

Rob's Notes...

Team,

Thank you for taking the survey. I'm attaching the results we get. I'm also attaching some actions we are committing to completing. Change takes time and your input is critical to helping us improve. I have studied the response and the results demonstrated we are improving in some areas and still need work in others. Please believe me, I address the need to stay competitive with pay all the time. Your concerns about the increased cost of living has been heard. I'm continuing to do everything within my power to effect changes. I've requested that Quest negotiate better pay increases with AHC in the new contract. For those that may not know this Adventist Healthcare pays our salaries within the contract. The contract which starts in January 2025 will be finalized before October 1 and be implemented 1/1/2025. We will continue to get staff promoted through the career ladder path. We are also working on improving staff recognition and we are implementing an employee of the quarter. In addition, we have reimplemented the Lab Staff Meeting minutes to ensure everyone is able to keep up with everything that is happening and what is being worked on. Your supervisors will have routine huddles and meetings with teams. They should be reviewing their team specific results with you. Finally, we heard we need to listen and act on your opinions. To that end, we will be creating an issue/suggestion tracker and following up monthly at the monthly meetings.

Please review the overall team summary of results. This is exactly what we see when results are returned. If you have questions please feel free to reach out to me.

Rob SanLuis

Mobile 240-620-3413

74

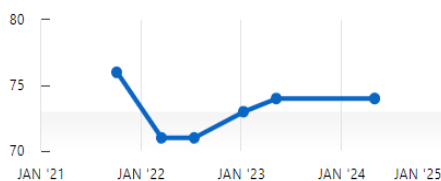
## Engagement

Engagement is a group of 2 questions:

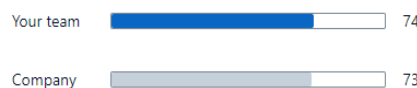
1. How happy are you working at Quest Diagnostics?
  2. I would recommend Quest Diagnostics as a great place to work.
- This is the focus of Quest Diagnostics for this survey.

[Learn more](#)

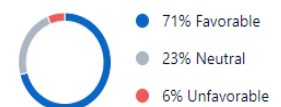
Score vs previous  
0 vs May 2023 survey

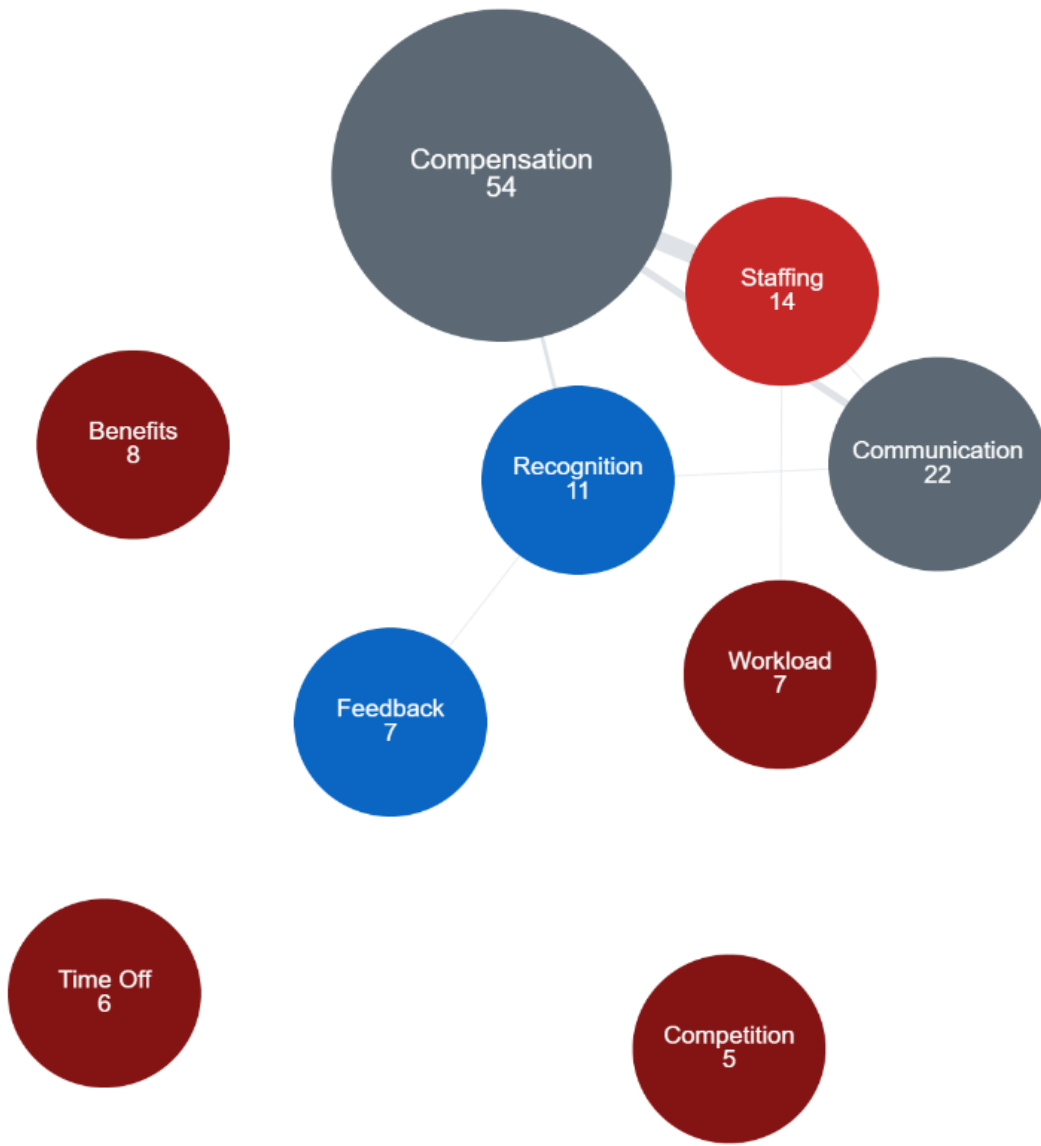


Score in comparison  
+ 1 vs Company



Favorability Breakdown  
71% of responses were favorable





Filters

View Executive Summary Report ▾

You do not have access to any filters in this report.



Engagement:  
Engagement: April 2024 Engagement Pulse ▾

16 / 16 Questions

112 / 167 respondents

## Pulse Overview

Apr '24 Engagement

# 74

Company

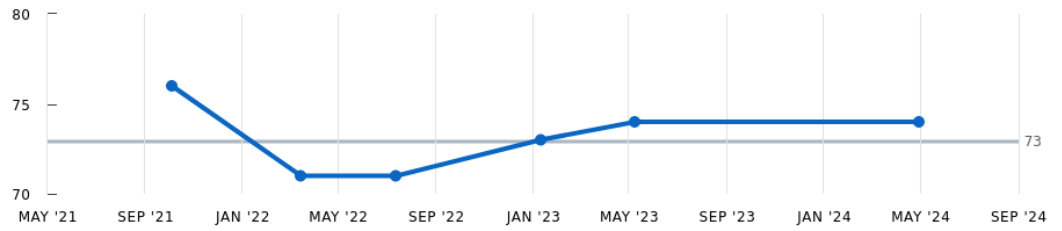
# 73

vs May

# 0

### Engagement Historical Trend

112 (67%) Responded in Apr



## April 2024 Engagement Pulse Results

Response Rate

# 67%

112 of 167 responded

Comments

# 119

[View all Comments](#)

Engagement Favorability 71%



Questions

# 16

3

Scores Increased

2

Scores Decreased

# 7

Scores Above Company

# 8

Scores Below Company

## Strengths and Opportunities

Ranked using comparison with Company and high impact on Engagement



TOP STRENGTHS	TOP OPPORTUNITIES
<p><b>● Belonging</b></p> <p>I feel a sense of belonging at Quest Diagnostics.</p> <p>⋮</p>	<p><b>● Recognition - Manager</b></p> <p>My manager/supervisor lets me know that my contributions are meaningful.</p> <p><a href="#">Take Action</a> ⋮</p>
<p><b>● Distress - Customer</b></p> <p>I know how I can best support my customers right now.</p> <p>⋮</p>	<p><b>● Opinions Count</b></p> <p>My immediate supervisor takes action on employee ideas and opinions.</p> <p><a href="#">Take Action</a> ⋮</p>
<p><b>● Communication Flow</b></p> <p>There is a good flow of communication between leadership, departments, and teams.</p> <p>⋮</p>	<p><b>● Input - Manager</b></p> <p>My manager/supervisor values my perspective.</p> <p><a href="#">Take Action</a> ⋮</p>
<p style="text-align: right;"><a href="#">Show more</a></p>	

Scores

● Grouped ○ Ungrouped

Name	Score ↓	vs Company	Change	Impact	% Favorable	Comments	Question
<u>Distress - Customer</u>	85	+3	--	● High	87%	■ 1	I know how I can best support my customers right now. Apr 30, 2024
<u>Respectful Treatment</u>	77	0	--	● Very High	75%	■ 1	I am treated with respect and dignity. Apr 30, 2024
<u>Belonging</u>	75	+4	0	● Very High	68%	■ 1	I feel a sense of belonging at Quest Diagnostics. Apr 30, 2024
<u>Intent to Stay</u>	74	-1	↑ 1	● Very High	72%	■ 4	I plan to be working at Quest Diagnostics two years from now. Apr 30, 2024
<u>Initiative</u>	74	-1	--	● Very High	66%	■ 1	I am encouraged to find new and better ways to get things done. Apr 30, 2024
> <u>Engagement</u>	74	+1	0	--	71%	■ 11	2 Questions Apr 30, 2024
<u>Empowerment</u>	74	-1	↓ 6	● Very High	71%	■ 0	I feel empowered to make decisions regarding my work. Apr 30, 2024
<u>Teamwork</u>	73	-2	--	● Very High	67%	■ 2	Where I work, we feel part of a team that works together. Apr 30, 2024
<u>Communication - Team</u>	73	-1	--	● Very High	70%	■ 3	In our team, we communicate openly and honestly with each other. Apr 30, 2024
<u>Input - Manager</u>	72	-6	--	● Very High	65%	■ 1	My manager/supervisor values my perspective. Apr 30, 2024
<u>Recognition - Manager</u>	71	-7	--	● High	64%	■ 4	My manager/supervisor lets me know that my contributions are meaningful. Apr 30, 2024
<u>Care</u>	71	+1	↑ 3	● Very High	65%	■ 3	At work, I feel cared about as a person. Apr 30, 2024
<u>Opinions Count</u>	70	-6	--	● High	63%	■ 4	My immediate supervisor takes action on employee ideas and opinions. Apr 30, 2024
<u>Communication Flow</u>	68	+3	--	● Very High	58%	■ 3	There is a good flow of communication between leadership, departments, and teams. Apr 30, 2024

# Employee Insights

## SURVEY



We asked, you answered...  
and we listened.

# 74

Engagement  
Score as of MAY 2024  
Robert SanLuis

**Participation = 67%**

# 74

Engagement  
Score as of MAY 2024  
**Non-HMH PLS (Jenny's  
Overall East PLS Team)**

**Participation = 70%**

## Thank you for participating in the Employee Insights Survey!

I appreciate your honesty in the first survey of 2024 and hope you will continue to give your opinion throughout the year.

Based on your feedback, I will focus on taking one action to improve our performance and teamwork.

## One action

Opportunities: 1-Communication, 2&3-Recognition, 4-Empowerment

1. Monthly Lab Meeting Minutes will be available online
2. Implement employee of the Quarter
3. Each Leader gives two recognitions/week
4. Issue/Suggestion follow-up Tracker

- Lab Leadership Team, Rob SanLuis – PLS Adventist System