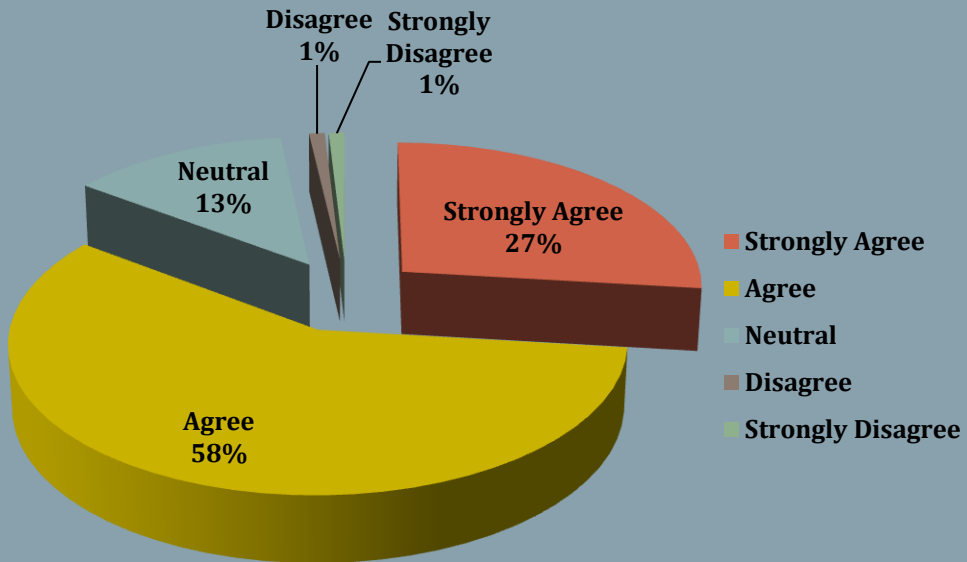


2011 Employee Survey Results

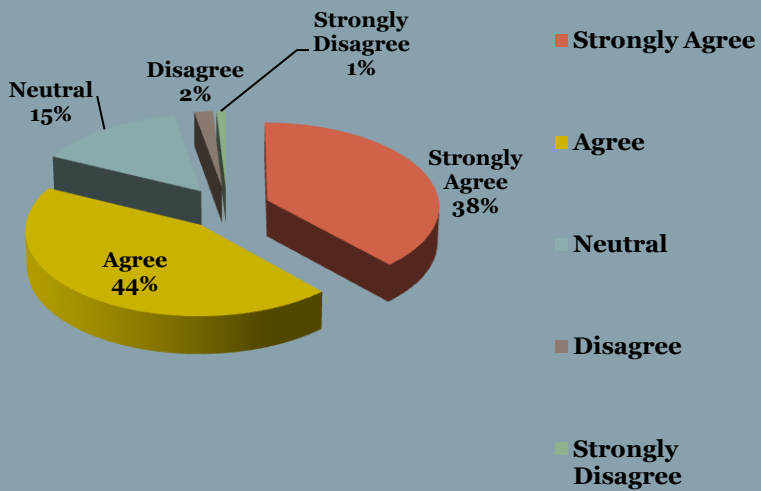
82% participation rate
132 surveys distributed 108 returned

IHC is a good corporate citizen; we care about the community



Company Culture & Company Image

I am proud to work at IHC



Company

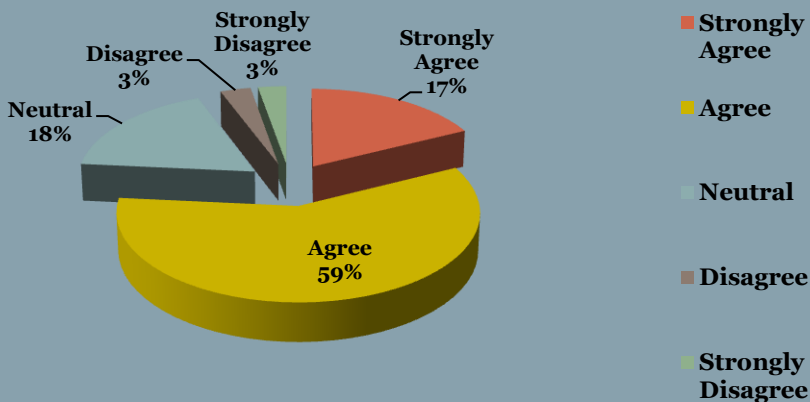
Culture

&

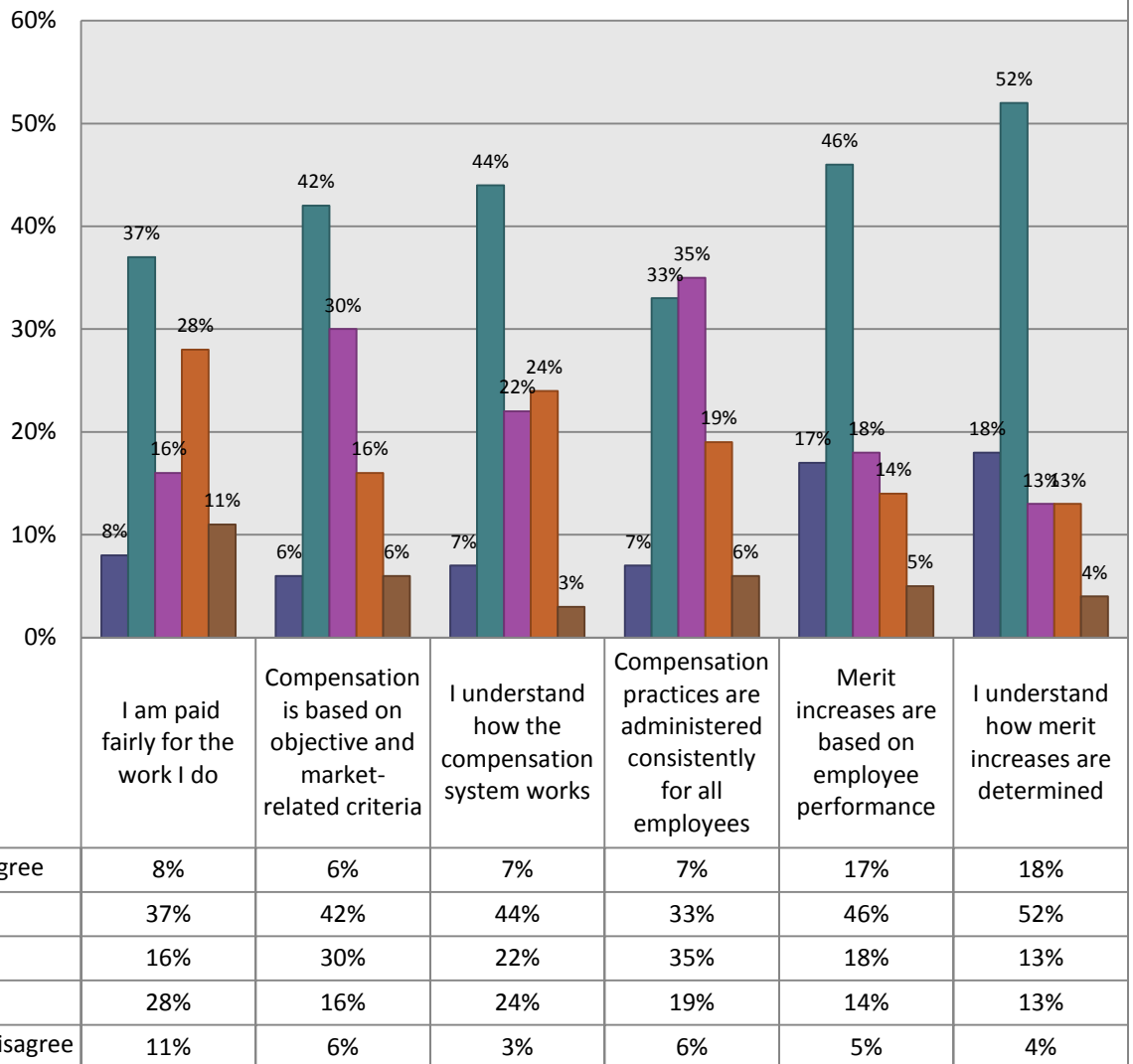
Company

Image

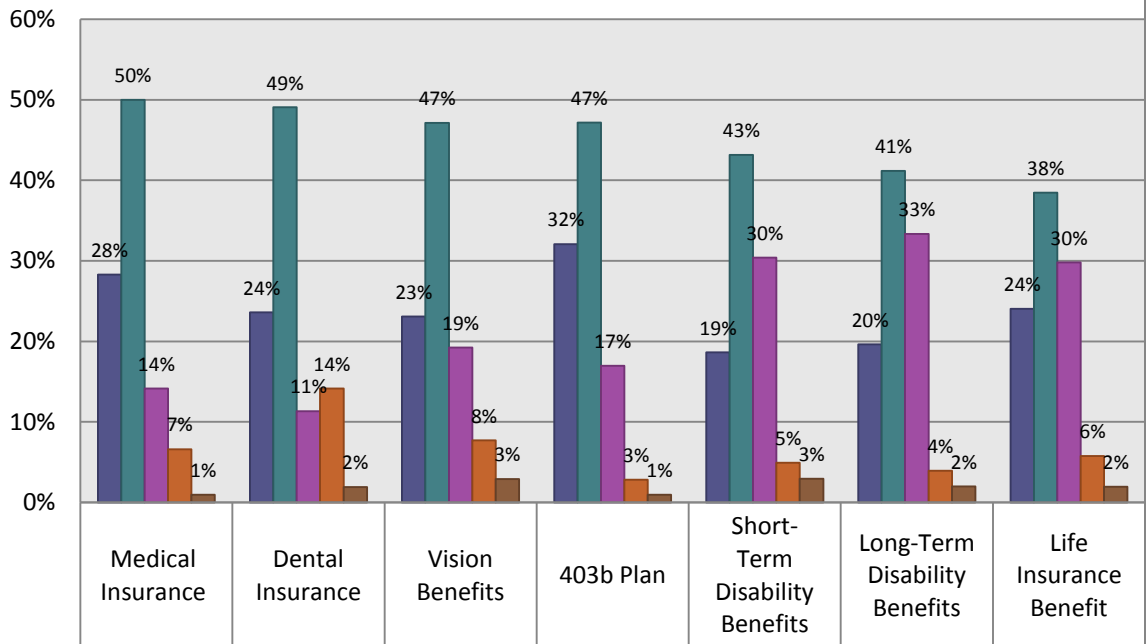
IHC is an ethical company



Benefits and Compensation

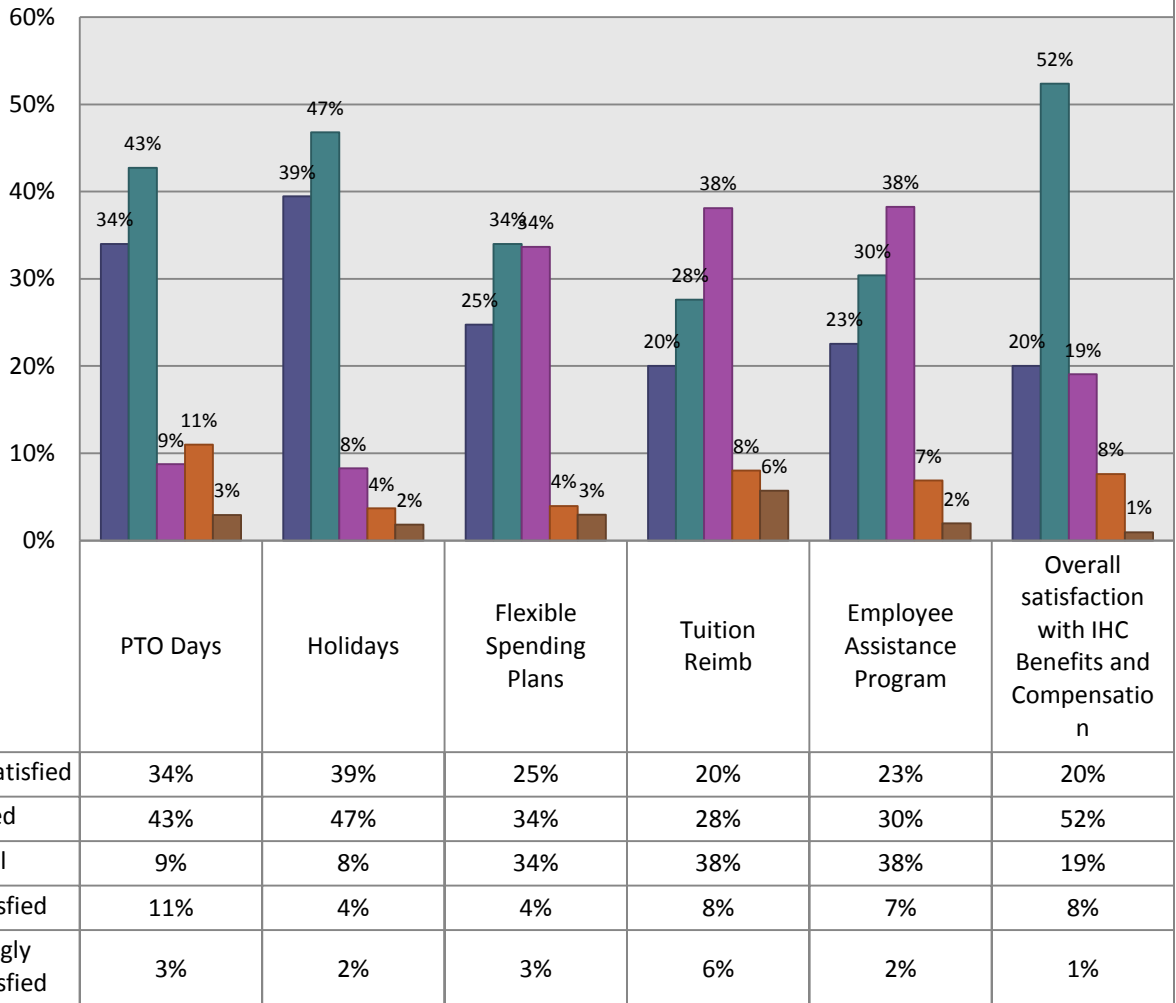


Fringe Benefit Programs

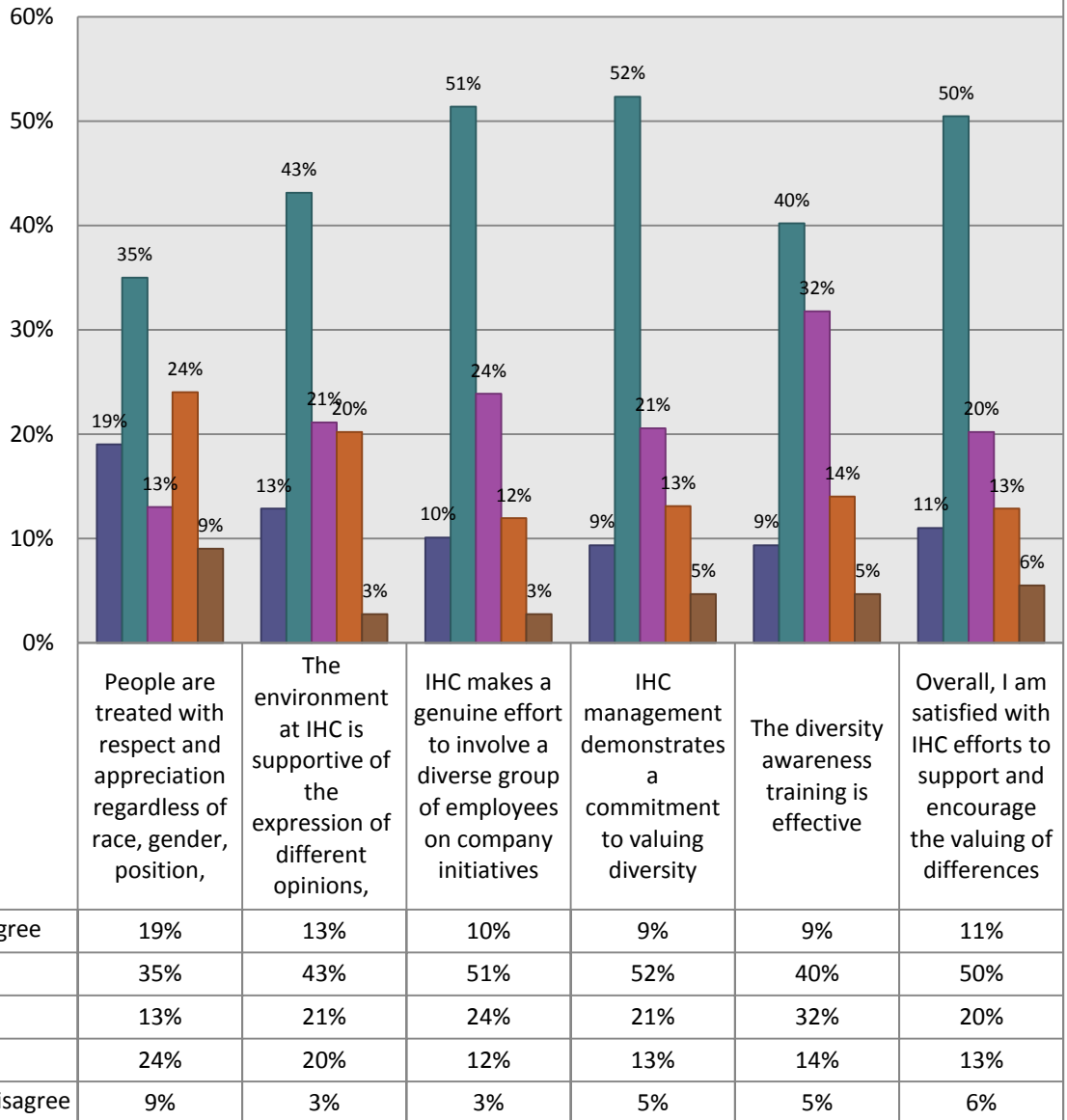


Very Satisfied	28%	24%	23%	32%	19%	20%	24%
Satisfied	50%	49%	47%	47%	43%	41%	38%
Neutral	14%	11%	19%	17%	30%	33%	30%
Dissatisfied	7%	14%	8%	3%	5%	4%	6%
Strongly Dissatisfied	1%	2%	3%	1%	3%	2%	2%

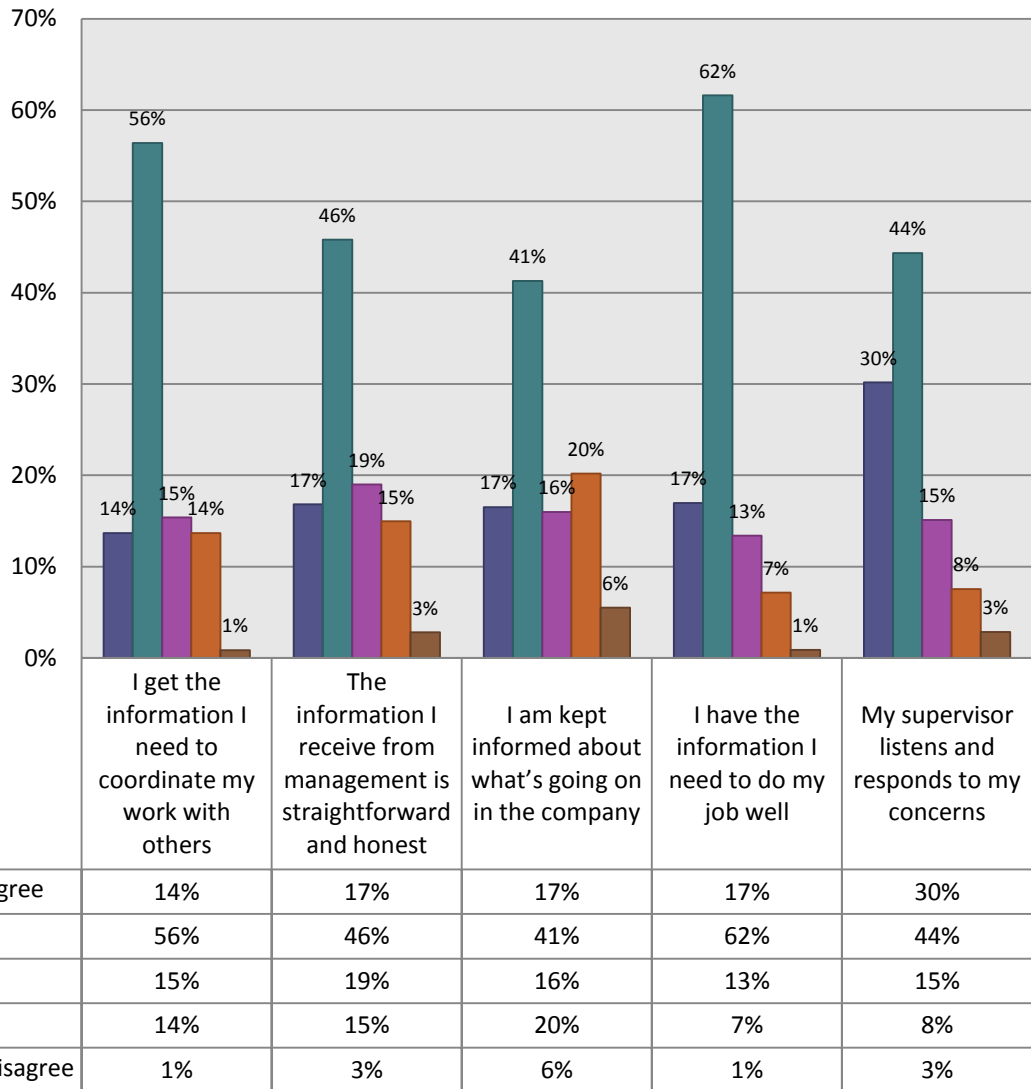
Benefits and Compensation



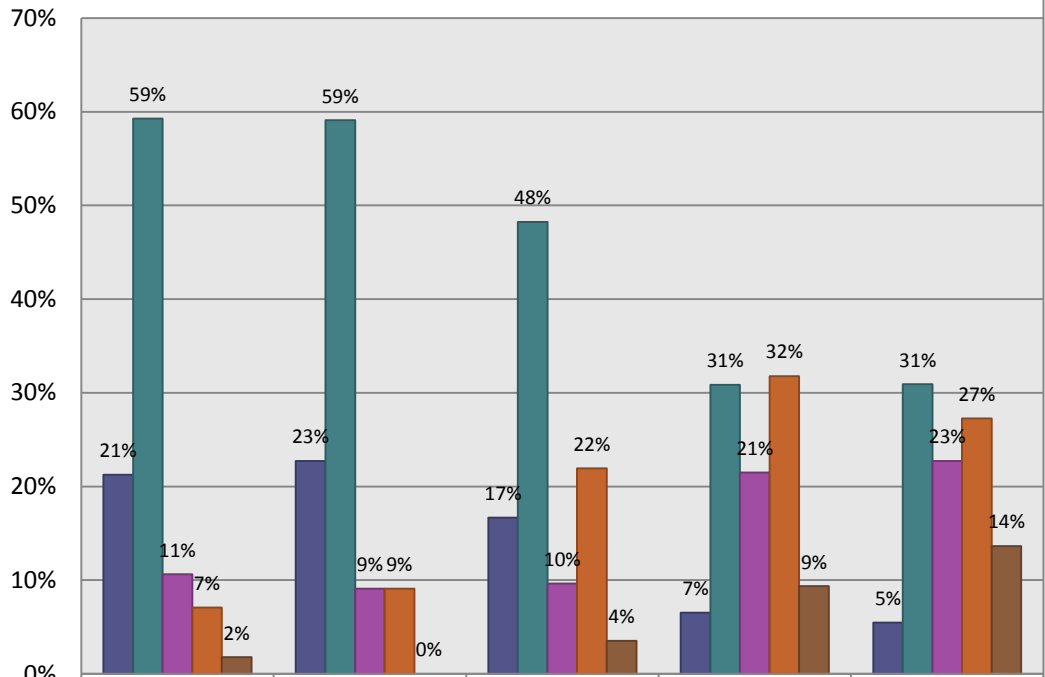
Work force Diversity



Communication and Involvement

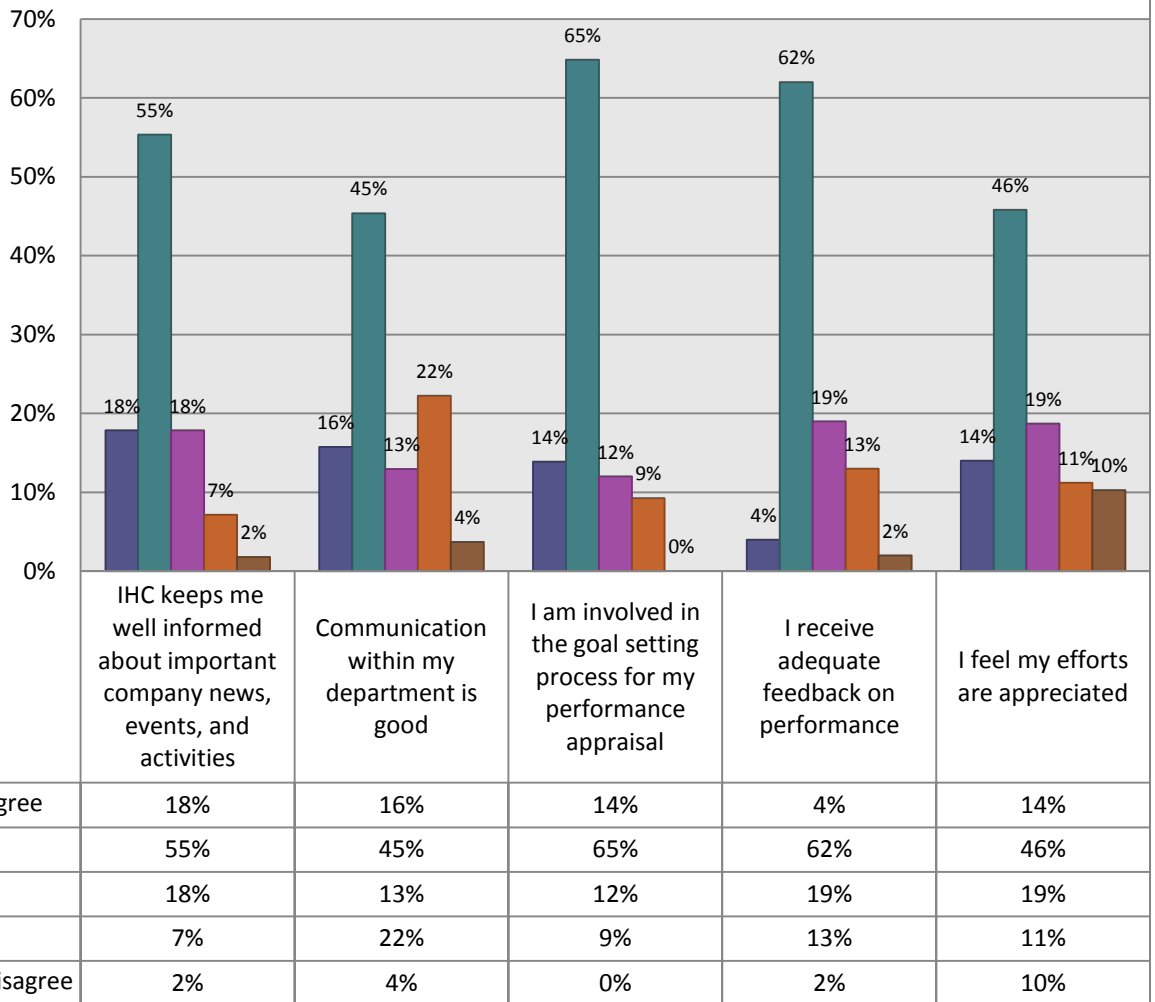


Communication and Involvement

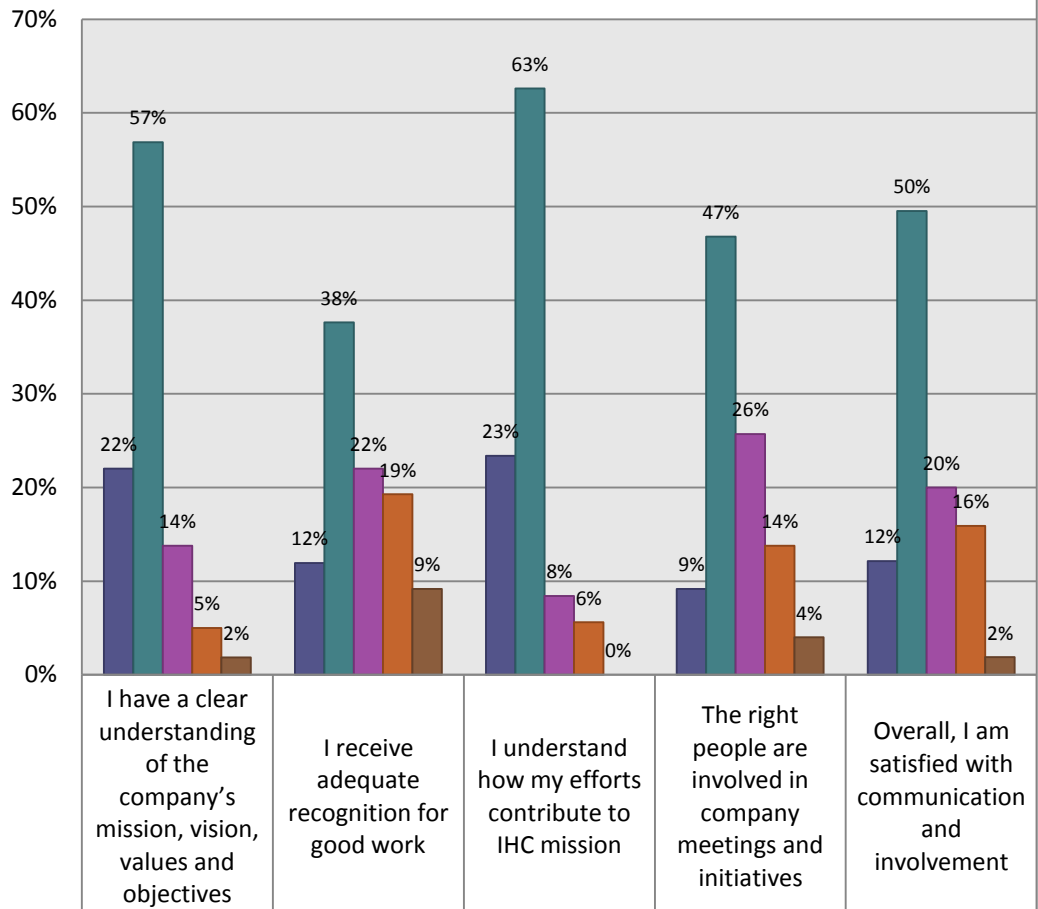


	E-mail is used appropriately	Voice Mail is used appropriately	I am involved in making decisions that affect my job	Communication between departments is well coordinated	People "protect the absent" – they don't talk about others when they are not present
Strongly Agree	21%	23%	17%	7%	5%
Agree	59%	59%	48%	31%	31%
Neutral	11%	9%	10%	21%	23%
Disagree	7%	9%	22%	32%	27%
Strongly Disagree	2%	0%	4%	9%	14%

Communication and Involvement

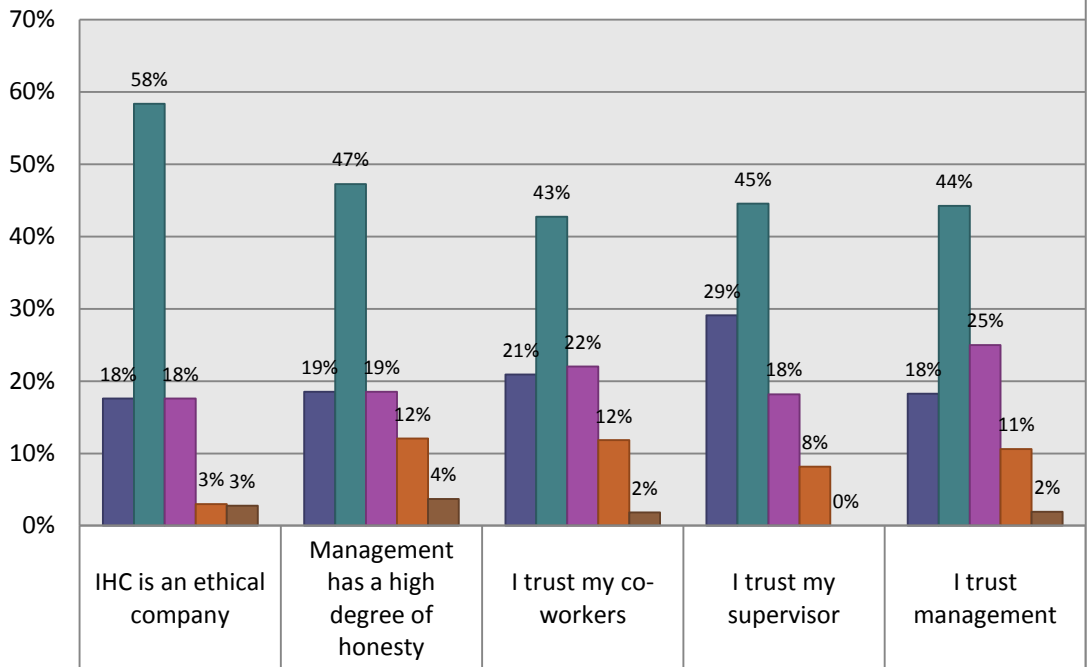


Company Culture and Company Image



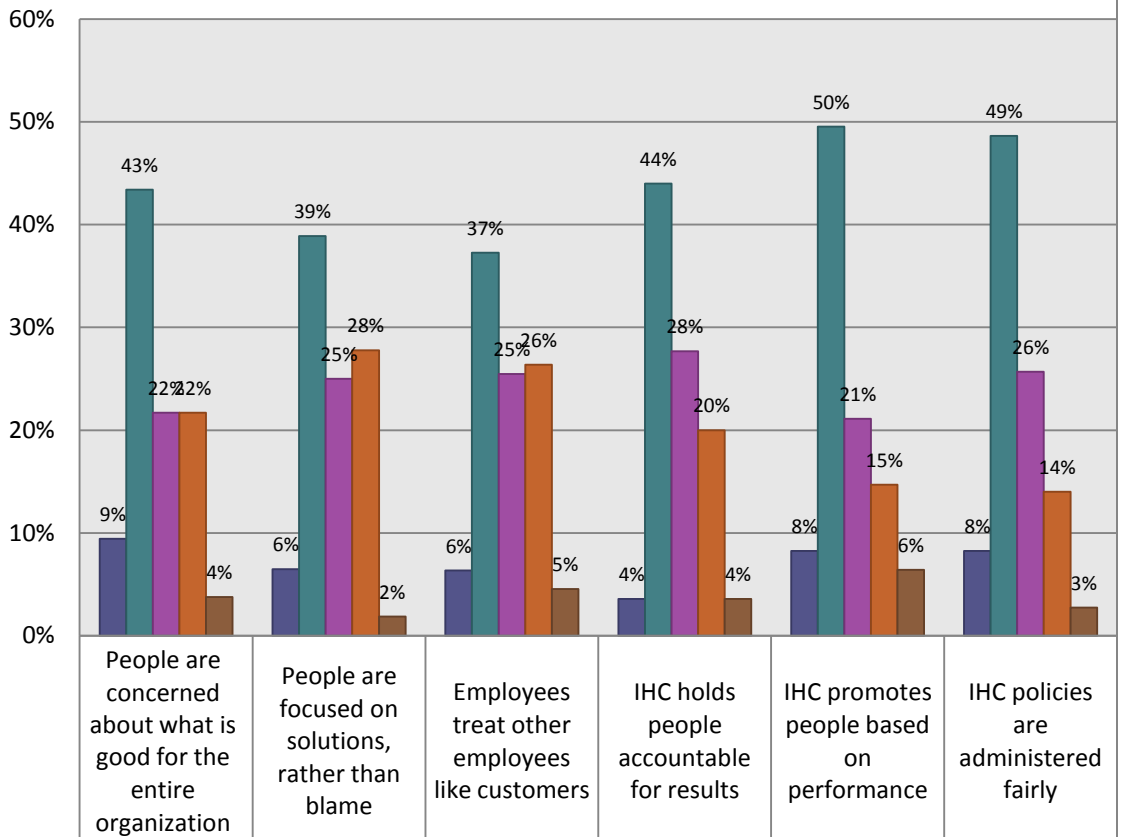
■ Strongly Agree	22%	12%	23%	9%	12%
■ Agree	57%	38%	63%	47%	50%
■ Neutral	14%	22%	8%	26%	20%
■ Disagree	5%	19%	6%	14%	16%
■ Strongly Disagree	2%	9%	0%	4%	2%

Company Culture and Company Image



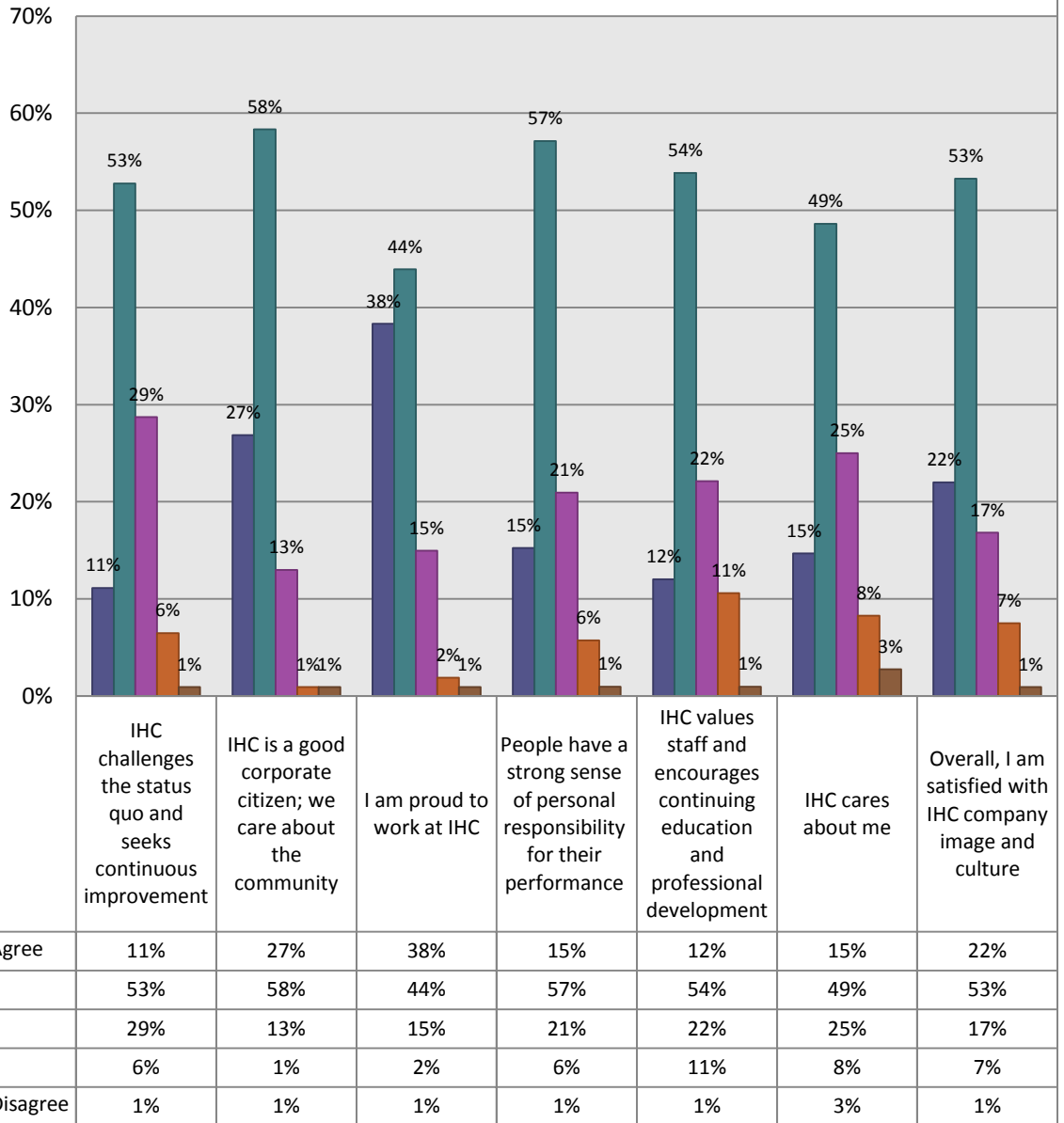
Strongly Agree	18%	19%	21%	29%	18%
Agree	58%	47%	43%	45%	44%
Neutral	18%	19%	22%	18%	25%
Disagree	3%	12%	12%	8%	11%
Strongly Disagree	3%	4%	2%	0%	2%

Company Culture and Company Image



Strongly Agree	9%	6%	6%	4%	8%	8%
Agree	43%	39%	37%	44%	50%	49%
Neutral	22%	25%	25%	28%	21%	26%
Disagree	22%	28%	26%	20%	15%	14%
Strongly Disagree	4%	2%	5%	4%	6%	3%

Company Culture and Company Image



2011 Employee Survey

Things IHC should continue to do

Employee Recognition

Continue to recognize outstanding employees (spirit awards). Continue All Staff Mtgs, they are informative
Employee recognition, bonus, turkey, birthday day off, pot lucks
Hold meetings where employees are recognized for their work, raffle tickets, prizes..... We love "thanks"
Acknowledging employees/dept for a good job well done (spirit awards and comment forms)
The highest level of care we can offer. Spirit Awards are great.

Promote health and wellness thru activities. Spirit awards, staff activities i.e. super bowl party & St. Patrick's Breakfast
Spirit awards to encourage staff recognition/appreciation
IHC should continue to give each employee positive feedback for a job well done
Continue to improve patient care. Acknowledge employees who deserve it.
The social gatherings make work enjoyable and gives the opportunity to get to know everyone
Recognize the good efforts a person does and say it acknowledgement is key to keep an employee happy.
Potlucks are great and keep up the Thanksgiving ham/turkey for staff.

Communication

I enjoy all staff meetings. Give each dept a chance to see other depts. and recognize those who do a great job, spirit awds
Have meetings to inform staff change
Staff meetings
clinic wide meetings
Meetings
Cont. to train Directors on how to communicate/treat their staff.
Make sure all staff is always informed on all changes to our facility and when up coming classes or organizations are.
Continue to keep communication open between departments to ensure better services for patient
Improve the communication gap that exist between depts.
Send out emails as well as newsletters to keep all community informed.
Communicate

To cont. to improve upon the comm. between depts. and the clarification of what services are available to community mbrs

Employee - Training - Education - Benefits

exercise classes and quarterly meetings
Customer services training for employees
Training
Cultural trainings
Identify basic training for HS dept to include a check off sheet that is assigned to each HS employee
Cont. to improve customer svc training to all staff
Give employees more incentives, training I feel continue with training as much as possible
Better education opportunity for employees
Tuitions assistance,
Continue to have exercise classes for DM and employees. Cont. to have surveys
Offer good employee benefits, access to gym, ability to flex time when needed
A designated parking spot for employees of the month would be good.

2011 Employee

Things IHC should continue to do

Community Involvement

Community outreach that involves all staff

Community events. It's wonderful to have IHC as a host for events where the community can join together.

Also if someone has an event planned to share with everyone rather than certain groups

Involve the community with events

Educate community on healthy lifestyles. Clinic wide utilize patients private insur.

Community health fairs, need consultation room for Pharmacy in SY.

Continue to be supportive of the community

Work well with the community. Being the "hub" of the area

Working for the community, supporting the emps in their effort to make IHC a great place for patients and emps.

Monetary Rewards - Compensation

Merit and cola raises. Employee spirit awards

Raises, support CE, listen to all workers the people on front line have good ideas to say dealing with cust.

Cont. To give cost of living raises.

Continue to give annual merit/cola increase

Give out the colas/merits

Rewards