



Quest Community Health Centre

Organizational Culture/Staff Engagement Survey: Summary April 26th, 2018

As part of the Strategic Plan for 2015-18, a Strategic Direction addresses Organizational Capacity. A specific target related to that Strategic Direction focuses on fostering and maintaining a healthy workplace and a positive, supportive and respectful organizational culture. To help achieve this target staff agreed that it would be useful to implement another Staff Engagement Survey to help inform and better understand a variety of work and organizational considerations at Quest including our work environment, workplace stress, and team functioning.

Metrics@Work was engaged for this purpose. A Staff Advisory Committee was established to guide the development and implementation of the survey. The response rate to the survey was 100%. The model of engagement is based on how employee feels about job engagement and organizational engagement on three categories; Job Drivers (e.g. workload, resources); Work Area Drivers (e.g. communication with your team, co-worker relations) and Organizational Drivers (employee involvement; satisfaction with Management Practices). Information was analyzed from a staff, team, and organization perspective. Quest results were compared with 170 other Canadian Organizations using the Metrics@Works data base.

Quest's average score results were higher than 75% in all categories; this indicated that the average response to the questions were within the "agree" or "strongly agree" range. In response to the survey outcomes and ideas to address, Quest Staff have participated mindfulness workshops / and a workshop focused on strategies for self care. Staff Work Groups have also been established to address operational issues and are reporting back at monthly staff meetings.