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What is the Employee Engagement Survey?

The engagement survey is an annual survey that gathers the unique thoughts, opinions, and experiences of our team members about areas that are important to Fairview's success, including wellbeing, engagement, and more. The full Employee Engagement Survey level sets where the organization is in each category at the beginning of each year; the Check-In Survey helps track progress from the full survey.

Why is the Employee Engagement Survey important?

Results from the survey show what's working well and, equally importantly, identify opportunities for improvement, which is why these surveys are used to set priorities for the organization each year. By participating, you're helping your team, your department, and the broader organization in our shared commitment to help more people and help people more.

I work for one of the other brands within our system, i.e., Ebenezer, etc. Does this survey apply to me?

Yes! The engagement survey is for all the team members in our system – employees and employed physicians, APRNs, and PAs from Fairview, Grand Itasca, Range, and Ebenezer. If you receive the survey email invitation, we want you to share your voice and participate.

Why should I complete the survey?

Your thoughts, opinions, and experiences are unique to you. By participating, you are helping build a more impactful organization by co-creating the culture you want to see at Fairview.

How does the survey work?

Every Fairview employee and Fairview-employed physician, APRN, or PA will receive an email in their Fairview inbox, with a direct link to the engagement survey. The invitation will come from Mary Nease, Fairview Chief People Officer at "survey.invite@willistowerswatson.com." This link is unique to you, so be sure to watch for your personal email invitation.

You may also see QR codes at sites around our system, encouraging you to take the survey by scanning the code and entering your employee ID number.

The survey mailer pilot program is continuing this year and will be sent to around 2,000 Fairview employees. The goal of the mailer is to continue to facilitate participation. Organizational Development & Learning will reach out to leaders of teams that are part of this program.

What languages are available for the survey?

As part of continued efforts to make the survey more inclusive and accessible, the survey will be offered in English, Somali, and Spanish this year. Once you click on your personalized survey link or navigate to the homepage from the QR code – you can choose your preferred language. Offering the survey in other languages allows us to better understand more of our employees' experiences. We are stronger, together, and hope to continue offering more languages each year to best represent the system's diverse workforce and experiences.

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Can I share my comments in a language other than English?

Yes! As part of offering the survey in three languages, you can also share your feedback using English, Somali, or Spanish.

What about other languages?

Within our system, our team members speak many languages, and we hope to hear from everyone. This year, our survey partner, Willis Towers Watson, was able to add Somali, and we hope to continue adding more languages in the future.

I never check my work email or go on a computer at work. What should I do?

If you're concerned about finding time or accessing a computer during work hours, please talk to your leader. Managers know it is important for you to participate, and it should take less than 15 minutes to complete the brief survey. Please make an extra effort to check your work email to respond to your invitation. Personalized survey invitations will be delivered to your inbox from the sender Mary Nease, with the subject line "2023 Employee Engagement Survey." Sharing your opinion and ideas is a powerful way you can help create the culture you want to be a part of at Fairview.

You may also see QR codes on the intranet or at sites around our system that will take you to the survey. From there you will need to sign in using your employee ID number. Your employee ID number can be found by asking your leader or in Lawson using these directions:

1. Access Lawson HR Self-Service through the Intranet homepage. From there, choose Employee Self-Service > Employment > Job Profile to find your employee ID number.



How can I access the survey?

You can access the survey two different ways.

1. Login to your Fairview email via a mobile device or on a computer and find the email with the subject line "Take Fairview's 2022 Employee Engagement Survey." Your personalized survey link will be in this email.
2. Open the camera on a mobile device to scan the QR code. If you choose to take the survey this way, you will need to log in using your Fairview employee ID number. Here's how to find your employee ID number:
 - o Ask your manager.
 - o Access Lawson HR Self-Service through the Intranet homepage. From there choose Employee Self-Service > Employment > Job Profile to find your employee ID number.



What will the survey look like? How long will it take to complete?

The survey has 43 questions and should take less than 10 minutes to complete. A typical question might ask how much you agree or disagree with the following sample statement: "My job provides me a sense of personal accomplishment."

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Is participation confidential?

Your answers and participation are strictly confidential. Fairview uses third-party vendor Willis Towers Watson to manage the survey and tabulate results. Your leader does not have access to any list saying whether or not you took the survey or what your responses were.

Even though Willis Towers Watson will send emails on behalf of Mary Nease, no one from our system will have access to any information that could potentially identify employees.

What happens with the results?

High-level results in broad categories like sustainable engagement, people, and work are shared with the entire organization. Leaders with five or more responses will receive a report of their team results with identified strengths and learning opportunities to improve our workplace.

Once managers receive their reports (if they have five or more responses), they will create action plans for their team to address opportunities and strengths based on the results. From a team level to an organizational level, results will be used to celebrate things that are going well and take action on areas of improvement.

What if I don't have five people on my team, can I still see their survey responses?

Unfortunately, no. You need to have at least five responses to receive a report specifically about your team. This is to protect the identities of your team members. Your team's survey data will roll up to the next level leader if you don't have five responses.

Can I see the comments my team members wrote in their survey?

Yes, but only if you have ten or more team members who commented on their survey. If you have less than ten team members who wrote comments as part of their survey, their responses will roll up to the next level leader. This happens to maintain confidentiality so no comments can be tied back to a specific individual.

When can I take the survey?

You will receive an email invitation to participate in the 2023 Fairview Employee Engagement Survey on Monday, January 16. The survey will be live from Jan. 16 through Feb. 3 at 11:59pm CT.