

# HX: Additional Employee Survey Items

Press Ganey has several different Composites and Dimensions that are available to add to an Employee survey. When adding a Composite group of items, all items must be included in the survey in order to receive all the reporting benefits tied to the Composite. Dimensions can also be added in their entirety, though this is not required.

If there are other themes or items of interest, please inform the Implementation Specialist.

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## Diversity, Equity, and Inclusion Composite

If selecting this Composite, all items must be included on the Employee survey in order to receive all reporting benefits tied to Diversity, Equity, and Inclusion.

### Scaled Items

The following Scaled Items are part of the DEI Composite.

Item Number	Item Text
EV315	All employees have an equal opportunity for promotion regardless of their background.
EV86	This organization demonstrates a commitment to workforce diversity.
EV623	My coworkers value individuals with different backgrounds.
EV21120	The person I report to treats all employees equally regardless of their background.
EV21395	I can be my authentic self at work.
EV6508	This organization has an inclusive culture.

## Resilience Composite

If selecting this Composite, all items must be included on the Employee survey in order to receive all reporting benefits tied to Resilience.

### Scaled Items

The following Scaled Items are part of the Resilience Composite.

Item Number	Item Text
EV7078	I can enjoy my personal time without focusing on work matters.
EV20189	I am able to disconnect from work communications during my free time (emails/phone etc.).
EV7076	I rarely lose sleep over work issues.
EV7077	I am able to free my mind from work when I am away from it.
EV20191	I see every patient/client as an individual person with specific needs.
EV20190	I care for all patients/clients equally when it is difficult.

EV6346	My work is meaningful.
EV2327	The work I do makes a real difference.

## Well-Being Composite

If selecting this Composite, all items must be included on the Employee survey in order to receive all reporting benefits tied to Well-Being.

### Scaled Items

The following Scaled Items are part of the Well-Being Composite.

Item Number	Item Text
EV22347	I am mentally and emotionally healthy.
EV22348	I am physically healthy.
EV22350	I feel like I am financially secure.
EV22351	I rarely worry about having enough money to manage my expenses.

## Bullying & Harassment Dimension

The following Demographic and Scaled items are included in the Bullying & Harassment Dimension. If selecting this Dimension, it is recommended, though not required, to include all items in the Dimension on the survey.

### Demographic Items

There are two demographic items included in the Bullying & Harassment Dimension.

Item Number	Item Text	Response Options
EV22402	How often do you experience bias or disrespect based on who you are from people you work with?	<ol style="list-style-type: none"> <li>Never</li> <li>Rarely</li> <li>Occasionally</li> <li>Frequently</li> </ol>
EV22403	How often do you experience bias or disrespect based on who you are from patients or their families?	<ol style="list-style-type: none"> <li>Never</li> <li>Rarely</li> <li>Occasionally</li> <li>Frequently</li> </ol>

## Scaled Items

The following Scaled Items are part of the Bullying & Harassment Dimension.

Item Number	Item Text
EV5688	I know how to report violence and/or verbal abuse incidents.
EV20835	The people I work with do not engage in aggressive verbal or non-verbal behaviors.
EV20892	Physicians in my work environment do not engage in aggressive verbal or non-verbal behaviors.
EV20834	Leaders in my work environment do not engage in aggressive verbal or non-verbal behaviors.
EV20697	My work unit is free of bullying behavior.
EV20857	I can report any bullying/intimidation to the person I report to without fear of retribution.
EV7036	The person I report to takes effective action in response to alleged bullying and harassment in the workplace.
EV22146	This organization provides an environment where reports of gender/sexual harassment are taken seriously.
EV911	This organization provides an environment where reports of threats, potential acts of violence, and harassment are taken seriously.
EV22396	I would be comfortable reporting someone for bullying or harassment regardless of their status within the organization.
EV22397	This organization responds to reports of bullying or harassment regardless of the status/stature of the offender.
EV22401	I am confident that this organization would do something if I had to report being bullied/harassed by a patient or their family.

## Clinician Telehealth Dimension

The following Demographic, Scaled, and Open-Ended items are included in the Clinician Telehealth Dimension. If selecting this Dimension, it is recommended, though not required, to include all items in the Dimension on the survey. The demographic item must be included to ensure that only those that provide Clinician Telehealth services receive the Scaled and Open-Ended Items.

### Demographic Item

Only those who choose **Response Options 1 or 2** will be routed to the Clinician Telehealth Scaled Items, and Open-Ended Item.

Item Number	Item Text	Response Options
EV22201	What kind of telehealth / telemedicine services do you provide?	<ol style="list-style-type: none"><li>1. I only provide routine/supplemental remote services (e.g., phone follow-ups/Q&amp;As, online messaging, etc.) that are not billed for.</li><li>2. I conduct full virtual visits (e.g., telephone or video visits) that are billed for in addition to providing supplemental remote services.</li><li>3. I do not provide telehealth/telemedicine services.</li></ol>

### Scaled Items

The following Scaled Items are part of the Clinician Telehealth Dimension.

Item Number	Item Text
EV22205	I am able to maintain personal connections with my existing patients while providing remote care.
EV22207	I am satisfied with the quality and performance of the telehealth technology available to me.
EV22209	I can easily access the information I need (e.g., patient vitals, lab results, other diagnostics, etc.) to provide adequate care to my telehealth patients.
EV22210	My organization provided the appropriate training and learning support for the telehealth resources I use.
EV22213	I have the resources and support I need to maintain effective scheduling with virtual visits.
EV22214	If I have an issue with the telehealth equipment or software, I am able to get timely technical support when I need it.
EV22215	I am able to maintain the coordination of care with colleagues, teammates, and/or other providers for my telehealth patients.
EV22216	This organization has provided adequate support for adapting to workflow differences between in-person and virtual visits.

### Open-Ended Item

The following Open-Ended Item is part of the Clinician Telehealth Dimension.

Item Number	Item Text
EV22225	How can this organization better support you in providing telehealth services?

### Electronic Medical Records Dimension

The following Scaled and Open-Ended items are included in the Electronic Medical Records Dimension. If selecting this Dimension, it is recommended, though not required, to include all items in the Dimension on the survey.

#### Scaled Items

The following Scaled Items are part of the EMR Dimension.

Item Number	Item Text
EV3101	I am satisfied with the ease and efficiency of the EMR system.
EV5351	Our EMR improves patient care.
EV10070	I am satisfied with the IT support for the EMR system.
EV21705	I am satisfied with the ability to find and review patient information in the EMR.
EV21706	I am satisfied with the features for authoring notes and documents in the EMR.
EV21707	I am satisfied with the features for entry of orders and prescriptions in the EMR.
EV22841	The EMR helps me identify high-risk patients.
EV22842	The EMR improves the coordination of care for patients with complex medical conditions.
EV22843	Our EMR allows for effective information sharing between clinicians across the continuum of care.
EV22844	The EMR improves patient-clinician interactions.
EV22845	Using an EMR improves my clinical effectiveness.
EV22846	I am satisfied with the integration between the EMR and telehealth systems at this organization.

EV22847	I am satisfied with the integration between the EMR system and the patient portal.
EV22848	This organization provides the necessary training to use the EMR system effectively.
EV22849	I am satisfied that our EMR security measures protect the privacy and confidentiality of patient information.
EV24854	I am satisfied with the features for flowsheets, navigators, work queues, tasks, etc., in the EMR.

### Open-Ended Items

The following Open-Ended Items is part of the EMR Dimension.

Item Number	Item Text
EV24855	What changes or improvements would you like to see with the EMR system?
EV24856	Please share any additional feedback you have about the EMR system.

### LGBTQ Dimension

The following Demographic and Scaled items are included in the LGBTQ Dimension. If selecting this Dimension, it is recommended, though not required, to include all items in the Dimension on the survey.

#### Demographic Items

There are two demographic items associated with this Dimension.

Item Number	Item Text	Response Options
EV9002	Do you identify as LGBTQ?	<ol style="list-style-type: none"> <li>Yes, I identify as LGBTQ.</li> <li>No, I do not identify as LGBTQ.</li> <li>Prefer not to answer.</li> </ol>
EV21018	Please select your gender identification.	<ol style="list-style-type: none"> <li>Male</li> <li>Female</li> <li>Female-to-Male (FTM) Transgender</li> <li>Male-to-Female (MTF) Transgender</li> <li>Genderqueer or non-binary</li> <li>Gender non-conforming</li> <li>Other</li> <li>Prefer not to answer</li> </ol>

### Scaled Items

The following Scaled Items are part of the LGBTQ Dimension.

Item Number	Item Text
EV22222	This organization protects LGBTQ employees from discriminatory practices.
EV22208	This organization does not tolerate bias against LGBTQ employees.
EV22202	LGBTQ employees receive the same employee benefits as everyone else.
EV22203	Clinical staff are provided training on LGBTQ patient care.
EV22204	Human Resources staff are sensitive to LGBTQ workplace concerns.

### Patient Violence Dimension

The following Demographic, Scaled and Open-Ended items are included in the Patient Violence Dimension. If selecting this Dimension, it is recommended, though not required, to include all items in the Dimension on the survey.

#### Demographic Items

There are two demographics included in the Patient Violence Dimension.

Item Number	Item Text	Response Options
EV23543	How often do you witness violence from patients or their families against coworkers / colleagues?	<ol style="list-style-type: none"><li>1. Never</li><li>2. Rarely</li><li>3. Occasionally</li><li>4. Frequently</li></ol>
EV23545	How often do you experience violence from patients or their families at your workspace?	<ol style="list-style-type: none"><li>1. Never</li><li>2. Rarely</li><li>3. Occasionally</li><li>4. Frequently</li></ol>



### Scaled Items

The following Scaled Items are part of the Patient Violence Dimension.

Item Number	Item Text
EV23538	This organization has effective processes for responding to violent patients or their family.
EV23540	This organization has good security measures in place that help prevent violence from patients or their families.
EV23541	I know how to try to de-escalate potentially violent situations with patients or family members.

### Open-Ended Item

The following Open-Ended Item is part of the Patient Violence Dimension.

Item Number	Item Text
EV23547	What changes could be made that would reduce violence from patients or their family in your work setting?

## Social Responsibility Dimension

The following Scaled items are included in the Social Responsibility Dimension. If selecting this Dimension, it is recommended, though not required, to include all items in the Dimension on the survey.

### Scaled Items

The following Scaled Items are part of the Social Responsibility Dimension.

Item Number	Item Text
EV23143	This organization is willing to have difficult conversations about social change related to diversity, equity, and inclusion.
EV23144	This organization takes action on social issues that are important to me.
EV23145	I feel that this organization's stance on social issues is authentic.
EV23146	The actions taken by this organization on social issues make a difference in the community.
EV23147	This organization's values align with social justice issues that are important to me.
EV23148	This organization creates safe platforms that allow for discussion of contentious social issues.

EV23149

This organization takes action to improve inclusion in the workplace in the long term.

## Working Remote Dimension

The following Demographic, Scaled, and Open-Ended items are included in the Working Remote Dimension. If selecting this Dimension, it is recommended, though not required, to include all items in the Dimension on the survey.

### Demographic Item

Only those who choose **Response Options 1 or 2** will be routed to the Working Remote Scaled Items, and Open-Ended Item.

Item Number	Item Text	Response Options
EV22268	How often do you work from home?	<ol style="list-style-type: none"><li>1. I am a full-time remote employee.</li><li>2. I work from home sometimes, but not always.</li><li>3. I am not currently a remote employee.</li></ol>

### Scaled Items

The following Scaled Items are part of the Working Remote Dimension.

Item Number	Item Text
EV22235	I am able to maintain personal connections to the people I work with.
EV22236	I receive the necessary feedback from the person I report to while working remotely.
EV22237	I have the tools and resources I need to do my job well while working from home.
EV22238	Organizational updates and information are shared effectively with remote workers.
EV22239	I am able to maintain a good work/life balance routine while working from home.
EV22240	I have a clear sense of my responsibilities and what is expected of me in my job.
EV22241	This organization uses the most up-to-date electronic communication methods (e.g., email, instant messaging, collaboration tools, etc.).
EV22242	I can easily access information that I need to do my job.
EV22243	I feel like a part of this organization even while working from home.
EV22244	I have been trained on the tools and resources available to me for working remotely.

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EV22245	The person I report to provides the support I need to be effective at my job.
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EV22246	I am confident that I can do my job effectively while working from home.
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### Open-Ended Item

The following Open-Ended Item is part of the Working Remote Dimension.

Item Number	Item Text
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EV22247	How can this organization better support you in working remotely?
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