



OREGON PRIMARY CARE ASSOCIATION

FQHC EMPLOYEE ENGAGEMENT TOOLKIT

Today's Outline

- I. Why "Employee Engagement"?
- II. Why measure and how often?
- III. Using this approach
 - I. Steps
 - II. OPCA's learning
- IV. Where are you on the roll out?
 - I. Staff conversation
 - II. Communication plan
 - III. Stay 1-2 steps ahead
- V. Dos and Donts
- VI. WARNINGS...

EMPLOYEE / STAFF ENGAGEMENT

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WHAT IS STAFF ENGAGEMENT ???

An individual's degree of positive or negative emotional attachment to their organization, their job and their colleagues (La Clinica Del Valle definition)

Employee satisfaction is the minimum entry fee that needs to be met in order for an employee to be fully engaged. *(Laura Sheffield, 2010)*

What engaged employees say...

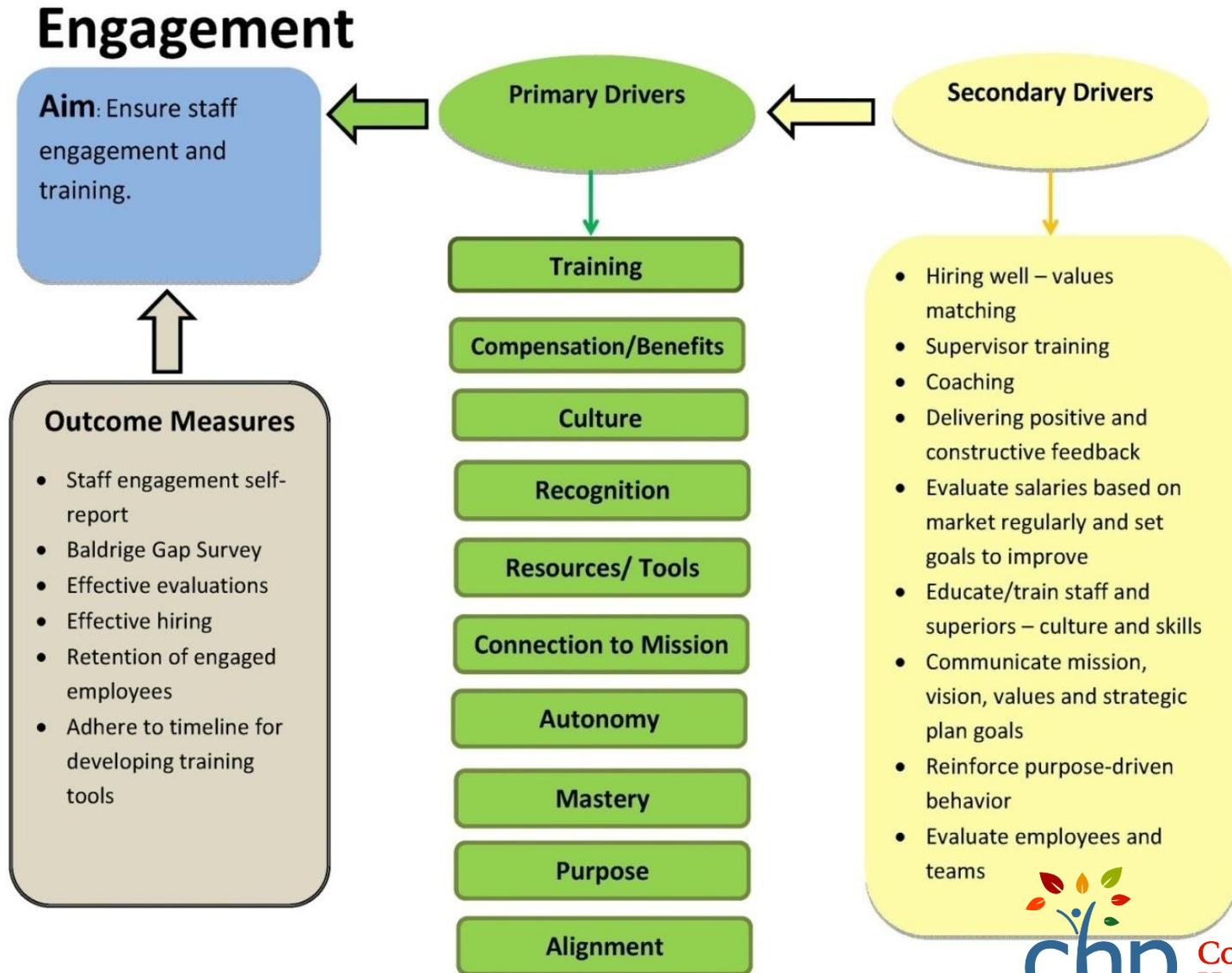
- ❑ I speak highly of this organization to my friends.
- ❑ I would be happy if my friends and family used this organization's services.
- ❑ I am proud to tell others I am
- ❑ part of this organization.
- ❑ This organization really inspires the very best of me in the way of job performance.
- ❑ I find that my values and the organization's are very similar.
- ❑ I try to help others in this organization whenever I can.
- ❑ I always do more than is actually required



Engaged Employees Want

- ❑ Involvement in decision making
- ❑ Ability to voice their ideas, and have managers listen to these views, and value their contributions
- ❑ To develop their own jobs and get better at something that matters
- ❑ To know that the organization is concerned for their health and wellbeing
- ❑ To experience profound purpose in the work and know the importance of their role.
- ❑ To be in service to something larger than themselves

What Creates Great Engagement?



Various Ways to Measure

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Quick Form - Staff Engagement Surveys

Frequency – quarterly or monthly

Data –focused

Time required – 1-4 hours

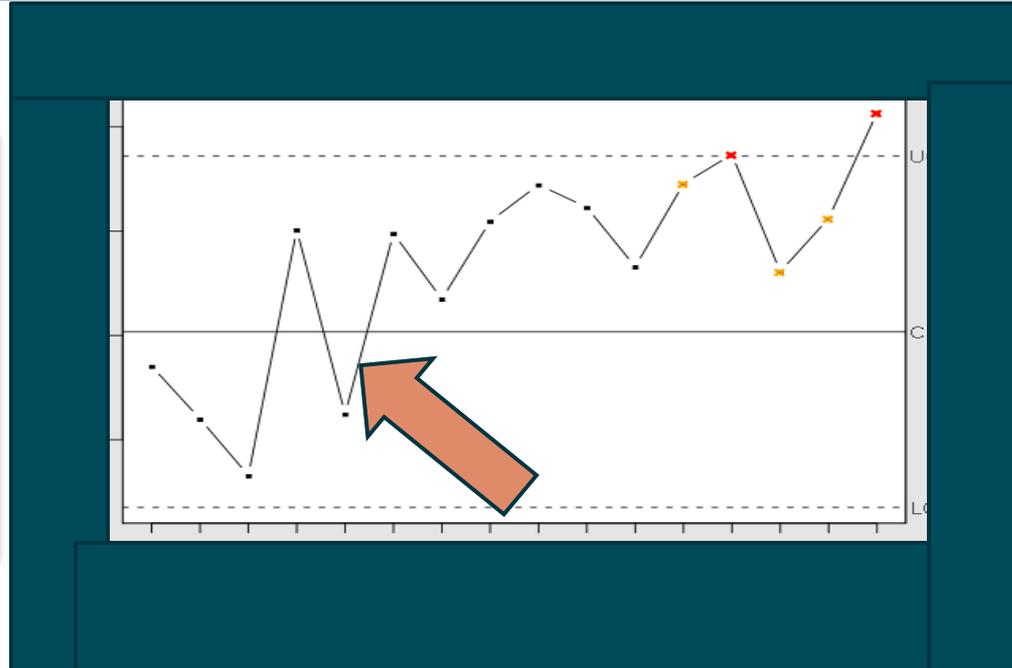
Use – ongoing quick check in with actionable data

(Can be on key focus areas if you choose)

As you continue, and YOU Definitely will want to,
there are more options

Sharing the Information...

1. Plot Data
2. Post in front of staff
3. Share comments
4. Make changes...



EXCEPTIONS

- This is a great place to work
- We don't hear enough about our organization's plans
- Should pay more
- I would recommend this place to all my friends and family

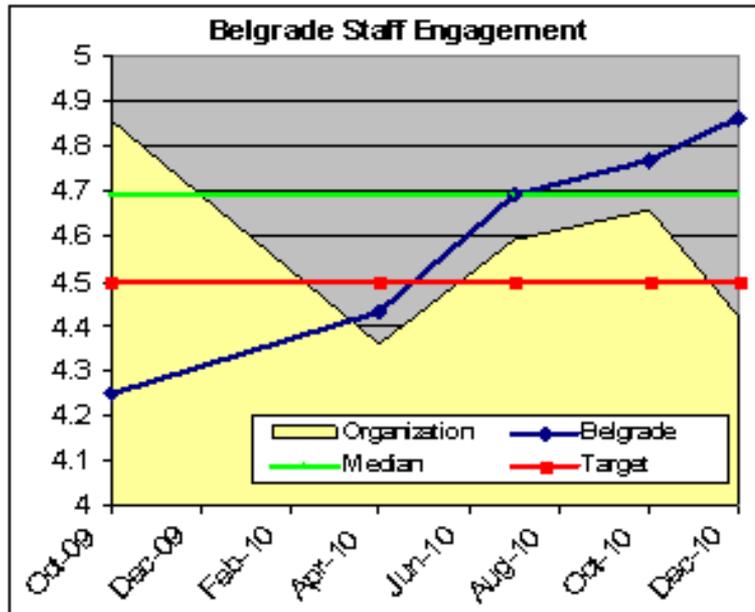
OPCA's Learning

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- OPCA's path thus far
 - Staff meeting
 - Definition
 - Biweekly survey through Survey Monkey
 - Roles of receiving and posting
 - Posting what?



Frequent, Focus Staff Engagement Measures



- Quarterly?
- Distribute?
- Captive response?
- Quick turnaround
- Share transparently
 - ▣ Plot over time?
- Form committee for action?

Now, your thoughts and plans?

WHEN?

WHO?

HOW?

SHARING findings?

**FOLLOW UP Plan?
Communicated?**



Dos and Don'ts

DO

- Do it
- Learn and be OK with stumbling
- Share well (and OK to edit if very tough info)
- Form a committee
- Ask staff how to improve the process
- Make it yours

Don't

- Let too much time lapse between survey and sharing results
- Let too much time lapse between sharing and action...even very little steps
- Stop sharing where you are in the process...avoid the "deaf ears" syndrome

Next Steps

- Just do it.....
- Learn as you go
- Bring staff into learning and confusion
- Keep on learning, sharing, and improving