



Report of the President & CEO to the Board of Directors

Date: December 2012

I have received a lot of positive feedback from the attendance of Mr. Ridley Barron at Windsor Regional Hospital. For those of you that had the chance to attend one of the three sessions at both campuses I am confident his message will resonate with you forever.

For those of you that could not hear his message last month we will post his DVD on our intranet site and have his book on loan from our Hospital library. Details will be forthcoming on the available of both shortly.

Over the holiday season please spend time with your families and loved ones and enjoy a lot of “½ seconds” with them.

Please have a fabulous holiday and see you in the New Year !

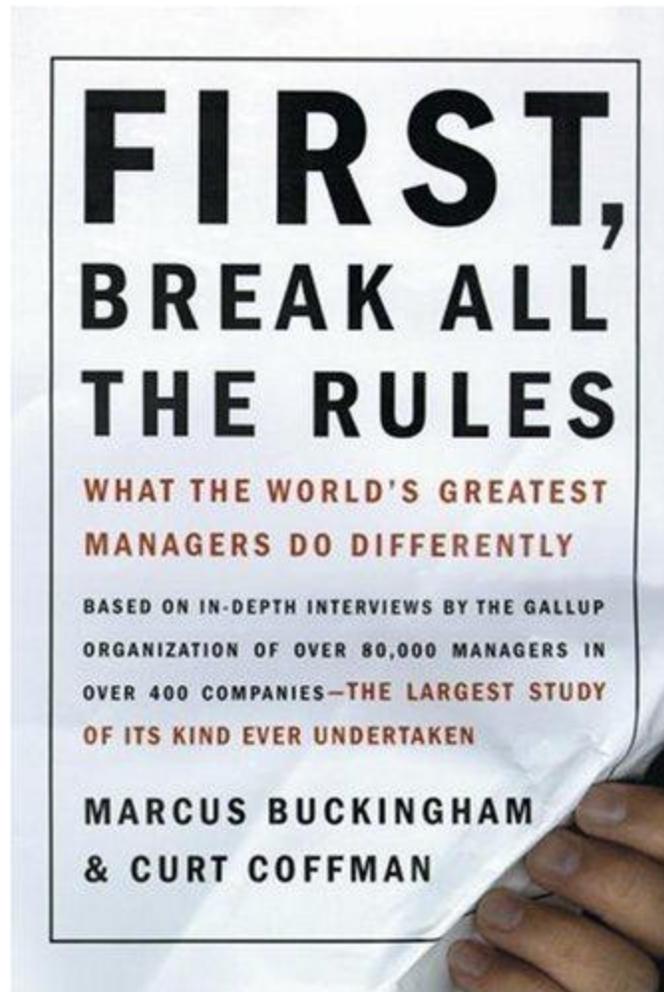
2012 Quality of Worklife Survey Results

For the 9th consecutive year Windsor Regional Hospital (WRH) has conducted a Quality of Worklife Survey (QWLS) of all of its staff.

The WRH survey is based on the questions recommended *First, Break All the Rules*.

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For 2012 WRH had the greatest number of respondents to the QWLS since its inception. We have 1326 responses which equates to a 44% response rate out of the 3012 total employees working at WRH at the time of the survey.

One of the most telling responses to a QWLS is whether an employee would recommend WRH as a place of employment to their friend. Once again WRH achieved its highest positive response to that question with over **87.5 %** of the respondents answering YES.

In addition, most positive responses did not only go up from the 2011 tally but also were at a 9 year all time high.

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Some other highlights of the 2012 QWLS are:

- ✓ 82.5% of the respondents were of the opinion that their concerns/issues were addressed by management in a timely manner and their opinion counted. Highest level ever in the nine years of the survey.
- ✓ we saw a dramatic increase on the number of staff that were of the opinion changes made at WRH had a significant improvement to their work environment. An increase of over 4% since 2011.
- ✓ 71.7% of the respondents were of the opinion, although workload is difficult at times, they are coping. The highest positive response ever.
- ✓ an area we focused on this past year was ensuring staff received relevant information in a clear, concise and timely fashion. This focus has resulted in an increase in positive responses to this question to its highest level ever at 63%.
- ✓ 77.7% of the respondents indicated they felt the work they do is making a real difference or is personally gratifying. Over a 4% increase over 2011 and at a 9 year high of 77.7%.
- ✓ 79.2% staff indicated that they have the ability to do the best each day at work an increase of over 4% since last year.
- ✓ an area we continue to work on is employees receiving feedback on their progress. It dipped since 2011 and will need to be a focus in 2013. However, respondents indicated that over 91.7% of them feel their supervisor and/or co-workers value them as a person. The highest positive response rate ever.

The full QWLS can be found on the intranet/internet and is attached to this document.

Once again the results of this survey and any comments will be used in planning for 2012-2013 and to operationalize the 2012-2016 Strategic Plan, strategic directions and initiatives.