PRHC
Peterborough Regional Health Centre
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NRC Picker staff & physician survey results presented

Results "a call to action," says CEO

In a presentation today to announce PRHC's staff and physician survey results, CEO Ken Tremblay had his sights set firmly on the future of the organization.

"The beginning of 2011 was the right time for us to conduct the survey, in line with our overall strategy for change, and the results are what we expected to see," said Tremblay. "As we are transitioning into a performance-based culture, the results are reflective of a culture undergoing that change. This information provides us with what we need to help target intervention based on data and evidence."

The NRC Picker survey is widely used in the health care sector to gauge employee and physician satisfaction and to compare hospitals – against their own historic results, as well as against other hospitals within a given year. The last survey conducted by PRHC was done in 2008.

"Interestingly, PRHC's results have remained relatively stable since the 2008 survey, even after a challenging year of restructuring and fiscal recovery," said Jane Parr, VP & Chief Human Resources Officer.

The results also indicate that PRHC is in-line with other hospitals of a similar size in Ontario. A full Executive Summary from NRC Picker, outlining and comparing results from hospitals across the province, is expected later this year.

In anticipation of the survey results, a Healthy Hospital Committee was convened earlier this year. This committee, comprised of front-line staff and management, will delve into the survey results in greater detail and provide advice and recommendations for improvements before our next survey in 18-24 months. Dr. Graham Lowe, who consulted in the development of the NRC Picker survey, is currently working with PRHC and the Healthy Hospital committee to help shape a healthy and sustainable organizational culture.

"PRHC is committed to improving overall employee engagement and workplace satisfaction, as we believe this is integral to building a healthy culture, which ultimately better serves our patients," said Tremblay. "As CEO, I'm proud of the hardworking staff & physicians at PRHC. I believe this survey gives us the input we need to improve employee satisfaction in a balanced-budget environment."

The full survey results from NRC Picker are available at http://tinyurl.com/NRCPickerResults

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