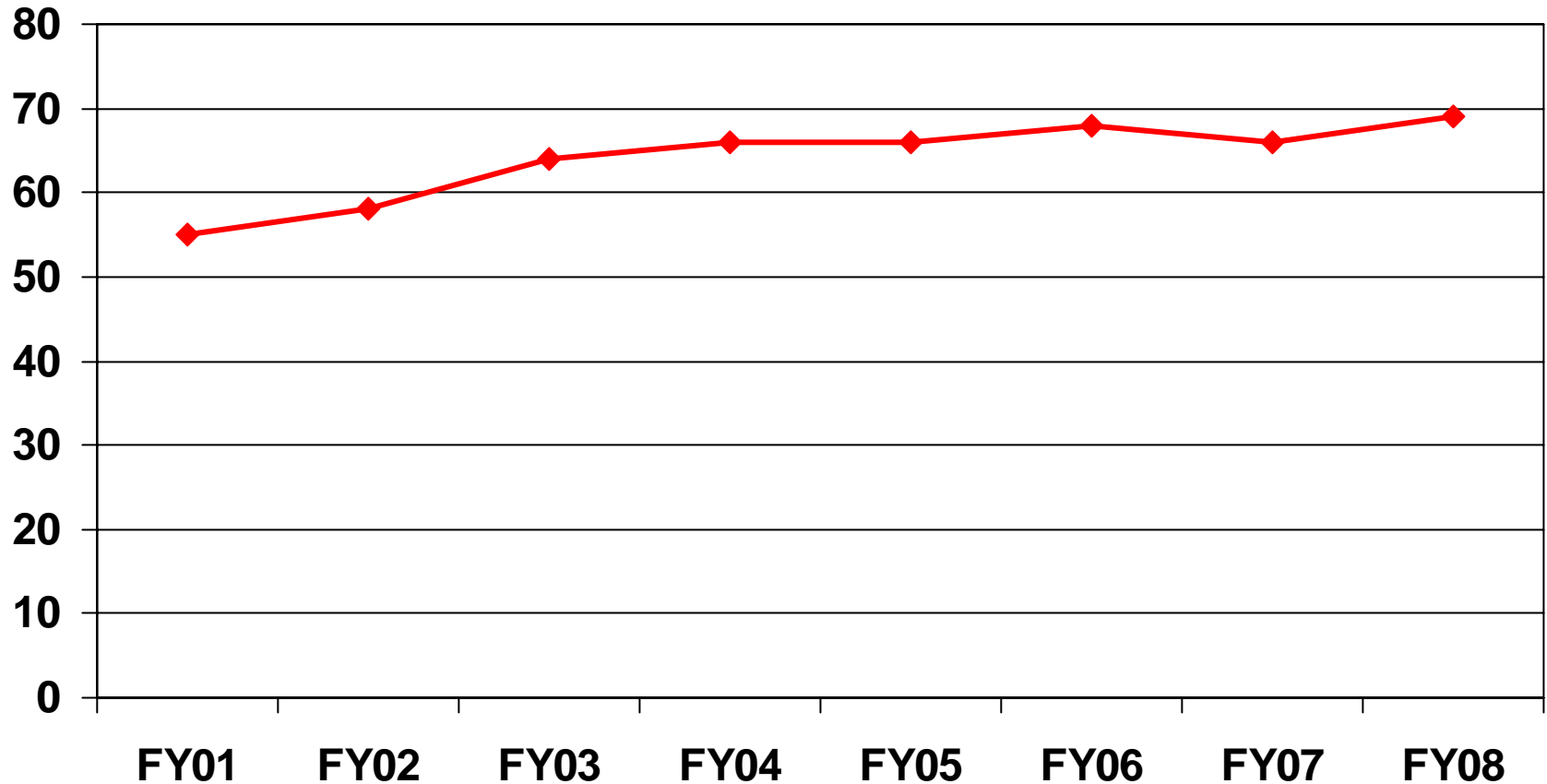


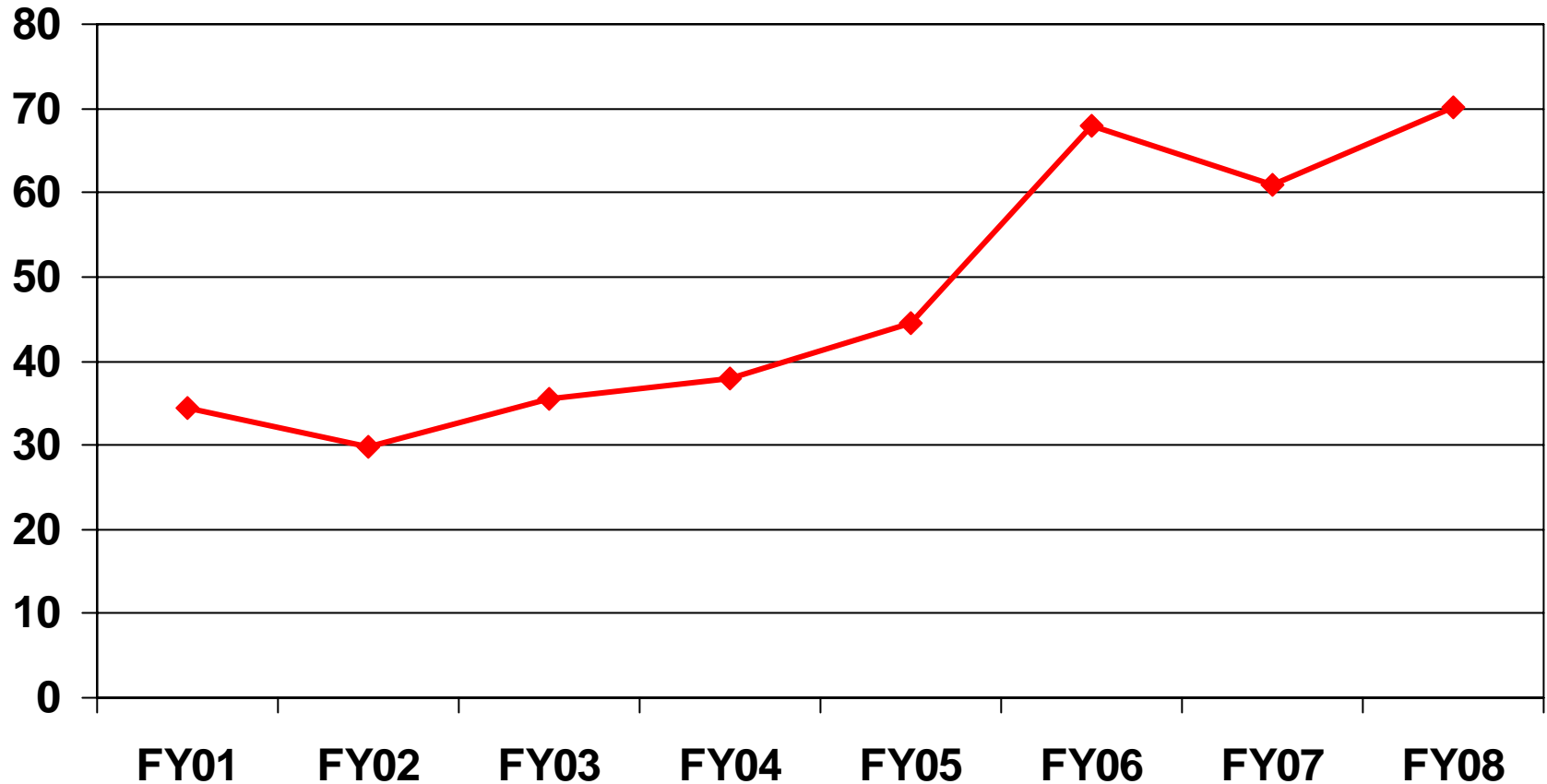
Professionalism
and
YOU COUNT

Employee Satisfaction

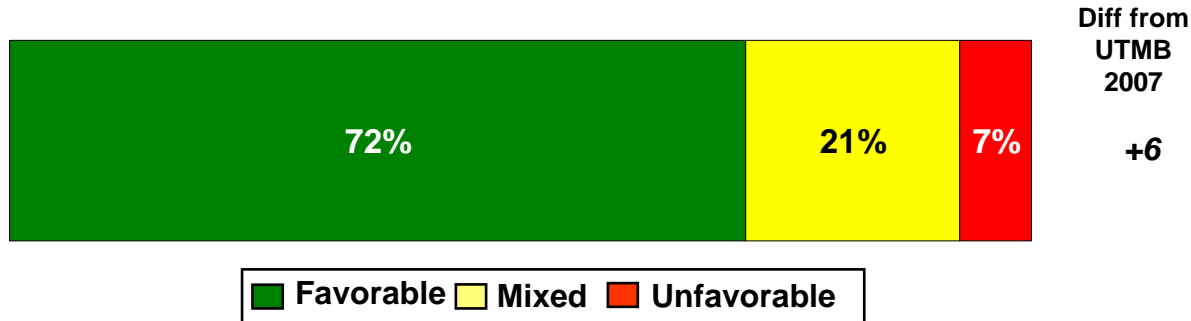
Percent Favorable Responses



Employee Participation Rates



Employee Engagement Index

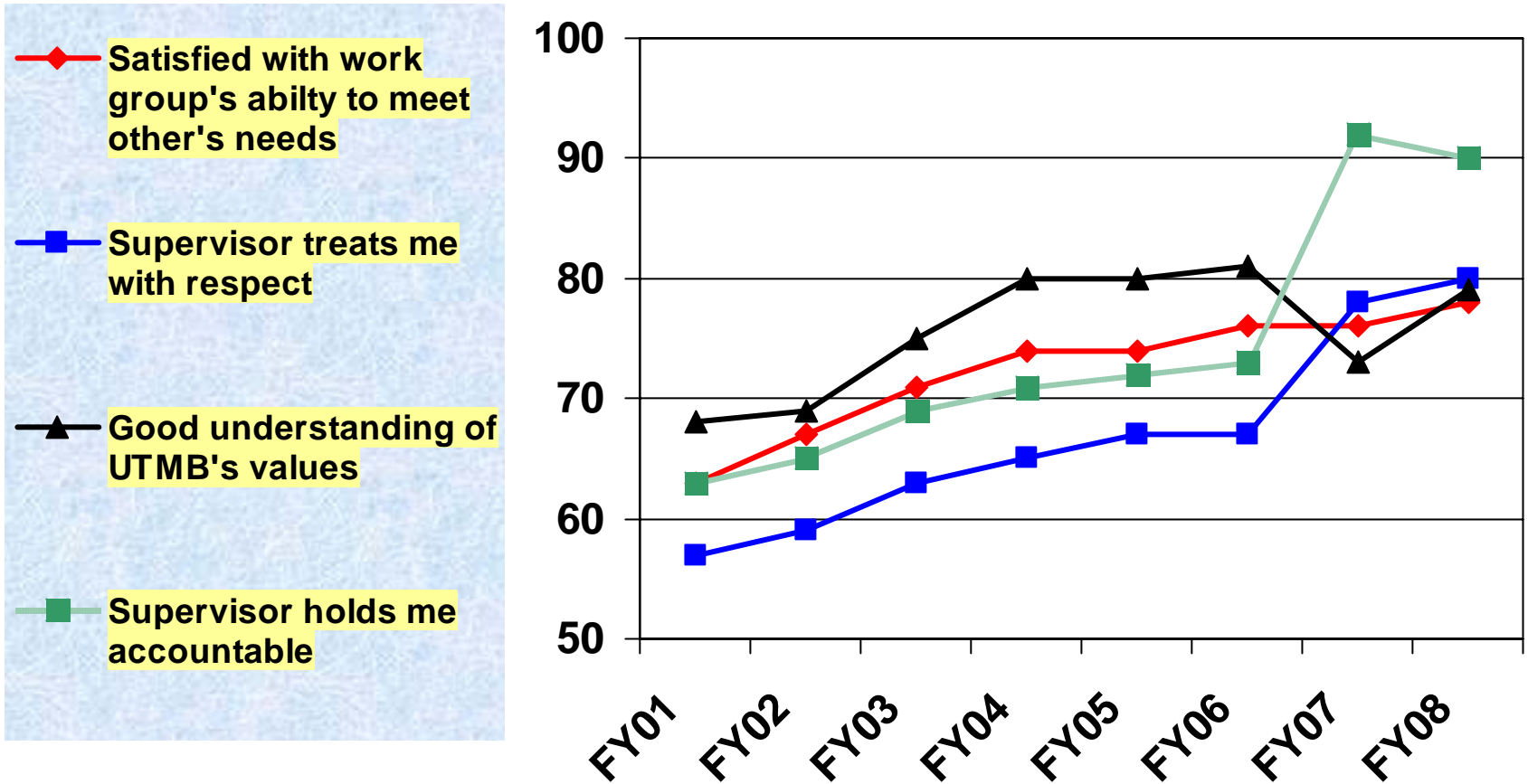


Calculated as the average of the following items:

- 1. I would recommend UTMB to others as a good place to work
- 2. I would prefer to remain with UTMB even if a comparable position were available in another organization
- 15a. I have a good understanding of UTMB's direction and goals
- 15b. I have a good understanding of the steps my work area is taking to reach those goals
- 19. I am proud to work for UTMB
- 23. Taking everything into account, how satisfied are you with your current position

Supervisor Respect and Accountability

Percent Favorable Responses



Professionalism Dimension

#	Item Text	% Fav	Diff From Healthcare Norm	Diff From 2007
1	I would recommend UTMB to others as a good place to work	75%	+10	+8
2	I would prefer to remain with UTMB even if a comparable position were available in another organization	63%	+5	+4
3	UTMB values individuals of diverse backgrounds	80%	+9	+6
4	The people with whom I work treat each other with respect regardless of:			
	a. Race	86%	N/A	+7
	b. Religion	90%	N/A	+3
	c. Gender	89%	N/A	+5
	d. Sexual orientation	90%	N/A	+5
	e. Age	88%	N/A	N/A

Professionalism Dimension

#	Item Text	% Fav	Diff From Healthcare Norm	Diff From 2007
5.	Please rate your immediate supervisor on each of the following:			
	a. Holds me accountable	90%	+46	-2
	b. Shows compassion towards me	77%	N/A	+2
	c. Treats me with respect	80%	+6	+2
	d. Exhibits integrity in action and word	76%	N/A	+3

Professionalism Dimension

#	Item Text	% Fav	Diff From Healthcare Norm	Diff From 2007
6	How would you rate the:			
	a. Quality of service to patients	44%	N/A	-2
	b. Quality of customer service by ancillary departments	39%	N/A	0
	c. Quality of medical care	52%	N/A	0
	d. Quality of nursing care	52%	N/A	+1
	e. Ease of access to care	41%	N/A	+1
	f. Helpfulness of patient education	45%	N/A	+3
	g. Accuracy of patient billing	35%	N/A	+2
7	How satisfied are you with the chance to use your skills in your position?	77%	+4	+4

Now What???

#	Actions...	By When?
1.	Reviewed by Executive Leadership and determined key focus areas for all UTMB will be: <ul style="list-style-type: none">• Team Work• Perception of Patient Care	Complete
2.	Improve Communication of Results – All results added to YOU COUNT Web Site	Complete
3.	Action Planning for all Management	In Process
4.	RFP for New Vendor for Employee Survey	In Process