


## Percentile Ranking Interpretation

The Percentile Ranking Report rates the individual item scores against National norms and gives a side by side comparison to EOC Averages, which is made up of top quartile performers who have earned EOC designation.

		Question	ABC Hospital System	Percentile Rank	EOC Average (top quartile)	Healthcare Average
1	Retention of Staff is recognized as a critical issue by senior leadership.	55.3	33.6%	69.5	59.9	
2	Senior leadership is actively engaged in initiatives designed to address retention issues.	61.8	67.7%	69.4	58.8	
3	Recruitment of staff is recognized as a critical issue by senior leadership.	66.8	59.8%	72.5	65.0	
4	Our senior leadership leads by example.	64.0	66.4%	70.1	61.0	
5	I have confidence in our organization's leadership.	67.3	63.1%	73.8	64.6	
6	My manager or immediate supervisor is effective at retaining good staff.	72.5	74.6%	74.9	67.5	
7	In my department, employees are treated fairly.	62.3	41.4%	71.6	64.4	
8	There are enough staff in my department to do the work.	54.8	70.1%	61.6	52.6	

75 - 100% Percentile Rank
50 - 74% Percentile Rank
0 - 49% Percentile Rank

Healthcare Average: scores that are drawn from SPI's Statistically valid database

EOC Average: average of Employer of Choice winners

Your organization's average: 100-pt. scale

Question		ABC Summer 2006	% Rank	ABC BPA	% Rank	ABC Winter 2005	% Rank	ABC Fall 2005	% Rank	ABC Summer 2005	% Rank	ABC BPA	% Rank	ABC Fall 2004	% Rank	ABC BPA	% Rank	EOC Average	Healthcare Average
		06'	06'	06'	06'	05'	05'	05'	05'	05'	05'	05'	05'	04'	04'	04'	04'	06'	06'
2	My manager or immediate supervisor is effective at retaining good staff.	72.99	78.0%	69.33	63.4%							66.02	49.4%			66.65	51.1%	74.9	67.5
3	In my department, communications between staff are open and professional.	72.76	83.3%	67.41	63.2%	72.0	81.3%	72.8	83.3%	71.6	80.2%	65.26	50.7%	69.9	73.6%	63.83	40.4%	72.8	65.2
4	Changes at the department level have been made as a result of input from staff.	67.98	91.9%	62.36	79.6%							56.26	48.4%			54.65	36.0%	68.1	57.2
5	Suggestions about ways to improve patient care are recognized.	72.29	74.2%	68.55	54.3%							63.55	26.0%			64.20	31.3%	78.3	68.1
6	I receive market-competitive wages.	54.44	66.1%	49.44	49.3%							47.19	32.0%			44.10	17.7%	56.9	50.9
8	Our senior leadership leads by example(Corporate VPs)	68.49	82.0%	62.38	61.4%	64.9	71.1%	64.5	68.2%	62.5	62.3%	57.94	40.4%	67.1	78.8%	61.90	58.8%	70.1	61.0
9	Our senior leadership leads by example(Facility or Division VP/Admin)	70.74	84.3%	64.53	68.9%	68.6	82.6%	67.2	79.3%	65.6	73.5%	60.19	52.8%			61.90	58.8%	70.1	61.0
10	Staff are expected to demonstrate personal accountability.	75.99	44.6%	74.14	20.6%							73.27	19.1%			73.79	19.7%	82.9	76.6
13	When significant changes occur at our organization, care is taken to ensure that all staff understand the reasons for the change.	66.98	82.9%	63.32	67.0%	60.7	60.7%	62.8	66.7%	63.2	66.9%	58.03	42.8%	59.0	52.4%	58.56	51.1%	71.6	60.3
14	Our patient's well-being is a priority over our organization's financial or procedural concerns.	70.80	59.2%	65.80	40.6%	65.9	40.9%	69.2	52.6%	66.3	42.4%	59.44	14.3%	66.0	41.7%	63.66	27.9%	77.7	68.8
15	I receive market-competitive benefits.	51.64	24.5%	51.11	22.2%							47.26	11.8%			45.28	9.8%	64.3	56.9
17	I have confidence in our organization's leadership.(Corporate VPs)	70.46	75.2%	65.52	56.7%	66.0	58.5%	65.3	55.7%	64.1	52.2%	59.52	35.6%	66.0	58.4%	64.72	54.3%	73.8	64.6
18	I have confidence in our organization's leadership.(Facility or Division VP/Admin)	71.01	77.7%	67.50	64.3%	68.7	70.0%	69.3	71.6%	67.6	65.5%	61.34	42.2%			64.72	54.3%	73.8	64.6
19	My manager or immediate supervisor seems to care about me as a person.	78.71	75.5%	75.52	63.1%	77.0	68.9%	79.9	78.8%	77.4	70.1%	72.16	38.1%	75.3	59.0%	72.01	36.8%	78.9	74.8
20	I would recommend my organization to friends as a good place to work.	72.63	52.6%	67.39	30.1%	69.2	38.5%	70.1	43.4%	68.9	38.2%	61.34	10.5%	65.9	22.2%	64.75	18.1%	80.3	72.6
21	When changes are made in my department, staff are involved in the change process.	67.77	82.9%	62.33	69.3%	62.8	71.7%	64.5	76.8%	63.6	73.6%	56.60	42.2%	57.3	45.6%	55.54	36.2%	68.6	59.4
23	Physicians treat staff in a respectful manner.	71.45	89.7%	65.99	73.2%	68.1	82.5%	68.6	83.6%	66.9	78.1%	63.20	65.0%	67.2	79.3%	64.61	69.3%	66.5	61.7
25	My manager or immediate supervisor has helped me create a career plan.	59.10	81.4%	56.12	76.3%	58.5	81.2%	59.1	81.4%			51.17	59.3%			45.29	29.8%	56.4	51.7
27	My manager or immediate supervisor is receptive to staff suggestions.	75.40	83.2%	71.09	52.4%	72.7	65.2%	76.4	85.8%	74.2	78.1%	68.01	23.5%	72.2	63.2%	67.49	22.4%	77.2	71.0
28	The quality of patient care services are never compromised due to insufficient staffing	59.79	64.4%	51.55	34.6%							47.23	14.1%			55.43	48.1%	67.4	56.7
32	I see my profession in a positive light and encourage others to consider it as a career.	74.01	91.7%	69.96	69.6%							67.06	57.4%			66.36	52.5%	73.1	66.5
33	Work processes are designed in a way that allows me to do my work effectively.	67.96	64.3%	64.24	43.8%	65.3	50.0%	67.4	62.8%	66.9	60.5%	60.13	21.1%	63.1	38.5%	60.00	20.4%	72.2	66.0
35	Our organization places a high priority on continuous learning.	71.28	77.2%	68.10	67.5%							64.68	48.4%			65.62	49.9%	77.3	65.5
36	Good performance by staff is rewarded.	63.44	72.7%	59.38	61.1%	57.6	57.8%	60.9	66.9%	56.4	52.8%	50.39	27.7%	51.4	30.3%	50.11	27.5%	72.4	58.0
40	I am satisfied with my job.	73.21	53.5%	70.09	35.3%	72.5	51.9%	73.0	52.9%	72.0	47.5%	65.32	7.7%	69.2	31.0%	65.92	9.1%	76.7	73.5
<b>Average</b>		<b>68.85</b>	<b>67.8%</b>	<b>65.55</b>	<b>49.7%</b>	<b>67.7</b>	<b>64.7%</b>	<b>68.9</b>	<b>68.0%</b>	<b>67.7</b>	<b>64.7%</b>	<b>61.08</b>	<b>24.7%</b>	<b>66.6</b>	<b>57.7%</b>	<b>61.43</b>	<b>26.1%</b>	<b>74.0</b>	<b>66.8</b>
		<b>565</b>		<b>5395</b>		<b>490</b>		<b>529</b>		<b>505</b>		<b>5125</b>		<b>476</b>		<b>6363</b>			

