



Western Health - People Matter

Key findings from the 2017 survey



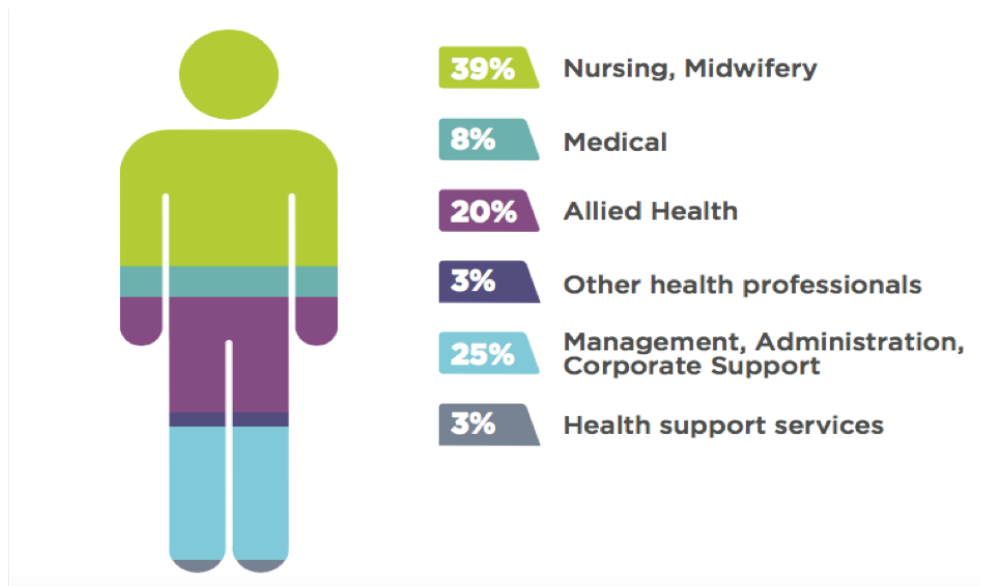
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The People Matter Survey

An annual survey of all public sector organisations

At Western Health in 2017, 1368 employees completed the survey (25%)



The People Matter Survey

Comparisons can be made over time and against comparative services.

For time comparison – data is available from 2016 and 2017

- It can take up to two cycles for the impact of service improvements to emerge in experience survey data. NB The 2017 survey was conducted 11 months after the previous iteration.
- Comparisons with 2016 have been shown where there is a significant year on year change
- More gradual trends typically require three or more iterations to be identified, and may emerge in 2018 and 2019 surveys

The People Matter Survey

Comparator services for 2017:

- Alfred Health
- Dental Health Services Victoria
- Melbourne Health
- Northern Health
- Peter MacCallum Cancer Centre
- Royal Victorian Eye and Ear Hospital
- The Queen Elizabeth Centre
- Victorian Institute of Forensic Mental Health
- Austin Health
- Eastern Health
- Monash Health
- Peninsula Health
- Royal Children's Hospital
- Royal Women's Hospital
- Tweddle Child and Family Health Service

Key findings – Western Health is an above average employer



“I have only worked at Western Health for 4 months, but I think Western Health has an excellent workplace culture. I have worked in many health organisations around Melbourne and for me, WH stands out as a place that is truly committed to looking after its staff, as much it looks after its patients. I am very happy to be here!”

Survey respondent

Key findings – Western Health is an above average employer



Key findings – Western Health is an above average employer

Western Health

Comparator Group

77%

I have opportunities to develop my skills and knowledge

69%

77%

My employer does a good job of training staff

73%

66%

Employees are appointed on the basis of merit

64%



Key findings – Our work is meaningful





Key findings – We continue to excel

96%

I contribute to the provision of best care at Western Health



91%

My workgroup strives to achieve customer satisfaction

“I find the Best Care framework very valuable and empowering as a clinician.”

Survey respondent

87%

My job allows me to utilise my skills, knowledge and abilities

74%

Would recommend a friend/relative be treated as a patient here

78%

I get to work on the tasks I do best



Key findings – We are safety focussed



Key findings – We have above average managers

Western Health

79%

Managers are driving a safety centred workplace

74%

The culture makes it easy to learn from the errors of others

62%

Senior managers provide strategy and direction

Comparator Group

74%

69%

57%

Key findings – Feedback from our managers

Western Health

77%

Regularly receiving formal feedback on my performance

73%

Satisfaction with the frequency of feedback on my performance

76%

Managers feel we are providing appropriate managerial training

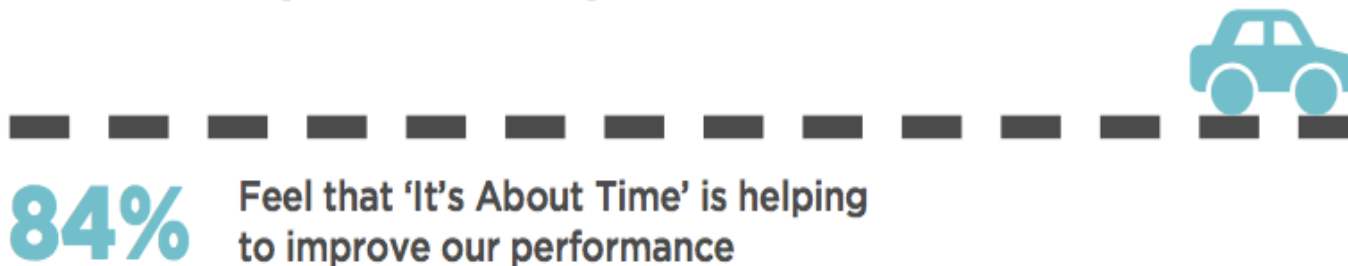
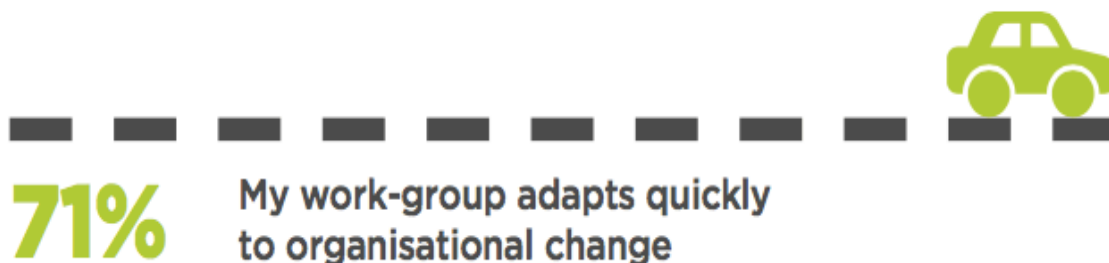
Comparator Group

68%

71%

63%

Key findings – Managing change





Key findings – We manage change better than average, but still have a way to go

Western Health

Comparator Group

57%

Managers are leading change within my organisation

49%

59%

Managers provide information about changes

51%

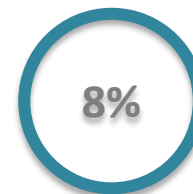
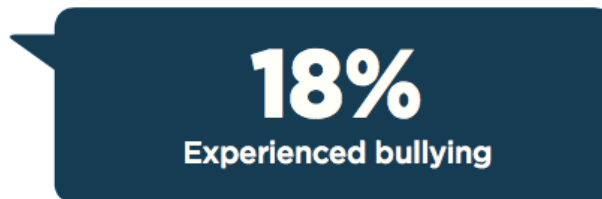
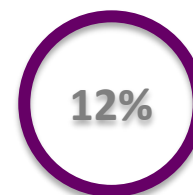
56%

Communication from managers about workplace changes is timely

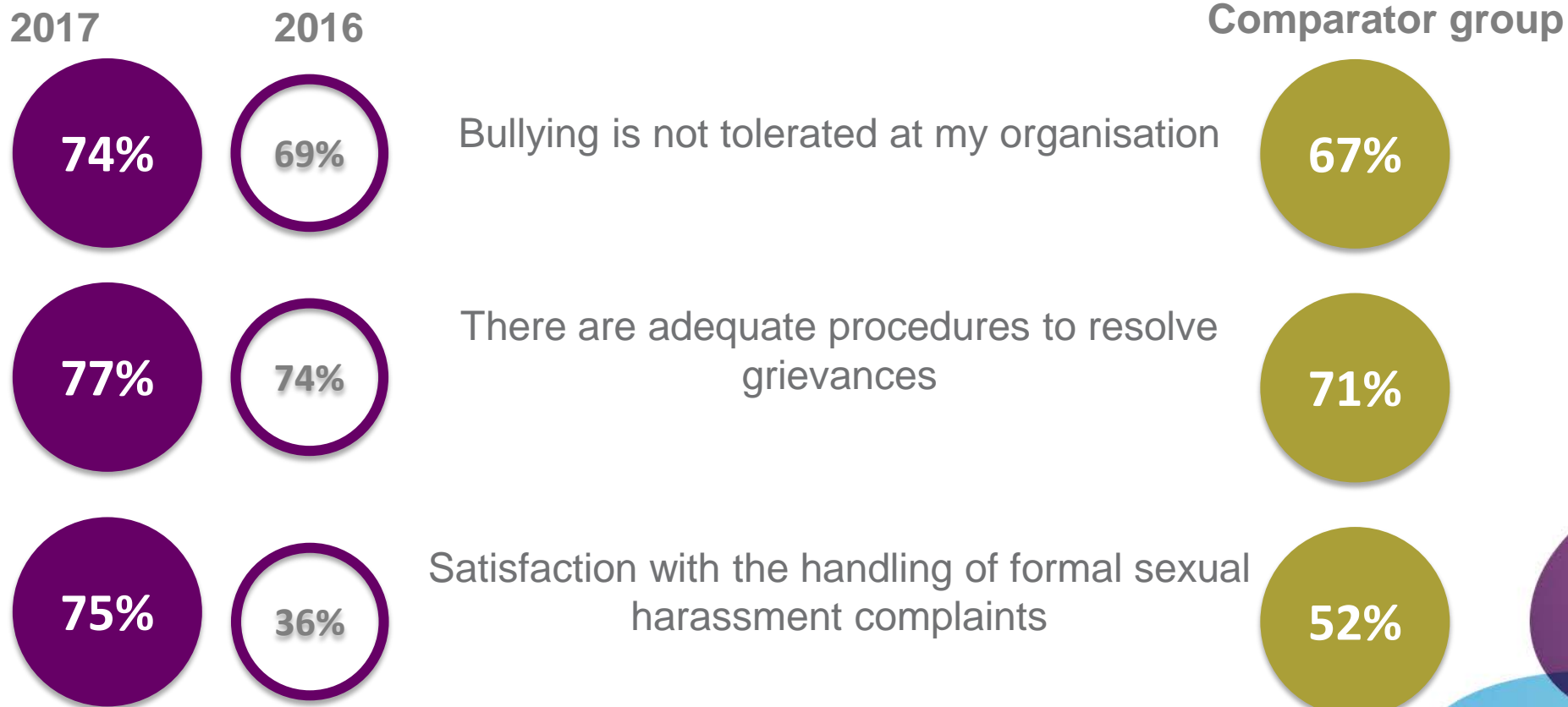
48%

Key findings – Slightly fewer experiences of improper conduct

2016



Key findings – We have made gains in our response to improper conduct



Family violence is a prevalent workplace issue

Family violence issue	%
Currently experiencing family violence	3%
Aware of family violence support services	48%
Deal with family violence related issues at work at least once a month	13%
Confident to ask patients about their safety or experience of family violence	41%
Confident to ask colleagues about their experience of family violence	28%

Other issues

18%

Experience high to severe work-related stress

45%

Are often unable to take breaks due to workload

4%

Raised difficulties accessing parking as an issue

So.....What we are doing about it?

- Positive Workplace Strategy
- EMPOWIR : the tool for peer led resolution of conflict
- Communicating our PMS 2017 results....it's up to us to get this message through and across as many levels as possible, day, night and weekend coverage
- Continue to recognise contributions within your teams and grow your positive workplace opportunity
- Positive workplace Day is October 19th and we need this second event to continue our momentum