

# Spectrum Health

Clinical Nurse Specialists-N011XE

Current Data

**1st Unit: Clinical Nurse Specialists-N011XE**

Past Data

**1st Unit: SHGR: Clinical Nurse Specialists-N011XE**



## Employee Engagement Results

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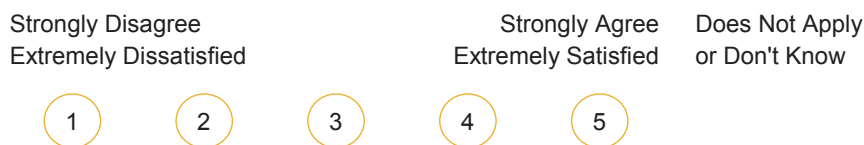
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## Introduction

The following pages provide a summary of employee responses to the Gallup Q<sup>12</sup> Survey. The first 13 items reflect Gallup's standard items; any remaining items are unique to your company. The survey statements were rated on a scale which required a response from among six response categories:



The statement or dimension averages are based on a 5-point scale, with "1" being the lowest possible average and "5" being the highest average. "Does Not Apply" or "Don't Know" responses are not scored. Your workgroup is compared to other parts of your company. Note the following definitions:

### Gallup Q<sup>12</sup>®

The 12 items that Gallup has consistently found measure the aspects of Employee Engagement that link to business outcomes

### GrandMean

The average, on a 5-point scale, across Gallup Q<sup>12</sup> items

### Gallup Healthcare 50th Percentile

The score in Gallup's Overall Database (2012-2014) above which 50% of all healthcare workgroups scored

### Gallup Healthcare 75th Percentile

The score in Gallup's Overall Database (2012-2014) above which 25% of all healthcare workgroups scored

### Percentiles

The percentile rankings shown on this scorecard are compared with other teams from other companies in Gallup's database. A percentile ranking indicates how many scores were achieved above and below your score. For example, if your percentile score is 60, your score is higher than 60% of all other scores and lower than 40% of all other scores. Percentile rankings of 75 and above are considered world class when compared with the Gallup database.

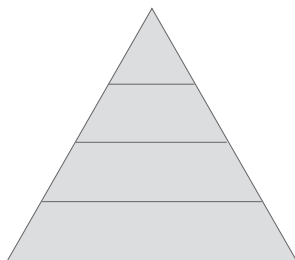
# Spectrum Health

Clinical Nurse Specialists-N011XE

## Summary of Q<sup>12</sup><sup>®</sup> Results

1st Unit: Clinical Nurse Specialists-N011XE		1st Unit		Comparison	
		Now	Past	Gallup Healthcare 50th %	75th %
Total n: 11	Response Rate: 79%				
<b>GrandMean</b> Mean (Average) Score		<b>3.69</b>	<b>4.07</b>	<b>4.13</b>	<b>4.46</b>
<b>Overall Satisfaction</b> Top Box (% 5)		<b>9%</b>	<b>43%</b>	<b>36%</b>	<b>57%</b>
Gallup Q <sup>12</sup> <sup>®</sup> Top Box (% 5)					
	Learn & grow	<b>36</b>	<b>64</b>	50	70
	Progress	<b>45</b>	<b>43</b>	53	73
	Best friend	<b>18</b>	<b>36</b>	43	63
	Employees committed to quality	<b>36</b>	<b>50</b>	50	67
	Mission/Purpose	<b>27</b>	<b>43</b>	50	70
	Opinions count	<b>27</b>	<b>50</b>	36	56
	Development	<b>18</b>	<b>57</b>	46	67
	Cares about me	<b>18</b>	<b>50</b>	59	77
	Recognition	<b>9</b>	<b>29</b>	42	61
	Opportunity to do best	<b>9</b>	<b>43</b>	50	67
	Have materials & equipment	<b>27</b>	<b>46</b>	43	64
	Know what's expected	<b>27</b>	<b>43</b>	67	80

### Engagement Scores




How can we grow?	<b>41</b>	<b>54</b>	52	72
<b>Do I belong?</b>	<b>27</b>	<b>45</b>	45	64
<b>What do I give?</b>	<b>14</b>	<b>45</b>	49	68
<b>What do I get?</b>	<b>27</b>	<b>45</b>	55	72

• Item data not shown if n < 5. Workgroup data not shown to protect confidentiality.

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## Gallup Item Details

Overall Satisfaction and Gallup Q <sup>12</sup> ® Items	Sample Size	Ext. Dissatisfied Strongly Disagree			Ext. Satisfied Strongly Agree		Mean (Average) Score		
		% 1	% 2	% 3	% 4	% 5	Now	Past	
Overall Satisfaction									
Q00. How satisfied are you with your organization as a place to work?	11	9	0	36	45	9	 3.45	↓ 4.00	
Gallup Q <sup>12</sup> ® Items									
Get	Q01. I know what is expected of me at work.	11	0	9	9	55	27	 4.00	↓ 4.36
	Q02. I have the materials and equipment I need to do my work right.	11	9	0	18	45	27	 3.82	↓ 4.31
Give	Q03. At work, I have the opportunity to do what I do best every day.	11	9	0	36	45	9	 3.45	↓ 3.79
	Q04. In the last seven days, I have received recognition or praise for doing good work.	11	18	36	9	27	9	 2.73	↓ 3.50
	Q05. My supervisor, or someone at work, seems to care about me as a person.	11	9	9	9	55	18	 3.64	↓ 4.29
	Q06. There is someone at work who encourages my development.	11	9	18	9	45	18	 3.45	↓ 4.21

■ GM=3.69, 1st Unit: Clinical Nurse Specialists-N011XE

• Item data % 1 - % 4 not shown when n &lt; 10, % 5 and means when n &lt; 5. Workgroup data not shown to protect confidentiality.

↑↓ Meaningful growth or decline (0.20 mean change)

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Gallup Q<sup>12</sup>® Items (Continued)

Gallup Q <sup>12</sup> ® Items	Sample Size	Strongly Disagree			Strongly Agree		Mean (Average) Score Now	Past	
		% 1	% 2	% 3	% 4	% 5			
Belong	Q07. At work, my opinions seem to count.	11	0	9	18	45	27	 3.91	↓ 4.21
	Q08. The mission or purpose of my organization makes me feel my job is important.	11	9	18	18	27	27	 3.45	↓ 3.93
	Q09. My associates or fellow employees are committed to doing quality work.	11	0	9	9	45	36	 4.09	↓ 4.36
	Q10. I have a best friend at work.	11	9	0	0	73	18	 3.91	3.79
Grow	Q11. In the last six months, someone at work has talked to me about my progress.	11	9	9	0	36	45	 4.00	↑ 3.79
	Q12. This last year, I have had opportunities at work to learn and grow.	11	18	0	0	45	36	 3.82	↓ 4.29

■ GM=3.69, 1st Unit: Clinical Nurse Specialists-N011XE

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## Client-Specific Item Details

Client-Specific Items	Sample Size	Strongly Disagree					Strongly Agree		Mean (Average) Score	
		% 1	% 2	% 3	% 4	% 5	Now	Past		
<b>C01.</b> I would recommend this organization as a good place to work.	11	0	9	18	55	18	 3.82	↓	4.21	
<b>C02.</b> I would recommend Spectrum Health to friends and family who need health services.	11	0	9	18	45	27	 3.91	↓	4.36	

### ■ 1st Unit: Clinical Nurse Specialists-N011XE

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↑↓ Meaningful growth or decline (0.20 mean change)

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