99th Percentile in Employee Engagement and its Impact on Clinical Quality

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Program Objectives

• Describe how to obtain the 99th percentile in Employee Engagement
• Identify how culture drives business results
• Describe the positive impact on quality in a strong work culture

Cone Health and Annie Penn Hospital

• Annie Penn Hospital - 110 bed hospital located in Reidsville, NC
• Cone Health system located in Greensboro, NC
• More than 100 interconnected locations, including:
  — 6 hospitals
  — Three ambulatory/outpatient centers
  — Three urgent care centers
  — 55 physician practice sites
  — Multiple centers of excellence
• Team includes:
  — More than 10,600 employees
  — 1,000 physicians
  — 2,500 nurses
  — 700 volunteers

It All Starts with Employee Satisfaction

How can you ever achieve high patient satisfaction, high physician satisfaction and improve quality if your employees don’t love coming to work?

— Mickey Foster