



Staff Engagement

Critical Access Hospital
Quality Improvement
Bootcamp
2023





Learning Objectives

Identify levels of staff engagement

Discuss importance of staff engagement

Identify techniques and strategies to engage staff

What is staff engagement?

- + "...level of enthusiasm and dedication a worker feels towards their jobs."
- + "...display a commitment to a company's values and goals."
- + "...the strength of the mental and emotional connection employees feel toward the work they do, their teams, and their organization."
- + ..."deep, long-term connection to the organization."

Levels of Staff Engagement



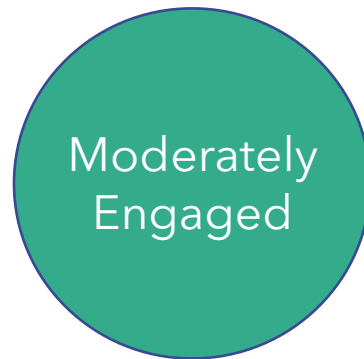
Highly
Engaged

Intend to stay long
term

Collaborative

Positive

"brand advocates"

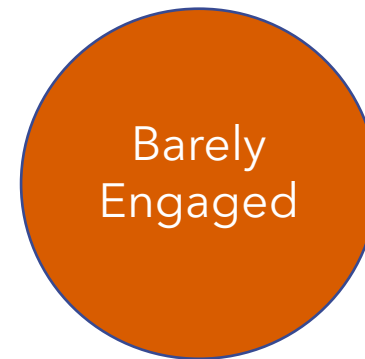


Moderately
Engaged

See opportunities
for improvement

Something holding
them back

Hesitant to accept
responsibly



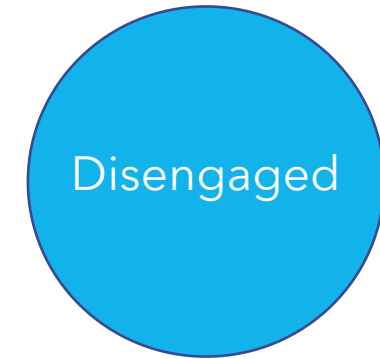
Barely
Engaged

Indifferent

At-risk behavior

Lack motivation

High risk for
turnover



Disengaged

Disruptive

Negative

Disconnected
from
mission/vision

Employee engagement is not:

Employee happiness

Employee satisfaction

Employee wellbeing

Drivers of employee engagement

Job

- + Utilize strengths
- + Interesting and challenging
- + Information and resources needed



Leadership

- + Trust to lead the organization
- + Value people as their most important resource
- + Demonstrate integrity



Organization

- + My opinions count
- + Professional growth and career development
- + Recognition for contribution
- + Believe organization will be successful



Why is employee engagement so important?





Strategies to engage staff



Uphold core values



Provide opportunities for growth



Promote from within



Recognition



Hold employees and leadership accountable



Create space for honest feedback



Assess

Strategies to engage staff in Quality and Process Improvement

- + Build relationships and trust
- + Transparency
- + Encourage feedback and suggestions - and then follow up!
- + Psychological safety
- + Training and education





THANK
you



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