

# Laguna Honda 2016 Employee Satisfaction Survey

For the Joint Conference Committee  
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Regina Gomez, RN  
Quality Management Director

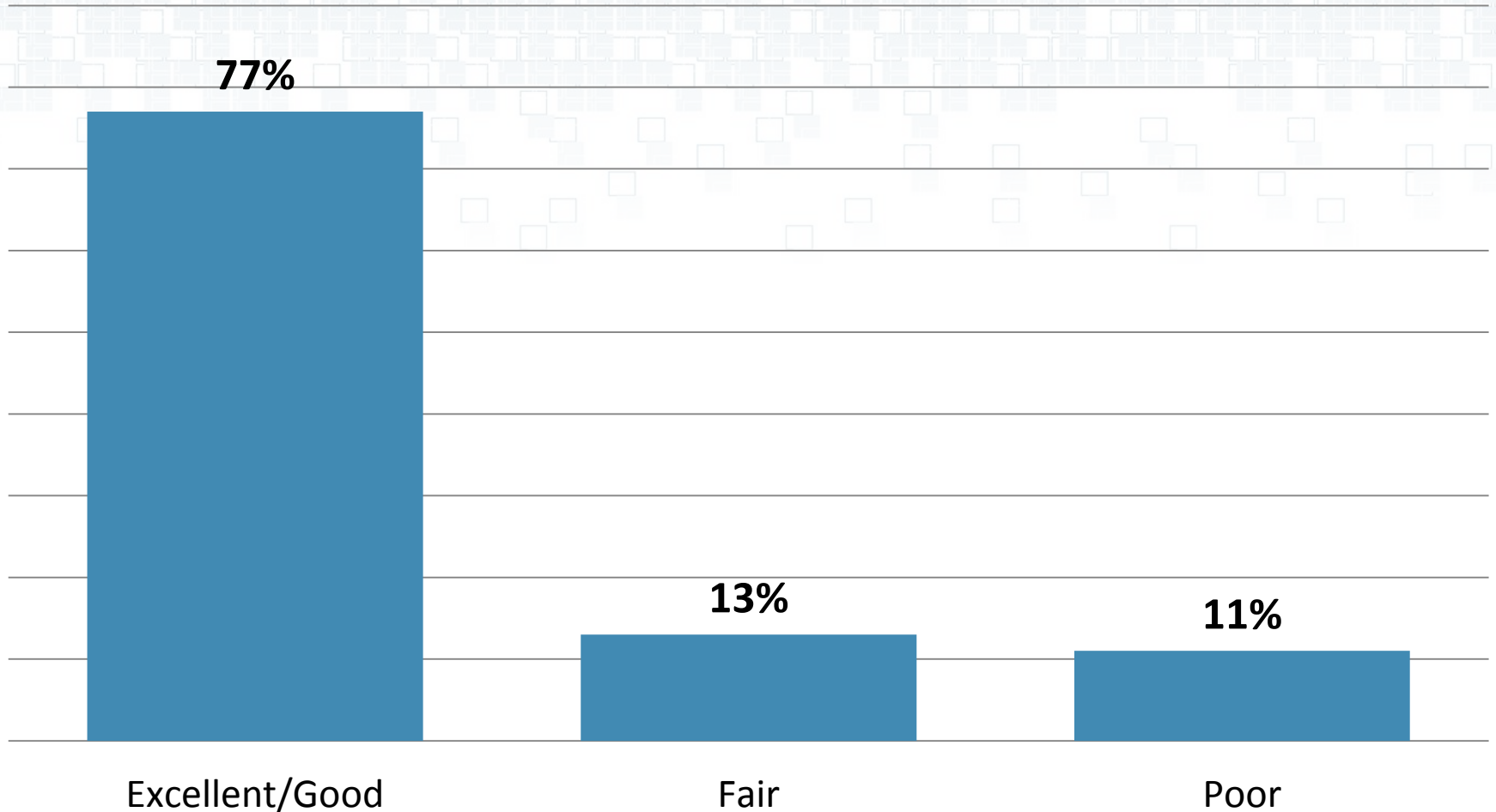
# Survey Overview

- Employee satisfaction survey
  - Tracking survey, baseline conducted in 2014
  - Identify why satisfied/dissatisfied
- Questionnaires distributed by department
- Option to complete online or paper survey
- Dates of fieldwork: February/March 2016
- Questionnaires returned to Corey, Canapary & Galanis Research in San Francisco

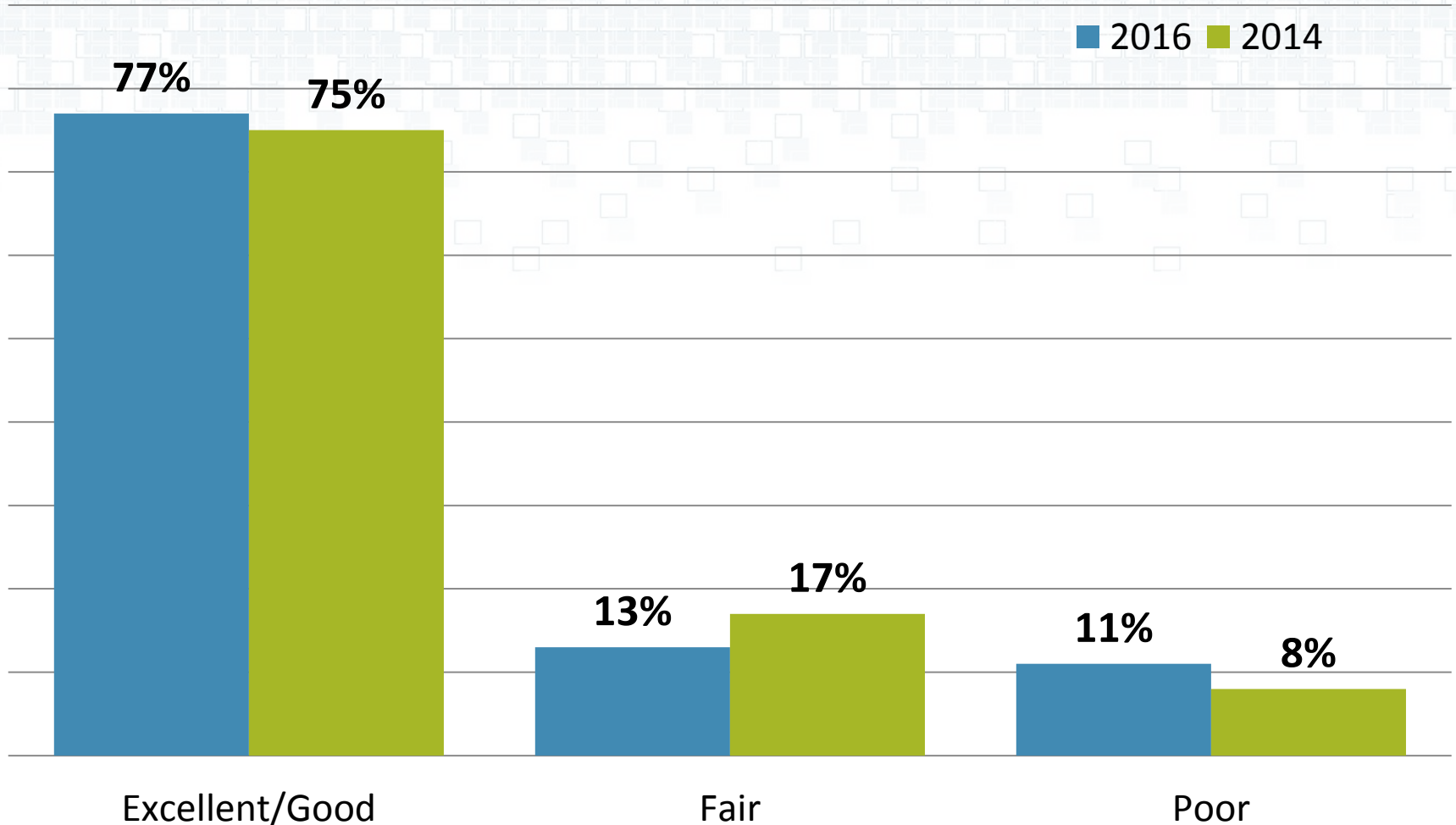
# Sample Size and Response Rate

- Sample size: 1,293
  - 608 collection boxes at Laguna Honda or mailed to CC&G
  - 685 online
- Response rate: 77%
  - Very high for a survey of this type
  - Representation from cross section of employees and departments

# Overall Satisfaction



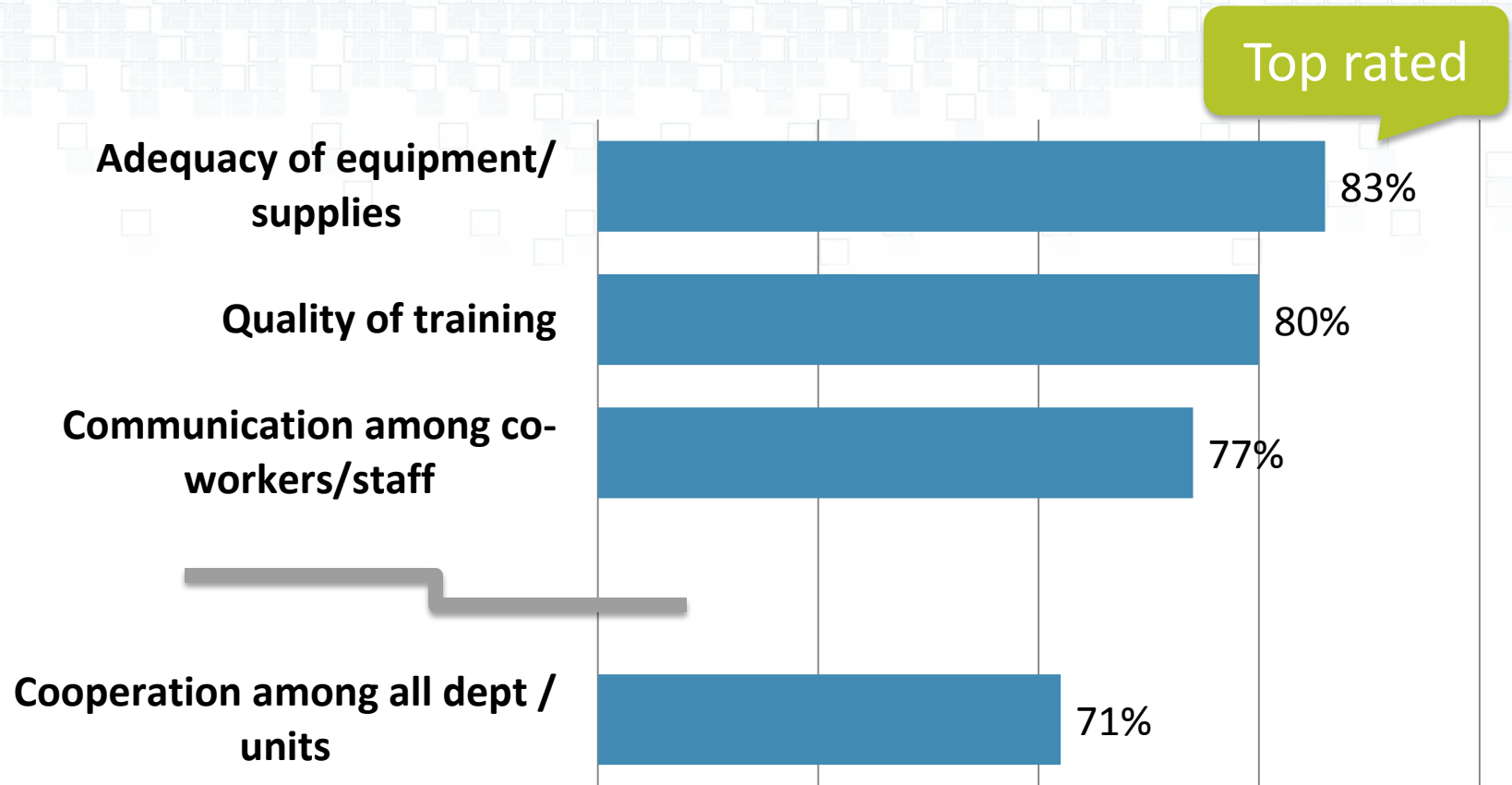
# Overall Satisfaction



# Reasons for Overall Rating

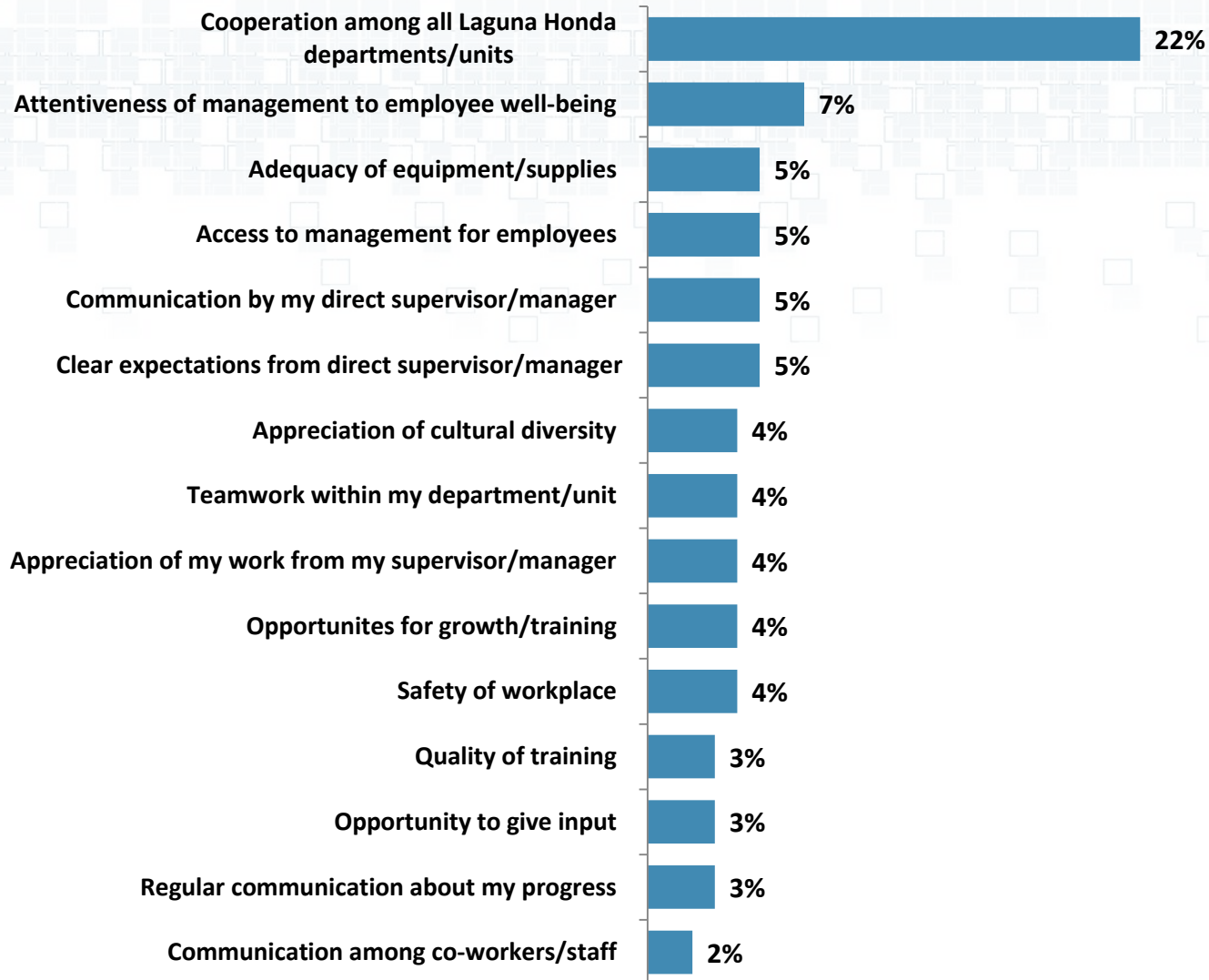
- Excellent/Good Rating - Reasons
  - Feel like part of a team
  - Enjoy working at Laguna Honda / good place to work
  - Supportive / professional supervisors
- Fair/Poor Rating - Reasons
  - Atmosphere of favoritism/inconsistent standards
  - Management/supervisors are unprofessional / do not show leadership
  - Feedback/suggestions ignored / no support

# Job Satisfaction Attributes



# Job Satisfaction Attributes –

Difference between excellent or good rating 2016 vs 2014

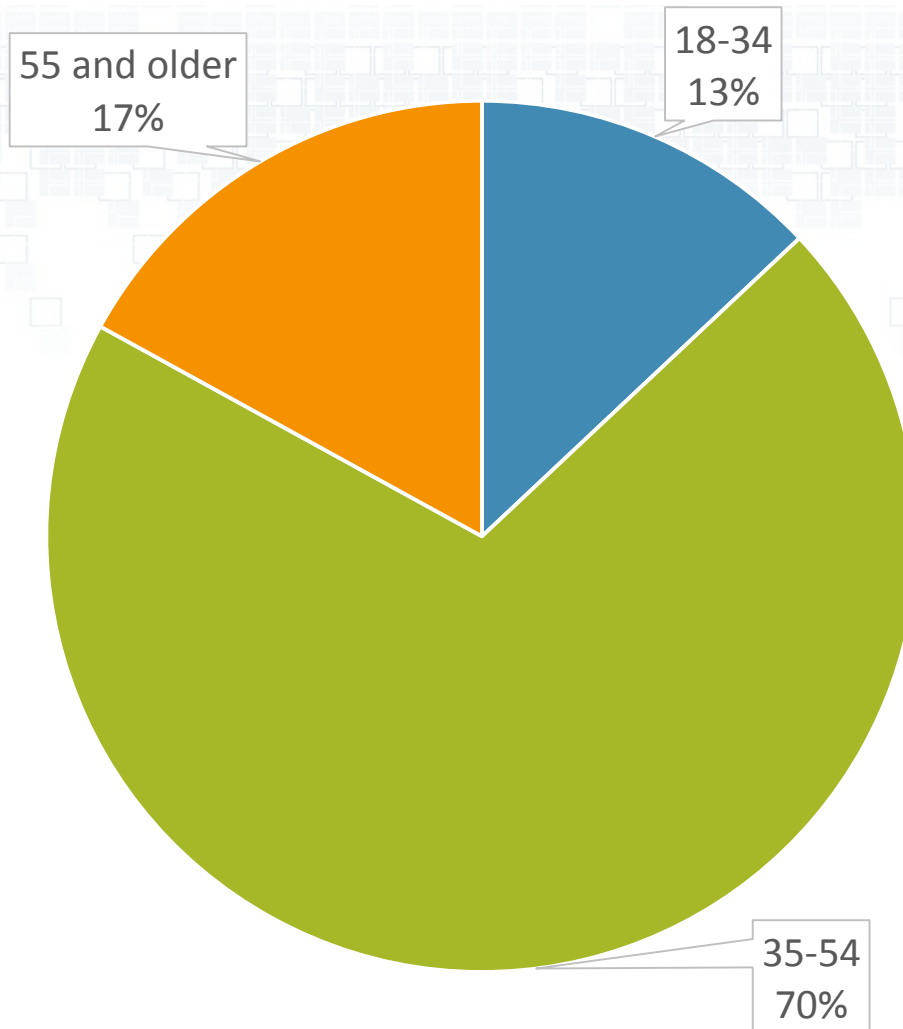




## Key Improvements to Focus On



# Demographics - Age



# Demographics - General

- 68% of respondents are female, 22% male, <1% transgender and 11% declined to state.
- 91% of respondents work full time, 6% as needed, 2% part time and 1% declined to state.
- Participation from new hires and long time employees (average tenure = 9 years).

# Departments Surveyed

CNA/PCA/HHA  
RN/LVN  
Nursing–Admin/Other  
Accounting  
Activity Therapy  
Administration  
Admissions & Eligibility  
Billing  
Clinical Support (Lab, XRay, Resp Tx)  
Clinical Nutrition  
Environmental Services  
Facility Services  
Food Services  
Health at Home

Health Information Services  
Human Resources/Payroll  
Information Technology  
Materials Mgmt/Central Supply  
Patient Financial Services  
Pharmacy  
Physician/Provider  
Primary Care Telephone Communication  
Quality Management  
Rehabilitation Services  
Sheriff  
Social Services  
Transitions  
Other

# Next Steps

