

## **Abstract**

Employee engagement is a critical factor in driving performance within healthcare organizations, influencing both the quality of care provided and overall hospital outcomes. This mixed-methods study investigates the relationship between employee engagement and hospital performance, focusing on how engagement levels impact clinical outcomes, patient satisfaction, and operational efficiency. By combining quantitative data on hospital performance with qualitative insights from healthcare staff, this research provides a comprehensive analysis of the role of engaged employees in hospital success.

The quantitative analysis examines key performance indicators (KPIs) such as patient satisfaction scores, readmission rates, and staff turnover, correlating these with levels of employee engagement measured through surveys. Results show a strong positive relationship between higher engagement levels and improved hospital performance, particularly in areas such as patient care quality, staff retention, and operational efficiency. Hospitals with higher employee engagement demonstrate lower turnover and higher patient satisfaction.

Qualitative interviews with hospital employees, including clinicians and administrative staff, provide further insights into the factors that drive engagement. Findings reveal that factors such as leadership support, recognition, professional development opportunities, and a positive work culture are crucial in fostering higher engagement levels. This study concludes by recommending strategies for hospitals to enhance employee engagement, emphasizing the importance of a supportive work environment in achieving improved hospital performance and patient outcomes.