

# Forbes' List of 'America's Best Employers'

Forbes publishes its list of the best employers to work for annually, usually in May

## Eligibility

- Organizations are eligible if they:
- Have at least 1,000 employees; and
  - Are nominated by survey respondents in other industries.

## Categories

- Forbes divides its best employers list into two groups based on the number of U.S. employees:
- Mid-sized (1,000-5,000 employees); and
  - Large (5,000+ employees).

## Assessment Process

Forbes works with market research firm **Statista** to survey 30,000 workers at for-profit companies, nonprofit institutions, government agencies, and other organizations with at least 1,000 employees. Participation in the survey is voluntary, and employees are selected to represent a cross-section of all American employees (by age, gender, ethnicity, and region).

Statista asks a series of 30 detailed questions to evaluate employee satisfaction, including asking about company atmosphere, salaries, and working conditions. Respondents are also asked how they feel about the other employers in their respective industry. The survey concludes by asking all respondents to rate, on a scale of 0-10, how likely they would be to recommend their company to other employees. All surveys are anonymous.

After evaluating their own company, respondents are asked to nominate companies outside of their own industry for inclusion on the list.

## Selection and Ranking Process

The companies that receive the most nominations from other employees are added to Forbes' list. This list includes the 500 mid-sized companies with the most recommendations and the 500 large companies with the most recommendations.

Companies on both of these lists are ranked based on their overall recommendation score (rated on a scale of 0-10).

## List Publication

The top 10 large and mid-sized employers are published annually in an article by Forbes. The full ranked list is also available on Forbes' website and can be sorted by industry.

For the health care sector, companies are separated into three different industries:

- Healthcare (including hospitals and health systems) & social;
- Health care equipment and services; and
- Drugs & Biotechnology.

Employers can purchase the rights from Forbes to use the "Best Employers" logo for merchandising and publicity purposes.

# Fortune's 'Best Workplaces in Health Care and Biopharma'

Fortune publishes its list of the best health care workplaces annually, usually in the spring

## Assessment Process

Fortune partners with research firm **Great Places to Work** to create the list. For their 2018 list, they surveyed more than 95,000 employees who anonymously answered 50+ survey questions about satisfaction with their company, trust in leadership, and contentment with the work environment.

Great Places to Work also collects demographic and program data from companies, but these have little impact on the overall rankings. To be considered, companies must have at least 10 employees and be "Great Place to Work-certified."

To be certified, companies must:

- Pay the fee, starting at \$995;
- Have their employees complete Great Places to Work's Trust Survey (which measures their satisfaction with their company and workplace)
- Obtain scores that meet Great Places to Work's standard benchmarks for employment satisfaction. Results must meet at least a 95% confidence level and a 5% or lower margin of error.

## Survey Components

The over 50-question Trust Survey broadly probes the following topics:

Main Focus of Questions
Do employees trust the people they work for?
Are they treated fairly and with respect?
Do they enjoy the people they work with?
Are people proud of their work?
Are great experiences available to everyone, or does it depend upon who you are and what job you perform?
How effective are executives at leading the organization and giving everyone an opportunity to innovate and contribute to the organization's success?
How does the workplace compare to others of a similar size or industry?

## List Categories and Winners

The 2018 list divided winners into two categories and included: 30 health care companies and 10 biopharma companies.

Previous years' lists did not divide winners into categories, but ranked all Great Place to Work-certified companies who self-identified as working in health care, pharmaceuticals or biotechnology. All of these companies were combined into a list of the 30 best places to work in the health care industry.

# Glassdoor's 'Best Places to Work: Employees' Choice'

Glassdoor publishes its list of the best places to work annually, usually in the winter

## Categories

Glassdoor releases two lists for American employers based on company size:

- **100 Best Places to Work**, which includes companies with at least 1,000 employees; and
- **The 50 Best Small and Medium Companies to Work for**, which includes companies with less than 1,000 employees

## Employee Review Process

Best workplace selections are based on reviews submitted on Glassdoor's website over a year-long period. The website enables current and former employees to provide anonymous written comments on their employers and to rank them on a five-point scale. In particular, employees can provide written comments about:

- The best reasons to work for their employer (pros);
- The downsides of working for their employer (cons); and
- The advice they would provide to management.

They are also asked to rate, on a five-point scale:

- How satisfied they are with their employer overall;
- How satisfied they are with the CEO; and
- Eight workplace attributes, including career opportunities, compensation & benefits, culture & values, senior management, and work-life balance.

Finally, employees are asked about their overall impression of the company, including:

- If they would recommend their employer to a friend; and
- Whether they believe their employer's six-month outlook is positive or negative (or if they have no opinion).

## Selection Process

Glassdoor then selects winning companies based upon the main factors:

### 1. The quantity of employee reviews

- Large companies must have a minimum of 75 ratings across eight workplace attributes
- Small and medium companies must have a minimum of 25 reviews across eight workplace attributes

### 2. The quality of reviews

- Both the qualitative and quantitative aspects of reviews are analyzed
- Glassdoor's proprietary awards algorithm analyzes reviews based on the language used in the written sections and the data of the employer rankings

### 3. The consistency of reviews

- Glassdoor's algorithm analyzes the consistency of reviews over the specified period (for instance, for the 2018 listings, reviews from Nov. 1, 2016, through Oct. 22, 2017, were included)
- Glassdoor also notes the trends in reviews over this period and any changes in employee opinion

# 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 of a group of providers may not enter separately from any or all subsidiaries, facilities, or entities owned by the parent company

## Categories

For the ranked list (released in the fall), providers and insurers are ranked by number of U.S. employees:

- Small (25 to 249);
- Medium (250-999); and
- Large (1000+).

Healthcare Suppliers are ranked in the following size categories by number of U.S. employees:

- Small (25 to 99);
- Medium (100-999); and
- Large (1000+).

## 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:

- 1) Each company must complete the employment 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. 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 Benefit	My pay is fair for the work I perform
Overall Engagement	Most days, I look forward to going to work

Sources: “Modern Healthcare Best Places to Work in Healthcare”. Bestplacetoworkhc.com. Web. 18 May 2018.

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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.
- 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.