

# UT Southwestern Medical Center

## Employee Engagement Survey Results and Next Steps

Aug. 20, 2021

To the UT Southwestern community:

I am writing to provide an update regarding this summer's Values in Practice (VIP) employee engagement survey and to thank you for your participation. As a result of the survey responses and the nearly 21,000 comments provided, your invaluable feedback enables leadership across UT Southwestern to take your input and develop action plans where improvements are needed. At the same time, we are also able to learn what practices and initiatives are working well and explore opportunities to reinforce or potentially scale these efforts to other areas within our organization.

The survey, conducted amongst nonfaculty employees from June 28 to July 18, was administered by a third-party vendor to ensure responses remained confidential and to enable candid feedback. But in order for the survey to be of material impact, your annual participation is of critical importance. To this end, I was pleased to see that 71% of employees elected to participate in this year's survey – matching our highest-ever response rate. Additionally, our engagement index – a summary measure of employee commitment, motivation, and satisfaction – was 80%, 4 percentage points higher than the benchmark for academic medical centers around the country. I am proud of the work underway at UT Southwestern, as reflected by the score, but recognize there is more we can do to help support the physical and emotional well-being of our staff to enable each of you to do your best work in support of our mission.

As we have delved into the results to determine where we need to make improvements, we were reminded of the challenging times we have endured this past academic year. The results showed a 3% drop in the rating for "work-life balance" and a 2% drop in "sense of belonging," "feeling connected," and "change adaptation." These responses indicate that more attention is needed in areas affected by work-related stress and resilience, and I want to assure you of leadership's commitment to supporting your physical and mental well-being now during the pandemic and throughout your tenure with UT Southwestern. While similar trends have been seen around the country because of "pandemic fatigue," we are not dismissing these responses as one-time occurrences. Rather, we will use this feedback – and input received in your comments – to develop action plans that address many of your concerns.

This year's survey also asked additional questions about diversity, equity, and inclusion as part of our participation as charter members in a new Academic Medical Center (AMC) survey collaborative. We will receive additional AMC benchmark information on those items in the upcoming months. I plan to pay close attention to these findings because of my own commitment to diversity and inclusion on our

campus, and the collective commitment of our entire institution to grow and sustain an inclusive and welcoming environment for all who learn, train, work, and receive care at UT Southwestern.

If you would like more information about the survey results or resources for employee engagement, please visit [utsouthwestern.net/intranet/hr/odt/engagement/](https://utsouthwestern.net/intranet/hr/odt/engagement/), or email the Organizational Development & Training (OD&T) team at [EmployeeEngagement@UTSouthwestern.edu](mailto:EmployeeEngagement@UTSouthwestern.edu).

Our fundamental goal is for UT Southwestern to be an institution characterized by mutual respect and support, fair and equitable treatment, and a shared commitment to advancing our mission of promoting health and a healthy society through education, discovery, and healing. Thank you again for your participation in the VIP survey. Your input helps to make UT Southwestern a great place to work and enables us to better serve the communities of North Texas and beyond.

Daniel K. Podolsky, M.D.

President, UT Southwestern Medical Center