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Question:

In the patient population, how does employee engagement in the workplace compare with not being engaged correspond to how it will affect the patient's outcome during their stay at the hospital?

Summary:

Employee engagement is a key factor in the success of an organization in direct correlation of patient outcomes. "Employee engagement has a direct link with an organizational commitment that results in increasing satisfaction of the patient, retention, loyalty and also helps the employees to make a good relationship with co-workers. Organizations with high levels of staff engagement have more value in an organization and strive for higher and greater achievements with better patient outcomes. High levels of engagement of staff have a large impact on performance, reduces the turnover of staff, improves their well-being, and promotes a successful work environment." According to research provided by the _International Journal for Research in Engineering Application & Management_   Employee engagement is found to be the number one predictor of mortality discrepancy across hospitals.(Vaishnavi, P., & Ramkumar, S.) According to the Current State of Nurse Engagement Measurements by Press Ganey with _The Online Journal of Issues in Nursing_, fifteen of every 100 nurses are considered disengaged. These are nurses who are burn out and lack commitment and/or satisfaction with their work. According to their research, it is suggested that "each disengaged nurse costs an organization $22,200 in lost revenue as a result of lack of productivity (Schaufenbuel, 2013). For a hospital with 100 nurses, that equates to $333, 000 per year in lost productivity. For a large system with 15, 000 nurses, the potential loss skyrockets to $50 million." (Dempsey, C., & Reilly, B.) In the _Behavioral Integrity, Engagement, Organizational Citizenship Behavior, and Service Quality in a Healthcare Setting_ article the Engagement and Key Outcomes emphasizes the OHA Quality Healthcare Workplace Model and how it focusing on four outcomes: retention, quality of patient care or services provided by the respondent's team/unit, patient safety culture and patient-centred care. It also goes further into detail of the top 10 engagement drivers in the healthcare setting:
  1) I feel I can trust this organization
  2) I have an opportunity to make improvements in work
  3) The organization values my work
  4) Senior management is committed to high-quality care
  5) I have clear job goals/objectives
  6) I feel I belong to a team
  7) My organization promotes staff health/wellness
  8) I have a good balance of family/personal life with work
  9) My supervisor can be counted on to help with difficult tasks.
  10) I have adequate resources/equipment to do my work.
(Prottas, D. J., & Nummelin, M. R.)

Conclusion:

In conclusion, after reading extensive research about employee engagement and how it will affect the patients, staff, and the hospital's success, there is infact a direct line from employee engagement to patient outcomes. Employee engagement helps with patient safety as well as a more enjoyable place to work. The hospital loses a lot of money when the employees are disengaged. When an employee is engaged in their work then they have "reasons to invest their full heart and mind in their work." (Vaishnavi, P., & Ramkumar, S.). Having employees engaged is beneficial to the workplace as well as the patients. Engagement in the workplace also makes the employee more "commitment and satisfaction within their job." (Dempsey, C., & Reilly, B) Therefore the more the employees engage in their workplace, there are better benefits in the outcomes than if the employees are not engaged.

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Primary Article

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