



NCCPA

A Certifiably Successful Employee Experience



About NCCPA

The National Commission on Certification of Physician Assistants (NCCPA) is the singular certifying body for Physician Assistants in the United States. Located in Johns Creek, Georgia, NCCPA was founded in 1975 and has just over 100 employees.

NCCPA has teamed up with DecisionWise for several years to effectively solicit feedback from its entire organization and continue to raise the experience it is creating for its employees.

Buy-in From the Top

For any type of employee listening initiative to be successful, it's imperative to have the support of the senior leaders at the organization. Fortunately for NCCPA, their leadership has demonstrated from the onset that this is a priority to them, and this has helped create a positive culture of employee feedback throughout the entire company.

"[Senior Leadership] really [takes] ownership of the culture of NCCPA," said Tina Gaither, Manager of HR at NCCPA.

NCCPA has greatly benefited from its leader's genuine commitment to the entire process.



About NCCPA

<https://www.nccpa.net/>

Industry

Non-profit/healthcare

Locations

Johns Creek, GA

Team Members

90-105

Solutions used

Employee Engagement Survey,
Pulse Survey

This dedication has contributed to high participation rates throughout the organization and exceptional scores, including the following:

100%

have confidence that the organization has a successful future

99%

said the people they work with treat them with respect

100%

believe the organization shows that diversity is important through its actions.

Listening to Employees During COVID-19

In addition to utilizing DecisionWise for its annual employee engagement survey, NCCPA also rolled out a pulse survey to evaluate how employees felt about returning to work amidst the COVID-19 pandemic.

Pulse surveys are much shorter in length than a traditional engagement survey and can be used in-between engagement surveys to receive input within the organization on a specific issue or to get a quick snapshot of employee engagement levels.

In this instance, NCCPA wisely recognized the importance of receiving anonymous feedback directly from its employees regarding their feelings about returning to work during COVID. They partnered with DecisionWise to make it happen.

Interestingly, the survey revealed that some employees were still hesitant to come back to work. Moreover, it shed light on the previously unexplored notion of the potential benefits associated with adopting a hybrid work approach—a concept that NCCPA had not previously considered.



“Having the results of the survey really helped NCCPA get to where we are in our decision on adapting a hybrid workplace,”

–Tina Gaither, Manager of HR, NCCPA

Involving the Entire Organization

NCCPA has seen tremendous results from its annual employee engagement survey. In fact, its scores have ranked in the top 10% of the DecisionWise database for the past two years.

This year, 96% of its employees ranked as engaged, a remarkably high number.

That said, NCCPA continues to look for ways to improve these results and demonstrate to its employees that they are seen, heard, and cared for.

Most recently, NCCPA benefited from a company-wide meeting led by DecisionWise to discuss the latest employee engagement survey results.




Previously, DecisionWise would typically engage exclusively with senior-level leadership, who would then relay the survey results and findings to the rest of the company. However, NCCPA desired a more inclusive approach, aiming for the entire organization to directly hear about the outcomes and be actively involved in shaping the employee experience.

A Winning Employee Experience

Overall, NCCPA is an excellent example of listening to employees and acting on their feedback. By conducting annual employee surveys, supplemented with shorter pulse surveys as needed, NCCPA consistently gains valuable insights into the experiences of its employees and identifies areas for continuous improvement. This approach helps NCCPA to stay well-informed about their employees' needs and ensures ongoing efforts to enhance their overall work environment.

And that is a certifiable way to win the employee experience.

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For more information email us at info@decisionwise.com