

# PRESS RELEASE



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## **High Employee Engagement Earns Campbellford Memorial Hospital Top Performer Ratings in Ontario Hospital Employee Experience Survey**

### **News:**

Campbellford Memorial Hospital has a well-earned reputation for having special culture and that achievement was recently validated in a National Research Corporation (NRC) report highlighting the top performers among partner hospitals in Ontario. The report, released in July, 2016, highlights key aspects of employee experience measured between July 2014 and December 2015. The survey tools are designed to capture employee perceptions of the most important aspects of their work environment with factors that enable or hinder them from providing high quality, patient-centred care.

In the report, CMH is identified as a top performing hospital at or above the 90<sup>th</sup> percentile in the category called “Organization”, which includes questions about leadership, values, communications, action on feedback, valuing work of staff, staff understanding goals of the organization, and staff having trust in the organization. As well, the hospital’s employee satisfaction survey results also earned it a top performing status amongst small hospital peer group members in Ontario in Organization, Health & Safety and the “Can Trust this Organization” category.

Results presented in the report are based on data collected from the NRC Employee Experience Survey completed in participating Ontario hospitals between July 2014 and December 2015. As part of its NRC Employee Experience survey, CMH employees gave the hospital very positive scores for areas such as clear communication, acting on staff feedback, commitment to workplace safety, commitment to high-quality care, valuing work, providing a clean work environment, promoting staff health and wellness, and organizational trust.

### **QUOTE:**

“These results validate the outstanding work and commitment of Campbellford Memorial Hospital’s team. We have a unique culture, combining a level of warmth that you don’t find in most hospitals with a spirit of innovation that allows us to deliver excellent care. We are focused on recruiting and retaining the best people with a shared interest in ensuring safe quality care and service excellence for our patients – both now and in the future.” Brad Hilker, President & CEO, Campbellford Memorial Hospital.

### **QUICK FACTS:**

CMH, as part of its commitment to quality of work life, does the Employee Experience survey every two years. The survey is administered by a third party, NRC Picker Canada, to ensure complete anonymity for employees. The survey

provides an opportunity for hospital staff to provide feedback on many areas of work life, including work environment, health and safety, quality of work life, patient care and safety.

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