



Data not reported quarterly.  
Only annual provincial results available and reported on following  
pages.

## OBJECTIVE 9: IMPROVE OUR WORKFORCE ENGAGEMENT.

### WHY THIS IS IMPORTANT

Our People Strategy guides how we put our people first, thereby improving patient and family experiences.

An engaged workforce will promote a strong patient safety culture and advance safe work environments. We also know patient outcomes improve when our workforce is highly engaged and when they enjoy what they are doing.

Enhancing workforce engagement will contribute to achieving a culture where people feel supported, valued and able to reach their full potential

### AHS PERFORMANCE MEASURE

*AHS Workforce Engagement* is calculated as the average score of our workforce’s responses to AHS’ Our People Survey which utilizes a five-point scale, with one being “strongly disagree” and five being “strongly agree”.

### UNDERSTANDING THE MEASURE

AHS has the opportunity both to create a satisfying workplace and to deliver services in a manner that is sustainable for the future. In order to do this, it is important that AHS fully engages its people and their skills. Monitoring workforce engagement enables us to determine the effectiveness of processes/programs that support employee engagement and strengthen a patient safety culture.

The rate shows the commitment level the workforce has to AHS, their work, and their manager and co-workers. High engagement correlates with higher productivity, safe patient care and willingness to give discretionary effort at work. The higher the rate, the more employees are positive about their work.

### HOW WE ARE DOING

#### *Workforce Engagement Rate*

Annual Results: **3.46** out of 5 (2016-17 baseline year)

No target is established for 2017-18 as the Engagement Survey is performed every two years. The next survey is planned for fall 2018, with a target of 3.67.

Source: Gallup Canada

An Our People Pulse Survey was conducted in November 2017. This survey did not measure engagement, but assessed use of the 2016 Our People Survey results to identify and act on ways to improve engagement locally.

The Our People Pulse Survey asked three questions:

1. *I received feedback on the 2016 Our People Survey.*
2. *Following the 2016 Our People Survey, my team participated in an effective conversation to develop agreed-upon actions.*
3. *My group has made progress on these agreed-upon actions.*

Leaders received access to their pulse survey results within 48 hours of the survey close. Preliminary analysis suggests employees, physicians and volunteers agree they received feedback on the 2016 Our People Survey results. Questions 2 and 3 – which relate to developing and making progress on actions to improve engagement – showed the most room for improvement.

### WHAT WE ARE DOING



*AHS was recognized as one of Canada's Top 100 Employers, achieving one of its Long-Term High Performance Targets three years ahead of schedule.*

Our People Strategy’s action plan addresses priority factors influencing workforce engagement at AHS. Actions that will positively impact workforce engagement in 2017-18 include:

- Ongoing discussions and local action planning using Our People Survey and Pulse results.
- To instill a sense of pride in our people and connection to our leaders, AHS launched Five Questions in October 2017 which profiles leaders across the organization by asking them a series of personal and professional questions.
- This quarter, AHS launched a **one-stop shop** of LGBTQ (Lesbian, Gay, Bisexual, Transgender and Queer) health-related information accessible to all Albertans and AHS staff on the AHS internal and external website. These resources reflect AHS’ commitment to diversity and inclusion and empowering our people with resources they need to do their jobs and live our values every day.