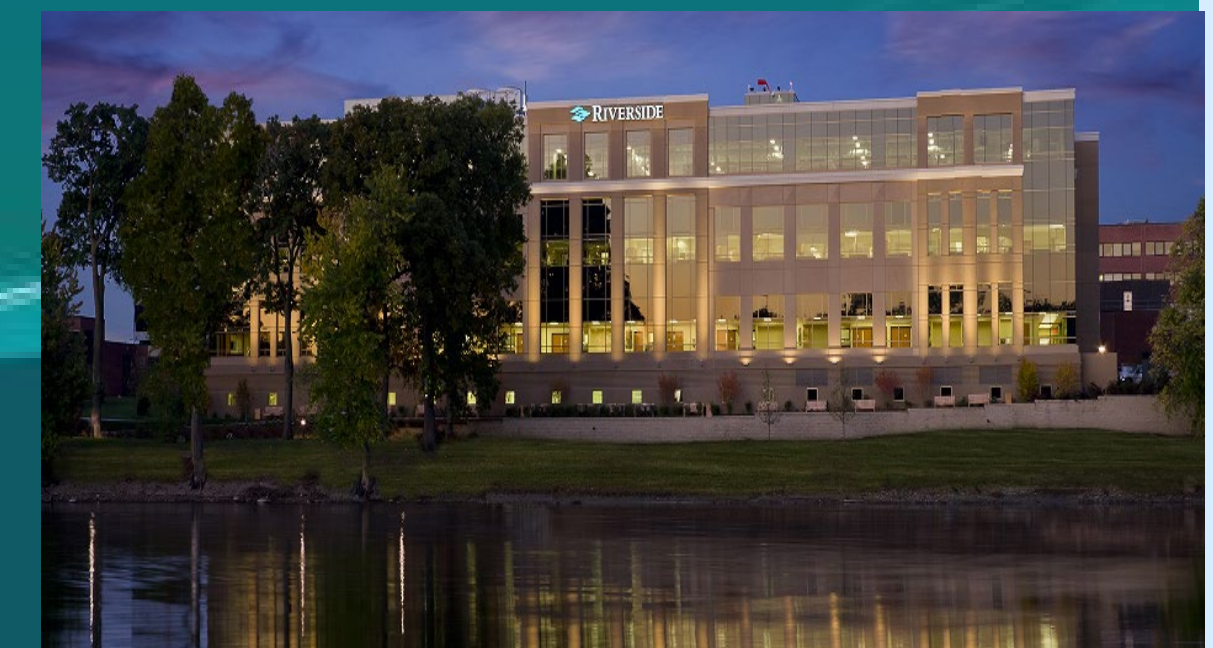




Does Monthly Newsletter Communication Predict Employee Engagement?



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Background

- The Senior Advanced Practice Provider Report (Report) is sent monthly via email to all RMG Physicians and Advanced Practice Providers (APPs).
- The Report is used to equip providers with recent meeting information, tasks to complete, continuing education, knowledge of peer accomplishments, and pertinent committee work, all important for employee satisfaction.
- A Survey Monkey was sent on in November 2023 to solicit suggestions to make the Report more meaningful.
- Provider suggestions were implemented in the Report beginning in January 2024 and continued throughout the year.
- Data was measured from the 2023 to 2024 Employee Engagement Survey on the following questions:

Question 1: I am satisfied with the level of collegiality among providers at this hospital.

Question 2: I receive useful information about this hospital (e.g. new services) in a timely manner.

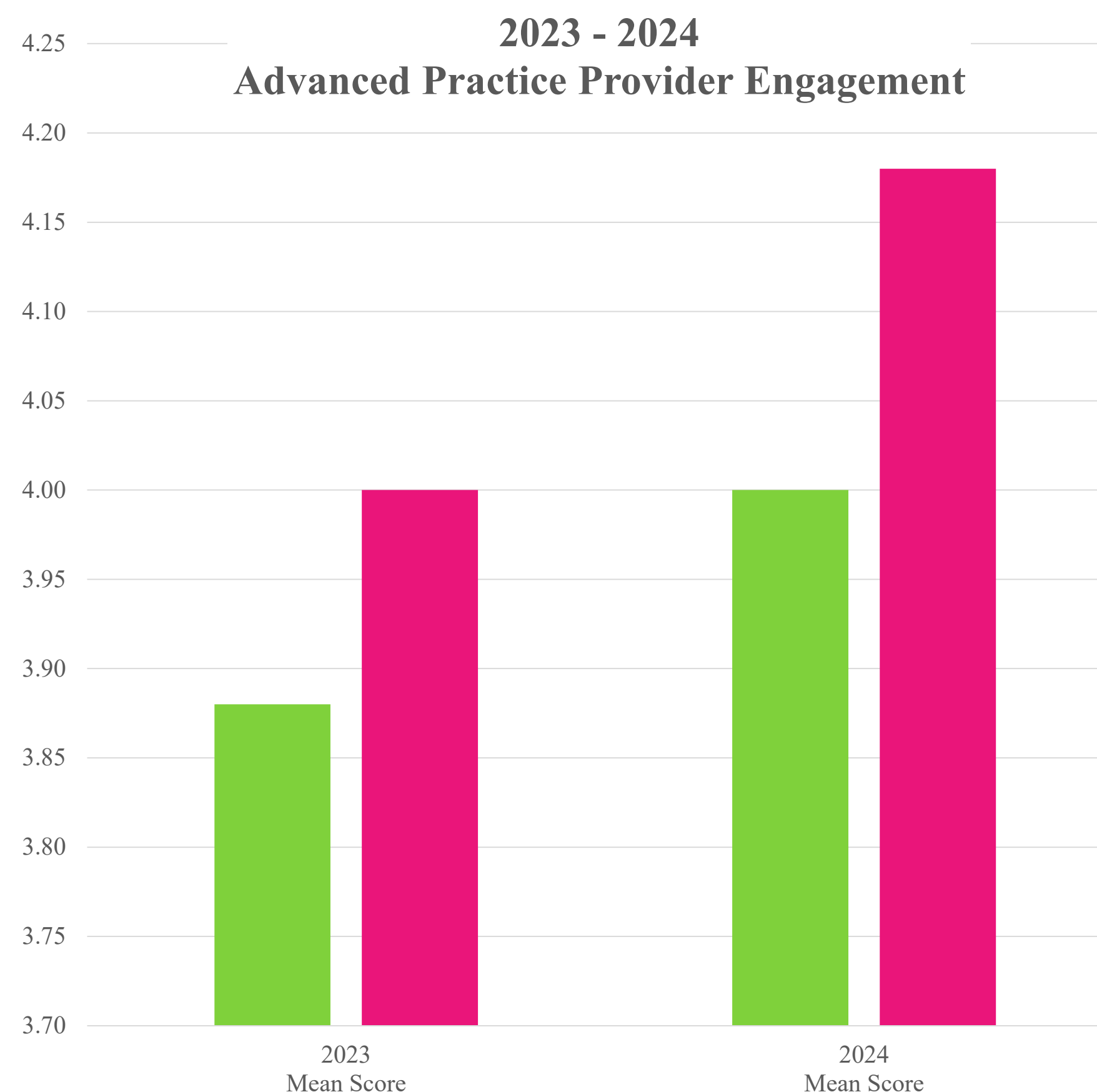
Methods

Provider suggestions included:

- Outlining tasks to complete in the next 30 days
- Highlighting missed emails
- Noting where to find continuing education
- Featuring upcoming APP meeting news
- Focusing attention on Published, Posters, and Presentations section

Results

Mean scores improved between 2023 and 2024:



- I am satisfied with the level of collegiality among providers at Riverside Healthcare.
- I receive useful information about Riverside (e.g., new services) in a timely manner.

Conclusions

- **Question 1:** The mean score of 4.19 in 2024 compared to 3.88 in 2023 shows improvement with the perceived level of collegiality among providers.
 - The favorable response rate reflects a highly positive perception of provider relationships.
 - The significant 0.31 improvement suggests effective interventions or consistent efforts in fostering teamwork and collaboration.
- **Question 2:** The mean score of 4.18 in 2024 compared to 4.0 in 2023 indicates progress in communication practices and information-sharing strategies.

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