



Employee

Employee

Proportion of Staff Vaccination for Influenza

The number of staff vaccinated for influenza among the total number of staff in percentage for the current year



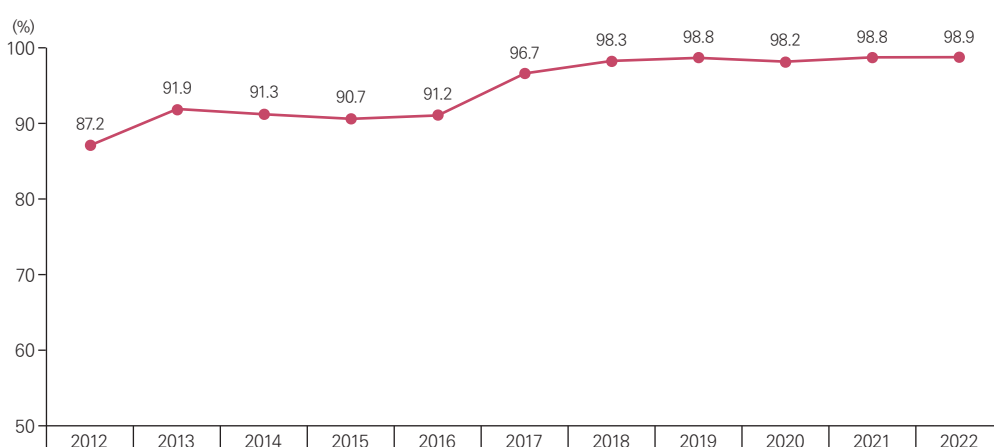
Definitions

- ◆ **Total number of staff:** The number of staff to be vaccinated for influenza.
 - Faculty members, subcontractor staff, researchers and voluntary workers (applicants for vaccination at SNUBH)
- ◆ **Staff vaccinated for influenza:** The staff who received the influenza vaccination.



Result

January 1, 2012 – December 31, 2022



Interpretation

- ◆ The proportion of influenza vaccination shows a trend of increase each year.
- ◆ To achieve 100% vaccination is difficult as some are excluded from vaccination due to pregnancy, underlying disease, etc.



Improvement

- ◆ Continuous encouragement and promotion for influenza vaccination.
- ◆ Notification of the staff management guideline to all departments at SNUBH, to prevent the spread of influenza.
- ◆ Management of the staff to be vaccinated by recording the history of influenza vaccination on the EMR.

Data source SNUBH EMR (Electronic Medical Record) Staff Infection Record

Employee Satisfaction Index (ESI)

The employee survey regarding the following: “The satisfaction for growth and leadership, overall process, communication, evaluation and reward system, teamwork and motivation, education, work environment, welfare policy, customer orientation, and ideality of occupation at the hospital”



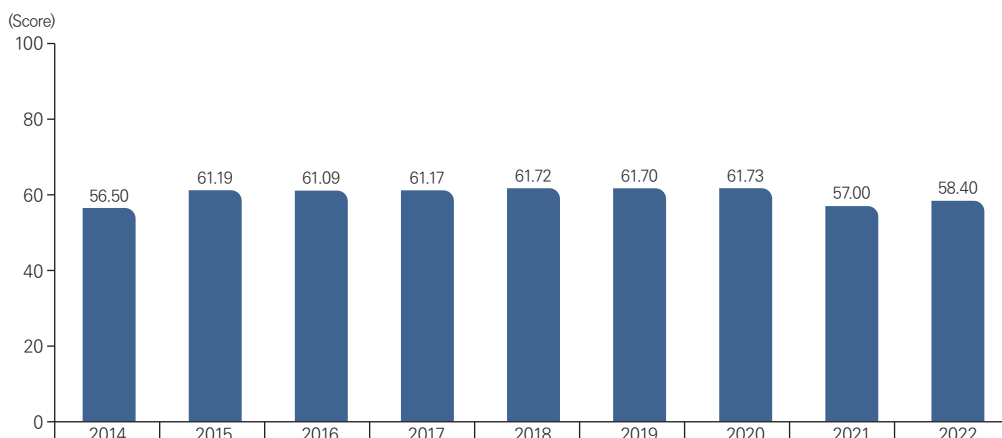
Definitions

- ◆ **Growth and leadership:** The satisfaction for the growth of the hospital based on the major performances, trust in policies, response to external environment, potential growth in future, and reputation.
- ◆ **Process:** The satisfaction for the overall process based on the decision makings and idea incorporation upon any task throughout hospital management, interdepartmental cooperation, guideline compliance, and planned responses.
- ◆ **Communication:** The satisfaction for internal communication based on the decision makings within each department, organizational culture, fluent communication between junior-senior or colleague-colleague, and information sharing.
- ◆ **Evaluation and reward system:** The satisfaction for the evaluation and reward system based on promotions, evaluations, wages, and rewards.
- ◆ **Teamwork and motivation:** The satisfaction for teamwork and motivation based on the personal relationship within department, satisfaction of working within department, transfer of post, and suitability of the rights and responsibilities regarding the work.
- ◆ **Education:** The satisfaction for the education system regarding the professional training required by the work, hierarchical training, leadership education, innovation, and CS education.
- ◆ **Work environment:** The satisfaction for the work environment based on the computerized system and the infrastructure.
- ◆ **Welfare policy:** The satisfaction for welfare policy regarding the resting place and time and the level of welfare in comparison to other hospitals.
- ◆ **Customer orientation:** The satisfaction for the activities to improve the customer experience for external and internal clients (score).
- ◆ **Ideality of occupation:** The satisfaction for the ideality of occupation regarding the satisfaction of working at SNUBH



Result

January 1, 2014 – December 31, 2022





Interpretation

- ◆ The survey is being conducted every year since 2007 to monitor employee sentiment.
- ◆ Survey was sent to staff with minimum 6 months of continuous service, and the response rate was 26% (Total sample group: 4,935).
- ◆ 1.4-point increase from last year, but two points lower than the 10-year average.



Improvement

- ◆ SNUBHIAN Happiness Committee was launched to manage issues relating to employee experience. The Committee discusses ways to improve employee experience, and conducts improvement activities.
 - Improvement activities made based on the 2022 SNUBH Organization Culture Survey.
 - Organization culture improvement programs implemented under the 2023 SNUBHIAN Happy Communication campaign.
- ◆ The survey result is shared among all employees every year.
- ◆ The basic data is applied to execute the program to improve the employee experience.