

**12 DAYS OF GALLUP:
A CREATIVE APPROACH TO INCREASE EMPLOYEE ENGAGEMENT**

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In preparation for our annual employee engagement survey, the leadership team for the Post Anesthesia Care Unit (PACU), Same Day Surgery, and Pediatric PACU collaborated to come up with the “12 days of Gallup” theme. This developed into the “12 days of Christmas” theme for our Gallup survey.

The objectives were to first educate the staff on the true meaning of the Gallup questions and also engage the staff with a creative yet pleasurable approach.

Starting 12 business days prior to the staff taking the survey, the leadership team gave the staff nurses a new “countdown to Gallup” flyer which included what the question means, what it does not mean, and a summary of the team’s efforts in that area since the previous survey. Each flyer was stapled inside a Christmas card and delivered with a candy cane. The team started at question 12 and worked down to question 1. The day the survey launched, the leadership team held “Christmas morning breakfast,” which included a waffle bar and a photo session with Santa. The group also provided “cookies and milk” day and ended the week with a white elephant exchange for all employees. Staff nurses and the leadership team decorated bulletin boards with Christmas pictures and Gallup information.

The participation throughout all the units was increased and employee engagement scores improved in all areas.

Engaged employees are more productive, have increased retention, and are overall satisfied in their work environment.