

## A MESSAGE TO ALL ISLAND HEALTH STAFF AND MEDICAL STAFF FROM KATHY MACNEIL, INTERIM PRESIDENT & CEO

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December 14, 2017

I want to express my deep appreciation to everyone who recently participated in the Staff and Medical Staff Engagement and Safety Culture Surveys. Almost 60% of all Island Health staff and 46% of all Medical Staff completed the survey. Thank you all for taking the time to share your experience of engagement and safety. This large survey response means that the survey results are highly representative of our organization.

### WHAT DID THE RESULTS SHOW US?

At an organizational level, the survey results indicate both areas of strength and areas for improvement. I'm pleased to note that:

- you value your relationships with co-workers and colleagues
- you value the respect and support you receive from each other
- you feel strongly about the quality of care and services provided

I also recognize there are areas where we can improve. These include:

- Recognition from supervisors and recognition for good work
- Communication
- Transparency in decision-making and more consultation
- Opportunities for development
- Access to feedback about the care provided
- Consultation on changes affecting your jobs
- Access to feedback about the care provided

Further details about the areas of strength and areas for improvement are available in placemat summaries for [Staff](#) and [Medical Staff](#).

.../2

# memorandum



When the surveys were launched, our intention was to gain a deeper understanding of the experience of Staff and Medical Staff who work and practice within Island Health. What we heard will help us shape our culture in our own work teams and across the organization.

This is your survey and these are your results. The reports are now available on the [Island Health intranet](#) and I encourage you to review them.

Program and department-level results have also been made available to leaders and Medical Staff leaders who have direct reports. It is my expectation that these results will be shared with you. I encourage you to ask for the results for your team and start a conversation about what you have to celebrate, and what each of us can do to make Island Health an even better place for our patients and teams.

Action plans will be developed at the local team, portfolio, geographic and organization level. These plans will be developed with input from a variety of groups, including the Island Health Workplace Culture Council, the Health Authority Medical Advisory Committee (HAMAC) and the Quality Councils. Further details will be shared in the new year as this work progresses.

Culture is a team sport. We all have a role to play in creating a stronger and healthier work environment for staff and medical staff and an optimal healing and caring environment for patients, clients and residents. My personal commitment as Interim CEO is to provide regular monthly updates as the work progresses.

Feedback is a gift and we've received many gifts in the form of your feedback in this survey. We are committed to using this data to improve our patient safety culture.

Sincerely,

Kathy MacNeil  
Interim President & CEO