

Employee Engagement Fall Pulse Survey – FAQs for Employees

1. When will the Employee Engagement Fall 2023 Pulse Survey take place?

The pulse survey period is Oct. 17 until Oct. 31.

2. Who will administer the survey?

Glint, a third-party vendor, will administer the survey. Glint's philosophy is that higher quality, more frequent, and better-informed conversations about engagement lead to happiness and success for people at work. Frequent survey pulses will provide us with continuous feedback from team members. The items will vary from survey to survey to align with organizational needs and priorities. Glint offers state-of-the-art technology and an easy-to-use platform for employees taking the survey, and it provides easy access for managers who need to access survey data.

3. Why do I have to take another Employee Engagement Survey since we just did one in the spring?

This is a short, survey designed to assess our progress in engagement, patient safety and nursing excellence since the spring survey. It is designed to gauge the impact of our collective actions, small and large, thus far.

4. What does the survey include?

The Johns Hopkins Medicine Employee Engagement Fall Pulse Survey is composed of a variety of items.

- **13 employee engagement items** for all Johns Hopkins Health System employees and Johns Hopkins University School of Medicine staff.
- **One open question:** What else is on your mind?
- **Six Patient Safety Culture** items for designated employees and two additional items (eSat and Just Culture).
- The **full set of Nursing Excellence items (Magnet)** for hospital-based RNs at **Johns Hopkins Bayview Medical Center and Suburban Hospital.**

5. How will I take the survey?

You will receive an email from survey@glintinc.com with a unique survey link that will take you directly to the survey. You may also scan a QR code from a survey flyer to access the survey. If you scan the QR code, you may need to identify yourself by providing your JHED ID and birth year. You can take the survey online, including on mobile devices 24/7. Throughout the survey period, if you have yet to take the survey, you will receive reminders from Glint. Once you have answered the survey, you will no longer receive any reminders.

6. What if you don't see your invitation from Glint in your email?

If you are using Outlook 365, you may find your invitation in your "Other" inbox. If you cannot find it in your Focused inbox or Other inbox, please check your junk folder.

7. Who will take the survey?

We developed a coordinated approach to surveying employees about engagement, safety culture and nursing excellence. All Johns Hopkins Health System employees, regardless of status, and School of Medicine full- and part-time staff members, who were hired on or before Sept. 18, 2023, are eligible to take the survey. Employees hired after Sept. 18 may not receive an invitation. . All Johns Hopkins Medicine (JHM) team members will respond to the employee experience items. School of medicine interns, residents and fellows may be included in the survey, based on their roles, and receive only the eSat, Just Culture and safety items. Hospital-based nurses at Johns Hopkins Bayview Medical Center and Suburban Hospital will receive the nursing excellence items, which support Magnet designation.

8. What will the 2023 fall pulse survey look like?

You will be invited to take the survey on a third-party platform through an email with a unique link. The statements and questions will vary. There is an option to provide comments for each statement/question.

9. How will our employee comments work?

The team's collective comments will be shared with your manager and up. To maintain confidentiality, managers will only be able to view comments if 10 or more people responded for the work group that the manager oversees. Although confidential, managers will be able to view aggregated comments. Your name will not be attached to the comment. To ensure confidentiality of comments, please refrain from entering any names or anything that might identify you.

10. What else do I need to know?

Only workgroups or teams with a minimum of five responses will receive results in the Glint platform due to confidentiality concerns. Workgroups with a minimum of ten respondents will receive comments.

11. When will my manager receive my team's results?

The results will be communicated to JHM leadership Nov. 21. They will be released to your manager soon after.

12. What do I do with the Fall Pulse Survey results?

Once the results for your team are compiled, they will be shared with your manager, who can then share it with you and the team. Similar to the spring survey, you and your colleagues will have the chance to collectively review and discuss the results as a team. During this process, you can collaborate on building upon the key focus areas identified in the spring, make necessary adjustments, or establish new focus areas for improvement. Our central HR department will also analyze the results and make recommendations or take actions for the benefit of all employees. Member organizations will similarly address challenges through their engagement committees. Remember: we all own our engagement and you can initiate discussions regarding the survey results and come up with ideas and suggestions for improvements.

RESOURCES

13. What if I have questions about the survey?

You can call Glint toll free at 888-331-4495 or in the U.S. at 650-817-7297. You can also email Glint at support@glintinc.com. Johns Hopkins Health System employees can contact the HR Solution Center at 443-997-5400 or hrsc@jhmi.edu.