

St. Francis Hospital
Karen Sagar, Director, Recruitment & Retention
HR Communications
ASHHRA Communication Award Submission

Effective communication is a key driver of organizational performance and employee satisfaction. In a June 2005 Advisory Board White Paper it was noted that “effective communication can impact a variety of (organizational) issues including employee satisfaction¹.”

Communication issues had been identified in our employee opinion survey in 2008 as well as in a manager satisfaction survey that HR administered in 2007. In our employee satisfaction survey, our staff ranked their level of satisfaction with internal communication anywhere between the 10th and 38th percentile², depending on who was delivering the communication. While specific HR communication was not rated on the survey, it was felt that the satisfaction levels with HR communication would be equally low.

As part of our overall communication improvement strategy, we brought on board an HR staff member in the role of Employee Communication Specialist in May 2008. Working in conjunction with Karen Sagar, Director of Recruitment & Retention, an organizational communication strategy was developed and presented to the Senior Leadership Team.

Part of the overall communication strategy was to improve HR communications and distribute information in a way that was user-friendly, relevant to a broad base of our employment population, timely and delivered in a cost-effective and accessible method. An HR branded, e-mail update was designed to deliver timely information to general hospital staff. In addition, a separate e-mail update with the same branding was developed for management staff to share HR-related information with our leadership team. These staff e-newsletter is sent out on a bi-weekly basis. Manager e-newsletters are sent out on an as-needed basis.

In December 2008, we surveyed our management team on the effectiveness of communicating HR-related information to managers and staff. Our HR communication efforts were rated at 3.14 on a 0-4 scale. Although we had not surveyed our managers on their satisfaction with HR communications prior to this, based on their comments submitted with the online survey, they have found eSource to be an effective tool for both the leadership team as well as general staff.

We will be repeating our staff and manager satisfaction surveys in 4th quarter 2009 and hope to see continued improvement in satisfaction levels with our overall and HR-specific communication strategies.

Copies of both the staff and manager eSource are included as examples.

For more information contact:
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¹ “Effective HR Communication Strategies”, Original Inquiry Brief, The Advisory Board Company, Washington, D.C., June 24, 2005.

² Press Ganey Employee Perspectives Survey administered in 2005 and 2008, percentile rankings are in comparison to their national hospital database.

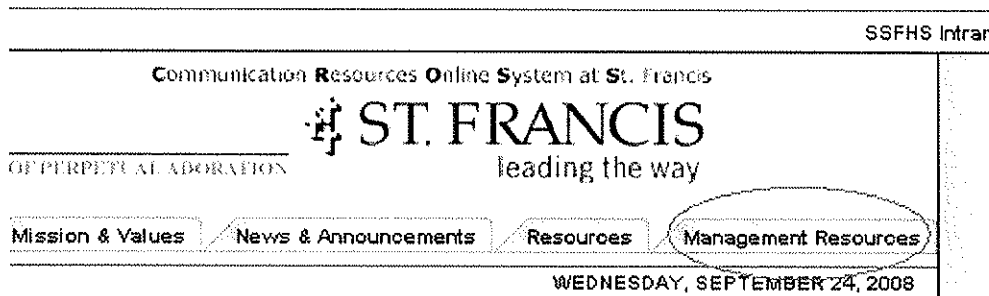


ST. FRANCIS Human Resources

Manager Edition eSOURCE

Introducing the New Management Resource Page on CROSS

We are pleased to announce that you can now access your HR related management tools in a secure location on CROSS.

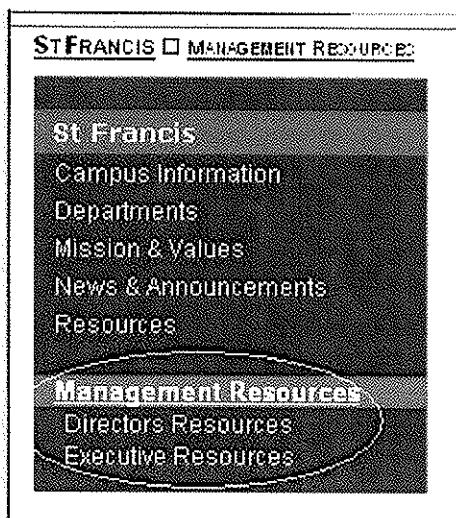


Secure Access

Only Managers (with direct reports), Directors and Senior Leadership will see this tab when accessing [CROSS](#).

Once you click on the Management Resources tab, you will see one of three possible views in the left navigation window (see below image):

- Managers will only see Management Resources
- Directors will see both Management Resources and Director Resources
- Senior Leadership will see Management Resources, Director Resources and Executive Resources



Non-Management Access

We recognize that in some instances you may have a staff-member assisting you who will not have access to the Management Resources tab. For their convenience, the most commonly accessed forms (Open Position and New Hire/Orientation) are available on the [HR page](#).

Available Resources

All resources have been grouped by process for ease of access. If there are additional HR related resources that you would like to have located on the Management Resources page, please let us know.

To view this email as a web page, go [here](#).



ST. FRANCIS Human Resources

eSOURCE

Welcome to eSource!

In an effort to keep you better informed, we will be sending periodic updates via email to keep you informed of upcoming HR sponsored events as well as any upcoming benefit or policy changes.

2008 employee satisfaction survey

Within the past week, employees should have received the 2008 Employee Satisfaction/Perspective Survey. Please remind your staff to take a moment to respond to the survey. They will then return it directly to the survey administrator, Press Ganey, in the provided postage-paid envelope. Please iterate that all responses to the survey are confidential and that their input is extremely important!

Survey responses are due no later than Friday, May 23. The feedback of you and your staff is invaluable to this important process as we continue to measure and strive to improve employee satisfaction.

Employee picnic and health fair

In honor of National Employee Health and Fitness Day, we invite you to attend the annual Employee Healthy Picnic and Health Fair.

- Beech Grove outside behind the receiving dock - Tuesday, May 20, 11 a.m. to 1:30 p.m. and 4:45 to 7 p.m.
- Mooresville outside behind the cafeteria and Engineering - Wednesday, May 21, 11 a.m. to 1:30 p.m. and 5 to 6:30 p.m.
- Indianapolis front lawn - Thursday, May 22, 11 a.m. to 1:30 p.m. and 4:45 to 7 p.m.

When you attend the health fair, you'll receive one healthy activity

point.

In addition to enjoying a healthy lunch and learning some tips to improve your health, you'll also find information about the new employee fitness rooms.

For more information about the Employee Healthy Picnic or the employee fitness rooms, send an e-mail to Joann.Peavler@ssfhs.org.



ADVANTAGE Health Solutions, Inc.sm (ADVANTAGE) recognizes that your pharmacy services are an important component of your overall health benefit. In an effort to improve the quality and cost of service received through ADVANTAGE's retail and mail order programs, the decision has been made to contract with RxAmerica to administer our prescription benefits **effective July 1, 2008**.

Watch for a letter from Advantage at home in the next few days outlining the change. You will receive additional communication and details prior to the July 1 transition to RxAmerica. In the meantime, you may contact Advantage at 800-553-8933 or through ADVANTAGE-connect at www.advantageplan.com, and one of their Member Service Representatives will be happy to assist you with your questions.