

# Improvement Planning Tips from Transformational Advisory Services

## Video Resources Available

As a strategic partner for more than 41,000 health care facilities, Press Ganey has a deep understanding of the challenges facing health care leaders. This understanding, combined with the industry's largest database of caregiver engagement responses, enables Press Ganey to provide data-driven support for addressing prominent challenges and improving health care workforce performance.

Press Ganey has developed a series of video resources designed to provide your organization with perspective from health care improvement experts when applying specific survey items for developing and executing action plans. Understanding the unique purpose of each item can increase effectiveness of these improvement efforts.

## Improvement Planning Video Tips

Ten items from Press Ganey's proprietary Employee Engagement survey are listed. These have been identified through the evaluation of items consistently selected for improvement planning efforts. Beneath the survey item, you will find a brief description of what the item measures. To access a list of video tips for each item, click the video button to the right of the item to be taken to the video resource page.

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### **This organization provides high-quality care and service.**

This statement measures employees' perceptions of quality care at an organization level. It is a foundational item, as employees see all aspects of care.



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### **This organization treats employees with respect.**

This statement measures the degree to which employees perceive the organizational culture supports important organizational decisions and demonstrates respect for employees.



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### **I like the work I do.**

This statement measures the employee's affinity for the actual job tasks that are required. Liking the work you do is fundamental to job satisfaction and is typically the highest scored item in our database.



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**The environment at this organization makes employees in my work unit want to go above and beyond what's expected of them.**

This item speaks to the culture of the organization and whether or not it inspires employees to give their all in their performance of their job duties.



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**This organization provides career development opportunities.**

This statement measures the extent to which an employee feels the organization provides them with opportunities to expand their career.



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**My job makes good use of my skills and abilities.**

This statement measures the extent to which employees perceive the appropriate and full engagement of their unique talents and gifts.



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**I get the tools and resources I need to provide the best care/service for our clients/patients.**

This statement measures your employees' perceptions regarding access to supplies and information needed to effectively perform the responsibilities of their roles.



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**My pay is fair compared to other health care employers in this area.**

This statement measures your employees' perceptions regarding the fairness of their compensation relative to other healthcare organizations.



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**This organization conducts business in an ethical manner.**

This statement measures the extent to which employees feel that the organization is honoring and taking into consideration its values, traditions and existing commitments when making important decisions.



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**I respect the abilities of the person to whom I report.**

This statement measures staff members' perceptions of the abilities of the person to whom they report.



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