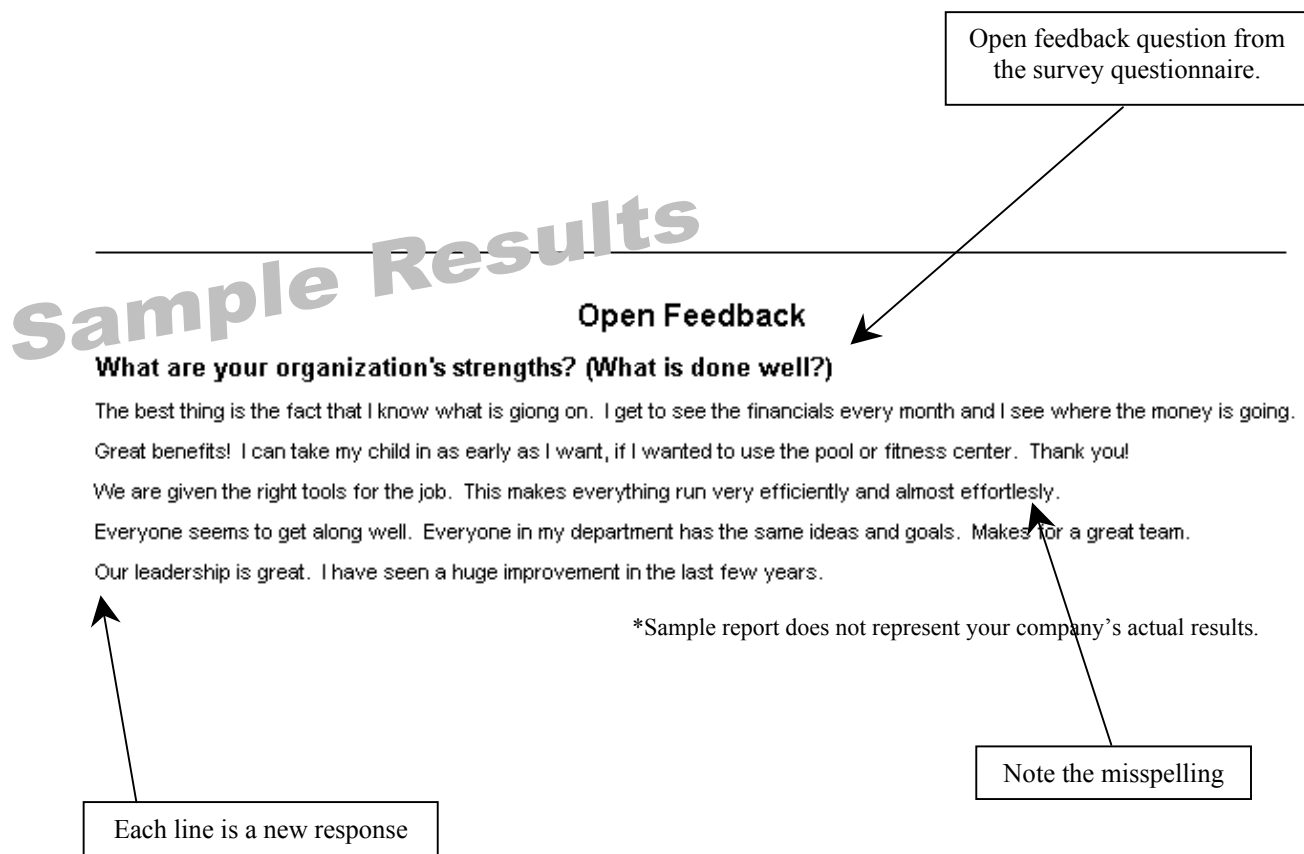


### Open Feedback

The qualitative feedback gives anecdotal examples of the practices of the organization. We often say that the qualitative data brings the quantitative data “to life.” Open questions are imperative because they provide additional perspective on the employees’ opinions and perceptions through feedback that is prescriptive in nature.

The qualitative feedback is taken directly from what the employees typed in to the open feedback questions from the survey. There is no trouble-free way to edit and correct the spelling and grammatical errors in the data. Each idea is listed in its own paragraph.



Open feedback question from the survey questionnaire.

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**Open Feedback**  
**What are your organization's strengths? (What is done well?)**

The best thing is the fact that I know what is going on. I get to see the financials every month and I see where the money is going.

Great benefits! I can take my child in as early as I want, if I wanted to use the pool or fitness center. Thank you!

We are given the right tools for the job. This makes everything run very efficiently and almost effortlessly.

Everyone seems to get along well. Everyone in my department has the same ideas and goals. Makes for a great team.

Our leadership is great. I have seen a huge improvement in the last few years.

\*Sample report does not represent your company's actual results.

Each line is a new response

Note the misspelling

Sample Results

## Department Open Feedback XX Department

### What top three things do you like best about working at ABC Health?

- Christian organization Recognizes hard work of employees and promotes based on ability. Employees
- Community oriented Does the right thing Always advancing
- I love the Benefits that ABC Health has to offer. I love the various shifts that allow for flexibility in the schedule. I love the education reimbursements
- New leadership seems committed to regaining the trust of the employees and communities Leadership is not afraid to make tough decisions that will improve the patient care at ABC Leadership seems committed to retaining employees that have proven themselves qualified
- People
- Christian organization Recognizes hard work of employees and promotes based on ability. Employees
- Community oriented Does the right thing Always advancing
- I love the Benefits that ABC Health has to offer. I love the various shifts that allow for flexibility in the schedule. I love the education reimbursements, and scholarships that ABC Health offers.
- New leadership seems committed to regaining the trust of the employees and communities Leadership is not afraid to make tough decisions that will improve the patient care at ABC Leadership seems committed to retaining employees that have proven themselves qualified
- People, benefits, and comfort.
- People; Work hours; patients
- Benefits; hours; great staff
- Hours (12 hours shifts); Flexible schedule; Co-workers
- My fellow employees in the NICU
- 1. my co workers 2. my supervisors 3. ABC's mission statement and the fact that it's not just a statement it's a fact.
- 1. benefits 2. coworkers 3. dr middleton
- 1. benefits 2. coworkers 3. patients

### In order to create the best place to work, what do we need to improve at ABC Health?

- communication within departments
- parking cleanliness around the hospital higher quality of nursing (even though much better than before)
- and scholarships that ABC Health offers.
- Improve pay scale for the lower paying jobs
- benefits
- communication within departments
- parking cleanliness around the hospital higher quality of nursing (even though much better than before)
- I can only speak for the Department in which I work in. ABC Health as a whole seems fine from what I know.
- Improve pay scale for the lower paying jobs
- I think there is too much emphasis placed on teamwork. Some things slip between the cracks as a result. For example, I did not learn anything helpful about my job at new employee orientation because we spent so much time playing teamwork games.
- MSC staff would like to have all of the same perks as all of the other ABC Health employees such as health fairs provided to all the facilities at benefit meetings
- The staffing grid needs to be updated: Well baby can have the same number of babies, but have more nurses. Those babies are not sick and can go out to mom.
- 1. More orientations so that employees can start sooner. 2. Better communications between facilities
- Increase staffing and more pay for medical assistants.
- Improve scheduling.

### What can ABC Health do to improve clinical quality and/or patient safety?

- Make sure all departments within ABC are informed.
- continue the QA process. Shanie is doing a great job.
- I can only speak for the Department in which I work in. ABC Health as a whole seems fine from what I know.

- continue to make education a priority
- and comfort.
- Make sure all departments within ABC are informed.
- continue the QA process. Shanie is doing a great job.
- ABCealth can continue to educate its employees on patient care, quality control and safety, as they are currently doing. They can also continue with the employee surveys, it helps the employee be able to voice an opinion without consequence.
- continue to make education a priority
- Provide better education to employees on patient safety.
- Better Biomed response and efficiency; In house maintenance at all times; Building cleaning services, especially OR, who has a supervisor at all times and performs job they are paid for
- Get all new equipment that is accurate all the time
- 1. More in-services (CME) for non-hospital facilities as well as hospital. 2. Update non hospital facilities to assure they present a good appearance to our customers.
- We need security guards with guns. Also
- Increase staffing and security.

### **What can ABC Health do to improve patient satisfaction?**

- Better communication.
- as above. Note: This is the second survey I did
- ABC Health can continue to educate its employees on patient care
- Recruit employees with 'people skills' and terminate those employees who have a record of not having compassion and people skills.
- I think there is too much emphasis placed on teamwork. Some things slip between the cracks as a result. For example
- Better communication.
- as above. Note: This is the second survey I did, because I received a note that my first one may have not been processed. Look for similarities and discard one if there are duplicates.
- I believe they can improve patient satisfaction just by continuing the surveys.
- Recruit employees with 'people skills' and terminate those employees who have a record of not having compassion and people skills.
- The chief complaint seems to be frustration with waiting. Either improve the waiting areas, or improve time efficiency during visits.
- Patient satisfaction will increase when we move East. Majority of patient complaints stem from our overgrowth in this building
- Have a tech every day so that nurses can actually do nursing instead of tech work. The charge nurse needs to have a lighter assignment or no assignment so they can help with sticks, L and other procedures
- we need to increase the nursing staff so each nurse won't have sooooo many docotrs.

