

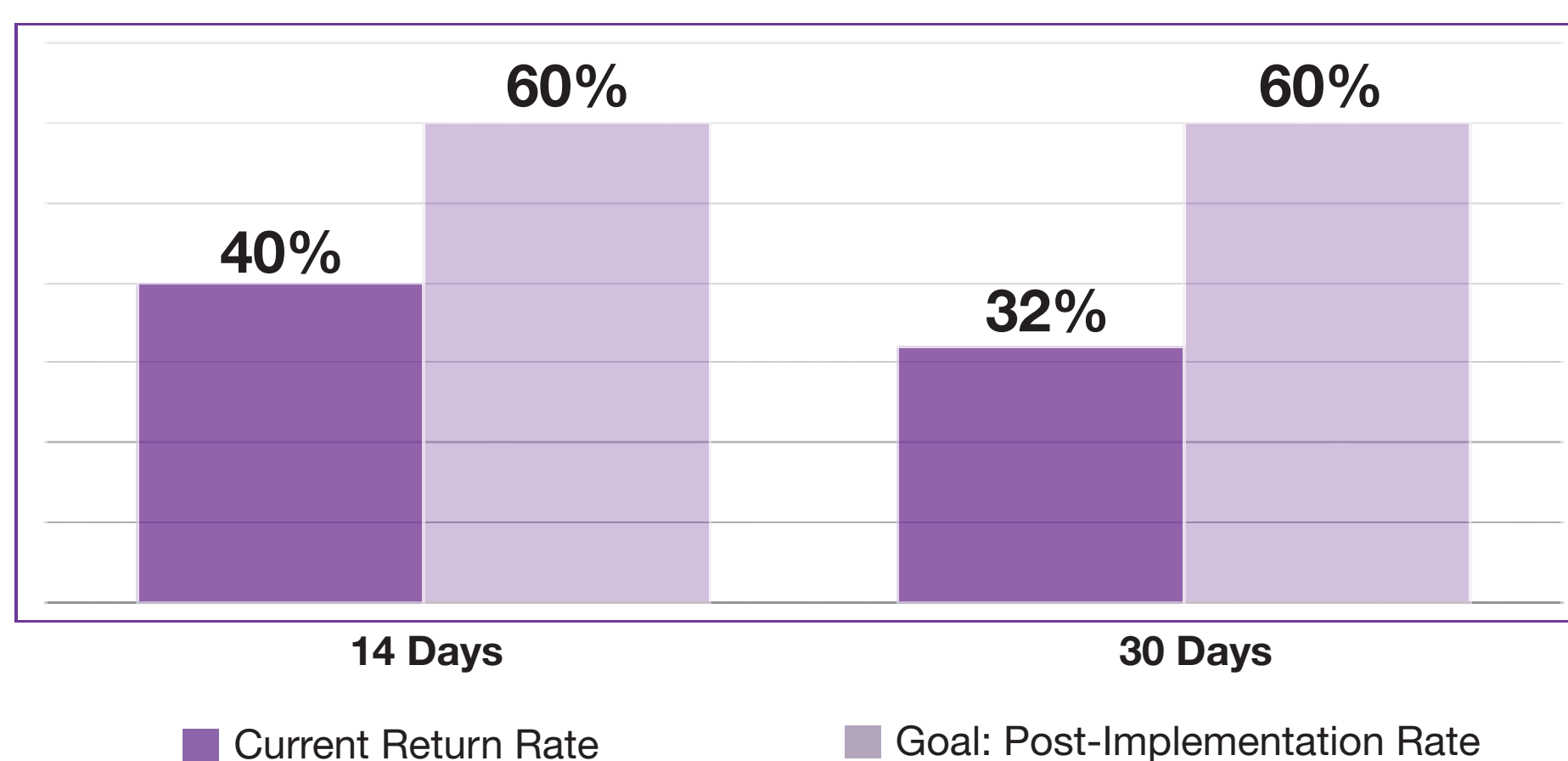


Using iPad Kiosks for New Employee Feedback and Employee Engagement

Project Goals

- 1) Improve the new hire experience by creating a culture where frequent feedback is encouraged and employees' voices are valued.
- 2) Increase engagement of direct care staff by encouraging them to provide frequent feedback and communicate their ideas to leadership through our iPad kiosks at their convenience.
- 3) Address concerns and communicate the organization's response to feedback.
- 4) Purchase a clicker response system to increase engagement and to receive feedback regarding the iPad kiosks on their units during employee meeting.

Goal: New Hire Feedback Return Rates



Project Description

A culture of employee engagement from each individuals' first day sets the tone for the new hire experience. This project involves purchasing multiple iPad kiosks for our SNF/AL building, subscribing to a survey/feedback program, and using meeting clickers for staff in-services.

The iPad kiosks will be located in all four of our nurse stations, break rooms, and other key areas which will be accessible to all staff for them to provide frequent feedback in an efficient manner. This information will immediately be sent to the Employee Engagement Coordinator for recording and ultimately be communicated to the appropriate supervisor or management team.

The responses from staff will give us a pulse of individuals' engagement, their perceptions, and ideas for improvement. The feedback system will serve as additional opportunity for employees to feel valued and have their voices heard.

Progress Report

From February through April 2017, we completed the following work:

- Purchased an online survey software, Survey Monkey.
- Developed 14-day and 30-day online questionnaires for new staff to complete.
- Created a committee to discuss topics to improve staff engagement and residents' experience.
- Installed iPad kiosks in all nurses' stations, equipped with employee feedback questionnaires.
- Developed and implemented a fun, interactive set of questions to kick-off the increased feedback culture.

Next Steps

- Deploy additional iPad kiosks on all floors and in service areas.
- Incorporate the 14-day and 30-day online questionnaire into the iPad kiosks.
- Create an iPad kiosk equipped with opportunities for Eventide residents' family members to provide feedback.
- Continue to gather feedback and communicate the organization's response to employees' concerns and ideas.
- Purchase clicker response system and develop engaging questions to gather feedback and increase participation at staff meetings.

Project Team Members

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