

Always On: The Power of Employee Engagement

Damien S. Berg BA, BS, CRCST, AAMIF
HSPA Vice President
of Strategic Initiatives



Let's begin!

Today's agenda

Introduction

What is Employee Engagement

Focus Areas

Activities

Employee Engagement Program

HSPA Updates / Benefits and the future of
Sterile Processing



My Background:

- 28 years in Sterile Processing
- Retired Combat Medic
- IAHCSCMM President 2018–19
- Previous Manager of Sterile Processing

My Mission:

- To provide servant leadership, mentorship and guidance with 3 main goals.
- Give you the tools to do the job
 - Provide the training and education
 - Remove barriers to success

Introduction

The ONE Path: What is Employee Engagement

Invest in our people – through a solid program, activities and benefits.

Open Discussion:

- Positive Communication
- Goals
- Input
- Output

The ONE Path: Focus Areas



Employee's

Come with open mind
Solution orientated
Positive feedback
Expectations
Understanding

Leadership

Listen
Lead
Follow Up
Communicate the Why
Provide coaching

Education

Access
Variety
Focused
Fresh

THE ONE PATH IN ACTION

Align your team with a purpose

Does everyone know the mission and vision of your department?

Give your team "insider Information

Feeling like they are part of the entire hospital and community through sharing information

Celebrate personal wins

It does not need to be big

Find out what your team members are passionate about

Not just at work

Promote perks that boost mental health and physical wellbeing

We all work hard and something the simple things help

Have more fun at work

Learning clubs
Team Challenges

Sample baseline Employee Engagement Questions



(Overall Satisfaction) On a 5–point scale, where 5 means extremely satisfied and 1means extremely dissatisfied

- 1.How satisfied are you with (your company) as a place to work?

2. I know what is expected of me at work.

3. I have the materials and equipment I need to do my work right.

4. In the last seven days, I have received recognition or praise for doing good work.

5. My supervisor, or someone at work, seems to care about me as a person.
6. There is someone at work who encourages my development.

7. At work, my opinions seem to count.

8. The mission or purpose of my company makes me feel my job is important.

9.In the last six months, someone at work has talked to me about my progress.

10. This last year, I have had opportunities at work to learn and grow.

Real Sample Survey Results



Employee satisfaction

87%

Say they feel supported in their role

Employee feedback

1 in 5

Request more training and resources

Opportunity

In a 2020 Gallup studied includes 276 independent organizations. The following aggregate business/work unit performance measures:

- **customer metrics (referred to as customer loyalty/engagement)**
 - **profitability**
 - **productivity**
 - **turnover**
- **safety incidents**
 - **absenteeism**
 - **shrinkage**
- **patient safety incidents**
 - **quality (defects)**
 - **wellbeing**
- **organizational citizenship**

The ONE Path: Your road to employee success.



Education and Action Plan's



Nexus

Bringing it all together with data, results and education



**Facilitate employee
feedback**

**Encourage ideation
and experimentation**

**Promote project
ownership**



We work as ONE – always ON!

With the power of knowledge...
The passion of the people ...
Dedication to the profession...

**ANYTHING CAN BE
ACCOMPLISHED**



HSPA MEMBERSHIP HAS MANY BENEFITS

Stay Current

- Digital access to current and archived issues of PROCESS and insights
- Access to member-only sections of the website

Professional Growth

- Opportunities to participate on HSPA committees
- Opportunities to participate in Association leadership roles

Get the Deals

- Discounts on HSPA education publications
- Savings on online continuing education lesson plans

Participate

- A vote in HSPA elections, bylaws changes, and other issues
- Eligibility for awards recognizing SP accomplishments

Networking

- Participation in the online HSPA Discussion Forum
- Reduced registration fees for the HSPA Annual Conference & Expo

Be Part of the Future

- Participate in a professional association of nearly 38,000 other SP colleagues

Why It Matters

Here, in Sterile Processing, lives are saved every single day. Within these walls, care and dedication bridge the gap between skill and precision, between hope and assuredness. The heroes hard at work here every hour of every day deserve the utmost thanks. The Sterile Processing industry is filled with people who strive and challenge themselves to make informed decisions each moment that impact the people whose lives are in their hands.

Thank YOU for all you do everyday!

Healthcare Sterile Processing Association (HSPA)

**55 West Wacker Drive Suite
501 Chicago, IL 60601**

Toll Free: 800.962.8274

Direct: 312.440.0078

Fax: 312.440.9474

Email: dberg@myhspa.org

