

CEO Message: The fruit of our labours

While much of the world obsesses over COVID-19 numbers – death tolls, infection rates, and R values – I'd like to spend a moment talking about the impact of our 2020 Employee Engagement Survey results, an entirely different set of figures (which are far more positive, I might add).

TransForm's overall engagement score was higher this year than in 2019. The 87 per cent we achieved represents an increase of five per cent over 2019 and a number that's remarkably better than some of the industry averages we see (according to a poll by Robert Half International, for instance, 61 per cent of tech workers say they are underpaid – and Towers Watson reports only 44 per cent of U.S. hospital employees are highly engaged).

While I'm certain we can attribute our success on this front to the hard work of TransForm's People Engaging People (PEP) and Social Committees, several new corporate initiatives, and its staff, there's more to celebrate here than the creation of an environment that leads to healthy, happy employees.

We've also built an environment that leads to happy hospitals, and you don't have to look much further for proof than the feedback results showing Supply Chain's customer satisfaction levels have reached 90.9 per cent! Stay tuned for the rollout of the rest of our divisions to provide your feedback in real-time.

Our employees' engagement results, our customers' satisfaction levels . . . I would submit they're all tied together, and evidence the mantra "your experience; our commitment" has grown beyond a slogan on TransForm's PowerPoint slides to become part of our corporate culture.

It's critically important this continues. We are facing what is likely to be our most challenging year to date as hospitals struggle with increased patient volumes, resource allocation and front line staff burnout.

Your staff are depending on us to keep their supplies coming and their technology working. They are relying on us to ensure e-VOLVE's go-live goes as smoothly as possible. But just as important, they are looking for that positive experience whenever they reach out, and I have no doubt my staff will continue to deliver