

Pulse Surveys for Departmental Engagement

Finding the pebble in your shoe

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Feedback is an essential component to creating an optimal work environment to improve job satisfaction and solve problems in an organization

Room for improvement

- Traditional surveys are:
 - Infrequent
 - Have low engagement
 - Reflect a single moment in time

Intervention

- Create a survey mechanism that would:
 - Increase frequency with fewer questions
 - Increase engagement
 - Repeat questions at different moments in time

Methods: Survey design

- Polled survey leaders and wellness committee
 - Compiled list of ~20 questions regarding department workflow, job satisfaction, wellness, etc.
 - Included open ended questions for honest feedback
- Goal for each survey to take less than 2 minutes to answer
 - Paired related questions together
- Introduced concept at faculty meeting prior to administration



Lighthearted questions to increase engagement

Example Pulse survey questions	
Professional Development	Do you have a mentor in the department?
Wellness	Do you have a primary care physician?
Wellness	My largest source of stress is: case volume, complexity, isolation, communication, other
IT	Do you use the incidental findings macro?
IT	Do you use Vocera to communicate with physicians?
IT	Which AI software do you use most often?
Fun	Who is your favorite X rad follow?
Basic	What questions would you like to see asked on the pulse survey?



Asking for feedback on what you are asking is critical to make sure peoples voices are heard

Methods: Survey Administration

- Survey sent to **residents** and **faculty** biweekly via email using Survey Monkey.
 - Survey sent every other week on a Monday with reminder on Wednesday
 - Survey closed on Thursday
 - First question displayed in the email
- Surveys would include pertinent links for additional resources or information as needed

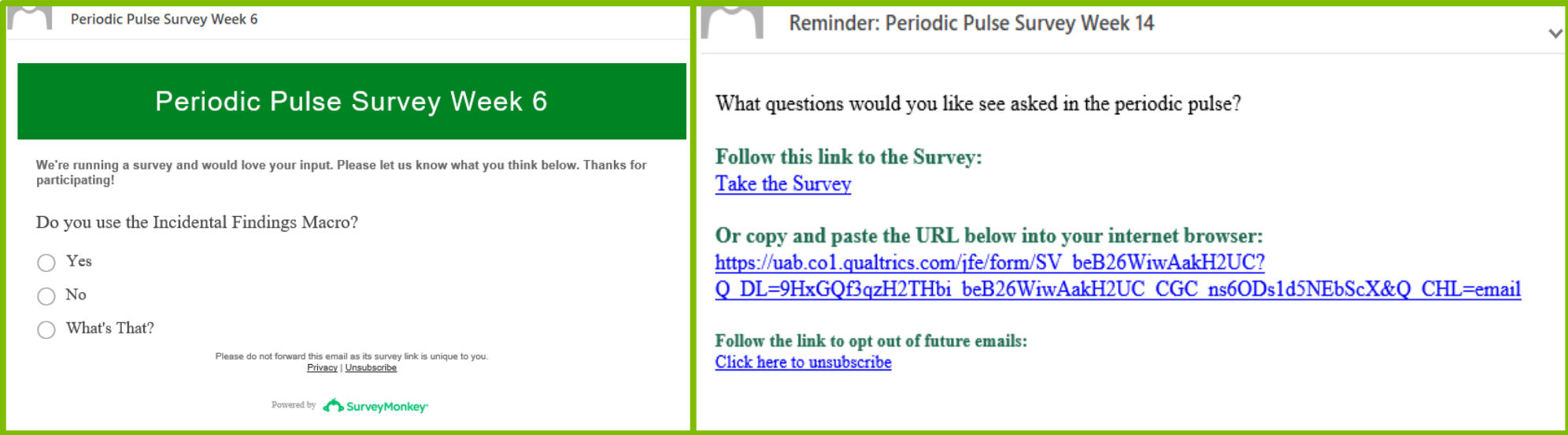


Figure 1. Two alternative email formatting options depending on institutional restrictions. Left: question with clickable response options imbedded directly into email. Right: question with link to response options which opens in a new window.

Methods: Survey Analysis

- Results were posted the next week in departmental weekly newsletter
 - Anonymous comments reviewed by radiology department leadership
- Engagement determined by number of responses each week.

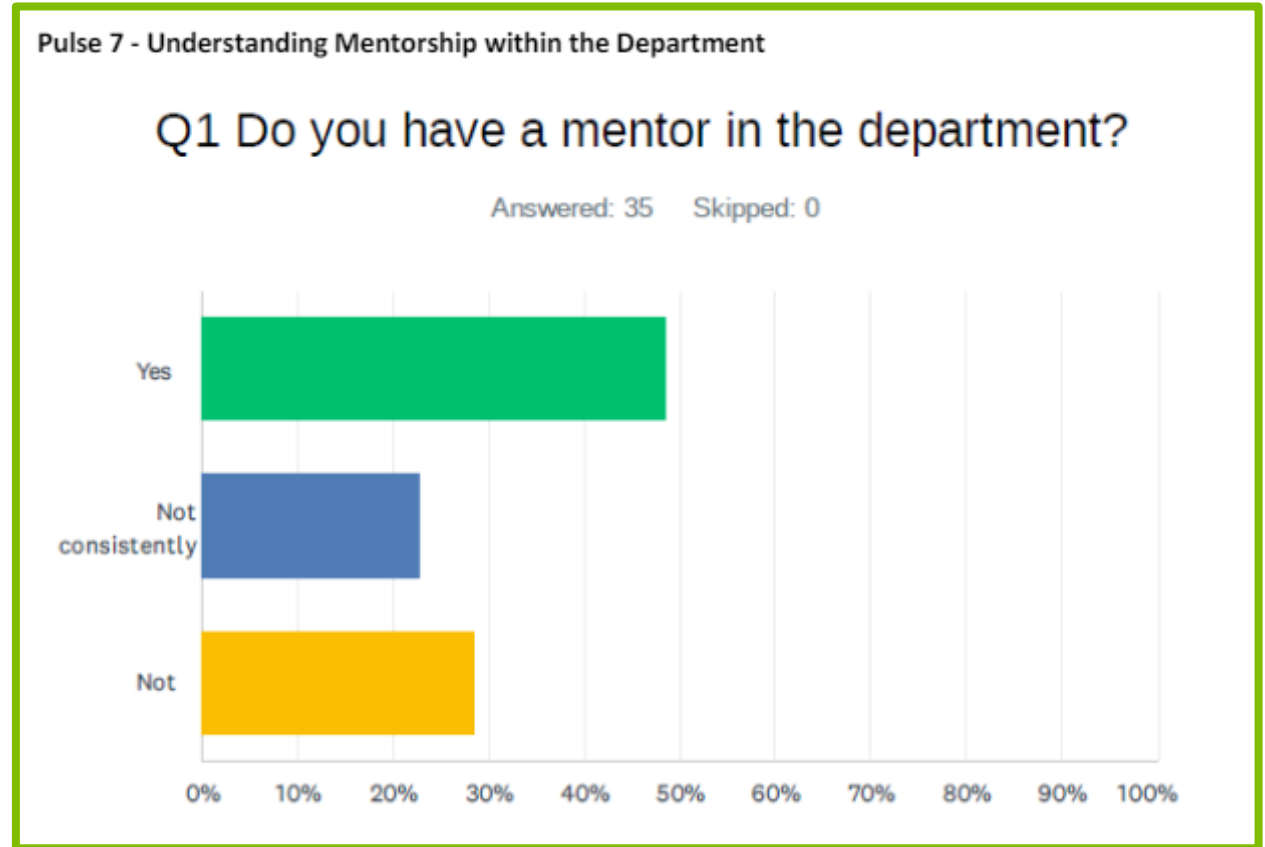


Figure 2. Example graph of the response data gathered after the weekly question poll was open for 5 days.

Results: Engagement

- Thirteen pulse surveys were sent bimonthly between October 23, 2023 and April 22, 2024
- Weeks of major holidays or conferences omitted
- Engagement increased from 23 responses in weeks 1-5 to 44 responses in weeks 6-10 (p=0.04)

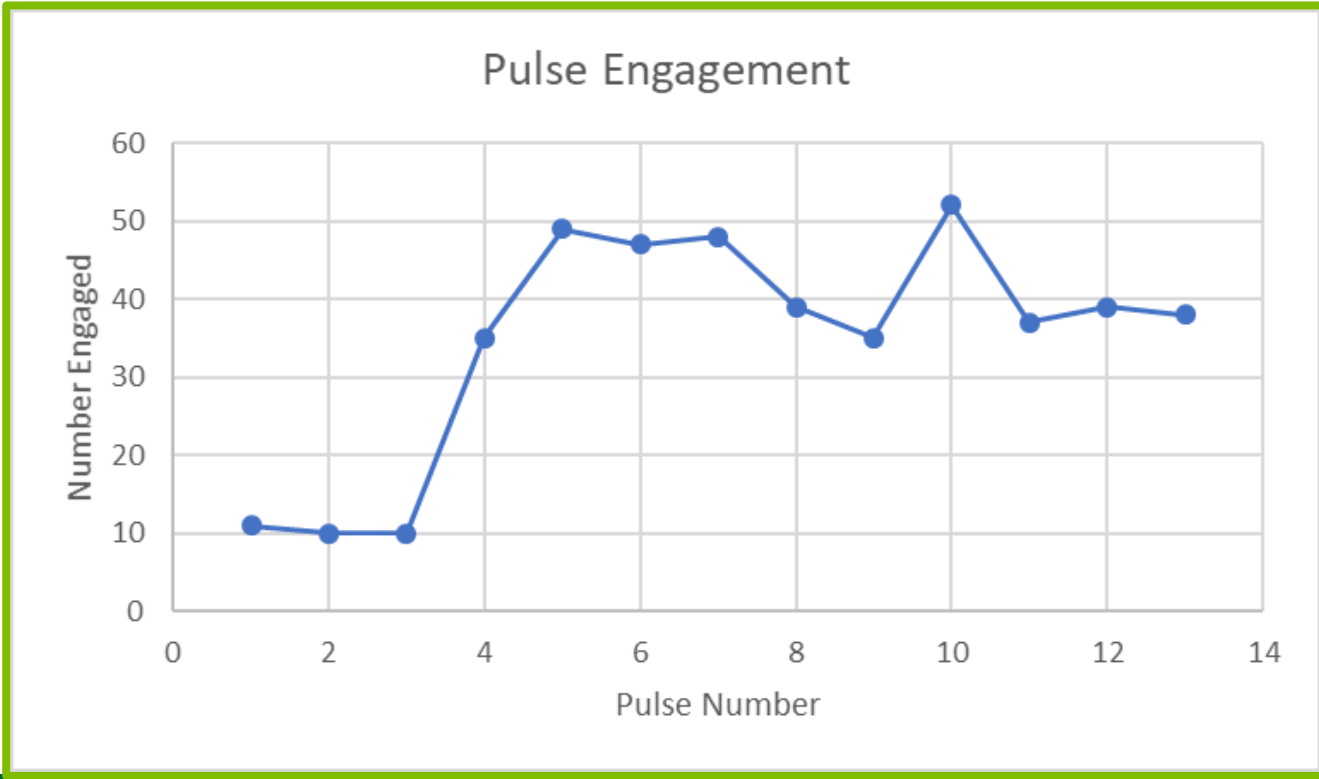


Figure 3. Number of responses (including faculty and residents) to the weekly questions over time, demonstrating an increase in engagement after the first one month of weekly survey distribution.

Results: Feedback

- Faculty and trainees provided insightful feedback through open ended responses

Q2 How can we improve access to mentorship?
Answered: 11 Skipped: 24

#	RESPONSES
1	I am too old to be mentored.
2	Mentoring/Mentee social events to encourage interaction opportunities.
3	Don't want one. Give more money instead.
4	I think having a mentor structure in place would be helpful. Having a point person for a faculty member to go to and say I need mentorship with XYZ, and they can be matched with someone inside or outside the institution to fill the role.
5	Not sure. One idea is to make a list of specific individuals associations and interests. For example who reviews for which journals, who knows the committees for which organizations, which types of research individuals are focused in-educational, new modalities, rad-path, AI etc. This could help match individuals to mentors and sponsors.
6	I think you're working on it now.
7	sometimes it helps to have a formal program. but often it is simply more senior people asking juniors if they have any challenges they need help with. so senior faculty should be trained to ask more junior faculty.
8	Provide a list of those who are willing to mentor and keywords of expertise and topics of mentorship
9	Section chiefs taking a proactive role in pairing a mentee and mentor
10	By fostering and better enabling the mentors. Many probably feel unqualified
11	We should make a mentor team for each faculty for quarterly meetings.

Figure 4. Example of the wide variety of insightful feedback (at times unexpected) if a second open ended question is also provided to gather additional information.

- Non-open-ended feedback was shared with the radiology department in the weekly departmental email^{7A}
- Areas that needed additional education/explanation were addressed in faculty meeting

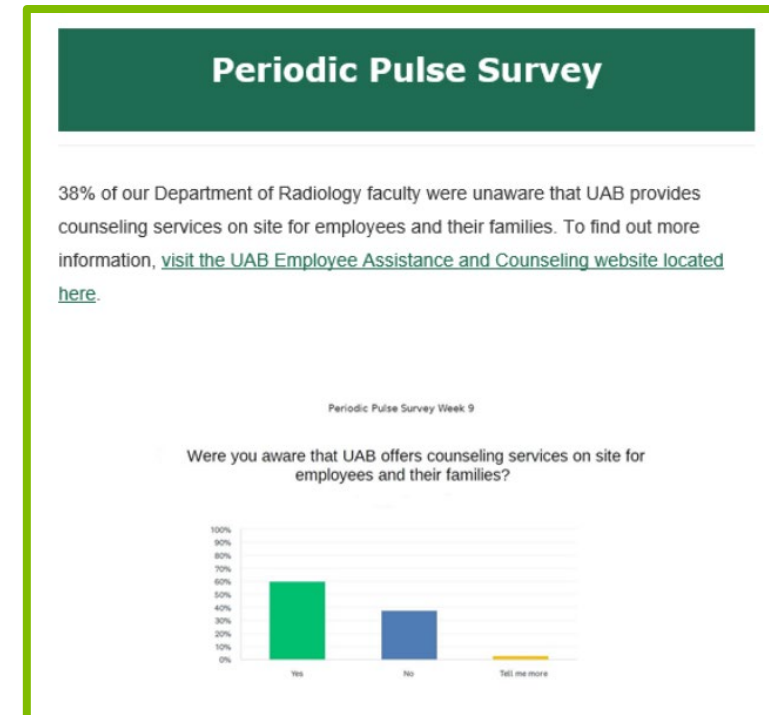


Figure 5. An example of how the acquired data is then circulated amongst the department (via weekly email newsletter) with additional education pertinent to the surveyed topic.

Successes

- Engagement gradually increased
 - Familiarity with the system
 - Initial surveys may have gotten caught by fire wall
- Insightful feedback via open ended questions
 - Identified key issues for leadership to intervene on (outside imaging interpretation and incidental findings maco)
- Data points from both faculty and trainees

Future Directions

- Continued experience to
 - Gain understanding of best format
 - Recycle question and analyze the same question at different points in time
- Create a standard format to discuss feedback with leadership

Longitudinal email surveys can be a valuable tool to gain **department wide feedback** on various topics.

Bimonthly surveys with single questions are best with **minimal time** and **minimal effort** to **engage**.

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Thank you!