

## Employee Opinions Count



The 2009 PULSE survey results are in and the outcome says Metropolitan Jewish Health System (MJHS) is well on track to becoming an employer of choice. According to the 2009 assessment, a large percentage of employees think the organization is a good place to work, which is great news. [Click here to view a summary of the results.](#)

An initiative of the human resources department, the PULSE survey gives MJHS' leadership a general view of how employees feel about their job and workplace. It also is an opportunity for employees to express their needs, opinions and expectations.

The survey was available online from December 7-18, 2009. For employees without access to the Intranet, paper surveys were available by request from human resources representatives at each facility. This year, 991 employees of the workforce responded to the poll, including:

- 268 from home care agencies
- 201 from managed care programs
- 272 from skilled nursing facilities
- 246 from corporate service departments

Short and informal, this year's survey was comprised of two main sections. Section one asked about employee opinions on the actions taken and the positive changes that occurred as a result of the 2008 survey, while section two included groups of questions aimed at finding out how employees feel about MJHS as a work place and how satisfied they are with their jobs.

In addition to employees stating that MJHS is a good place to work, many noticed that changes were implemented in response to 2008's survey. Also, many indicated "co-workers" when asked what they liked most about working for the system.

"Employee satisfaction is important and it's what the organization is striving for," said Senior Vice President of Human Resources Elliot Brooks. "One of the things that results from worker gratification is employee referrals. This is important to the system because about 30 percent of new hires come from the recommendations of our workforce."

Respondents also made suggestions for improvement, including "acknowledging workers with a compliment or two" and "asking for department input about how changes will have an impact prior to making changes."

"These comments help MJHS leadership understand the viewpoints of employees," said Kathleen Armitage, human resources director of service excellence. "It lets us know what's on employee minds and how the organization can continue its journey to become a great place to work."

Human resources will administer the next full survey in October. Be sure to participate. Every opinion matters.

