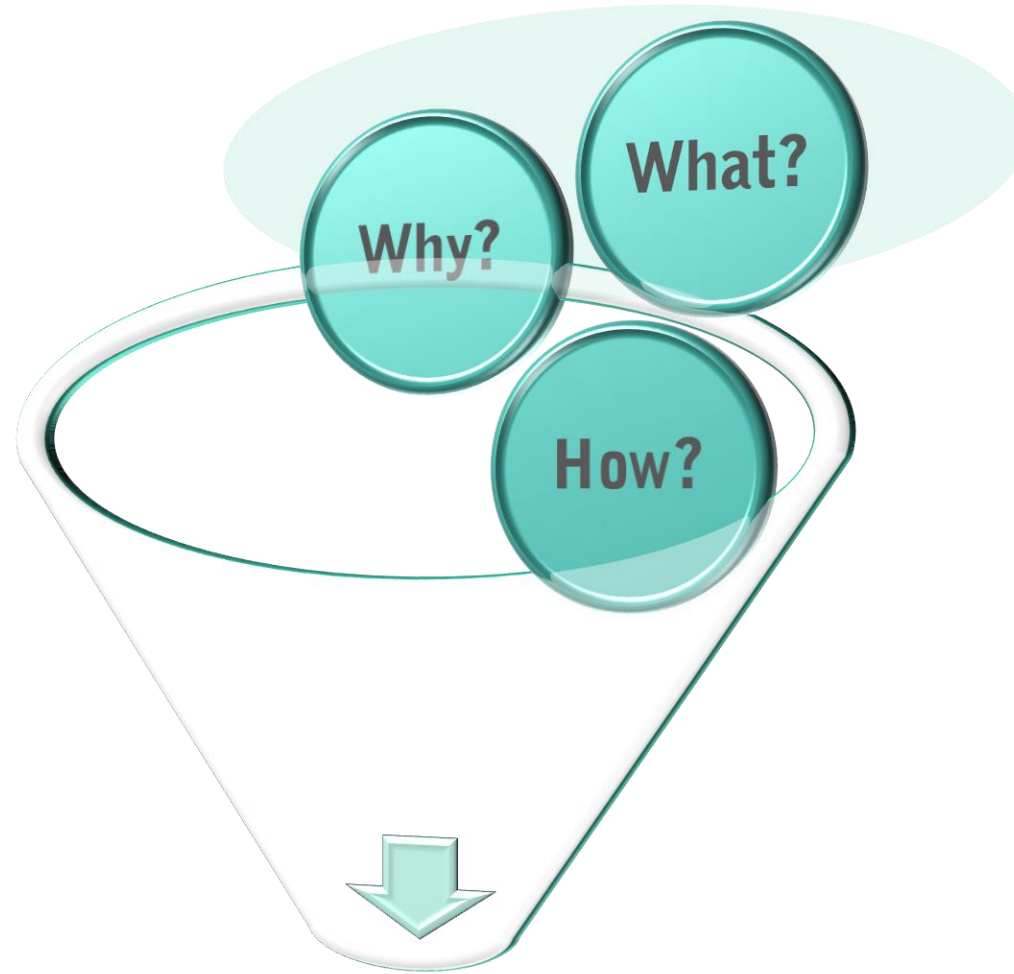




Lunch & Learn Discussion:
Employee Engagement
Action Planning

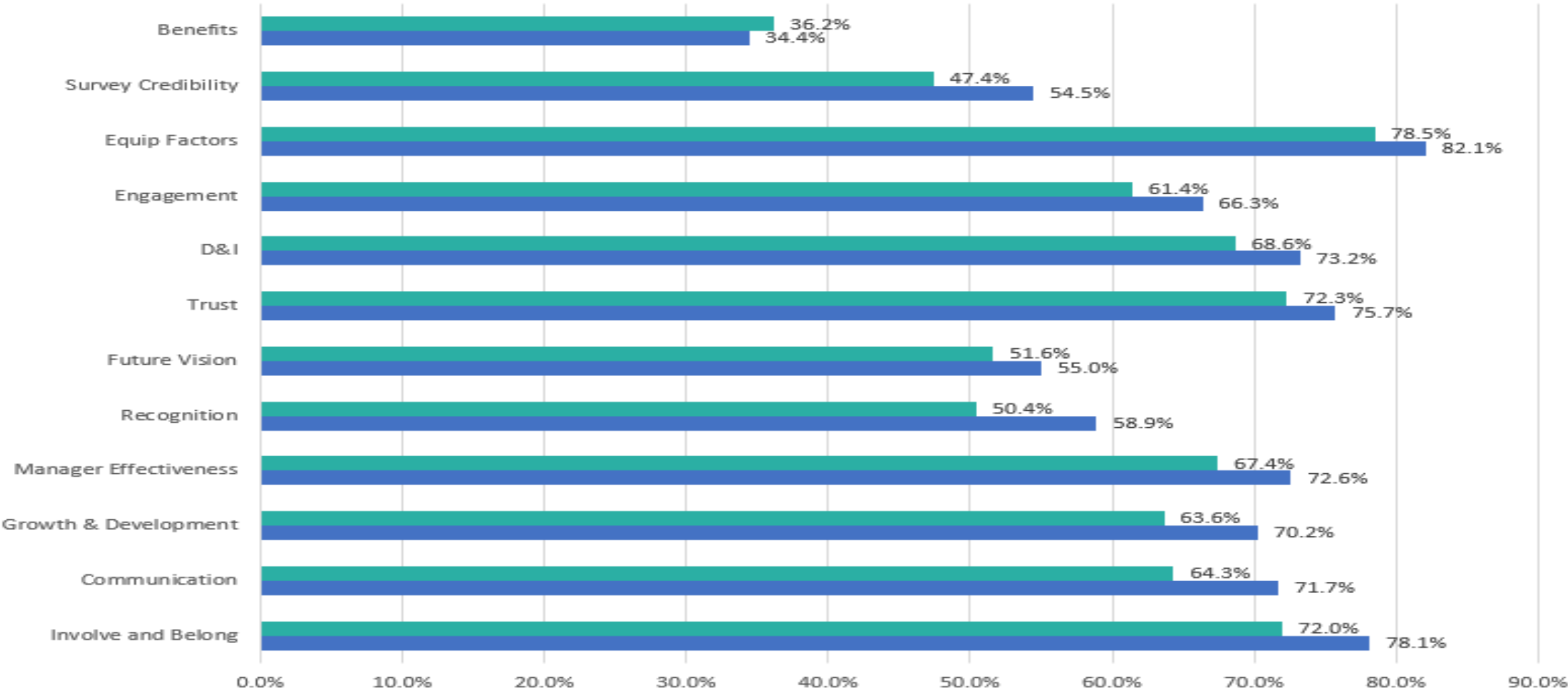




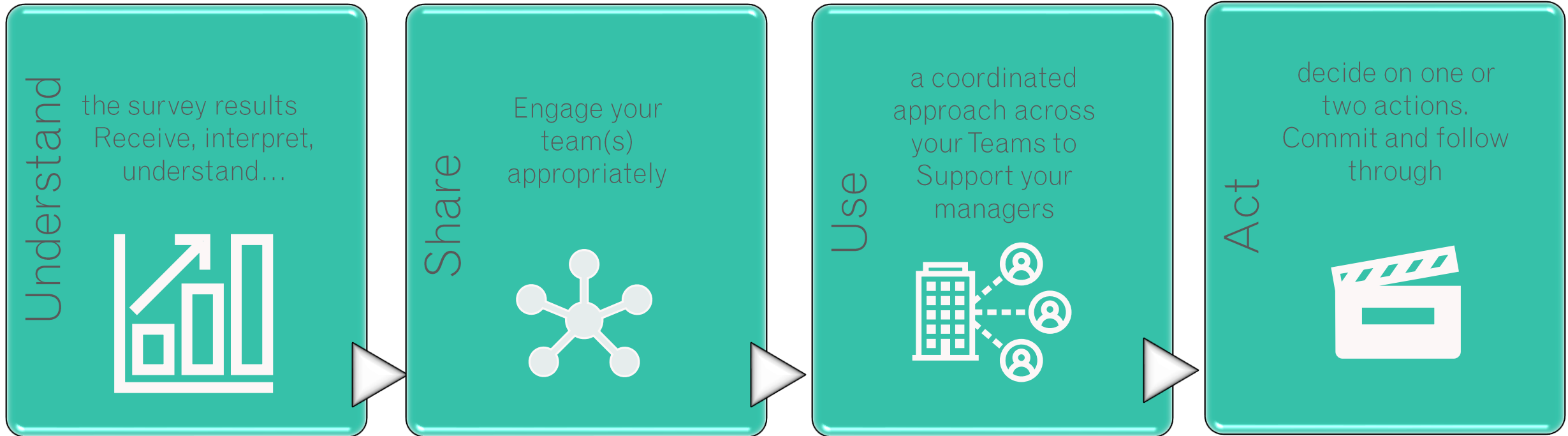
Success

2023 Engagement Survey Results- at a glance

NKC Engagement Survey Results



Your Role as a Leader



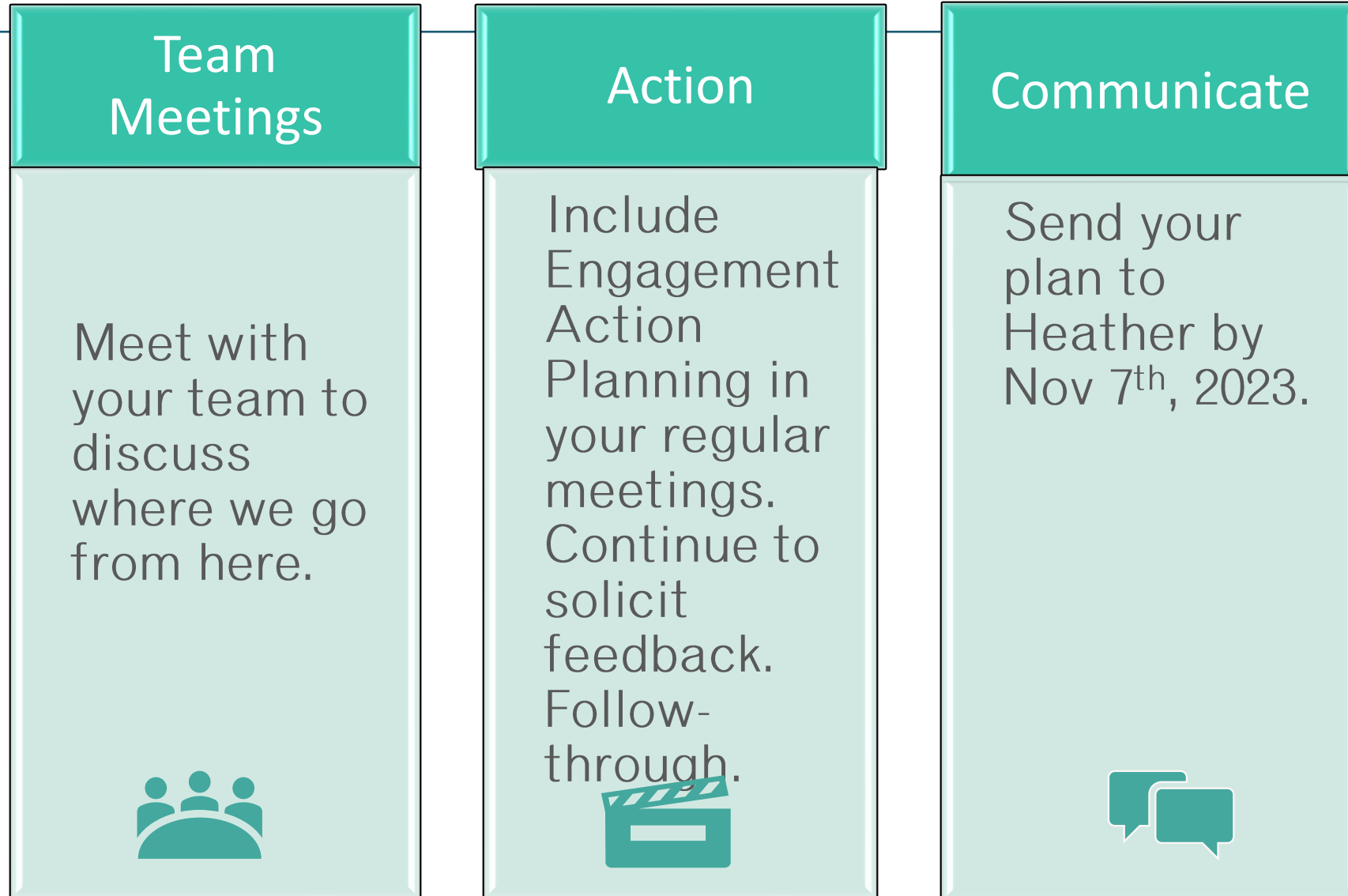
Communicate the good, the bad, and the opportunity-



- How have your teams improved?
- What still needs to improve?
- Communicate both. Acknowledge what was done well as well as what still needs improvement.
- Please share what you have learned. There are opportunities in both.
- Reminder: this is not just for clinics- This is an NKC team effort!



The Steps of Engagement Action Planning



Action Planning



FY24 Engagement Survey Action Plan

Clinic/Department:		May 2023 Engagement score:	
Manager Name:		Participation score:	
Director Name:		"I would recommend NKC as a great place to work"	Goal is 70% across NKC (previous score 67.5%)
Date:			

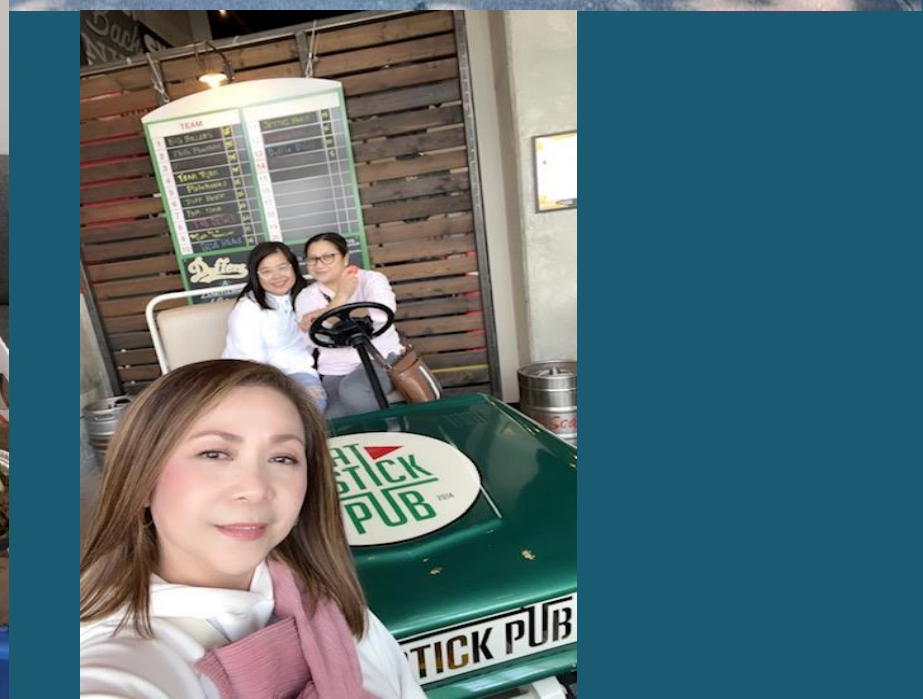
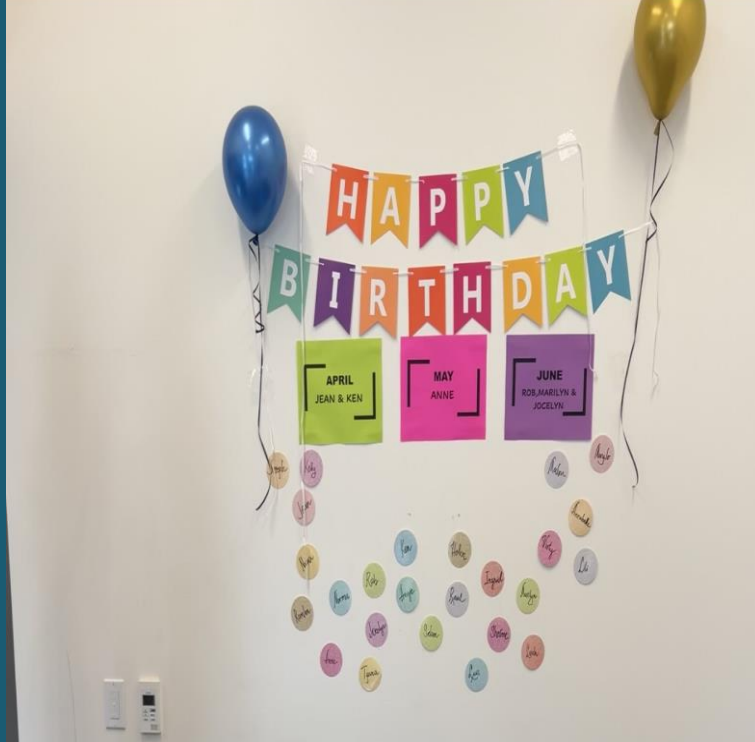
Topic	Area for Improvement (Survey Dimension)	Action Step(s)	Due Date	Responsible Person(s)	Follow Up Schedule	Results

Joseph Sutton, Auburn KC Manager- shares his approach to engagement



- The day the survey starts I start bringing up, how important their opinion is (huddles, e-mails, personal conversations).
- I encourage ALL employees to go back to school, even the RN's.
- I check in with my students and ask them how their studies are going and offer advice when I can.
- I quickly address patient behaviors and system problems, so they know they are being heard.
- I go over the survey results with 1 or 2 people at a time and ask them what matters to them. What we are doing good and what we can improve on.
- I take notes while reviewing the results, so they know I am paying attention and will create actions.
- When a position opens up in the unit, I ask all employees if they know someone who would be a good fit.
- I introduce people I am interviewing to the staff and sometimes have a staff member or 2 participate in the interview.

Kelly
Donnelson,
RBKC
Manager!





Other Action Planning reminders

1. **Involve your team in discussions, decision making, and planning**

After looking at survey results, which of the three focus areas are most important to them?

Ask open questions to encourage discussion

Listen and use their input so they have ownership in the plan

2. **Pick one or more of the priority statements for an action plan**

Need to do it and stick to it

Be consistent and come back to it in the weeks and months ahead

Refer back to the survey (so team is reminded that “positive change will happen as a result of this survey”.)

3. **Make plans that are realistic and measurable (SMART)**

Not just an exercise

Need to build a meaningful plan that you and your team can/will follow

Action Plan Example



Northwest Kidney Centers values my contribution.

Manager Version:

Make a practice of praising and promoting your employees to your leadership. Look for every opportunity to recognize members of your team in this way when earned and deserved, but aim for at least once a week, to highlight a specific employee. This will enable the leader to reinforce how much the contribution is valued. Do this in-person, when possible or when praising and promoting an employee to a leader via email, cc: the employee or provide a hardcopy via email.

Action Plan Example



Northwest Kidney Centers values my contribution.

Team Version:

Recognize fellow staff and colleagues to each other and to leadership. Take every opportunity to praise a colleague when earned and deserved, but aim for at least once a month, to highlight a specific co-worker. This will enable our manager to reinforce how much the contribution is valued. Do this in-person, when possible, post it on the team bulletin board, or cc: your colleague when sending via email.

Organizational Targets:



- Achieve increase in favorable response rate to engagement question, "I would gladly recommend NKC as a place to work for friend and colleagues I respect."
- Achieve labor costs per treatment budget target. Non-Clinical department Leaders will meet or spend less than their expense budget(s).
- Reduce Dialysis Tech turnover 8% from FY23.
- Achieve minimum or greater total performance score per the QIP





NORTHWEST

Kidney Centers