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Engagement:
Engagement: November 2024 Engagement Pulse ▾

13 / 13 Questions

150 / 160 respondents

Team,

We really appreciate everyone taking the survey. We had 150/160 staff participate, **94% overall participation**. This speaks to how engaged the team is and it makes a difference. We are taken very seriously because we as a team had a major impact on the overall scores for the region.

At our monthly staff meetings we will have a monthly agenda topic around our engagement. The point of all this is to make our lab the best place to work, it takes effort and time. When reviewing the below results please think of ways we can improve your overall experience.

Here is what I commit to for 2025: 1) At least four monthly meetings with minutes, 2) Continue employee of the QRT and having more celebrations to recognize your hard work and dedication, 3) Ensure staff have opportunities for growth and advancement, 4) Creating an environment of care, listening, and understanding, 5) Information sharing, openness and transparency.

Below you will see the system overall scores and each individual site scores.

Thank you,
Rob SanLuis
Lab Director

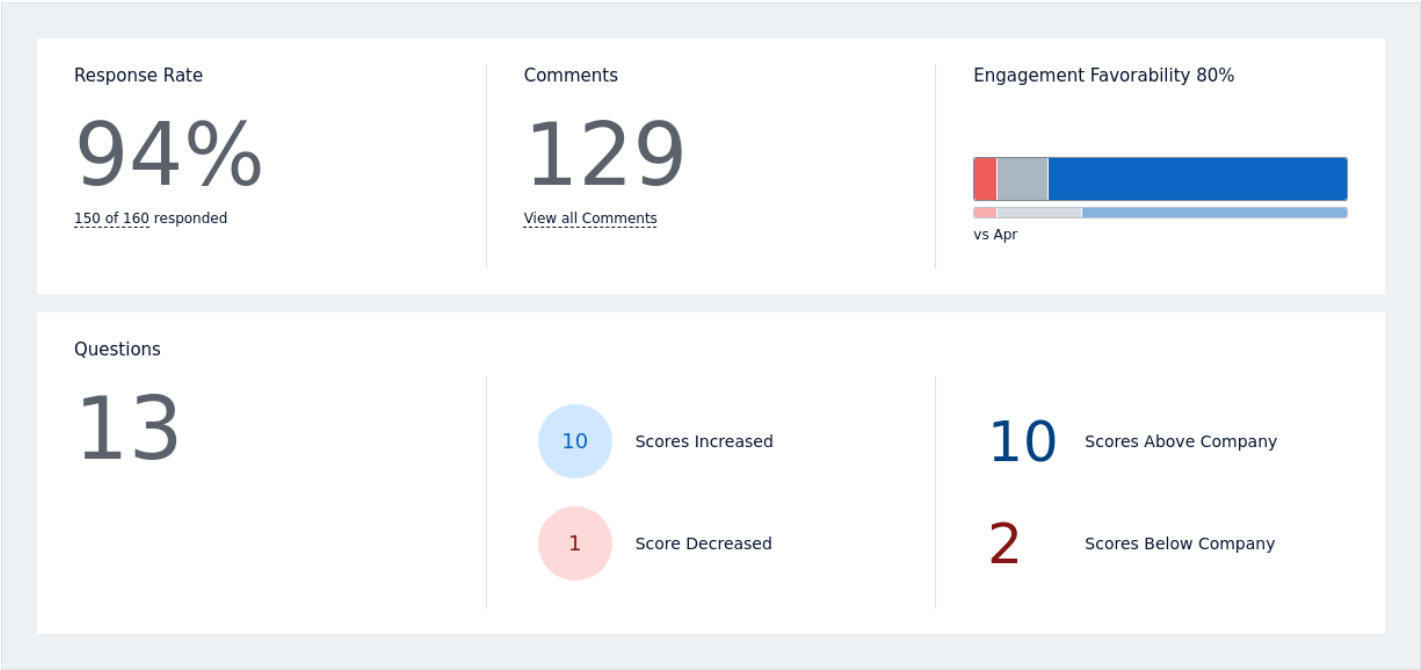
Note: The answers to the Quiz questions are highlighted!

Pulse Overview



Overall system score 78 which is 3 points higher the the company. The East Region scored 77 which our participation made possible.

November 2024 Engagement Pulse Results



Strengths and Opportunities

Ranked using comparison with Company and high impact on Engagement



TOP STRENGTHS	TOP OPPORTUNITIES
<div><div><div><div><div></div><div>Purpose</div></div><div>The work that I do at Quest Diagnostics is meaningful to me.</div><div></div></div></div></div>	<div><div><div><div><div></div><div>Compliance - Compromise</div></div><div>I do not feel pressure to compromise the Code of Ethics, Company policy, or the law in order to achieve business goals.</div><div>Take Action</div><div></div></div></div></div>
<div><div><div><div><div></div><div>Compliance - Speak My Mind</div></div><div>I can raise issues or concerns without fear of retaliation.</div><div></div></div></div></div>	<div><div><div><div><div></div><div>Compliance - Policy Violation</div></div><div>If I observe a violation of a compliance policy or of the Code of Ethics, I will report it.</div><div>Take Action</div><div></div></div></div></div>
<div><div><div><div><div></div><div>Care</div></div><div>At work, I feel cared about as a person.</div><div></div></div></div></div>	<div><div><div><div><div></div><div>Respectful Treatment</div></div><div>I am treated with respect and dignity.</div><div>Take Action</div><div></div></div></div></div>
Show more	

System Level Results

Scores

☒ Grouped ☐ Ungrouped

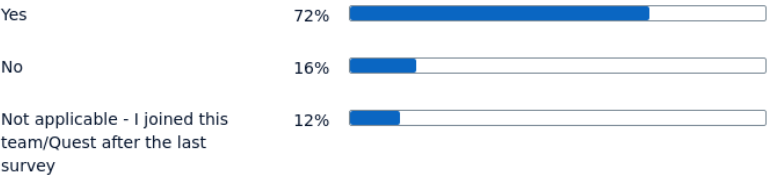
Name	Score ↓	vs Company	Change	Impact	% Favorable	Comments	Question
Compliance - Policy Violation	90	-3	↓ 1	High	93%	0	If I observe a violation of a compliance policy or of the Code of Ethics, I will report it. Nov 5, 2024
Purpose	88	+3	↑ 4	High	91%	1	The work that I do at Quest Diagnostics is meaningful to me. Nov 5, 2024
Compliance - Compromise	82	-3	↑ 2	Very High	81%	0	I do not feel pressure to compromise the Code of Ethics, Company policy, or the law in order to achieve business goals. Nov 5, 2024
Support-Manager	81	+1	↑ 5	Very High	83%	2	I can get the support I need from my manager/supervisor. Nov 5, 2024
Feedback	81	+1	↑ 10	Very High	80%	4	My manager/supervisor provides me with feedback that helps me improve my performance. Nov 5, 2024
Compliance - Speak My Mind	80	+2	↑ 2	Very High	81%	1	I can raise issues or concerns without fear of retaliation. Nov 5, 2024
Respectful Treatment	78	+1	↑ 1	Very High	77%	2	I am treated with respect and dignity. Nov 5, 2024
> Engagement	78	+3	↑ 4	--	80%	6	2 Questions Nov 5, 2024
Care	75	+2	↑ 4	Very High	75%	1	At work, I feel cared about as a person. Nov 5, 2024
Well - Being	71	+2	--	High	66%	4	Quest Diagnostics takes a genuine interest in my well-being. Nov 5, 2024

Questions

1

Team Results Shared

The results from the last engagement survey were discussed with my team.



[Comments: 2](#)

System Level Results

Manager


Manager	<u>Engagement</u> ↓	vs Company	Change	% Favorable	Responses
<u>Stephanie Codina's Team</u>	83	+8	↑ 7	91%	17 (89%)
<u>Robert SanLuis's Directs</u>	82	+7	↑ 5	95%	9 (100%)
<u>All</u>	78	+3	↑ 4	80%	150 (94%)
<u>Zanetta Morrow's Team</u>	77	+2	↑ 2	80%	63 (97%)
<u>Hollie Genser's Team</u>	77	+2	--	74%	61 (91%)

Job Hierarchy

Job Hierarchy	Engagement ↓	vs Company	Change	% Favorable	Responses
Operations	78	<div><div></div><div></div></div> <div>+3</div>	↑ 4	<div><div></div><div></div></div> 80%	150 (94%)
All	78	<div><div></div><div></div></div> <div>+3</div>	↑ 4	<div><div></div><div></div></div> 80%	150 (94%)

Filters

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Engagement:
Engagement: November 2024 Engagement Pulse ▾

13 / 13 Questions

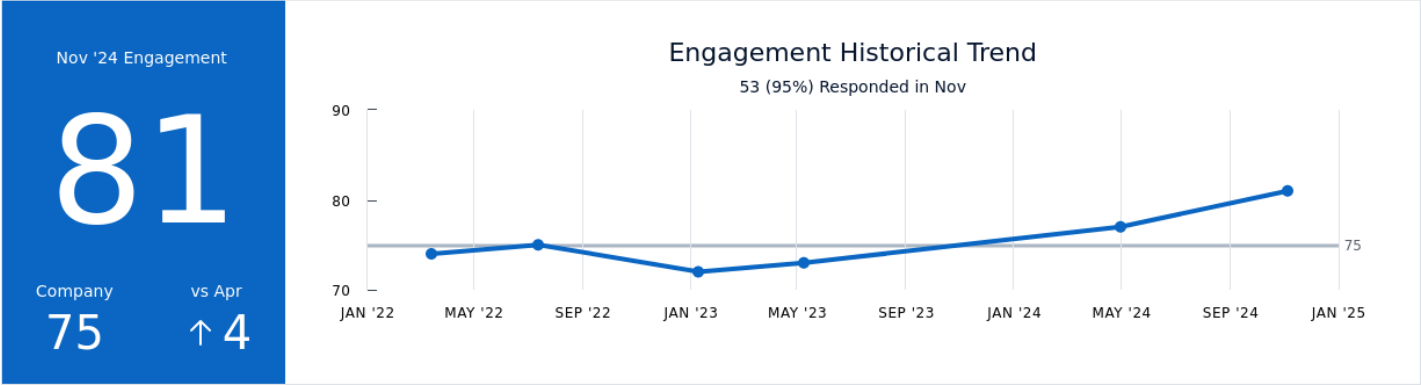
FILTER BY

 SiteCode: N7T

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

53 / 56 respondents

Pulse Overview



WOMC has the highest engagement score of 81.

November 2024 Engagement Pulse Results

Response Rate

95%

53 of 56 responded

Comments

44

[View all Comments](#)

Engagement Favorability 87%



vs Apr

Questions

13

9

Scores Increased

1

Score Decreased

12

Scores Above Company

0

Scores Below Company

Strengths and Opportunities

Ranked using comparison with Company and high impact on Engagement



TOP STRENGTHS	TOP OPPORTUNITIES
<div><div><div>●</div><div>Compliance - Speak My Mind</div></div><div>I can raise issues or concerns without fear of retaliation.</div><div>⋮</div></div>	<div><div><div>●</div><div>Compliance - Compromise</div></div><div>I do not feel pressure to compromise the Code of Ethics, Company policy, or the law in order to achieve business goals.</div><div><div>Take Action</div><div>⋮</div></div></div>
<div><div><div>●</div><div>Support-Manager</div></div><div>I can get the support I need from my manager/supervisor.</div><div>⋮</div></div>	<div><div><div>●</div><div>Care</div></div><div>At work, I feel cared about as a person.</div><div><div>Take Action</div><div>⋮</div></div></div>
	<div><div><div>●</div><div>Respectful Treatment</div></div><div>I am treated with respect and dignity.</div><div><div>Take Action</div><div>⋮</div></div></div>
<div><div>?</div> 4 questions excluded</div>	

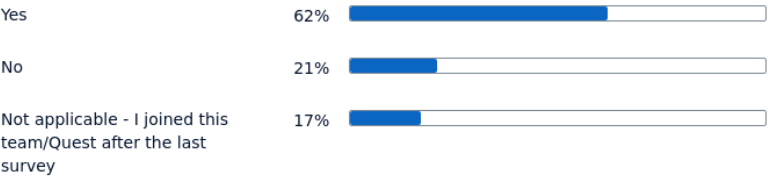
Scores

Grouped Ungrouped

Name	Score ↓	vs Company	Change	Impact	% Favorable	Comments	Question
Compliance - Policy Violation	96	+3	↑ 1	Low	98%	0	If I observe a violation of a compliance policy or of the Code of Ethics, I will report it. Nov 5, 2024
Purpose	93	+8	↑ 7	Medium	94%	1	The work that I do at Quest Diagnostics is meaningful to me. Nov 5, 2024
Feedback	88	+8	↑ 23	Medium	89%	1	My manager/supervisor provides me with feedback that helps me improve my performance. Nov 5, 2024
Compliance - Compromise	87	+2	↓ 1	High	87%	0	I do not feel pressure to compromise the Code of Ethics, Company policy, or the law in order to achieve business goals. Nov 5, 2024
Support-Manager	84	+4	↑ 13	High	91%	1	I can get the support I need from my manager/supervisor. Nov 5, 2024
Compliance - Speak My Mind	84	+6	↑ 7	High	87%	1	I can raise issues or concerns without fear of retaliation. Nov 5, 2024
Respectful Treatment	81	+4	0	High	79%	2	I am treated with respect and dignity. Nov 5, 2024
> Engagement	81	+6	↑ 4	--	87%	3	2 Questions Nov 5, 2024
Care	77	+4	↑ 2	High	81%	0	At work, I feel cared about as a person. Nov 5, 2024
Well - Being	74	+5	--	Medium	69%	2	Quest Diagnostics takes a genuine interest in my well-being. Nov 5, 2024

Questions

1 Team Results Shared
The results from the last engagement survey were discussed with my team.



Manager


Manager	Engagement ↓	vs Company	Change	% Favorable	Responses
Stephanie Codina's Team	83	<div><div></div><div></div></div> +8	↑ 8	<div><div></div><div></div></div> 92%	6 (86%)
Zanetta Morrow's Team	81	<div><div></div><div></div></div> +6	↑ 4	<div><div></div><div></div></div> 86%	43 (96%)
All	81	<div><div></div><div></div></div> +6	↑ 4	<div><div></div><div></div></div> 87%	53 (95%)

Job Hierarchy

Job Hierarchy	Engagement ↓	vs Company	Change	% Favorable	Responses
Operations	81	<div><div></div><div></div></div> <div>+6</div>	↑ 4	<div><div></div><div></div></div> <div>87%</div>	53 (95%)
All	81	<div><div></div><div></div></div> <div>+6</div>	↑ 4	<div><div></div><div></div></div> <div>87%</div>	53 (95%)

Filters

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Engagement:
Engagement: November 2024 Engagement Pulse ▾

13 / 13 Questions

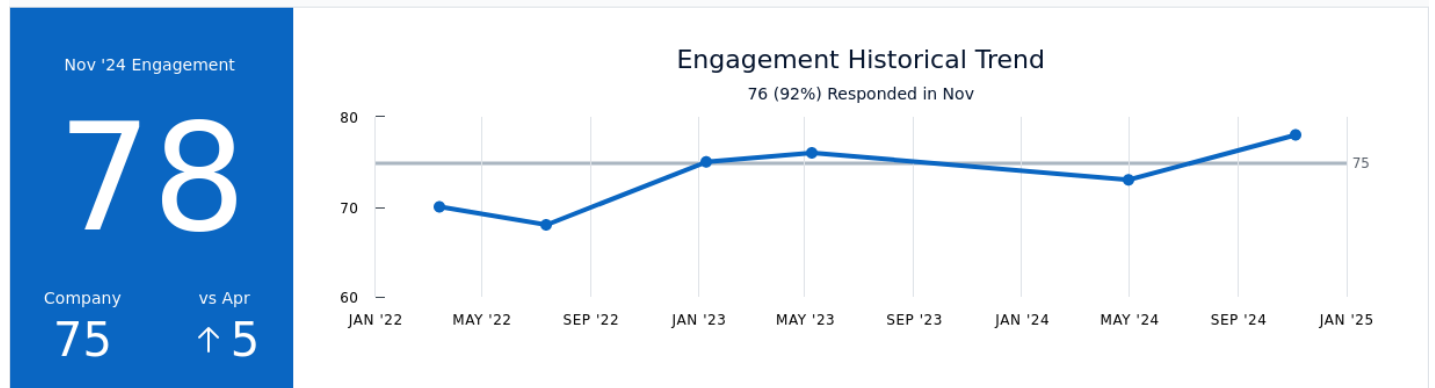
FILTER BY

 SiteCode: EPF

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76 / 83 respondents

Pulse Overview



November 2024 Engagement Pulse Results

Response Rate

92%

76 of 83 responded

Comments

66

[View all Comments](#)

Engagement Favorability 78%



Questions

13

6

Scores Increased

4

Scores Decreased

7

Scores Above Company

4

Scores Below Company

Strengths and Opportunities

Ranked using comparison with Company and high impact on Engagement



TOP STRENGTHS	TOP OPPORTUNITIES
<div><div><div><div>●</div><div>Care</div></div><div>At work, I feel cared about as a person.</div><div>⋮</div></div></div>	<div><div><div><div>●</div><div>Compliance - Policy Violation</div></div><div>If I observe a violation of a compliance policy or of the Code of Ethics, I will report it.</div><div>Take Action</div><div>⋮</div></div></div>
<div><div><div><div>●</div><div>Well - Being</div></div><div>Quest Diagnostics takes a genuine interest in my well-being.</div><div>⋮</div></div></div>	<div><div><div><div>●</div><div>Compliance - Compromise</div></div><div>I do not feel pressure to compromise the Code of Ethics, Company policy, or the law in order to achieve business goals.</div><div>Take Action</div><div>⋮</div></div></div>
<div><div><div><div>●</div><div>Purpose</div></div><div>The work that I do at Quest Diagnostics is meaningful to me.</div><div>⋮</div></div></div>	<div><div><div><div>●</div><div>Feedback</div></div><div>My manager/supervisor provides me with feedback that helps me improve my performance.</div><div>Take Action</div><div>⋮</div></div></div>
Show more	

Scores

Grouped Ungrouped

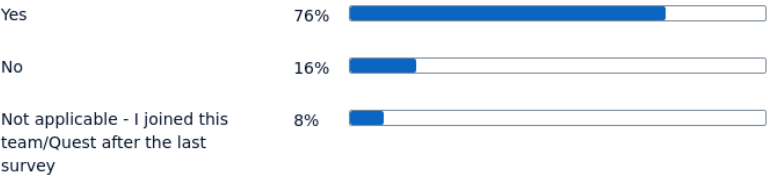
Name	Score ↓	vs Company	Change	Impact	% Favorable	Comments	Question
Compliance - Policy Violation	87	-6	↓ 4	High	91%	0	If I observe a violation of a compliance policy or of the Code of Ethics, I will report it. Nov 5, 2024
Purpose	86	+1	0	Very High	89%	0	The work that I do at Quest Diagnostics is meaningful to me. Nov 5, 2024
Compliance - Compromise	80	-5	↓ 2	Very High	82%	0	I do not feel pressure to compromise the Code of Ethics, Company policy, or the law in order to achieve business goals. Nov 5, 2024
Support-Manager	79	-1	↓ 2	Very High	80%	1	I can get the support I need from my manager/supervisor. Nov 5, 2024
Respectful Treatment	78	+1	↑ 2	Very High	75%	0	I am treated with respect and dignity. Nov 5, 2024
> Engagement	78	+3	↑ 5	--	78%	2	2 Questions Nov 5, 2024
Compliance - Speak My Mind	78	0	↓ 2	Very High	78%	0	I can raise issues or concerns without fear of retaliation. Nov 5, 2024
Feedback	77	-3	↑ 3	Very High	76%	2	My manager/supervisor provides me with feedback that helps me improve my performance. Nov 5, 2024
Care	75	+2	↑ 6	Very High	76%	1	At work, I feel cared about as a person. Nov 5, 2024
Well - Being	71	+2	--	Very High	66%	2	Quest Diagnostics takes a genuine interest in my well-being. Nov 5, 2024

Questions

1

Team Results Shared

The results from the last engagement survey were discussed with my team.



[Comments: 2](#)

Manager


Manager	<u>Engagement</u> ↓	vs Company	Change	% Favorable	Responses
<u>Robert SanLuis's Directs</u>	85	+10 <div><div></div><div></div></div>	↑ 8	<div><div></div><div></div></div> 100%	5 (100%)
<u>Stephanie Codina's Team</u>	83	+8 <div><div></div><div></div></div>	↑ 4	<div><div></div><div></div></div> 90%	10 (91%)
<u>All</u>	78	+3 <div><div></div><div></div></div>	↑ 5	<div><div></div><div></div></div> 78%	76 (92%)
<u>Hollie Genser's Team</u>	77	+2 <div><div></div><div></div></div>	↓ 1	<div><div></div><div></div></div> 74%	61 (91%)

Job Hierarchy

Job Hierarchy	Engagement ↓	vs Company	Change	% Favorable	Responses
Operations	78	<div><div></div><div></div></div> +3	↑ 5	<div><div></div><div></div></div> 78%	76 (92%)
All	78	<div><div></div><div></div></div> +3	↑ 5	<div><div></div><div></div></div> 78%	76 (92%)

Filters

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Engagement:
Engagement: November 2024 Engagement Pulse ▾

13 / 13 Questions

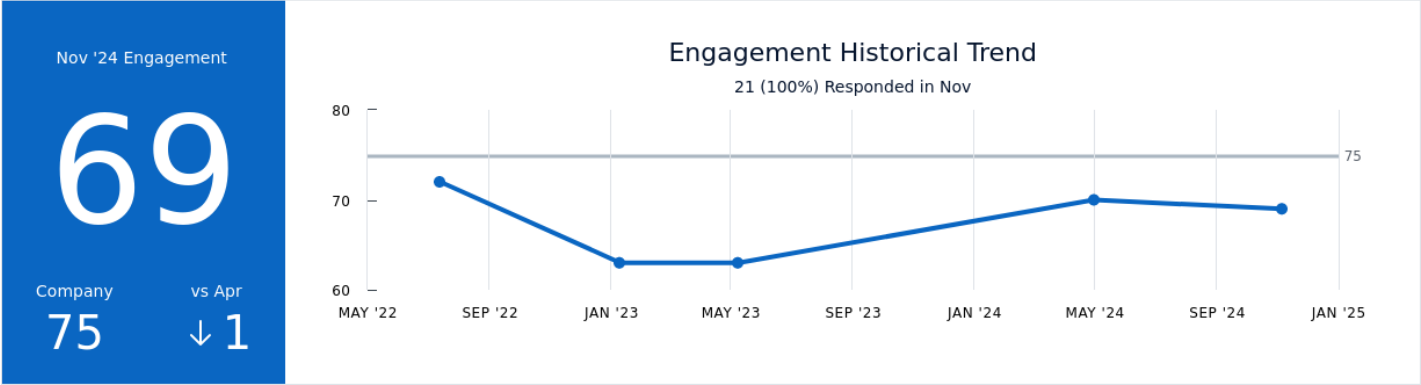
FILTER BY

 SiteCode: HAZ

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21 / 21 respondents

Pulse Overview



FWMC had the highest participation rate of 100%.

November 2024 Engagement Pulse Results

Response Rate

100%

21 of 21 responded

Comments

19

[View all Comments](#)

Engagement Favorability 67%



Questions

13



Scores Increased



Scores Decreased

0

Scores Above Company

12

Scores Below Company

Strengths and Opportunities

Ranked using comparison with Company and high impact on Engagement



TOP STRENGTHS	TOP OPPORTUNITIES
<div><div><div>●</div><div>Compliance - Speak My Mind</div><div>I can raise issues or concerns without fear of retaliation.</div><div>⋮</div></div></div>	<div><div><div>●</div><div>Compliance - Compromise</div><div>I do not feel pressure to compromise the Code of Ethics, Company policy, or the law in order to achieve business goals.</div><div><div>Take Action</div><div>⋮</div></div></div></div>
<div><div><div>●</div><div>Purpose</div><div>The work that I do at Quest Diagnostics is meaningful to me.</div><div>⋮</div></div></div>	<div><div><div>●</div><div>Respectful Treatment</div><div>I am treated with respect and dignity.</div><div><div>Take Action</div><div>⋮</div></div></div></div>
<div><div><div>●</div><div>Support-Manager</div><div>I can get the support I need from my manager/supervisor.</div><div>⋮</div></div></div>	<div><div><div>●</div><div>Compliance - Policy Violation</div><div>If I observe a violation of a compliance policy or of the Code of Ethics, I will report it.</div><div><div>Take Action</div><div>⋮</div></div></div></div>
<div>Show more</div>	

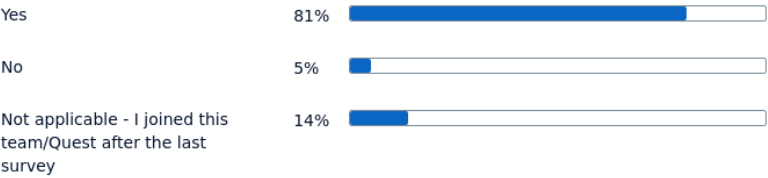
Scores

☒ Grouped
 ☐ Ungrouped

Name	Score ↓	vs Company	Change	Impact	% Favorable	Comments	Question
Compliance - Policy Violation	86	-7	0	Very High	90%	0	If I observe a violation of a compliance policy or of the Code of Ethics, I will report it. Nov 5, 2024
Purpose	83	-2	↑ 15	Very High	86%	0	The work that I do at Quest Diagnostics is meaningful to me. Nov 5, 2024
Support-Manager	77	-3	↑ 13	Very High	76%	0	I can get the support I need from my manager/supervisor. Nov 5, 2024
Compliance - Speak My Mind	77	-1	↑ 1	Very High	81%	0	I can raise issues or concerns without fear of retaliation. Nov 5, 2024
Compliance - Compromise	77	-8	↑ 19	Very High	67%	0	I do not feel pressure to compromise the Code of Ethics, Company policy, or the law in order to achieve business goals. Nov 5, 2024
Feedback	76	-4	↑ 2	Very High	71%	1	My manager/supervisor provides me with feedback that helps me improve my performance. Nov 5, 2024
Respectful Treatment	70	-7	↓ 1	Very High	76%	0	I am treated with respect and dignity. Nov 5, 2024
Care	70	-3	↑ 3	Very High	57%	0	At work, I feel cared about as a person. Nov 5, 2024
> Engagement	69	-6	↓ 1	--	67%	1	2 Questions Nov 5, 2024
Well - Being	64	-5	--	Very High	62%	0	Quest Diagnostics takes a genuine interest in my well-being. Nov 5, 2024

Questions

1 Team Results Shared
The results from the last engagement survey were discussed with my team.



Manager

Manager	<u>Engagement</u> ↓	vs Company	Change	% Favorable	Responses
All	69	<div><div>-6</div></div>	↓ 1	<div><div></div></div> 67%	21 (100%)

Job Hierarchy

Job Hierarchy	Engagement ↓	vs Company	Change	% Favorable	Responses
Operations	69	<div><div>-6</div></div>	↓ 1	<div><div></div></div> 67%	21 (100%)
All	69	<div><div>-6</div></div>	↓ 1	<div><div></div></div> 67%	21 (100%)