HCA Healthcare
Vital Voices Pilot FAQs

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Click here for the overall Vital Voices FAQs
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 colleague questions about the upcoming survey.

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

General Pilot Questions

**Q: Why are we doing this again just 3 months after the last survey?**

A: There are a few key reasons we are conducting a quarterly approach:

1. Continuous listening allows us to monitor whether our actions for improvement are making an impact or not, giving us the ability to course correct - if necessary - in real-time.
2. It allows us to determine the survey cadence that best suits our needs.
3. Instead of surveys being a “big event once a year,” we want to become more agile and responsive.
4. We want to listen to you, take quick action that impacts your colleague experience, and repeat that process.

**Q: Who is participating in the Pilot?**

A: South Atlantic Division, ITG, and HRG.

**Q: Can I take the survey on my phone?**

A: Yes, the survey is mobile-friendly.

Program Schedule

**Q: When is the August survey?**

A: The August survey will take place from August 12th and run through August 26th.
Training, Resources, and Job Aids

Q: Where can I find training materials?
A: Training information can be found on the Vital Voices Atlas Connect website.

Q: Where can I find additional resources to help me prepare?
A: Resources and job aids information can be found on the Vital Voices Atlas Connect website.

Q: Is a checklist available that shows what managers / leaders should be doing before, during, and after survey administration.
A: Yes, the Manager’s Guide to Vital Voices contains a checklist to help managers prepare. Please visit this section to the Vital Voices Atlas Connect Website to download the guide.

Taking the Survey

Q: How will colleagues take the survey?
A: To take the survey, you can visit www.HCASurveys.com when the survey is live on May 13th.

- You can take the survey on any company PC or Internet-enabled workstation (including smartphones).
- Colleagues will need to be logged into the HCA network to participate in the survey 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 survey, and then log out of the shared computer after completing the survey.

Q: Can colleagues take the survey from an iMobile device?
A: Yes, you can take the survey on an iMobile device. Please make sure you log in as needed with your 3-4 ID prior to taking the survey. After survey completion, be sure to log out.

Q: How long will the survey take?
A: The survey will take approximately 5 minutes to complete.
Results & Comments

Q: Can I leave a comment on every question?
A: Yes, you are able to leave a comment on each question. We encourage you to do so!

Q: When will survey results be available?
A: Survey results will be available on September 3.

Q: What if I can’t see a team that I need results for?
A: Contact your facility’s engagement champion, which is typically the HRVP.

Q: What is the threshold number of responses for a manager to receive a report?
A: Results for the scaled items will be provided if there are 5 respondents.

Q: What is the threshold number of responses to receive a comment report?
A: Managers will see comments as long as they have at least 10 respondents.

Q: How do I access my results in the Glint Dashboard?
A: After results are released on September 3, you may access the Dashboard with this link. Users are logged in via single sign on so no password or user ID is required.

You can also access the Dashboard via the Glint app. Please see this job aid.

Action Planning

Q: What will action planning look like the second time around?
A: The action planning process will look largely the same.

- We will review results and collaborate on action.
- Based on the results and our conversation we may decide to continue or modify action on the same item, or we may shift our focus to a new item. It is completely fine to continue taking action on the same item, if needed.
- If your team decides to continue taking action on the same area of focus, you can add new action items and mark others complete if they have been completed.

Q: Why is the Action Planning deadline approximately 3 weeks after results are released?
A: Since we are on a quarterly cadence, it is imperative that leaders are able to take quick action on each survey. By quickly collaborating on action with your team after results are released, it allows you to make the most impact in a short period of time. This quick, meaningful action on high impact items allows us to make the greatest improvement on employee engagement.

- To help you prepare to take action, go ahead and schedule a team meeting shortly after results are released.
- You can also visit the Resources section of the Vital Voices Atlas Website for additional job aids and resources to assist you.

Q: A new item was asked the 3rd quarter that has lower results than the item we action planned on in the 2nd quarter, do I change my action plan or add to it?

A: Not necessarily. It is recommended to focus on the areas which are having the most impact on the engagement index, and generally lower scoring. Rather than continually chasing the lowest scoring area, focus on the most important areas for your team until you have seen sustained improvement.

Confidentiality

Q: Will the survey be confidential?

A: Yes, the survey is confidential.

- The online survey 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.
- After each item, there will be an opportunity to leave a comment. These 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 Survey

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

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