



COMPANY

The Klinikum Bad Salzungen, which is located in southern Thuringia, Germany – offers a multitude of specialty and complex services. The clinic has 422 beds and on a yearly basis sees up to 18 thousand patients. As a modern health care operator, they provide all around care from a workforce of 750 staff and doctors.

CHALLENGE

The last time the clinic evaluated the satisfaction levels of its employees was in 2012. In that year and with another market research firm, the survey was carried out only in paper form.

When Spectos was approached to perform a brand new survey, the hospital asked for an online survey. The intent was to have a faster and clearer way to show results. Moreover, the clinic was wanting that the questionnaires be either completed on office computers or in the privacy of the staffs' homes. Additionally to these tasks from the hospital, Spectos was asked to create a feature in which the employee could put down the survey, save it and come back to it later.

Klinikum  **Bad Salzungen**
Akademisches Lehrkrankenhaus des Universitätsklinikums Jena

**Klinikum
Bad Salzungen GmbH**

At a Glance



Industry
Healthcare



Headquarters
Bad Salzungen



Website
www.klinikum-badsalzungen.de

Highlights

- ✓ Teaching hospital for University of Jena and third largest in southern Thuringia
- ✓ One of the largest healthcare providers for Bad Salzungen and the Wartburg region
- ✓ 22 medical centres with 4 senior home locations

example survey:
www.fdb.ac/klinik



SOLUTION

Spectos took the lead on this project and oversaw every step in the process. The creation of the questions for the survey was placed into the hands of Spectos, which took the initiative to cut down the questions from previous assessments. Its project management team helped in programming the online survey and, with the help of its IT department, created unique access codes for each employee taking part. These keys would allow any employee to only partake once.

Another wish of Klinikum Bad Salzungen was the implementation of a feedback tool. This tool was directly linked to the department for which the feedback was addressed to. This gave the Klinikum the option of viewing and responding to feedback immediately.

RESULT

The execution of this project gave the Klinikum new insights into the well being and satisfaction levels of its employees. The breakdown of various departments in the Klinikum allowed the organization a better view of how to create solutions for problems. With this new data, the Klinikum was able to optimize its employee relations.

” Spectos GmbH with its professional and proficient guidance tremendously supported us with the creation of the questionnaires.

**Andreas Möller | Quality Management/
Organisation Development | Bad Salzungen**



ONLINE SURVEY FOR EMPLOYEE SATISFACTION



CLOSED PARTICLE THAT ENSURES UNIQUE PARTICIPATION



GUARANTEE OF ANONYMITY OF ALL EMPLOYEES