that every day in so many ways our colleagues are proudly and prominently making a difference in the healthcare of our community.

Respectfully,



Allen S. Weiss, M.D., President and CEO

P.S. Feel free to share *Straight Talk* and ask anyone to email me at allen.weiss@nchmd.org to be added.