

2024 Employee Experience Survey

Summary of Key Insights

Below is a summary of key insights and recommendations from the recent employee experience survey, drafted with the help of AI.

Audience: All full-time and part-time employees (PRN will have a separate survey)

Survey date: July 22-30, 2024

Response rate: 77% (on a goal of 75%)

Key Insights:

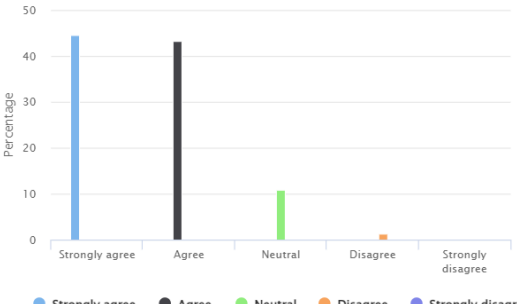
1. Employee Engagement and Satisfaction:
 - a. High Agreement on Job Fit: 87.7% of employees feel they have the opportunity to do what they do best every day.
 - b. Value of Opinions: 85% of employees feel their opinions count at work.
 - c. Recognition: Only 71.9% of employees received recognition or praise in the past seven days, indicating room for improvement.
 - d. Learning and Growth Opportunities: 79.1% of employees agree they have opportunities to learn and grow.
2. Supervisory Support:
 - a. Career Development: 80.4% of employees feel their supervisors take an active interest in their career development.
 - b. Regular Feedback: 84.6% of employees receive regular feedback about their performance.
3. Sense of Belonging and Recommendation:
 - a. Belonging: 75% of employees feel a sense of belonging at Infinity Rehab.
 - b. Recommendation to Others: 55.9% of employees would highly recommend Infinity Rehab to family and friends (ratings of 9 or 10).
 - The 2024 Infinity Rehab Employee Experience Survey revealed that 55.9% of employees would recommend the company to friends and family.
 - Positive aspects include a supportive and collaborative culture, flexible work-life balance, opportunities for professional growth, and a commitment to ethical practices.

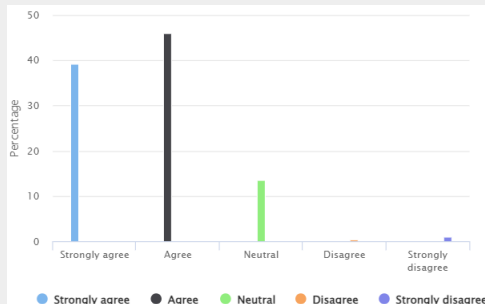
- Concerns about competitive compensation, high productivity demands, job stability, and technological challenges negatively impact overall satisfaction.
 - Addressing these areas could improve employee morale and increase the likelihood of employees recommending Infinity Rehab as a great place to work.
4. Leadership and Communication:
 - a. Confidence in Senior Leadership: 64.1% of employees have high confidence (ratings of 8-10) in senior leadership.
 - b. Informed About Company News: 68.6% of employees feel informed about company news and special events.
 5. Preferred Communication Channels:
 - a. Top Channels: Email (76.4%), direct supervisor (42.3%), and Insider newsletter (34.1%) are the preferred methods of receiving internal communications.
 6. Work Environment and Benefits:
 - a. Supportive Management and Positive Work Environment: Both are crucial factors for retention, with 59.5% and 59.1% of employees citing them as reasons to stay.
 - b. Pay and Benefits: 41.8% of employees cited pay and benefits as a reason to stay, indicating a significant area of focus for retention strategies.

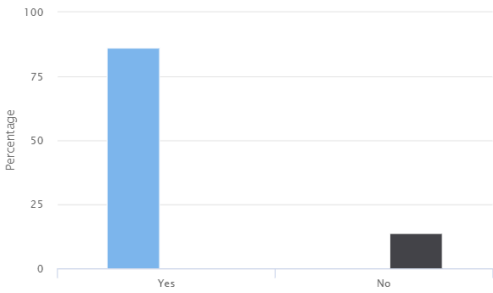
Recommendations:

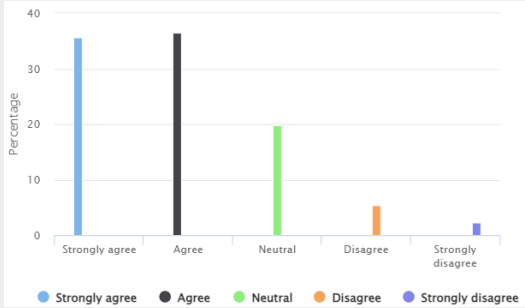
1. Enhance Recognition Programs:
 - a. Develop more consistent and frequent recognition programs to ensure all employees feel valued and appreciated for their contributions.
2. Strengthen Career Development:
 - a. Increase opportunities for professional development and career advancement. Provide clear pathways and support for employees to grow within the company.
3. Improve Leadership Visibility and Communication:
 - a. Encourage senior leaders to engage more with employees at various levels. Regular updates, town halls, and site visits can help build trust and transparency.
4. Optimize Communication Channels:
 - a. Continue utilizing email, direct supervisors, and the Insider newsletter for important communications. Consider additional training for using these tools effectively.

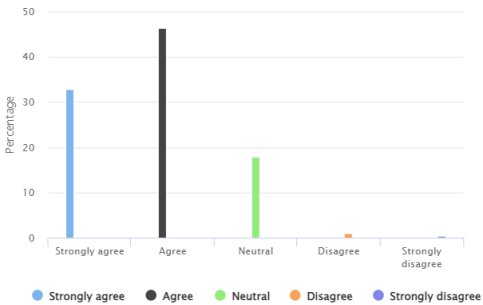
5. Address Workload and Productivity Concerns:
 - a. Reevaluate productivity expectations and workload distribution to reduce employee burnout and increase job satisfaction.
6. Focus on Competitive Compensation and Benefits:
 - a. Review and adjust compensation packages to remain competitive within the industry. Consider enhancing benefits, including more affordable healthcare options and better 401K matching.
7. Enhance Technological Support:
 - a. Improve the reliability and efficiency of technological tools and support, such as NetHealth and WiFi infrastructure, to increase productivity and reduce frustration.
8. Promote Work-Life Balance:
 - a. Encourage policies and practices that support work-life balance, such as flexible scheduling and sufficient PTO, to enhance overall employee well-being and retention.

Question 1	At work, I have the opportunity to do what I do best every day. Agree/Disagree 5-step			
Question Type	Rating Scale			
Statistics	Assigned: 0	Answered: 220	Ignored: 0	Unanswered: 76
Responses	Strongly agree - 99 45.0% Agree - 94 42.7% Neutral - 24 10.9% Disagree - 3 1.4% Strongly disagree - 0 0.0%			

Question 2	At work, my opinions seem to count. Agree/Disagree 5-step			
Question Type	Rating Scale			
Statistics	Assigned: 0	Answered: 220	Ignored: 0	Unanswered: 76
Responses	Strongly agree - 86 39.1% Agree - 101 45.9% Neutral - 30 13.6% Disagree - 1 0.5% Strongly disagree - 2 0.9%			

Question 3	I have a good friend at work.			
Question Type	Yes/No			
Statistics	Assigned: 0	Answered: 220	Ignored: 0	Unanswered: 76
Responses	Yes - 189 85.9% No - 31 14.1%			

Question 4	In the past seven days, I have received recognition or praise for doing good work. Agree/Disagree 5-step																					
Question Type	Rating Scale																					
Statistics	Assigned: 0	Answered: 220	Ignored: 0	Unanswered: 76																		
Responses	Strongly agree - 78 35.5% Agree - 80 36.4% Neutral - 44 20.0% Disagree - 12 5.5% Strongly disagree - 5 2.3%		 <table border="1" style="display: none;"> <caption>Response Distribution for Question 4</caption> <thead> <tr> <th>Response</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly agree</td> <td>78</td> <td>35.5%</td> </tr> <tr> <td>Agree</td> <td>80</td> <td>36.4%</td> </tr> <tr> <td>Neutral</td> <td>44</td> <td>20.0%</td> </tr> <tr> <td>Disagree</td> <td>12</td> <td>5.5%</td> </tr> <tr> <td>Strongly disagree</td> <td>5</td> <td>2.3%</td> </tr> </tbody> </table>		Response	Count	Percentage	Strongly agree	78	35.5%	Agree	80	36.4%	Neutral	44	20.0%	Disagree	12	5.5%	Strongly disagree	5	2.3%
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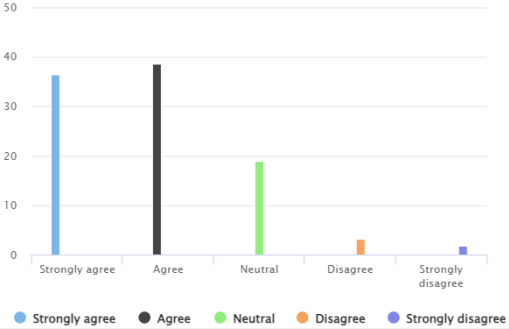
Question 5	I have opportunities to learn and grow at work. Agree/Disagree 5-step																					
Question Type	Rating Scale																					
Statistics	Assigned: 0	Answered: 220	Ignored: 0	Unanswered: 76																		
Responses	Strongly agree - 73 33.2% Agree - 101 45.9% Neutral - 40 18.2% Disagree - 2 0.9% Strongly disagree - 1 0.5%		 <table border="1" style="display: none;"> <caption>Response Distribution for Question 5</caption> <thead> <tr> <th>Response</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly agree</td> <td>73</td> <td>33.2%</td> </tr> <tr> <td>Agree</td> <td>101</td> <td>45.9%</td> </tr> <tr> <td>Neutral</td> <td>40</td> <td>18.2%</td> </tr> <tr> <td>Disagree</td> <td>2</td> <td>0.9%</td> </tr> <tr> <td>Strongly disagree</td> <td>1</td> <td>0.5%</td> </tr> </tbody> </table>		Response	Count	Percentage	Strongly agree	73	33.2%	Agree	101	45.9%	Neutral	40	18.2%	Disagree	2	0.9%	Strongly disagree	1	0.5%
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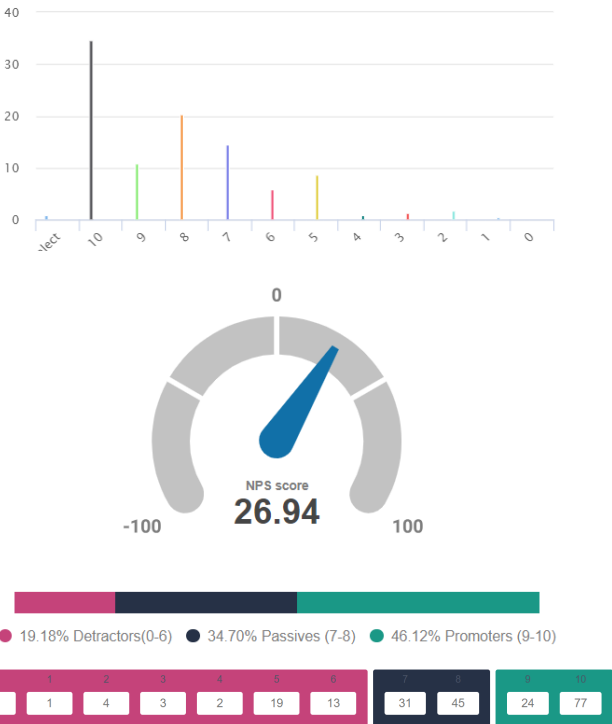
Question 6	I receive support from the company to become a better leader. Agree/Disagree 5-step																					
Question Type	Rating Scale																					
Statistics	Assigned: 0	Answered: 220	Ignored: 0	Unanswered: 76																		
Responses	Strongly agree - 61 27.7% Agree - 77 35.0% Neutral - 60 27.3% Disagree - 16 7.3% Strongly disagree - 4 1.8%			<table border="1" style="display: none;"> <caption>Response Distribution for Question 6</caption> <thead> <tr> <th>Response</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly agree</td> <td>61</td> <td>27.7%</td> </tr> <tr> <td>Agree</td> <td>77</td> <td>35.0%</td> </tr> <tr> <td>Neutral</td> <td>60</td> <td>27.3%</td> </tr> <tr> <td>Disagree</td> <td>16</td> <td>7.3%</td> </tr> <tr> <td>Strongly disagree</td> <td>4</td> <td>1.8%</td> </tr> </tbody> </table>	Response	Count	Percentage	Strongly agree	61	27.7%	Agree	77	35.0%	Neutral	60	27.3%	Disagree	16	7.3%	Strongly disagree	4	1.8%
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Question 7	I have the materials and equipment I need to do my work properly. Agree/Disagree 5-step																					
Question Type	Rating Scale																					
Statistics	Assigned: 0	Answered: 220	Ignored: 0	Unanswered: 76																		
Responses	Strongly agree - 59 26.8% Agree - 101 45.9% Neutral - 36 16.4% Disagree - 19 8.6% Strongly disagree - 2 0.9%			<table border="1" style="display: none;"> <caption>Response Distribution for Question 7</caption> <thead> <tr> <th>Response</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly agree</td> <td>59</td> <td>26.8%</td> </tr> <tr> <td>Agree</td> <td>101</td> <td>45.9%</td> </tr> <tr> <td>Neutral</td> <td>36</td> <td>16.4%</td> </tr> <tr> <td>Disagree</td> <td>19</td> <td>8.6%</td> </tr> <tr> <td>Strongly disagree</td> <td>2</td> <td>0.9%</td> </tr> </tbody> </table>	Response	Count	Percentage	Strongly agree	59	26.8%	Agree	101	45.9%	Neutral	36	16.4%	Disagree	19	8.6%	Strongly disagree	2	0.9%
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Question 8	My supervisor takes an active interest in my career development. Agree/Disagree 5-step																					
Question Type	Rating Scale																					
Statistics	Assigned: 0	Answered: 220	Ignored: 0	Unanswered: 76																		
Responses	Strongly agree - 98 44.5% Agree - 79 35.9% Neutral - 34 15.5% Disagree - 6 2.7% Strongly disagree - 2 0.9%		<table border="1" style="display: none;"> <caption>Response Distribution for Question 8</caption> <thead> <tr> <th>Response</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly agree</td> <td>98</td> <td>44.5%</td> </tr> <tr> <td>Agree</td> <td>79</td> <td>35.9%</td> </tr> <tr> <td>Neutral</td> <td>34</td> <td>15.5%</td> </tr> <tr> <td>Disagree</td> <td>6</td> <td>2.7%</td> </tr> <tr> <td>Strongly disagree</td> <td>2</td> <td>0.9%</td> </tr> </tbody> </table>		Response	Count	Percentage	Strongly agree	98	44.5%	Agree	79	35.9%	Neutral	34	15.5%	Disagree	6	2.7%	Strongly disagree	2	0.9%
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Question 9	My supervisor provides me with regular feedback about my performance. Agree/Disagree 5-step																					
Question Type	Rating Scale																					
Statistics	Assigned: 0	Answered: 220	Ignored: 0	Unanswered: 76																		
Responses	Strongly agree - 86 39.1% Agree - 100 45.5% Neutral - 22 10.0% Disagree - 9 4.1% Strongly disagree - 2 0.9%		<table border="1" style="display: none;"> <caption>Response Distribution for Question 9</caption> <thead> <tr> <th>Response</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly agree</td> <td>86</td> <td>39.1%</td> </tr> <tr> <td>Agree</td> <td>100</td> <td>45.5%</td> </tr> <tr> <td>Neutral</td> <td>22</td> <td>10.0%</td> </tr> <tr> <td>Disagree</td> <td>9</td> <td>4.1%</td> </tr> <tr> <td>Strongly disagree</td> <td>2</td> <td>0.9%</td> </tr> </tbody> </table>		Response	Count	Percentage	Strongly agree	86	39.1%	Agree	100	45.5%	Neutral	22	10.0%	Disagree	9	4.1%	Strongly disagree	2	0.9%
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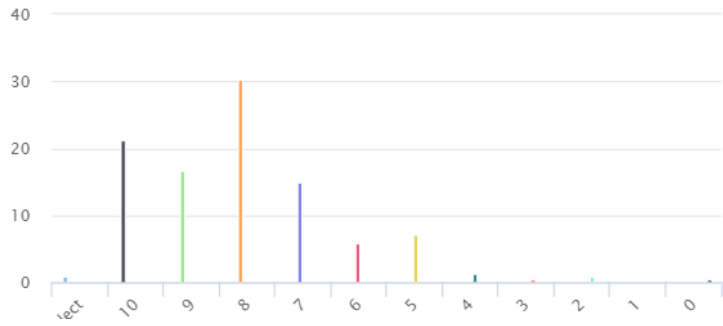
Question 10	I feel a sense of belonging at Infinity Rehab. Agree/Disagree 5-step			
Question Type	Rating Scale			
Statistics	Assigned: 0	Answered: 220	Ignored: 0	Unanswered: 76
Responses	Strongly agree - 81 36.8% Agree - 84 38.2% Neutral - 42 19.1% Disagree - 7 3.2% Strongly disagree - 4 1.8%			

Question 11	I would recommend Infinity Rehab to family and friends as a place to work. (0-Never, 10-Always)			
Question Type	Dropdown			
Statistics	Assigned: 0	Answered: 220	Ignored: 0	Unanswered: 76
Responses	Please select - 2 0.9% 10 - 77 35.0% 9 - 24 10.9% 8 - 45 20.5% 7 - 30 13.6% 6 - 13 5.9% 5 - 19 8.6% 4 - 2 0.9% 3 - 3 1.4% 2 - 4 1.8% 1 - 1 0.5% 0 - 0 0.0%			

Q2 2024: 25 (good)
 Q1 2024: 15 (good)
 Company goal: 50 (excellent)

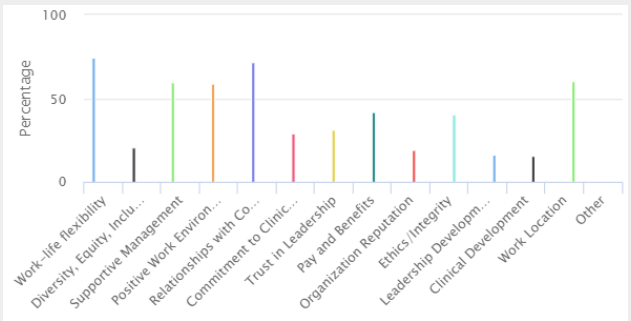
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Question 13	My overall job satisfaction is: (0-Not at all satisfied, 10-Extremely satisfied)			
Question Type	Dropdown			
Statistics	Assigned: 0	Answered: 220	Ignored: 0	Unanswered: 76
Responses	<p>Please select - 2 0.9%</p> <p>10 - 47 21.4%</p> <p>9 - 37 16.8%</p> <p>8 - 66 30.0%</p> <p>7 - 32 14.5%</p> <p>6 - 13 5.9%</p> <p>5 - 16 7.3%</p> <p>4 - 3 1.4%</p> <p>3 - 1 0.5%</p> <p>2 - 2 0.9%</p> <p>1 - 0 0.0%</p> <p>0 - 1 0.5%</p>			



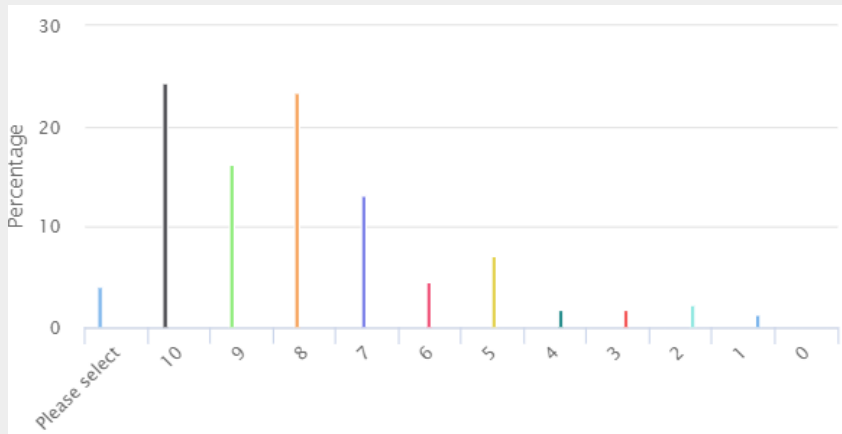
	<p>Lower productivity standards . More staff recognition</p> <p>More time with each patient</p> <p>Decreased caseload</p> <p>Unsure</p> <p>Less paperwork for telehealth</p> <p>I honestly can't think of anything at the moment. I feel like I have a lot of meaning with what I'm currently doing. I get so excited when the patient/resident gets so excited at their progression. That brings me meaning and pride.</p> <p>N/A</p>
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Question 16	The reasons I stay with Infinity Rehab are: (Select all that apply)			
Question Type	Check box			
Statistics	Assigned: 0	Answered: 220	Ignored: 0	Unanswered: 76
Responses	<p>Work-life flexibility - 164 74.5%</p> <p>Diversity, Equity, Inclusion and Belonging - 45 20.5%</p> <p>Supportive Management - 131 59.5%</p> <p>Positive Work Environment - 130 59.1%</p> <p>Relationships with Coworkers - 157 71.4%</p> <p>Commitment to Clinical Outcomes - 64 29.1%</p> <p>Trust in Leadership - 69 31.4%</p> <p>Pay and Benefits - 92 41.8%</p> <p>Organization Reputation - 42 19.1%</p> <p>Ethics/Integrity - 90 40.9%</p> <p>Leadership Development - 36 16.4%</p> <p>Clinical Development - 34 15.5%</p> <p>Work Location - 133 60.5%</p> <p>Other - 1 0.5%</p>			



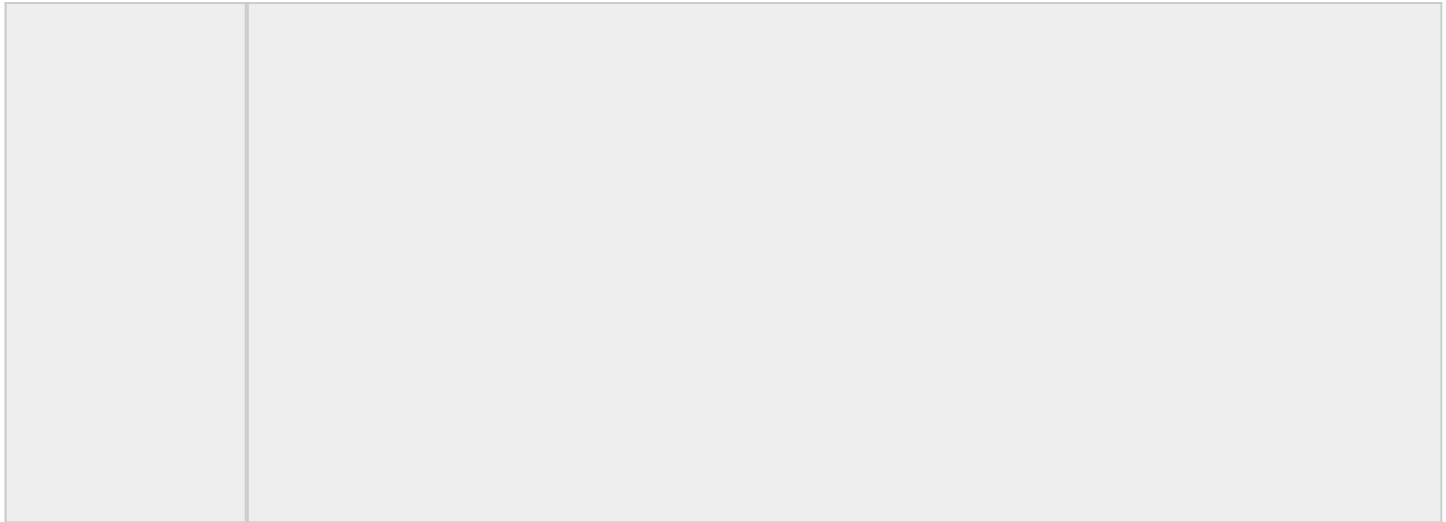
Question 17	You selected "Other." Please describe:			
Question Type	Text Box			
Statistics	Assigned: 0	Answered: 220	Ignored: 0	Unanswered: 76
Responses	I'm currently looking for employment elsewhere at this point.			

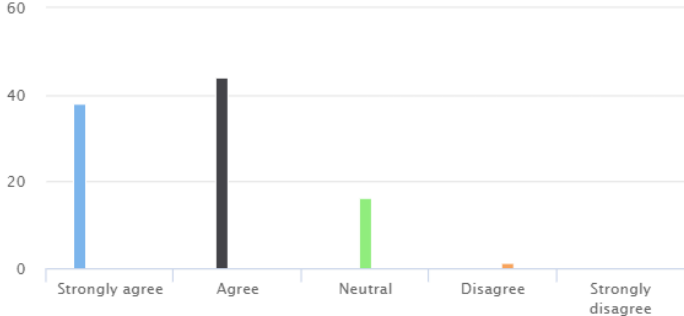
Question 18	I have confidence in the overall senior leadership of Infinity Rehab. (0-No confidence, 10-Complete confidence)			
Question Type	Dropdown			
Statistics	Assigned: 0	Answered: 220	Ignored: 0	Unanswered: 76
Responses	<p>Please select - 9 4.1%</p> <p>10 - 54 24.5%</p> <p>9 - 36 16.4%</p> <p>8 - 51 23.2%</p> <p>7 - 28 12.7%</p> <p>6 - 10 4.5%</p> <p>5 - 16 7.3%</p> <p>4 - 4 1.8%</p> <p>3 - 4 1.8%</p> <p>2 - 5 2.3%</p> <p>1 - 3 1.4%</p> <p>0 - 0 0.0%</p>			

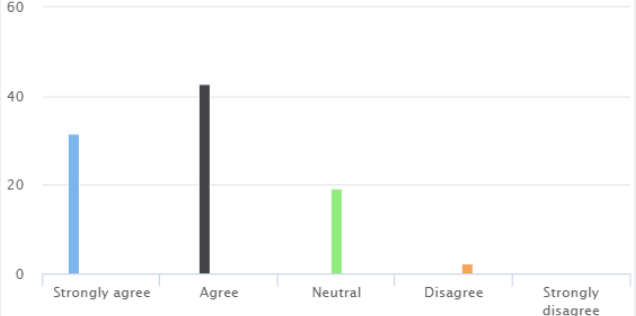


Question 20	Do you feel informed and up to date on company news and special events?			
Question Type	Multiple Choice			
Statistics	Assigned: 0	Answered: 220	Ignored: 0	Unanswered: 76
Responses	Always - 66 30.0% Very Often - 85 38.6% Sometimes - 57 25.9% Rarely - 11 5.0% Never - 0 0.0%			

Question 21	How do you prefer to receive internal company communications and news? (Select all that apply)			
Question Type	Check box			
Statistics	Assigned: 0	Answered: 220	Ignored: 0	Unanswered: 76
Responses	Insider newsletter - 75 34.1% Email - 168 76.4% Text - 58 26.4% Social media - 11 5.0% SharePoint - 2 0.9% Springboard - 13 5.9% Meetings/company calls - 37 16.8% Microsoft Teams - 23 10.5% Paycom - 49 22.3% NetHealth - 20 9.1% Direct supervisor - 93 42.3% Other - 1 0.5%			



<p>Question 23</p>	<p>I have the opportunity to live out our company mission in my day-to-day work. Our mission: "To set the standard in rehabilitation for successful aging by delivering the best of science with the art of caring." Agree/Disagree 5-step</p>																					
<p>Question Type</p>	<p>Rating Scale</p>																					
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Question 24	I have the opportunity to live out the company vision in my day-to-day work. Our vision: "To be the first choice for high-value rehabilitation in every home and community." Agree/Disagree 5-step																					
Question Type	Rating Scale																					
Statistics	Assigned: 0	Answered: 220	Ignored: 0	Unanswered: 76																		
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Question 27	I feel comfortable calling the Speak-UP! Hotline without any fear of retaliation.															
Question Type	Multiple Choice															
Statistics	Assigned: 0	Answered: 220	Ignored: 0	Unanswered: 76												
Responses	Yes - 195 88.6% No - 13 5.9% I don't know what that is - 8 3.6%		<table border="1"> <caption>Survey Results for Question 27</caption> <thead> <tr> <th>Response</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>195</td> <td>88.6%</td> </tr> <tr> <td>No</td> <td>13</td> <td>5.9%</td> </tr> <tr> <td>I don't know what that is</td> <td>8</td> <td>3.6%</td> </tr> </tbody> </table>		Response	Count	Percentage	Yes	195	88.6%	No	13	5.9%	I don't know what that is	8	3.6%
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