


Island Health Performance Measures

Island Health Staff Experience



Year to Date Performance	73% (2017/18)	Performance Assessment		Baseline
Island Health Target	Greater or equal to 73%	Performance cannot yet be assessed.		

What do we measure and why?

Island Health Staff Experience measures the percentage of staff who rated Island Health as a "Good," "Very Good," or "Excellent" place to work in a workplace survey.

Staff experience surveys provide us with an understanding of what it is like for staff to work in Island Health and how the work environment supports the work that staff do every day. We use the feedback to identify areas for improvement so that we can recruit, support, and retain healthy, safe, and competent staff to ensure the delivery of effective, excellent quality health care services for the people and communities served by Island Health.

What is the target?

2017/2018 was a baseline year for future target setting. Higher rates indicate improvement, but no specific future target has been set.

How are we doing?

In June 2017, Island Health staff were invited to participate in the 2017 Island Health Staff Engagement and Patient Safety Culture Survey. A total of 73% of staff surveyed indicated that they would rate the organization as a good (34%), very good (30%), or great (9%) place to work.

Since this is the initial year for staff engagement, it will serve as a baseline year and be used for future target setting.

What actions are we taking?

Reports have been prepared for Island Health leaders and managers to assess engagement and safety culture in their areas and to support quality improvement decisions.

Action plans will be developed at the local team, portfolio, geographic, and organization levels. These plans will be developed with input from a variety of groups, including the Island Health Workplace Culture Council, the Health Authority Medical Advisory Committee, and the Quality Councils.