

HCA Healthcare Vital Voices FAQs: Colleagues

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Colleague FAQ Videos

Below are a set of links to new Vital Voices Colleague FAQ videos. These four videos should be used to help answer your questions about the upcoming pulse.

1. [Purpose](#): demonstrates why HCA Healthcare is shifting to a new engagement model.
2. [Operations](#): answers questions colleagues may have when taking the pulse.
3. [Confidentiality](#): ensures colleagues that their responses will be confidential.
4. [Results](#): sets expectations for what will be done when managers receive results.

General Program & Engagement Questions

Q: What makes someone engaged?

A: Many factors affect the degree to which you are engaged. These include your job duties, supervisor, communication, opportunities for advancement and growth, and confidence in senior leadership to name a few. Our engagement pulses are designed to focus on the most important topics for driving high engagement and some questions change over time to collect feedback on a range of topics.

Q: Is there anything I can do to increase my engagement?

A: Yes, we all have a role in increasing our engagement, and you are encouraged to partner with your manager to make improvements to your work environment following the results of the pulse.

Q: Why should I participate?

A: Completing the pulse is a way to confidentially share your thoughts and opinions with your team and leaders.

Q: Will I get more information about participating?

A: Yes. Before the pulse opens, you can obtain information from your manager or HR Department that explains the process.

- It will cover the steps we take to ensure your confidentiality and definitions of key terms used in some of the questions.
- Additionally, you can visit the [Vital Voices Atlas Connect website](#) for more important information and videos on topics such as confidentiality.
- You can also utilize www.HCASurveys.com as a source for Vital Voices information.

Q: What languages will the pulse be administered in?

A: The pulse will be administered in English, Latin American Spanish, Vietnamese, and Haitian Creole.

Program Schedule

Q: When is the October pulse?

A: The October pulse will take place from Oct. 18 – Nov. 1.

Taking the Pulse

Q: How will I take the pulse?

A: To take the pulse, you can visit www.HCASurveys.com when the pulse is live. You will also receive an e-mail from our pulse vendor (Glint) inviting you to complete the pulse.

- You can take the pulse on any company PC or Internet-enabled workstation (including smartphones).
- Colleagues will need to be logged into the HCA network to participate in the pulse via single-sign-on. If participating from a shared computer, colleagues will need to ensure that they are logged into the network before completing the pulse, and then log out of the shared computer after completing the pulse. If you are unable to use single-sign on to login, you can use your 3-4 ID (in all CAPS) and date of birth.

Q: Can I take the pulse from an iMobile device?

A: Yes, you can take the pulse on an iMobile device. Please make sure you log in as needed with your 3-4 ID prior to taking the pulse. After pulse completion, be sure to log out. [Click here](#) for a job aid on iMobile.

Q: How long will the pulse take?

A: The pulse will take approximately 5 minutes to complete.

Q: Can I save my answers and finish the pulse later?

A: There is not a 'Save' button, however, your responses will be saved up to the last completed pulse response if you exit the pulse.

Q: If I wish to re-take the pulse once I have submitted it, may I do so?

A: If a colleague wants to reset their pulse, they can do so by going to the original pulse link, and clicking a link to retake the pulse, which erases all previous responses. Please contact Glint Support desk by email at support@glintinc.com or by phone at 888-331-4495 if you need assistance.

Q: What if I am not able to or don't want to answer a question?

A: You can skip a question if you don't want to answer. Please click the "Skip" button below the question and rating scale. Please do not answer "neither agree nor disagree" if you don't know how to answer, because that is an answer representing a specific opinion.

Pulse Definitions

Q: How do we define "Senior Leadership Team"?

A: Local or business unit senior executive team (e.g. CEO, CNO, Group leader, SVP, etc.)

Q: How do we define "Organization"?

A: Local facility or function in which you work (e.g. Sunrise Hospital, Parallon, CSG, etc.)

Q: How do we define "Manager"?

A: The individual who conducts your performance evaluation and provides ongoing coaching and feedback.

Results

Q: When will pulse results be available?

A: Your manager will have access to your team's results three days after the pulse has closed.

Q: How will the results be used?

A: Your management team will review the results with you to celebrate strengths and identify opportunities for improvement. They will work together with you to identify goals aimed at making your facility a better place to work and a better place for patients to receive care. All teams are encouraged to identify one area of focus for improvement before the next pulse. Your team could have several action items related to that area of focus, but all teams are strongly encouraged to focus on one area in between pulses so that you are more like to make an impact.

Q: Will I see the results once the pulse is complete?

A: Yes. You should expect your manager/supervisor to share the results with the workgroup. You and your team should discuss your results and work together to make positive changes within your workgroup and in your organization.

People Goals (Action Plans)

Q: What will the action planning process look like?

A: Goals will be a simple, ongoing process. We will take fewer, focused actions quickly and goals will be refined based on the most recent results. Your manager will be meeting with your team to review results and collaborate on a focus area for action.

Confidentiality

Q: Will the pulse be confidential?

A: Yes, the pulse is confidential.

- The online pulse is being hosted by an outside vendor. No one within your business unit or your facility will have access to see individual question responses. All individual responses will be grouped with others in each department to create a report.
- If your department has less than 5 respondents, there won't be a department level report; your responses will be captured in the total facility report.
- After each item, there will be an opportunity to leave a comment. Managers must have 10 or more respondents to view comments.
- Comments will be reported "verbatim" or just as you wrote them. This means that if your comment includes names or self-identifying information, it will show on the report. **Please take care to not identify yourself in the comments.**

Issues Taking the Pulse

Q: Who do I contact for support if I'm having trouble taking the pulse?

A: If you are needing support with the pulse, please contact the Glint Support desk by email at support@glintinc.com or by phone at (888) 331-4495.

Q: I receive an error containing the text "Proxy" or "Firewall"

A: These errors are caused by local network settings. You should contact your location's network administrator or the ITG help desk to resolve these issues.

Q: I received this message: "You have exceeded the time limit for completing this pulse. Please log back into the system and complete the pulse."

A: If no activity occurs within 30 minutes, the pulse will time out. If you receive the time limit message, you will need to repeat the process to open the pulse, but your previous pulse

responses, if any, will be saved up through the last completed pulse response. You will be able to continue taking the pulse from this point.

Q: Who do I contact if I cannot sign onto the network?

A: Please contact your local ITG help desk.

Q: What browsers can be used to access the pulse?

A: The recommended browser is Chrome, however you may be able to complete the pulse on Internet Explorer.

Q: Will I be able to take the pulse from my Apple or Android device?

A: Yes. Just use the browser to access www.HCASurveys.com. Colleagues will need to be logged into the HCA network to participate in the pulse via single-sign-on. If not, you will be prompted to sign in using your 3-4 ID and password before accessing the pulse.

Q: The computer locked up while I was taking a pulse. What will happen to my responses?

A: Your pulse responses will be saved from the last clicked response. Follow the process to access the pulse again; you will be able to continue taking the pulse from that point.

Q: How do I determine the internet browser version on the computer I'm using?

A: Open the browser (Google Chrome, Internet Explorer, etc.). On the menu bar, click Help, and then click about. If you are unable to access information regarding your browser version, please contact your local ITG help desk for support.

Q: Where can I get a new browser?

A: For information about installing a different browser, please contact your local ITG help desk for support.