

Employee and Physician Engagement Glossary of Terms

Following are common terms you will see as you navigate the Press Ganey Workforce and Engagement Solution.

Engagement Terms and Definitions

Term	Definition
Benchmark/Norm	The average score of the respective comparison group. An organization's survey results are compared to benchmarks/norms to see if the scores are above or below the national average for similar groups of employees or physicians.
Concerns	Identified through the application of an algorithm that considers performance score, Percent (%) Unfavorable, and negative difference from a designated National Benchmark. Note: The Percent (%) Unfavorable calculation is comprised of Disagree (2) and Strongly Disagree (1) survey item responses on the 5-point Likert Scale.
Demographic	Characteristics of your survey population (employees or physicians) which may come from the data an organization provides to Press Ganey or questions answered on the survey.
Distribution	Proportion of responses that are Favorable, Neutral, and Unfavorable for a given item. The Favorable category includes Strongly Agree (5) and Agree (4) responses, the Neutral category includes Neutral (3) responses, and the Unfavorable category includes Disagree (2) and Strongly Disagree (1) responses.
Domain	Broad levels by which the survey items are grouped.
Employee Domain	These items measure the degree to which employees feel connected to their colleagues and jobs.
Engagement Indicator	Composite metric of six (6) items that measure employees' degree of pride in the organization, intent to stay, willingness to recommend, and overall workplace satisfaction. This score is considered Press Ganey's primary outcome metric.
Hierarchy	Ways of organizing and grouping respondents.
Leader Index	Measures how well-prepared a work group leader is to manage a work group through activities that support improvement and positive outcomes. This key metric provides insight into leader-employee relationships by measuring trust, respect, communication skills and openness to discussing issues and solutions. This score is presented on a 100-point scale.
Manager Domain	These items measure the degree to which employees feel connected to the person they report to, typically a supervisor or manager.
Metric	A grouping of survey items that measures a specific outcome (i.e. desired changes in behaviors/attitudes). This includes Engagement, Alignment, Leader Index, and Team Index. These metrics are most commonly used to track overall improvement for a group.
Module	Collection of items added to the core Employee and Physician survey designed to gather information on additional workforce concerns. Examples include Nursing, Safety Culture, and Resilience.

Organization Domain	These items measure the degree to which employees feel connected to the overall organization. This Domain relates to broader perceptions about organizational culture.
Power Item Score	Average score of 15 items on the Employee survey representative of all 3 domains that most powerfully drive engagement at the national level. The power item score drives the Team Index designation for each work unit.
Resilience Index	Measures the ability of employees and physicians to recover and remain engaged even in challenging work circumstances, providing an early warning system for burnout. The index is divided into two themes: Activation and Decompression. Activation items focus on finding meaning in the work and focusing on patients/clients as individuals. Decompression items focus on employees' ability to disconnect from work.
Response Rate	Rate of return of participant survey responses. Calculated by dividing the number of surveys returned from the total number invited and multiplying by 100.
Safety Culture Index	The safety culture of an organization is the product of individual and group values, attitudes, perceptions, competencies, and patterns of behavior that impact the commitment and ability to provide a safe environment for employees, physicians and patients.
Score	The mean (average) of responses for a specific survey item or grouping of items.
Strengths	Identified through the application of an algorithm that considers performance score, Percent (%) Favorable, and positive difference from a designated national benchmark. Note: The Percent (%) Favorable calculation is comprised of Agree (4) and Strongly Agree (5) survey item responses on the 5-point Likert Scale.
Team Index	Measures the level of team functioning and viability. Scores in this index indicate the level of support needed to effectively drive improvement and positive outcomes.
Themes	Topics of interest within the survey that make up a common theme. Some examples include work-life balance, fair compensation, leadership, coworker relations and job-person match.
Work Unit/Report Group	Group of employees that report to a common manager.