# EMPLOYEE ENGAGEMENT
KEY DRIVERS

This resource will help you navigate the key Driver analysis.

About Key Drivers

Press Ganey's Key Driver Analysis helps prioritize action areas by identifying items with high statistical impact on engagement and analyzing current performance on those items. Key Drivers are categorized into four quadrants indicating diver items in need of immediate focus and promotion while other require more maintenance or evaluation.
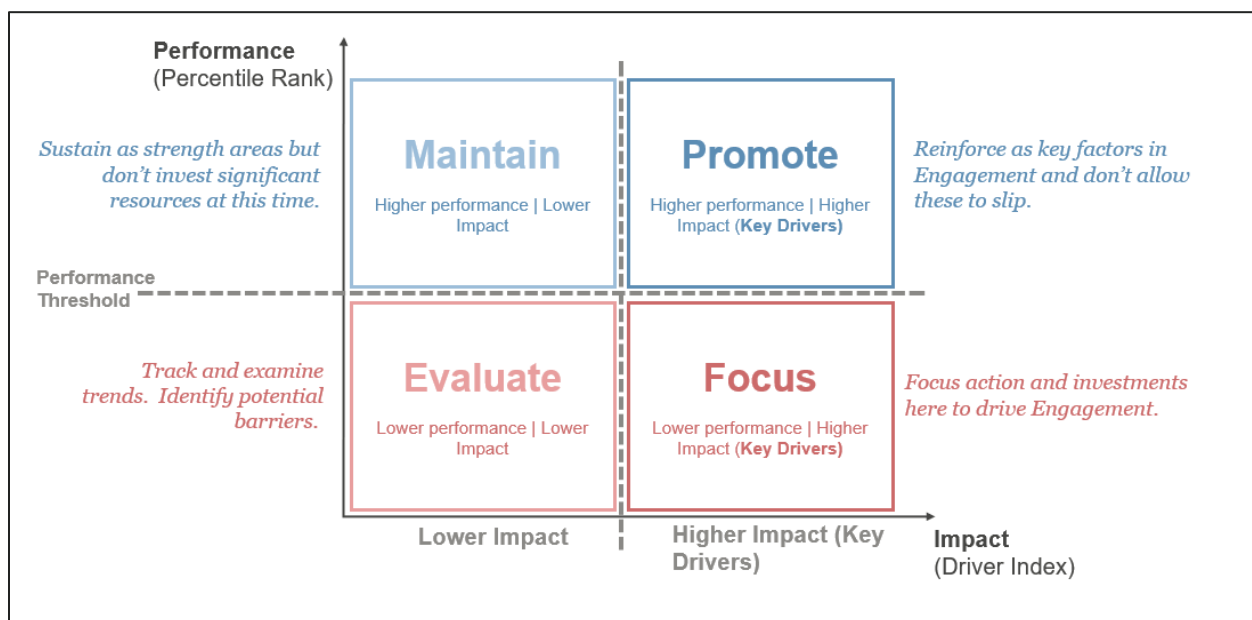
Calculation of the statistical impact of key drivers on engagement requires sufficient sample size. For any work units with less than 30 responses, the statistical impact is calculated considering the level above them in their reporting structure (roll-up) that does have at least 30 responses. However, performance scores on these driver items still reflect the current unit performance in these cases.

Key Drivers Analysis

![download icon]	To download an image of the analysis use the arrow icon in the upper right corner.

Each quadrant of the analysis is formatted the same and contains:

1. Quadrant title.
2. What to do with the items in this quadrant.
3. The items in this quadrant.
4. Select the plus sign to review Suggested Actions.

Review the Suggested Actions and Create an Action Plan from this page. Select Create Plan and these survey items will be placed into a started improvement plan. Then fill out the balance of the improvement plan.

Improvement Planning ✕

40. We are actively doing things to improve patient safety.

Suggested Action: Providing leadership that is actively involved in creating a fair and just culture

43. Where I work, employees and management work together to ensure the safest possible working conditions.

Suggested Action: Get workers involved in making decisions about safety. Ask each staff member to identify something that works well in this area of concern. For example, "Medication is clearly labeled." Then ask what's not working well. For example, "Medications with similar names are stored close together." Identify opportunities for improvement and specific actions to drive change. For example, "We could reorganize the medication to prevent this error from occurring."

- Record employee ideas. Consider using a flip chart or Excel spreadsheet.
- Consider creating a rewards program for ideas or solutions that are chosen and successful. Be creative; you might set up a quarterly contest. Award the best ideas with a gift card, a special lunch, etc.
- Don't forget the introverts on your team. They are less likely to speak up unless they've had time to process the information beforehand. Consider adopting a pre-communication strategy. Email staff members an agenda before a meeting. Ask them to come prepared to discuss.
- Set clear expectations. Let staff members, especially those who have a tendency to be "non-participants," know that you expect their full participation. Make participation in team problem solving a performance requirement.

55. Senior management provides a work climate that promotes patient safety.

Suggested Action: When leaders round, they should thank staff members for bringing errors to the attention of others so that the organization can learn from them. Further, leaders should talk about their goal of creating a just culture. According to AHRQ, a just culture focuses on identifying and addressing system issues that cause individuals to unsafe behaviors (rather than immediately blaming the individuals themselves) while maintaining individual accountability by establishing zero tolerance for reckless behav distinguishes between human error (e.g., slips), at-risk behavior (e.g., taking shortcuts) and reckless behavior (e.g., ignoring required safety steps). Through these rounds, lea promote blameless communication regarding event reports and information about patient safety as learning opportunities.

Create Plan

Create Plan

Key Driver Item List

This section lists all the Items included in the Key Driver analysis.

Search: [_____] **Export to CSV**

▲#	Item	Priority	Distribution Unfavorable Neutral Favorable	Score	vs. Overall Organization	Percentile Rank	Nat'l Healthcare Avg (Employee) 2021	vs. Nat'l Healthcare Avg (Employee) 2021	2020	vs. 2020	Responses	Improvement Planning
Current View: Key Drivers												
10	Employees in my work unit help others to accomplish their work.	Maintain	4% 9% 87%	4.29	0.00	64	4.20	+0.09	4.27	+0.02	8823	+
17	My pay is fair compared to other healthcare employers in this area.	Maintain	16% 19% 65%	3.65	0.00	76	3.37	+0.28	3.66	-0.01	8796	+
22	This organization treats employees with respect.	Promote	7% 15% 78%	3.99	0.00	50	3.96	+0.03	3.98	+0.01	8833	+
40	We are actively doing things to improve patient safety.	Focus	3% 12% 86%	4.19	0.00	34	4.26	-0.07	4.22	-0.03	8387	✓
43	Where I work, employees and management work together to ensure the safest possible working conditions.	Focus	7% 14% 79%	4.04	0.00	39	4.09	-0.05	4.05	-0.01	8693	✓

Score ⬍ Sort the Key Drivers by any of the column headers with an arrow.

Use the Search box to locate a specific Item.
Export the Key Driver list to CSV.

Search: [_____] **Export to CSV**