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 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.
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