

# In-Touch pulse surveys

Solution overview – not for profit organisations

April 2020



Success. Mapped.



# Context – staying in touch with employees in a time of crisis

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- The COVID-19 crisis has caused unprecedented disruption in workplaces around the world
- Employees are experiencing higher levels of anxiety and concern as a result of job insecurity, potential exposure to the virus, reduced working hours, family disruption, financial pressures and/or the isolation of working from home
- In the health and social services sector, front line employees are managing increased workloads, higher levels of patient/client stress and greater risk of exposure to the virus while providing direct patient/client care. Support employees might have anxiety about potential redeployment during the crisis and, in some cases, the challenges of working from home
- In this uncertain environment many NFPs are seeking to give employees a channel for providing feedback to understand what the key issues are and to provide support and assistance as needed
- This document outlines Insync's In-Touch pulse survey solution which allows leaders to:
  - gain insights into the lived experience of their teams
  - monitor this experience as the situations evolves via regular pulses
  - respond in real time to issues and concerns raised

# How we will work with you

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Insync is focused on helping organisations to gain a **deep understanding** of their employees, clients and patients – how they think, feel and act

We are committed to enhancing our clients' success by providing **genuine insights** into how to engage their employees, clients and patients more effectively. Our service includes:

- Taking the time to understand your requirements and priorities so that the solution is specifically tailored to the drivers of your success
- Providing you with a dedicated project team to guide and support you through the whole process
- Utilising our deep industry experience and benchmarks so that we can lift out insights and recommendations that will help your executive team focus on the most important issues
- Building an ongoing partnership so that we can jointly support consistent improvement over time

# Solution overview – the pulse survey focuses on clarity, resilience, support and communication required in a time of crisis

The “in-touch” survey was designed to tap into key domains impacted upon by COVID-19 and provide a comprehensive picture of where and to what degree there has been an impact on people and their work environment. Conversely, depending on your specific situation, we could identify a smaller number of items to only address the highest priority areas. During the planning phase we will work closely with you to ensure that the survey addresses the specific issues impacting your employees

EXAMPLE

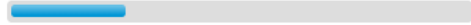
Domains	Example survey items
Connectedness	I feel a sense of togetherness with my peers
Wellbeing	I am optimistic about what the future holds at work
Trust	I am confident our organisation is moving in the right direction
Job satisfaction	Right now, I am satisfied in my job
Organisational support	Our organisation cares about and is committed to me
Teamwork	In my work group, we collaborate effectively to achieve our goals
Resilience	I bounce back quickly after setbacks
Role clarity	I understand what is expected of me in my role right now
Manager support	The person I report to genuinely cares about my wellbeing
Communication	The organisation communicates about what's happening in a timely manner
Open ended questions	What can the organisation do to better support you at this time?

# Providing feedback is quick and easy

- Employees can provide feedback online or via their mobile phones
- Surveys typically take between 3 and 6 minutes to complete
- One or two free text questions are recommended
- Up to two reminders are typically sent to non-respondents

**EXAMPLE**

### Mobile phone version

This is page 2 of 4 

Please indicate the extent to which you agree with each of the following statements. Note: responses to all items are mandatory.

**1** I feel a sense of togetherness with my peers

1 - Strongly disagree

2 - Disagree

3 - Slightly disagree

4 - Neither agree nor disagree

5 - Slightly agree

6 - Agree

7 - Strongly agree

**2** I feel a sense of togetherness in my work group

1 - Strongly disagree

2 - Disagree

3 - Slightly disagree

4 - Neither agree nor disagree

5 - Slightly agree

6 - Agree

7 - Strongly agree

### Online version

This is page 2 of 4 

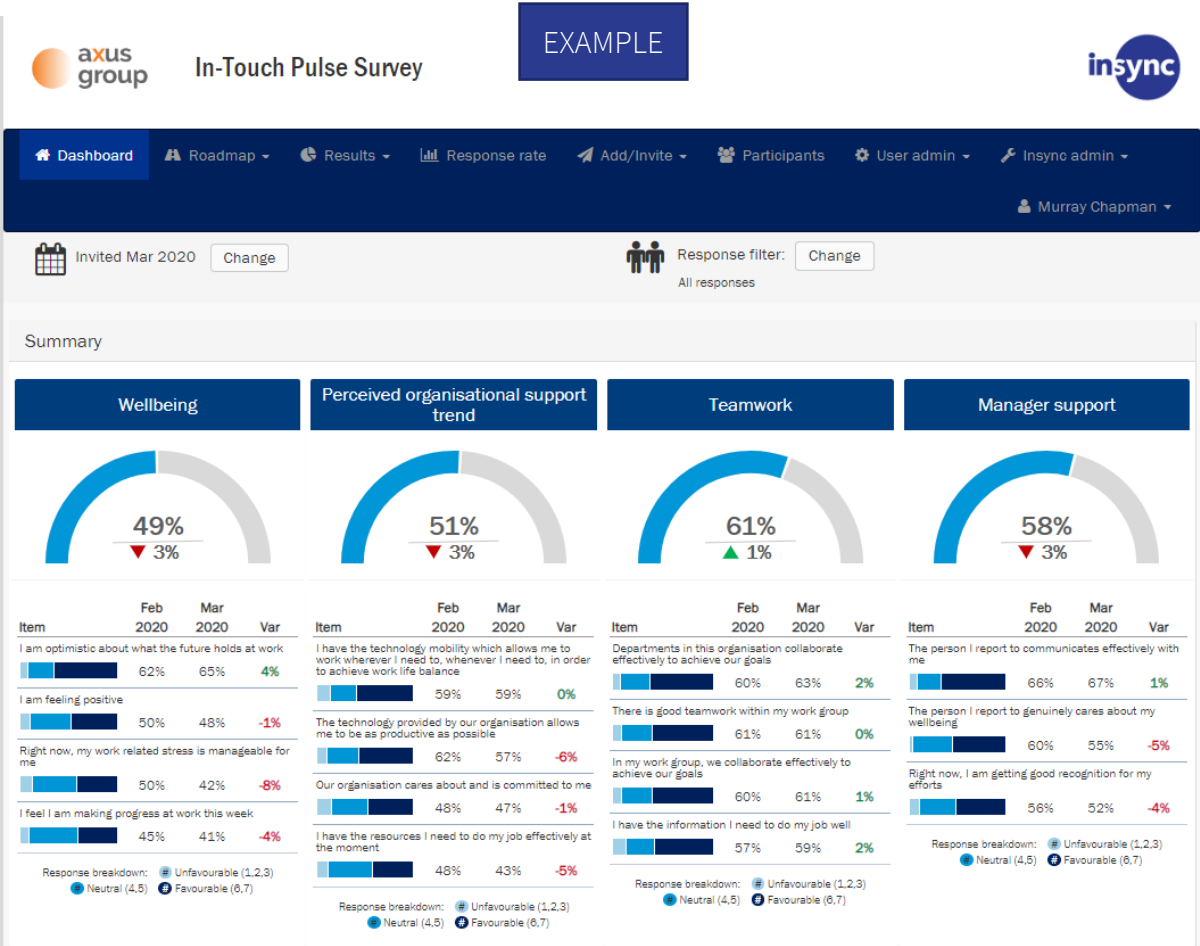
Please indicate the extent to which you agree with each of the following statements. Note: responses to all items are mandatory.

	Strongly disagree	Disagree	Slightly disagree	Neither agree nor disagree	Slightly agree	Agree	Strongly agree
	1	2	3	4	5	6	7
<b>1</b> I feel a sense of togetherness with my peers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>2</b> I feel a sense of togetherness in my work group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>3</b> I am feeling positive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>4</b> Right now, my work related stress is manageable for me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>5</b> I feel I am making progress at work this week	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>6</b> I am optimistic about what the future holds at work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



# Survey results are available in real time via an interactive portal

A customised dashboard summarises the results at the highest level



### Key features

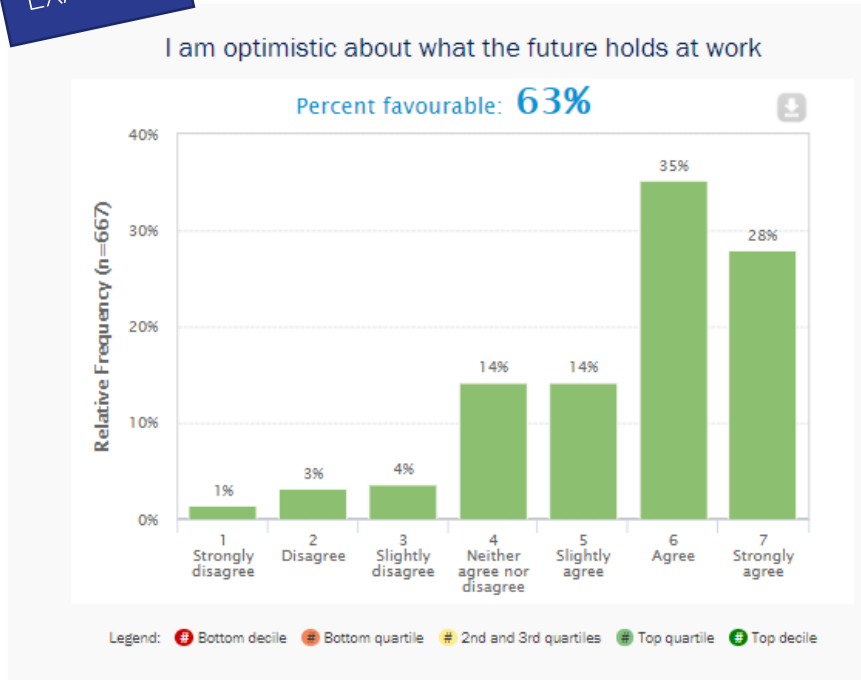
- Results are available in real time
- Dashboard can be saved as a pdf
- Multiple access levels - managers can only access their own results
- Ability to interrogate the data on agreed demographics (e.g. department, location)
- Triggers to alert managers if employees indicate they are in distress (would require employee permission to make their results to be visible to HR/OD)



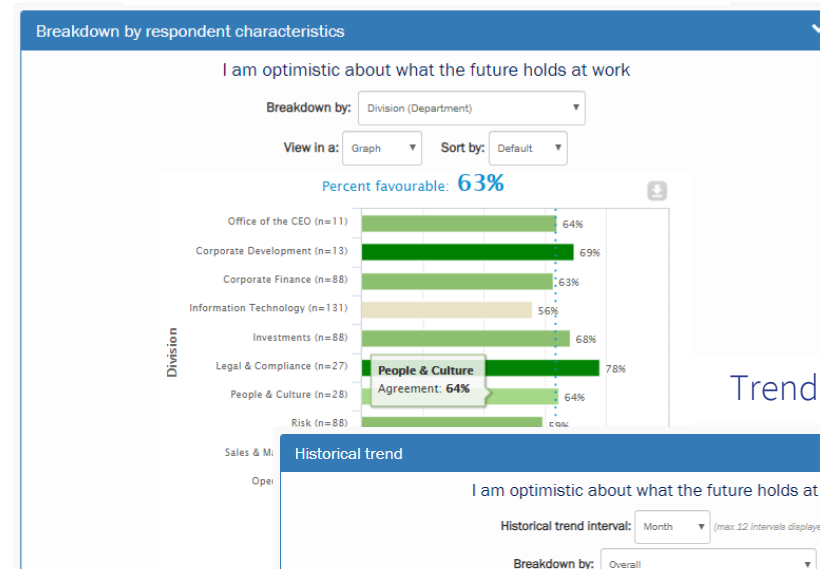
# The interactive portal allows each manager to analyse their own results in detail

EXAMPLE

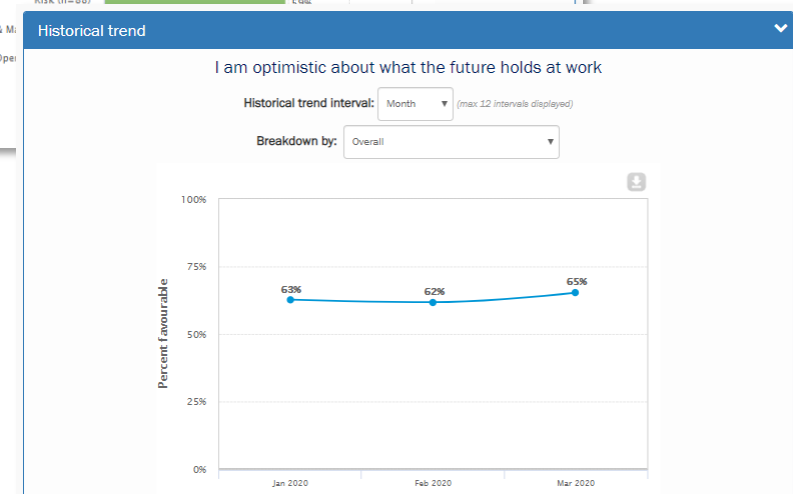
Overall results – at organisation, department or team level



Breakdown by demographic group



Trend analysis



# Each manager will be guided on the most effective path to improving their team's well being

EXAMPLE

## 1 Which direction would you like to go and how will you get there?

1. Check that the date filter and response filters above correspond to the latest survey results for your area of the organisation.
2. Your recommended shortest path for improvement is shown below. Determine the areas that you would like to target for improvement.
3. For each area, we've listed some best practice actions for you to consider implementing. You can edit or change them to better suit your situation, or scroll to the bottom to add additional actions to implement.
4. Tip: choose between 3 and 5 actions.

Legend: # Bottom decile # Bottom quartile # 2nd and 3rd quartiles # Top quartile # Top decile  
# Non-benchmarked item

Item	Percent favourable
<p>▲ The person I report to genuinely cares about my wellbeing</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Remind employees weekly to maintain a healthy regular routine e.g. get enough exercise and to take regular breaks - with sunlight if possible. </li> <li><input type="checkbox"/> Maintain personal relationships with employees/get to know your employees on a personal level </li> <li><input type="checkbox"/> Resist enquiring after what an employee does each day, and instead focus on outcomes and achievements - is the work done to an acceptable standard and completed when it is due? </li> </ul>	56%
<p>▲ I understand what is expected of me in my role right now</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Set clear expectations with your employees when assigning work including a deadline and quality standards. Try to align this to the company's purpose. </li> <li><input type="checkbox"/> Check in with team by phone at the beginning of each week to discuss work flow for the coming week </li> <li><input type="checkbox"/> Readjust employee roles where necessary so people can leverage their strengths in new ways </li> </ul>	72%
<p>▲ I feel a sense of togetherness in my work group</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Hold a team building session via video link up and ask employees to share an object that has personal meaning with the group </li> </ul>	34%

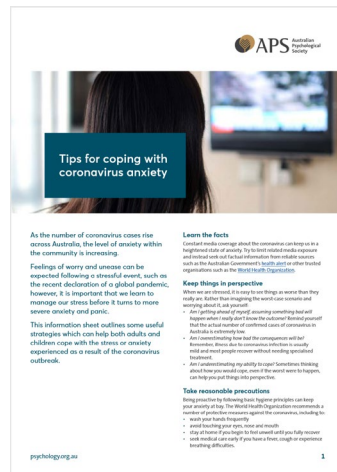
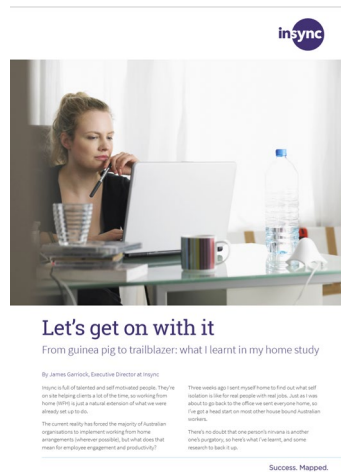




# We have resources to support managers and employees cope with COVID-19 challenges

Insync is the licensee for Press Ganey in Asia-Pacific. As the largest global health research and consulting company, they are rapidly rolling out resources to assist clients through this tough time.

In addition, Insync is developing and curating local resources to assist our Australian clients.



## Resources to Support COVID-19 Efforts

EXAMPLE

These resources have been developed to help health care leaders, caregivers, and their colleagues implement processes and plans to enable optimal delivery of care in these challenging times.

The extraordinary commitment of caregivers and their response to this crisis is beyond compare. We are privileged to support them in any way we can. As you and your colleagues remain focused on caring for your patients, the Press Ganey team will continue to develop tools and resources to support your efforts and add them to this page.

### ON-DEMAND WEBINARS

#### ▶ Applying High Reliability Operating Principles in Crisis

**Judy Ewald, BS, MPA, CPHQ** – Project Consultant, Press Ganey Strategic Consulting  
March 18, 2020 (9 min. 34 sec.)

[View the On-Demand Webinar Recording >](#)  
[Quick Reference Guide >](#)

#### ▶ Creating Inpatient Capacity in Emergent Situations

**Bonnie Thompson, MSN, MBA, RN** – Senior Associate, Press Ganey Strategic Consulting  
March 18, 2020 (15 min. 48 sec.)

[View the On-Demand Webinar Recording >](#)  
[Quick Reference Guide >](#)

#### ▶ Staffing Strategies in High Demand and Emergent Situations

**Adam Higman, DHA, FACHE** – Partner, Press Ganey Strategic Consulting  
March 18, 2020 (25 min. 20 sec.)

[View On-Demand Webinar Recording >](#)  
[Quick Reference Guide >](#)

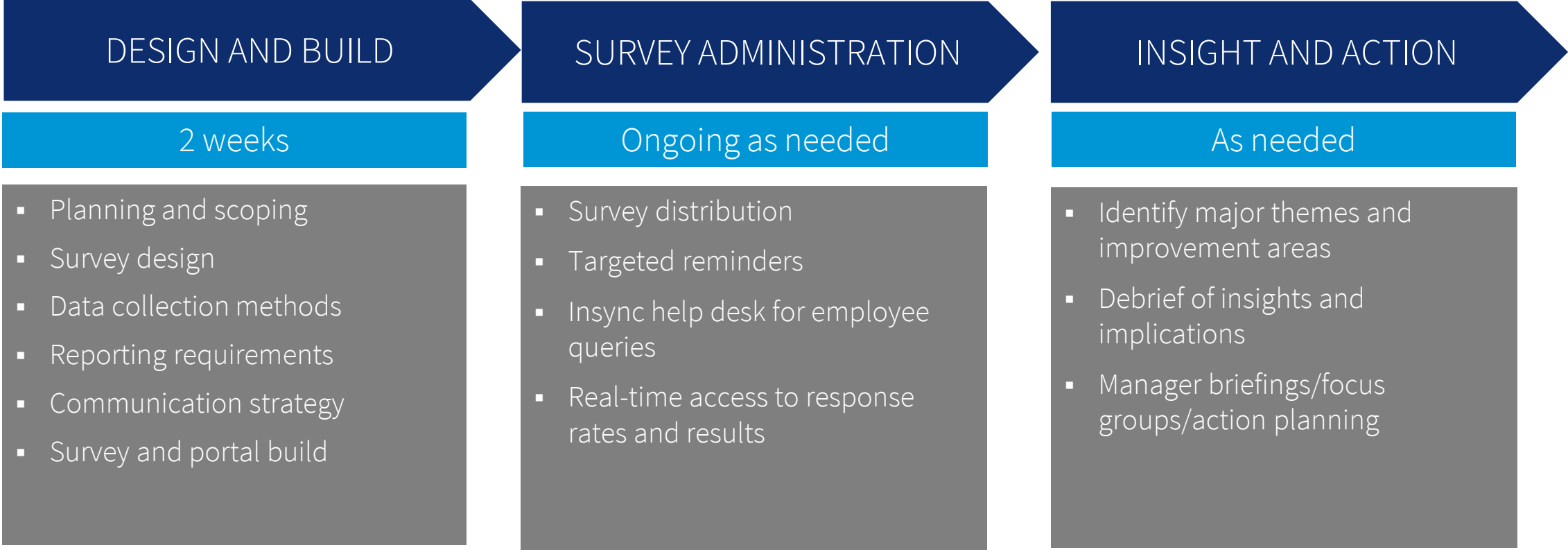
#### ▶ Creating Ambulatory Capacity During Emergent Situations

**Shelly Turner, DNP, RN** – Clinical Improvement Manager, Press Ganey Strategic Consulting  
March 19, 2020 (14 min. 9 sec.)

[View On-Demand Recording View >](#)  
[Quick Reference Guide >](#)



# We will partner with you through the entire feedback process



# There are clear deliverables at each stage of the feedback process

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## DESIGN AND BUILD

- Planning meeting
- Customised survey design
  - Define your context and objectives
  - Include up to 30 in-touch survey items and any specific additional items for your context
  - Up to three open ended questions
  - Up to three demographic groups (e.g. division, function, location)
- Online survey build and communication planning
- Customised design of online portal, with multiple levels of access as authorised by you
- Benchmarked items compared to 200 health and social services studies

During the crisis, Insync is offering a 25% price reduction on the cost of a six-month portal subscription which will enable multiple distributions of the same survey items through this period. A firm quote can be provided once we understand your specific requirements.

## SURVEY ADMINISTRATION / INSIGHT AND ACTION

### Surveys (repeated as required)

- Dispatch survey invitations and reminders via email and SMS as appropriate
- Response monitoring and reporting, help desk
- Triggers to alert authorised people to respond to employees in distress (subject to permissions)

### Post-survey – insight and action

- Survey results available in real time
- Interpret results and identify improvement opportunities - debrief of results with project team
- Resources made available to managers and employees to help them cope more effectively through the crisis

# In summary, our solution will provide you with real time feedback on how your employees are coping in a very challenging environment

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Partnering with Insync to understand and respond to your employees attitudes and perceptions has the following benefits:

- *Confidence* – we have conducted over 2,500 stakeholder engagement projects over the last 10 years, giving you the assurance that feedback will be gathered accurately, efficiently and within the agreed timeframes
- *Objectivity* – our independence means that people can rely on their responses remaining anonymous (if required), thereby encouraging full and honest feedback. Likewise we will analyse and interpret this feedback as needed to provide a frank and objective view of the organisation
- *Insights* – our engagement and experience frameworks, developed by our Registered Psychologists, are based on leading edge research. This means that we can give you clear feedback on your strengths and improvement areas across the organisation, with the ability to drill down to department, team and job role as needed
- *Action* – clear insights, together with facilitated support and a large library of best practices, means that you will be able to identify and prioritise actions to address your challenges and opportunities. Access to the interactive portal will enable all managers to understand the unique circumstances of their teams and to make use of the good practice suggestions to act decisively

## Delivering your *mission* through stakeholder engagement

We focus on four critical success factors to enhance your success...



*Attract and retain  
the right people*



*Align and engage  
your employees*



*Understand and  
meet client needs*



*Build cohesive  
leadership teams*

**insync**

Success. Mapped.

Melbourne | Sydney | Gold Coast

[insync.com.au](http://insync.com.au)