

**CARE TO COMPARE REPORT CARD:
EMPLOYEE SURVEY RESULTS 2008**

At Unity Health System, our employees are our most valued and valuable resource.

Each day, the people of Unity strive to provide the best possible health care experience to each person we serve. While our services and facilities are first-

rate, it's the human element that truly makes the difference.

As we strive to be Rochester's health care employer of choice, it is

important to measure employee opinions about aspects of working at Unity and about our organization as a whole.

The Employee Survey

An employee opinion survey was conducted at Unity in May 2008. A total of 3,439 employees - representing full-time, part-time, and per diem staff, completed the

survey — a 66% response rate.

The overall results were quite positive! In general, Unity employees report a high degree of job satisfaction. In many areas, Unity people are more satisfied than employees working in other health care systems. (We're able to compare our results to 211 other health systems around the country, representing over 300,000 employees.)

The survey contained 26 questions asking for opinions about the following areas:

- Job satisfaction
- Reward and recognition
- Senior leadership
- Manager and supervisor responsiveness
- Customer service and patient care
- Employee engagement and loyalty



Despite our good scores, employees also had suggestions when asked what Unity could do to improve job satisfaction.

Making Unity an even better place to work

Every department manager received department-specific results to share with staff members. Using the data in employee review and feedback sessions, each department has identified areas for improvement and developed action plans.

The senior leadership team has also developed action plans to address System-wide issues identified for improvement. A follow-up survey will be conducted in 2009 to assess our progress.

78% of Unity employees said they would recommend Unity as a good place to work — well above the industry average of 70%.

The charts below show Unity Health System’s employee survey results in four key areas. Each chart lists the specific question, then Unity’s percentile rank; the average for 211 health systems we’re able to compare ourselves to; and the Top 16 of those health systems.

	Unity Health System Percentile Rank	Health Care Industry Average (211 organizations)	“Employer of Choice” Average (Top 16)
Satisfaction & Loyalty Index			
• I am satisfied with my job.	70.0%	72.5%	79.2%
• I would recommend Unity as a good place to work.	78.0%	70.3%	79.9%
Leadership Index			
• I have confidence in Unity’s senior leadership team.	74.8%	63.1%	75.5%
	Unity Health System Percentile Rank	Health Care Industry Average (211 organizations)	“Employer of Choice” Average (Top 16)
Management Index			
• My immediate supervisor is open to suggestions.	81.1%	72.3%	78.3%
	Unity Health System Percentile Rank	Health Care Industry Average (211 organizations)	“Employer of Choice” Average (Top 16)
Patient Care Index			
• Unity emphasizes delivering the best care for its patients.	72.5%	70.9%	83.4%

For more information, please visit:
www.unityhealth.org/jobs

