PULSE SURVEY

DIVERSITY, EQUITY & INCLUSION (DEI)
PULSE SURVEY

MANAGER TOOLKIT

MICHIGAN MEDICINE
UNIVERSITY OF MICHIGAN
Goal

- Michigan Medicine’s goal for the first DEI Pulse Survey is for at least one person per department to respond to the Net Promoter Score question “How confident are you that your work unit/department’s diversity, equity, and inclusion efforts are making a positive impact on culture in your work unit/department?” That way all departments will be represented in the overall organizational calculation for this metric and will allow us to set a robust baseline for future surveys.

- However, you should aim to achieve 100% participation in your departments to ensure all voices are heard.

Action Required

You are responsible for:

- Communicating the survey’s purpose and actively soliciting employees to participate.
- Explaining the survey to employees using the provided materials.
- Monitoring survey completion numbers in your area and taking additional action when necessary to increase results.

Survey Information

- Survey starts on 10/14 and ends on 10/25.
- The survey can be accessed through a generic link available via email and through ads on internal sites. A password is required. See the “how-to” guide or the FAQs for more information.
- Staff and faculty can complete the survey:
  - From their desktops if they use a computer at work.
  - From their home computers by using the direct link sent to their work email address. (Note: hourly employees are encouraged to complete the survey on company time).
  - By clicking on survey ads on the following sites:
    - [http://diversity.med.umich.edu/](http://diversity.med.umich.edu/) (DEI homepage)
    - [www.umhsheadlines.org](http://www.umhsheadlines.org) (employee newsletter homepage)
    - [http://www.med.umich.edu/i/](http://www.med.umich.edu/i/) (internal homepage)
    - [http://www.med.umich.edu/clinical/](http://www.med.umich.edu/clinical/) (clinical homepage)

**NOTE:** The staff version of the survey contains 20 questions and should take about 5 minutes to complete, whereas the faculty version only contains a couple questions and should take less time to complete.
TALKING POINTS

- Michigan Medicine, in partnership with our vendor for patient satisfaction surveys, Press Ganey, is launching the first annual Diversity, Equity & Inclusion (DEI) Pulse Survey on Monday, October 14th. The survey will give the many voices – your voices – throughout the organization the opportunity to tell leadership how you feel about the current climate of inclusivity at Michigan Medicine and will focus on topics such as communication, respect, and teamwork.

- Your input is critical as we continue to build a unified culture that is also diverse and inclusive. Information learned from the survey will ensure that we continue moving in a positive direction as well as help us to track our progress.

- Participation is optional but strongly encouraged. Leadership wants to hear your feedback.

- Participation is confidential. Michigan Medicine is working with Press Ganey, an outside vendor, to administer the survey.

- All survey responses go directly to Press Ganey where they are compiled into summary reports. Reports to Michigan Medicine will only show average scores for each group, not individual responses. There is no way for our organization to track personal information or answers.

- The survey is easy to complete and will only take about 5 minutes of your time. Most questions will be answered based on a five-point agreement scale – meaning your answers will be based on a strongly disagree to strongly agree scale.

- While you should be able to complete the survey in one sitting, your responses will be saved as you progress through the survey if you need to return later. **However, you must click the “SUBMIT” button at the end of the survey for your final responses to be captured.**

- The survey will be available online October 14th through 25th and can be accessed via a generic link that will be sent to your work email address from Press Ganey.

- You may also access the survey on one of these following platforms:
  - The DEI homepage
  - Headlines, the employee newsletter’s website;
  - Michigan Medicine Insider, the internal homepage; and
  - the clinical homepage.

- Because all employees can access the survey using the same generic link, it’s important to note that each employee will need to use their individual password to complete the survey. Please let me know if you would like a “how-to” guide.

- I’m available to answer any questions you have about the DEI Pulse Survey. You can also talk to our department’s Culture Coach or DEI Implementation Lead to learn more.

- Thank you in advance for making the time to provide your feedback in the DEI Pulse Survey – your Many Voices help to make Our Michigan an even better place to work!
First annual DEI Pulse Survey to be conducted Monday, 10/14 through Friday, 10/25.

Eligibility criteria:
- All full- and part-time staff members who began work on or before 09/03/2019.
- Any faculty who began work on or before 09/03/2019 that is not emeritus/a faculty.
- Temporary employees are not eligible to participate.

Survey administered by third-party vendor who also administers our patient satisfaction surveys, Press Ganey. All survey responses sent directly to vendor; Michigan Medicine will never be able to tie individual responses back to employees and data will never be reported for groups with less than five responses.

The staff version of the survey will be available online in English, French, Korean, and Spanish. The faculty version of the survey is only available in English.

Approximate 5-minute completion time for staff. The faculty version of the survey is shorter than the staff version so should take even less time to complete.

While responses will be saved as a respondent progresses through the survey, the “SUBMIT” button at the end of the survey must be clicked for final responses to be captured.

Generic link to survey will be sent to all eligible employees’ work email addresses (password will be required to access the survey).

Generic link also available online at:
- http://diversity.med.umich.edu/ (DEI homepage)
- www.mmheadlines.org (employee newsletter homepage)
- http://www.med.umich.edu/i/ (internal homepage)
- http://www.med.umich.edu/clinical/ (clinical homepage)

To ensure employees only complete the survey once, a unique password is required to participate:

- **Single appointment employees**: 8-digit UMID and last two digits of your birth year (ex: if your UMID is 12345678, and your birth year is 1979, your password will be 1234567879).

- **Dual appointment employees**: 8-digit UMID, last two digits of your birth year, and the uniqname of your supervisor in all caps for each appointment (ex: if your UMID is 12345678, your birth year is 1979, and the uniqname for your supervisor for your first appointment is JSMITH, your password for your first appointment will be 1234567879JSMITH; if your supervisor’s uniqname for your second appointment is PBROWN, your password for that appointment will be 1234567879PBROWN).

Unique participant information, including whether or not individual team members have taken the survey, is also retained by vendor – guaranteeing confidentiality – and no one at Michigan Medicine will know whether an individual employee participated in the survey or not.

Survey not mandatory, but eligible employees are encouraged to complete in order to obtain accurate sample.

Departments encouraged to allow staff members to complete survey on shift during slow periods.

Importance of completing survey to be communicated via employee newsletter, internal websites, digital signs, fliers, Culture Coaches/DEI Implementation Leads, and you as unit/department leaders.
Why is the organization conducting a survey?
Leadership wants to hear how you feel about the current climate of inclusivity at Michigan Medicine and the survey will focus on topics such as communication, respect, and teamwork. Your input on these topics is critical as we continue to build a unified culture that is also diverse and inclusive.

Who is eligible to take the survey?
Faculty and staff who began working at Michigan Medicine on or before September 3, 2019 are eligible to take the survey. Official dual appointments (as long as one appointment is in Michigan Medicine) are also eligible to participate. House officers, temporary employees, and emeritus/a faculty are not eligible to participate.

Who will administer the survey?
Press Ganey is the third-party vendor administering the survey on behalf of Michigan Medicine. Utilizing a third-party vendor maintains the confidentiality of responses submitted through the survey.
The Michigan Medicine units organizing the survey administration and other survey details with the vendor are the Office for Health Equity & Inclusion (OHEI), Quality, and Human Resources (HR).

How will the information be used?
The results will help Michigan Medicine discover its strengths and make improvements in the areas of diversity, equity, and inclusion to ensure all employees have an optimal experience working at the organization. It will ensure that we continue moving in a positive direction and also help us to track our progress.

When can I take the survey?
The survey is available from October 14 through 25.

How do I complete the survey?
Complete the survey using the link sent to your work email address, or by visiting the Michigan Medicine Headlines homepage and clicking on the survey advertisement. Because all employees can access the survey using the same generic link, it’s important to note that a password is required to complete the survey:

- Single appointment employees: 8-digit UMID and last two digits of birth year.
  Example: If your UMID is 12345678 and your birth year is 1979, your password will be 1234567879.

- Dual appointment employees: 8-digit UMID, last two digits of your birth year, and the uniqname of your supervisor in all caps for each appointment.
  Example: If your UMID is 12345678, your birth year is 1979, and the uniqname for your first appointment is JSMITH, your password for your first appointment will be 1234567879JSMITH.
  If your supervisor’s uniqname for your second appointment is PBROWN, your password for that appointment will be 1234567879PBROWN.

(over)
FAQ
(continued)

**Will my responses remain confidential even though I’m required to use a password?**
Yes. Logging on with a password simply ensures employees only complete the survey once. Unique participant information, including whether or not individual team members have taken the survey, is retained by the survey vendor, Press Ganey, and not shared with Michigan Medicine, guaranteeing confidentiality. Further, results will never be reported on for groups with less than five respondents. All data is sent directly to the third-party vendor and no one at Michigan Medicine will ever see individual responses tied back to an employee. If you are not comfortable responding to a question, you are not required to respond to it.

**Will I be able to provide comments?**
Yes. Further, comments will be scrubbed for names and profanity. Any comments that may hinder the positive progress we are trying to make as an organization or if they could elicit retaliation may be removed from the reporting site to protect the confidentiality and well-being of all respondents. These comments will be provided to the respective Human Resources Business Partner so that appropriate follow up related to the comments can occur. Leaders will only receive comments made by employees in their respective area[s].
If you have any comments/concerns related to inappropriate behaviors from a specific individual you work with or based off of a specific event/situation, you are encouraged to submit your comment/concern through the Compliance Hotline instead of including it in the survey so that any necessary follow up can occur.

**Once I start the survey, how long do I have to complete it?**
The staff version of the survey should only take about 5 minutes to complete. The faculty version of the survey is shorter so should take even less time to complete.

**Can I start the survey and finish it later?**
Yes, however you are encouraged to complete the survey in one sitting if possible. To ensure your responses are saved, be sure to click the “Next” (>>) button at the bottom of each page. While your responses are saved as you progress through the survey, you must click the green “SUBMIT” button at the end of the survey for your final responses to be captured.

**What do I do if I have problems and/or questions while completing the survey?**
You can reach out to the Press Ganey Help Desk at hdesk@pressganey.com.
You can also talk to your department’s Culture Coach or DEI Implementation Lead.

**What is a Culture Coach/DEI Implementation Lead?**
Culture Coaches and DEI Implementation Leads are employees who have been identified by departments to provide additional support to their colleagues in taking the survey if any questions come up. The main responsibilities of Culture Coaches/DEI Implementation Leads are to:
- Support the planning and rollout of the survey
- Act as a resource for employees who have questions regarding the survey process
- Promote response rates within their respective teams
Access the online survey by clicking the generic link sent to your work email address.

You can also access the survey by going to any one of the following websites:

- DEI homepage: [http://diversity.med.umich.edu](http://diversity.med.umich.edu)
- Headlines (employee newsletter): [www.mmheadlines.org](http://www.mmheadlines.org)
- Michigan Medicine Insider (internal homepage): [http://www.med.umich.edu/i/](http://www.med.umich.edu/i/)
- Clinical homepage: [http://www.med.umich.edu/clinical/](http://www.med.umich.edu/clinical/)
- Press Ganey: [https://surveys.pressganey.com/wix/p3092774297.aspx](https://surveys.pressganey.com/wix/p3092774297.aspx)

Enter your password:

- **Single appointment employees:** 8-digit UMID and last two digits of birth year.
  
  Example: If your UMID is 12345678 and your birth year is 1979, your password will be 1234567879.

- **Dual appointment employees:** 8-digit UMID, last two digits of birth year, and uniqname of your supervisor in all caps for each appointment.
  
  Example: If your UMID is 12345678, your birth year is 1979, and the uniqname for your supervisor is JSMITH, your password for your first appointment will be 1234567879JSMITH; If your supervisor’s uniqname for your second appointment is PBROWN, your password for that appointment will be 1234567879PBROWN.

### ADDITIONAL INFORMATION

- The staff version of the survey is available in English, French, Korean, and Spanish. The faculty version of the survey is only available in English.
- It will take approximately 5 minutes for staff to complete the survey. The faculty version of the survey is shorter so will take even less time to complete.
- You are encouraged to complete the survey in one sitting; however, if you must exit the survey, your responses will be saved and you may return later to complete it. You must click the “Next” (►) button to ensure your responses are saved.
- While your responses will be saved as you progress through the survey, you must click the “SUBMIT” button at the end of the survey for your final responses to be captured.
- Your responses are completely confidential; your name will not be reported with your responses.
- You may go back to previous pages of the survey using the “Back” (<<) button at the bottom of each page.
- Comments will be scrubbed for names and profanity. Any comments that may hinder the positive progress we are trying to make as an organization or if they could elicit retaliation may be removed from the reporting site to protect the confidentiality and well-being of all respondents. These comments will be provided to the respective Human Resources Business Partner so that appropriate follow up related to the comments can occur. Leaders will only receive comments made by employees in their respective area(s).
- If you have any comments/concerns related to inappropriate behaviors from a specific individual you work with or based off of a specific event/situation, you are encouraged to submit your comment/concern through the Compliance Hotline instead of including it in the survey so that any necessary follow up can occur.
RESOURCES

Websites where employees can access the survey

- www.mmheadlines.org (Headlines employee newsletter homepage)
- http://www.med.umich.edu/i/ (internal homepage)
- http://www.med.umich.edu/clinical/ (clinical homepage)

Email the Press Ganey Help Desk at hdesk@pressganey.com for survey administration questions.

Diversity, Equity & Inclusion (DEI) Website
http://diversity.med.umich.edu/

CONTACTS

- DEI Pulse Survey Co-Chairs
  - Phillip Lipka, Human Resources Employee Engagement Program Manager, extension 71916
  - Megan Blair, Quality Senior Clinical Information Analyst, extension 68038
- Office for Health Equity & Inclusion (OHEI)
  - Patti Andreski, Research Area Specialist Lead, extension 57675