

Modern Healthcare’s ‘Best Places to Work in Healthcare’

Modern Healthcare publishes an unranked list of the 150 best places to work every year in the spring and a ranked list in the fall

Eligibility

Organizations are eligible for the list if they:

- Have a facility in the United States;
- Have a minimum of 25 employees in the United States;
- Have been in business for at least 1 year; and
- Are a health care provider, health care insurer, or health care supplier

In addition, a health system or parent company may not enter separately from any or all subsidiaries, facilities, or entities owned by the parent company. Participants must register as either their entire corporation or health system, or as all separate entities.

Categories

For the ranked list (released in the fall), companies are ranked into two categories:

- Providers and insurers; and
- Suppliers.

Modern Healthcare has also introduced several sub-award categories, including the ‘Family-friendliest’ companies, the ‘Healthiest’ companies, and the companies rated most highly by millennials.

Assessment Process

Organizations must choose to participate by nominating themselves and completing the survey process. The process and selection is managed by Best Companies Group (BCG), an independent research firm. It is divided into two parts, the first worth **25%** of the total score, and the second worth **75%**

- 1) Each company must complete the employer questionnaire, which asks about:
 - Company policies (ex. pay, benefits, hiring);
 - Company practices (ex. training, wellness, corporate communication); and
 - Demographics (ex. male/female staff, number of millennials, diversity).

- 2) Employees complete an employee engagement and satisfaction survey (based on the organization’s category). The survey consists of:
 - Approximately 78 statements that employees respond to on a five-point agreement scale (ex. “I can trust what the organization tells me”);
 - 2 open questions (ex. “what can this company do to increase your satisfaction?”); and
 - 7 demographic questions (ex. role, age).

8 Core Focus Areas

Survey results are analyzed and categorized according to 8 focus areas:

Focus Area	Example of Statement Included
Leadership and Planning	I understand the long-term strategy of this organization
Corporate Culture and Communications	The organization’s corporate communications are frequent enough
Role Satisfaction	I feel I am valued in this organization
Work Environment	There is adequate noise control to allow me to focus on my work
Relationship with Supervisor	My supervisor treats me with respect
Training, Development, and Resources	I understand what is expected for career advancement
Pay and Benefits	My pay is fair for the work I perform
Overall Engagement	Most days, I look forward to going to work

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Survey Size

Company Size	# of Employees Surveyed
25-99	All
100-199	All
200-499	Up to 250 (randomly selected)
500-2,499	350 (randomly selected)
2,500+	400 (randomly selected)

Survey Format

Online

- Employers provide a list of employee emails, and BCG randomly selects employees who receive an email with a link to the survey.

Paper

- There is also a paper option, but companies must pay for this based on their size, up to \$860.

List Selection Process

- BCG aggregates the survey results and averages the responses for all employees. Companies with at least a 65% response rate are prioritized, although those with under 65% responses are also considered. The company wants at least a 40% response rate.
- After the average for each company in each category is analyzed, the organizations with the highest scores in each category are selected for the “Best Places to Work in Healthcare” list.
- Winning organizations are initially announced alphabetically, but a ranked list is revealed at the awards dinner that Modern Healthcare holds for selected organizations.
- Employers receive a free report of their Employer Benchmark Summary, which compares their employees scores to benchmark responses, and can pay for a more detailed Employee Feedback Report.