

Staff Satisfaction Survey

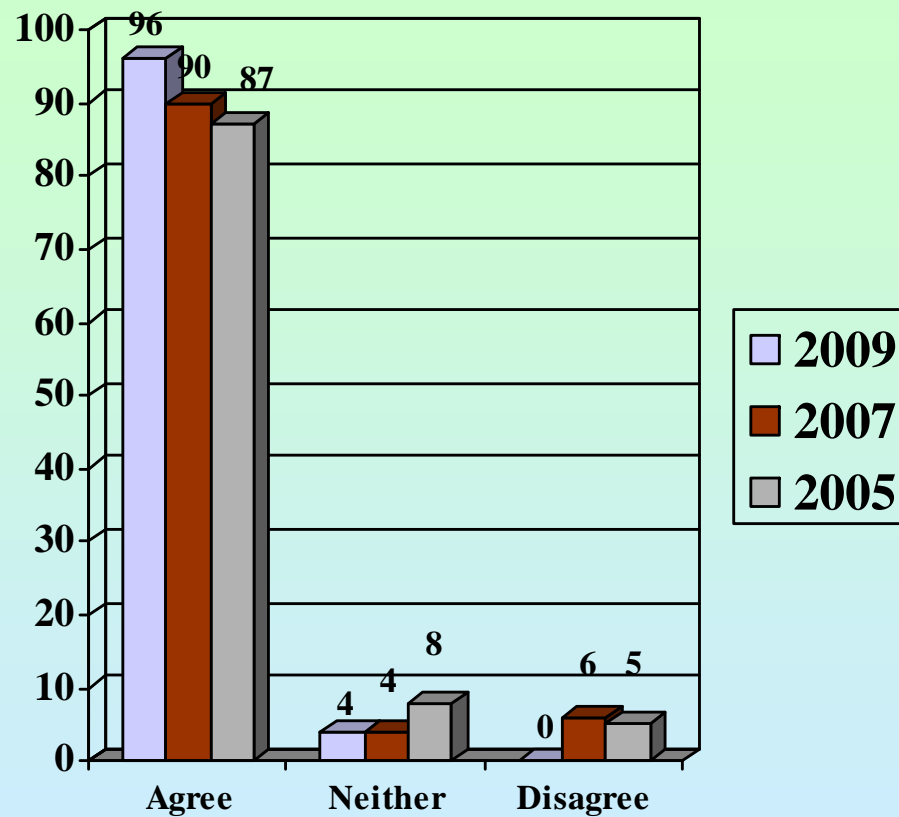
Atikokan General Hospital

Benchmarking Results

2005 v. 2007 v. 2009

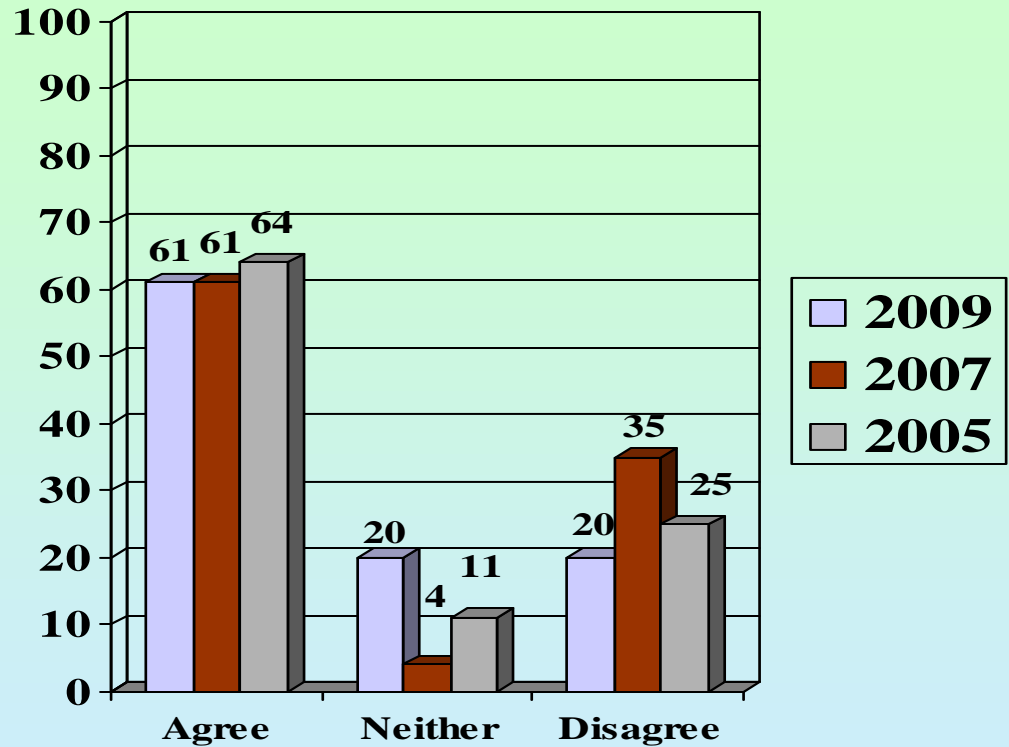
Atikokan General Hospital

- Q1 – I feel that I am a team player within this organization.



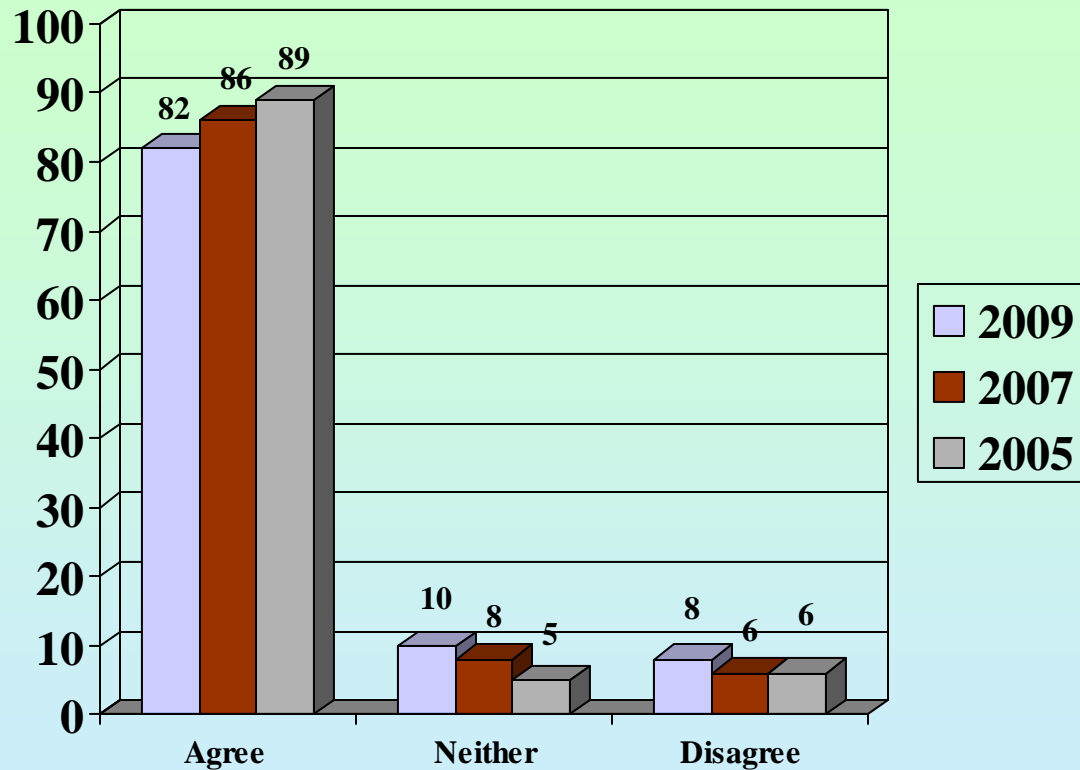
Atikokan General Hospital

- Q2 - People in this organization are always open-minded and listen to new ideas.



Atikokan General Hospital

- Q3 – I really enjoy working for Atikokan General Hospital.

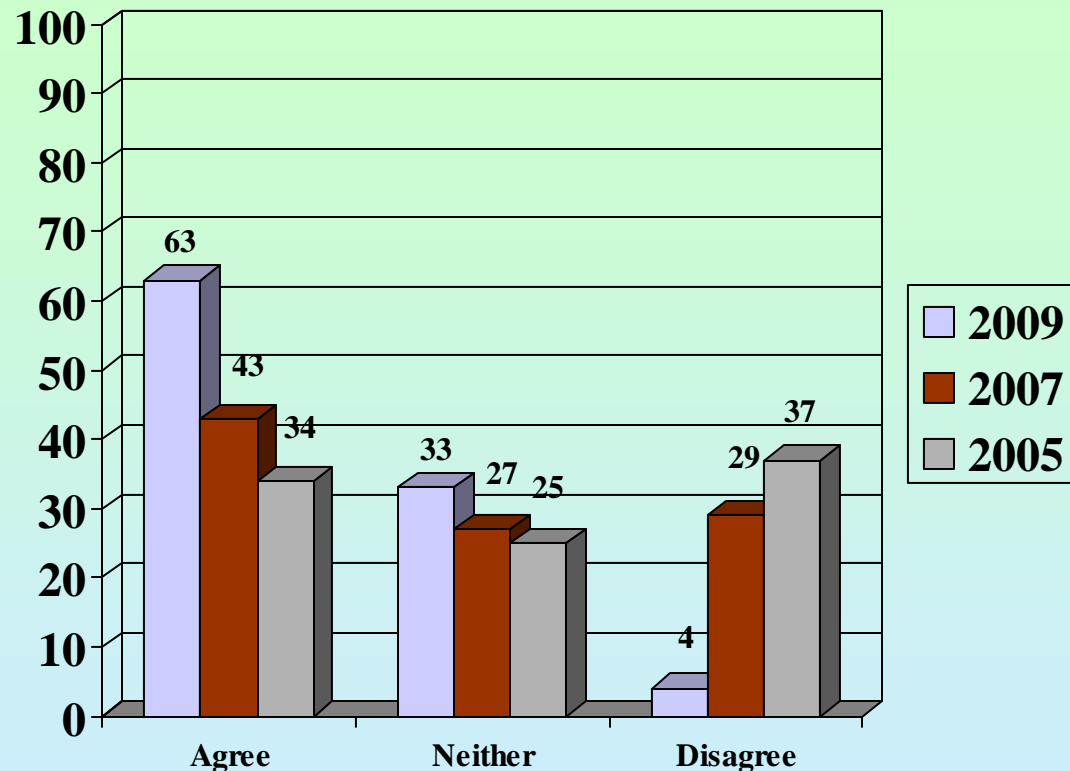


Atikokan General Hospital

- Q4 – My performance tends to be judged by how much work I accomplish as opposed to the overall quality of my work.

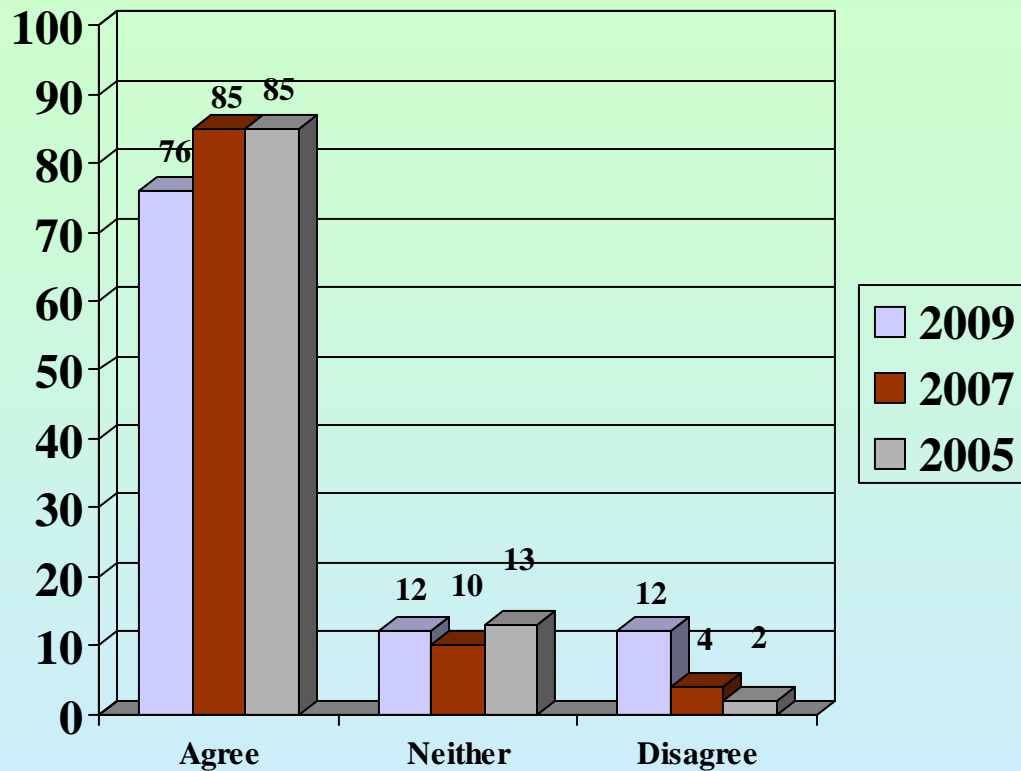
2009 wording

- My performance tends to be judged by the overall quality of my work as opposed to how much I accomplish.



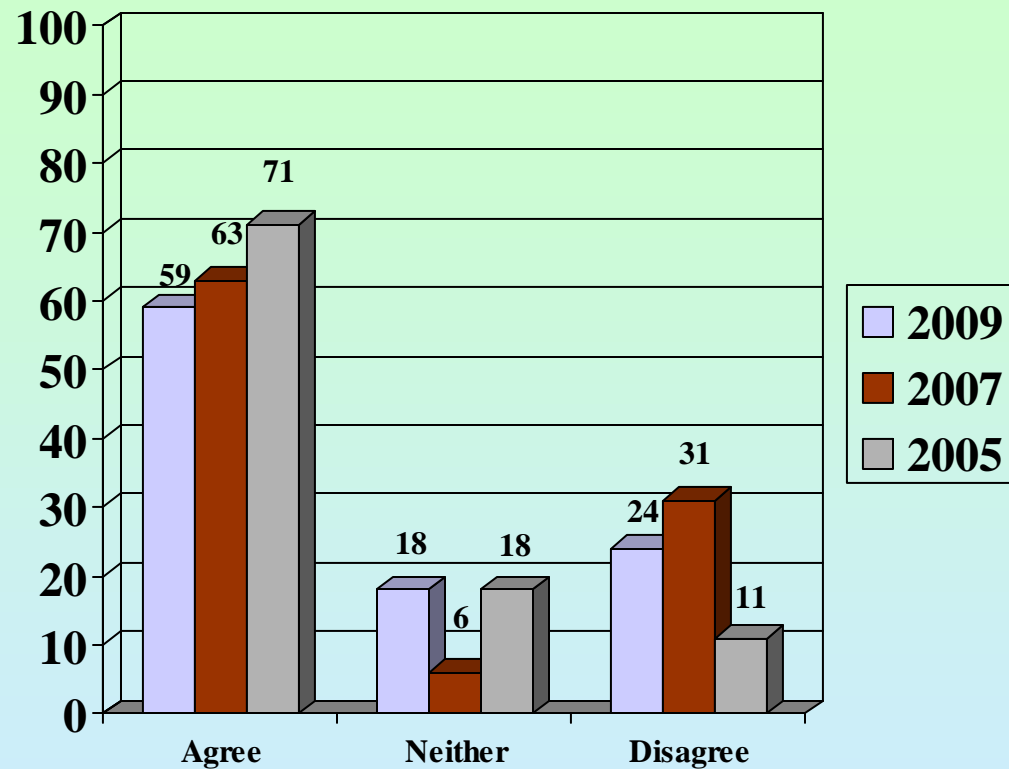
Atikokan General Hospital

- Q5 – When a patient has a problem, staff work hard to take care of it right away.



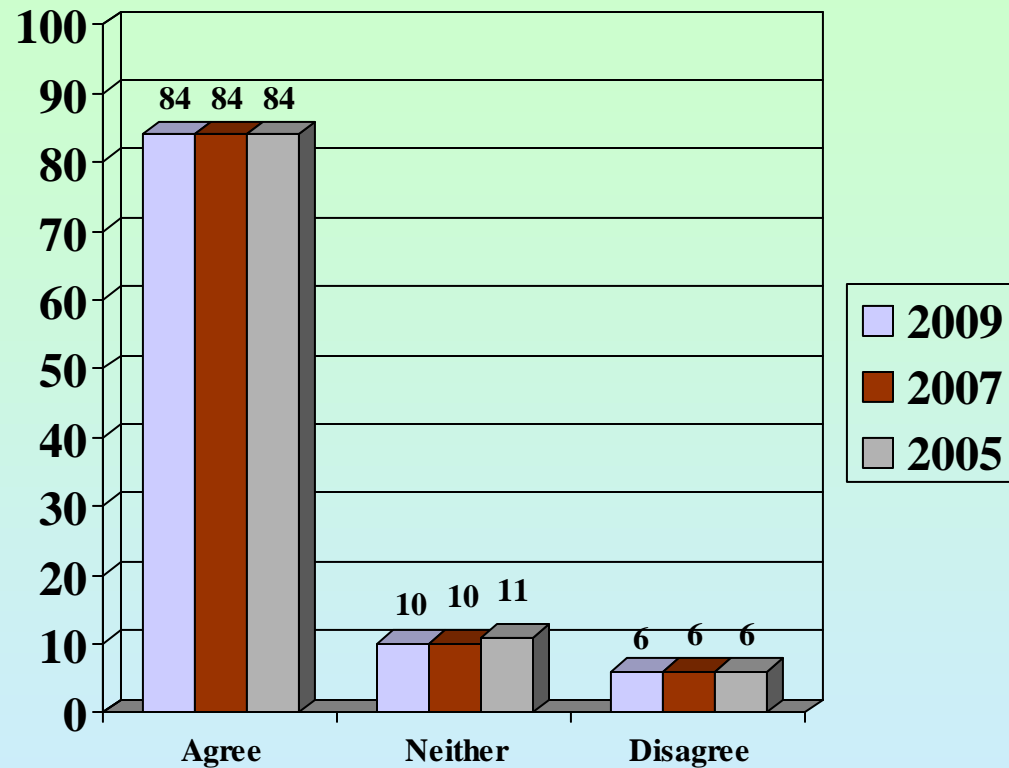
Atikokan General Hospital

- Q6 – I feel that I can believe what I hear from management.



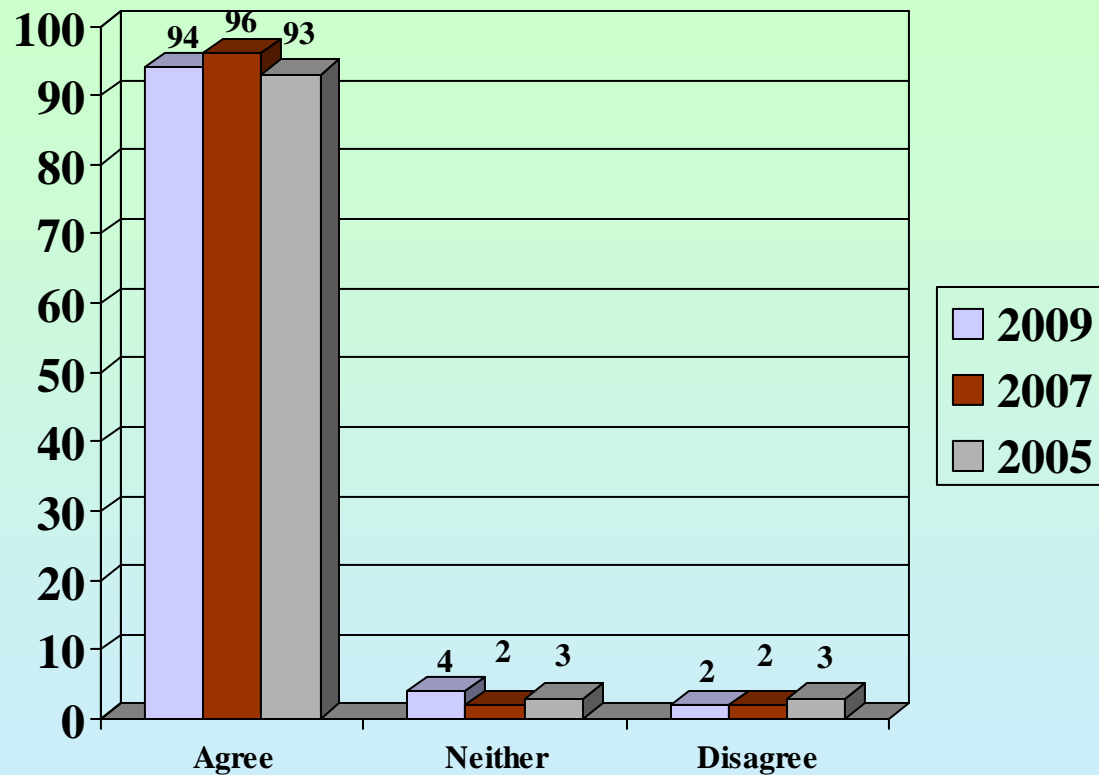
Atikokan General Hospital

- Q7 – In order to help this organization be successful, I am willing to put in an effort that may not be normally expected of me.



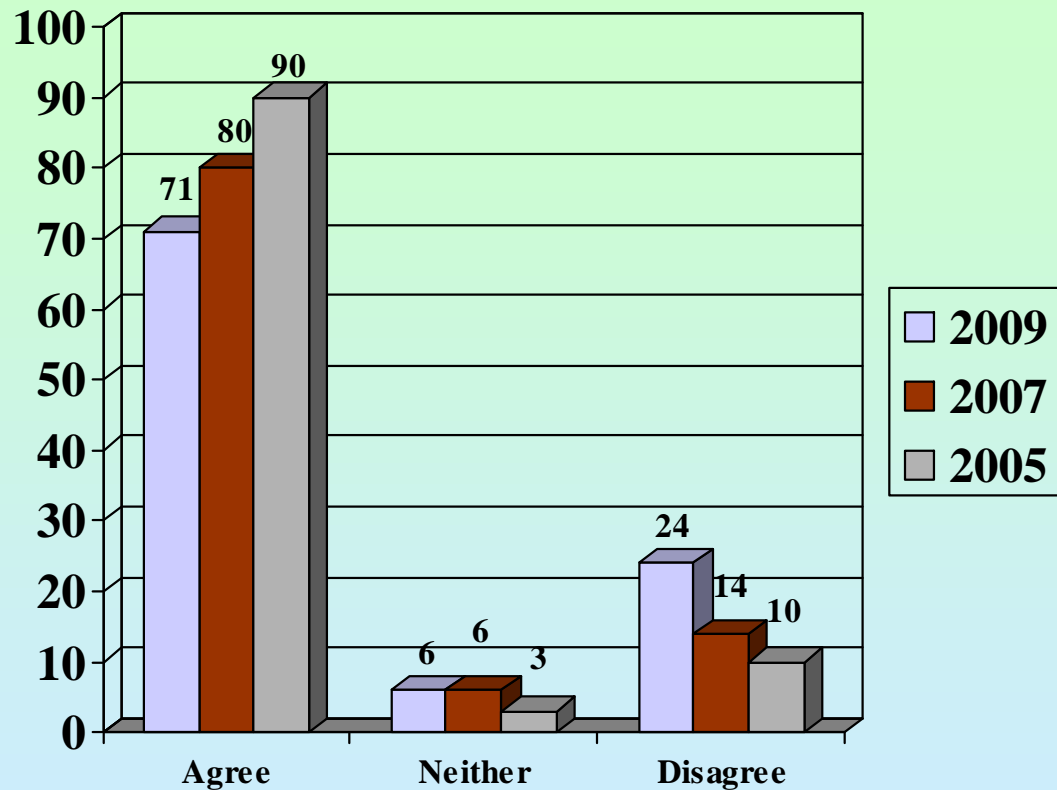
Atikokan General Hospital

- Q8 – I understand what my role is as a member of the team at AGH.



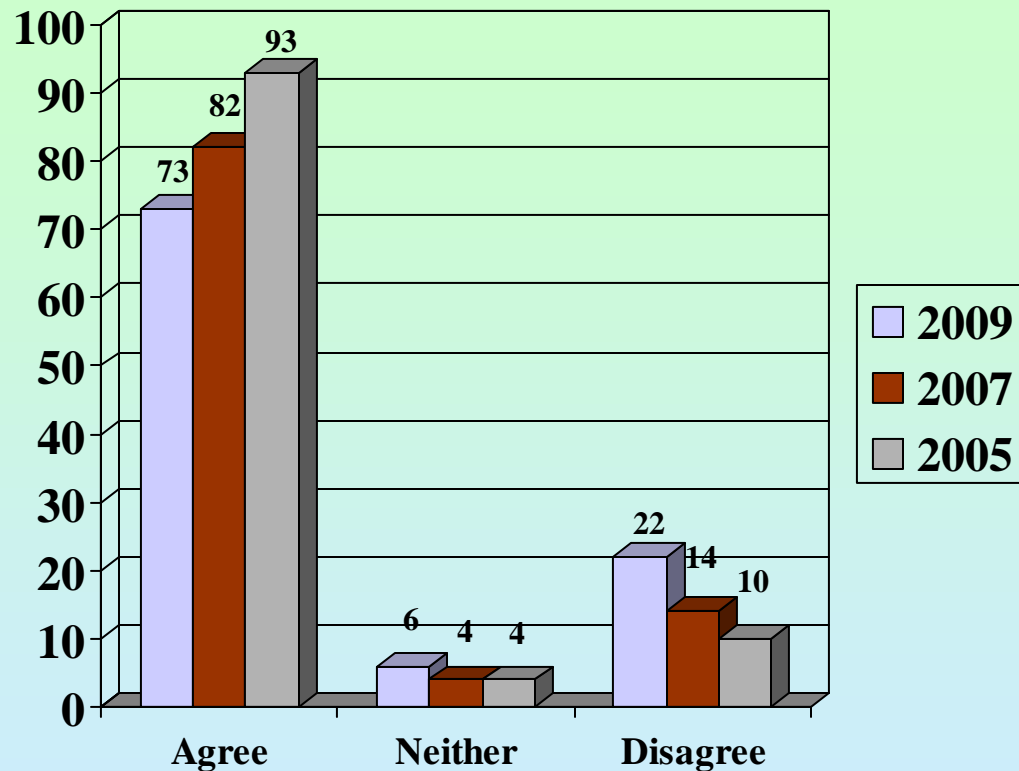
Immediate Supervisor

- Q9 – I feel that my supervisor understands my job and is willing to back me up when needed.



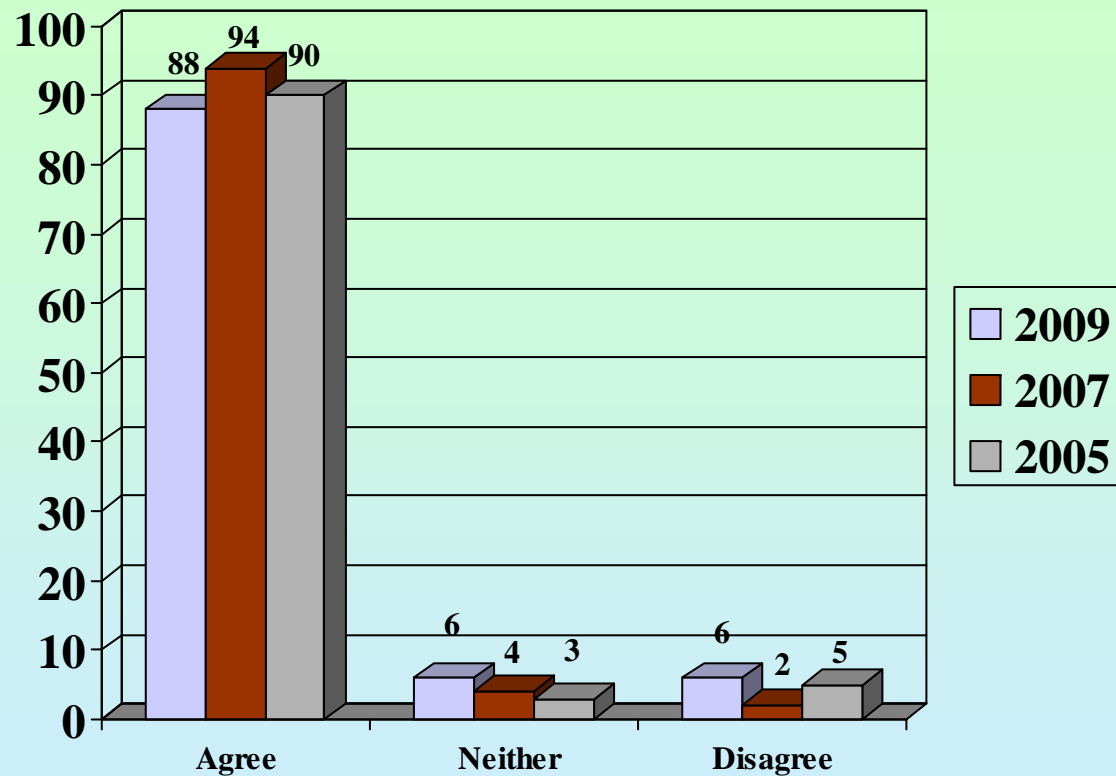
Immediate Supervisor

- Q10 - I feel that I can go to my supervisor(s) with anything and they will take the time to listen and try to correct the situation if needed.



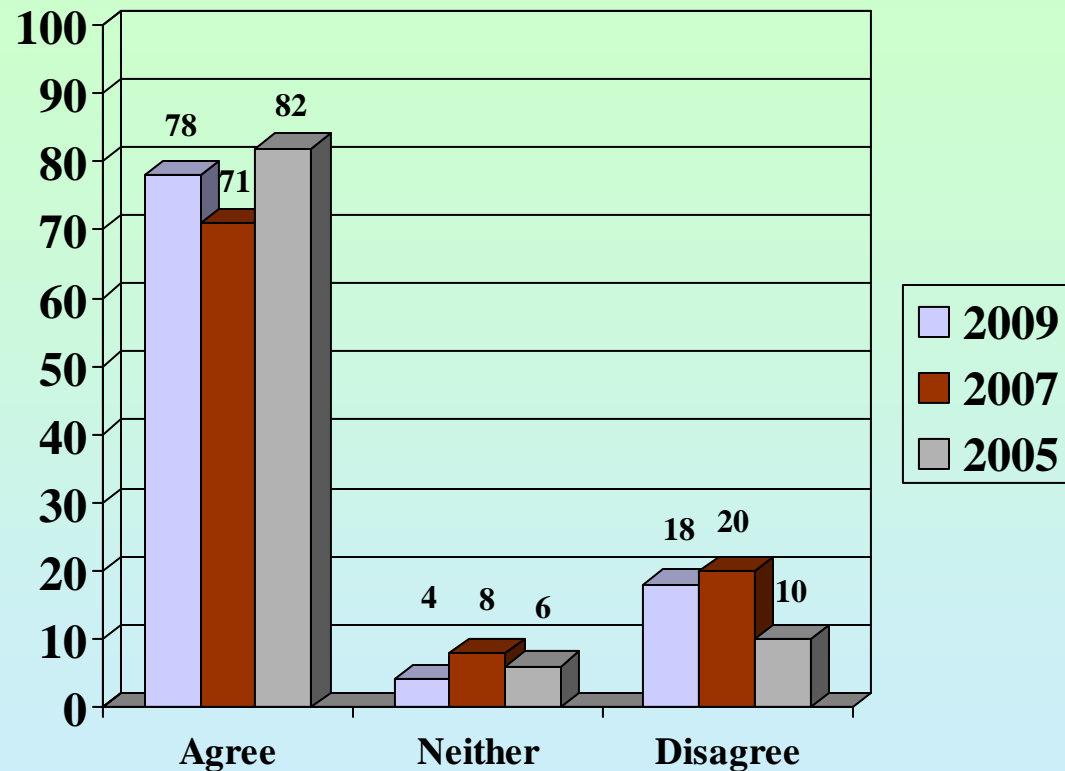
Workspace/Equipment

- Q11 – As far as I can tell, my workspace is always safe and free from hazards.



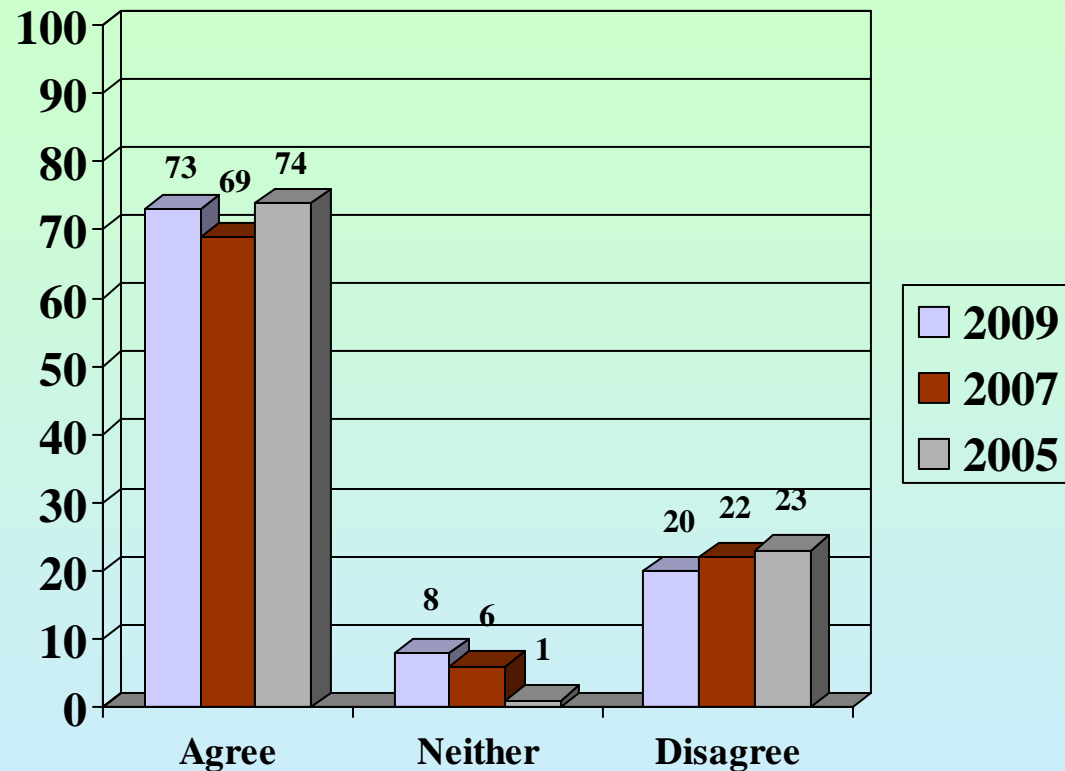
Workspace/Equipment

- Q12 – The arrangement of my workspace is comfortable and allows me to do my job well.



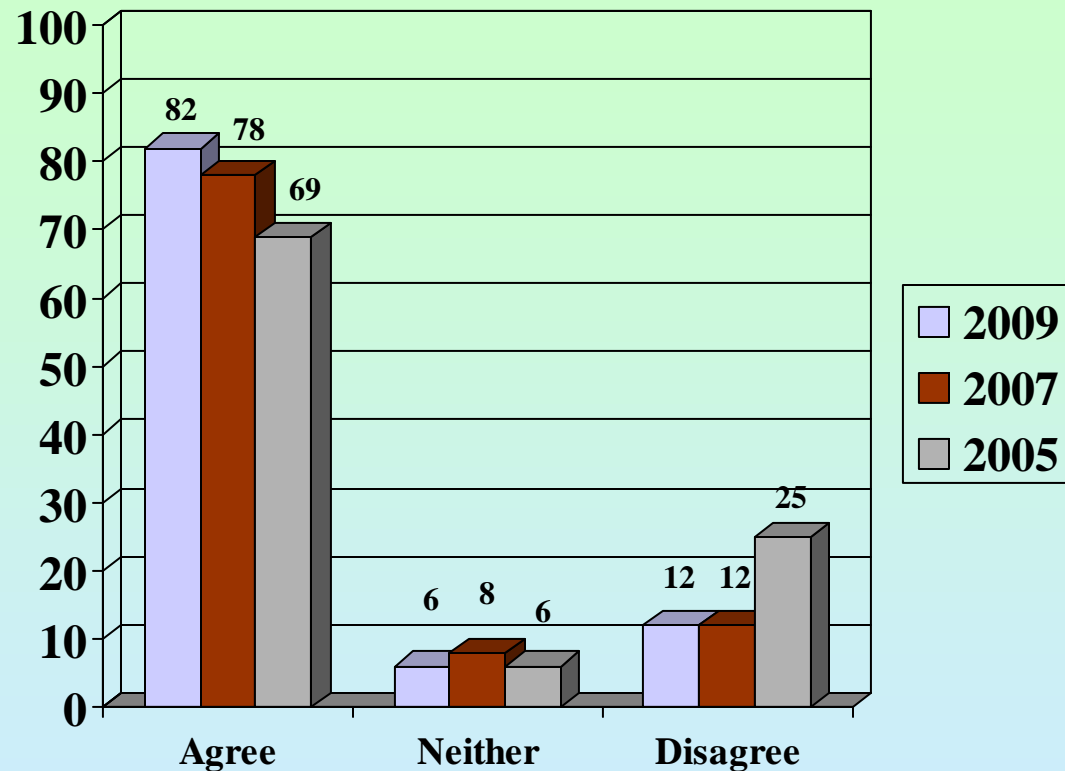
Comfort: For your workspace

- Q13 – The light is good to work in and does not cause me strain.



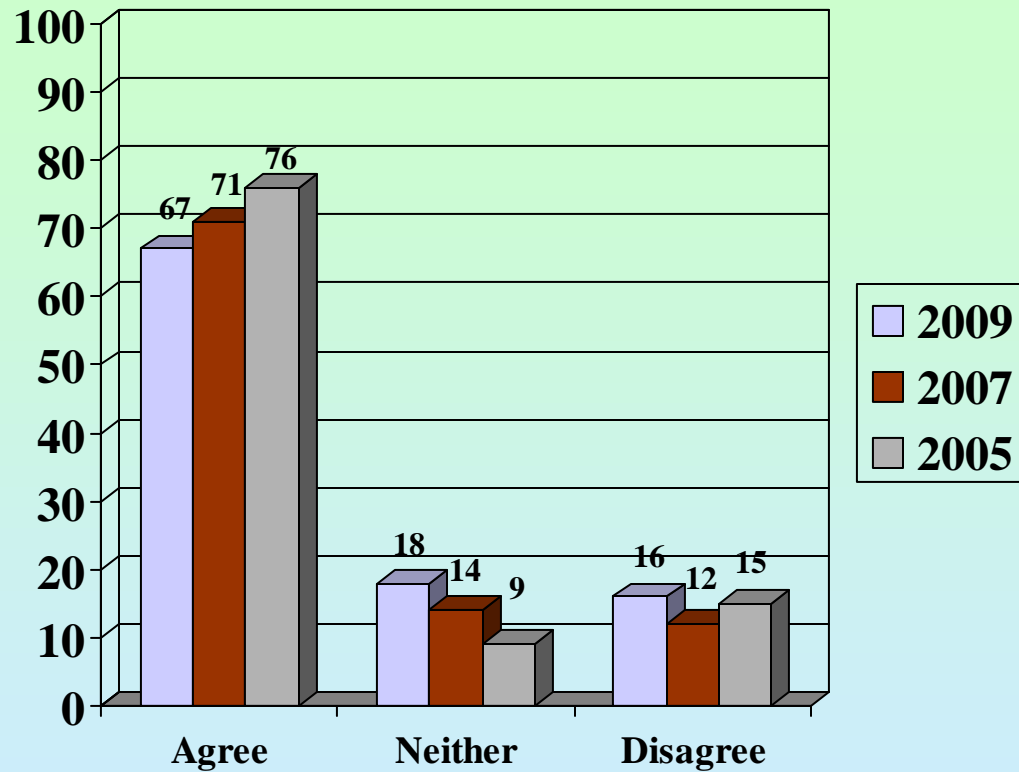
Comfort: For your workspace

- Q14 – The noise is never so great that it affects the way I do my work.



Staffing

- Q15 – The staff is well-balanced between the people who supervise the work and the people who carry out the work.

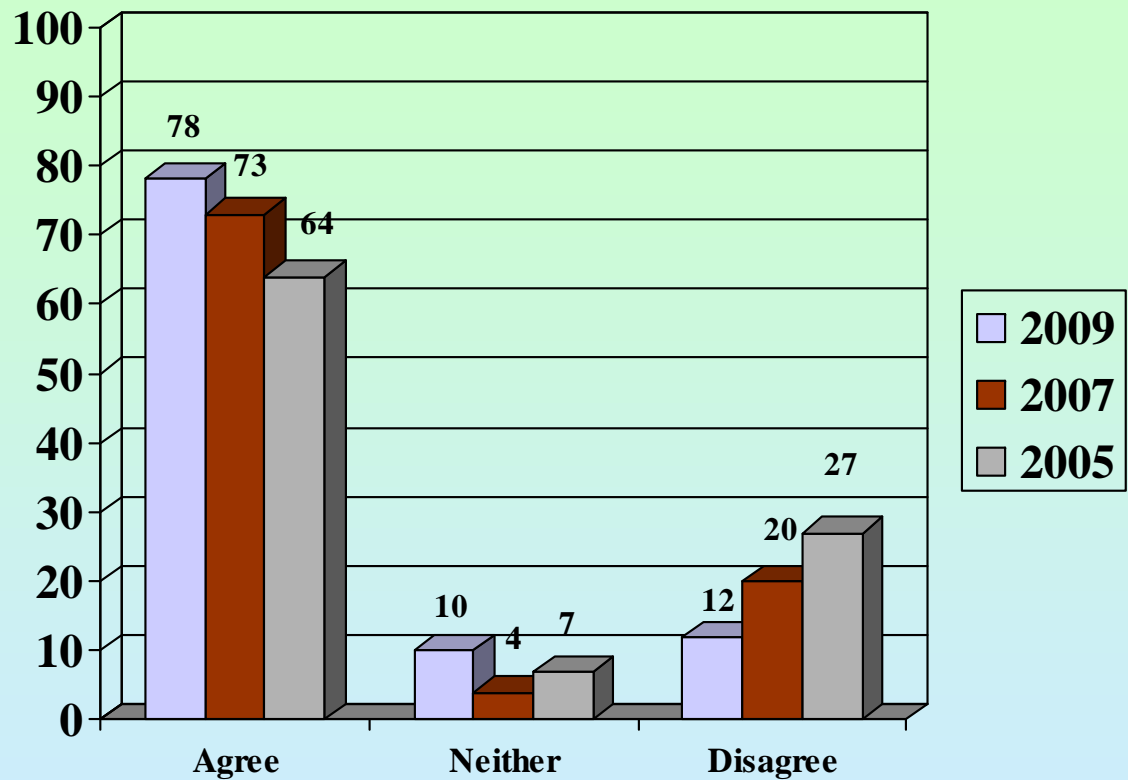


Staffing

- Q16 – My work team is well-staffed and the regular workload is usually covered.

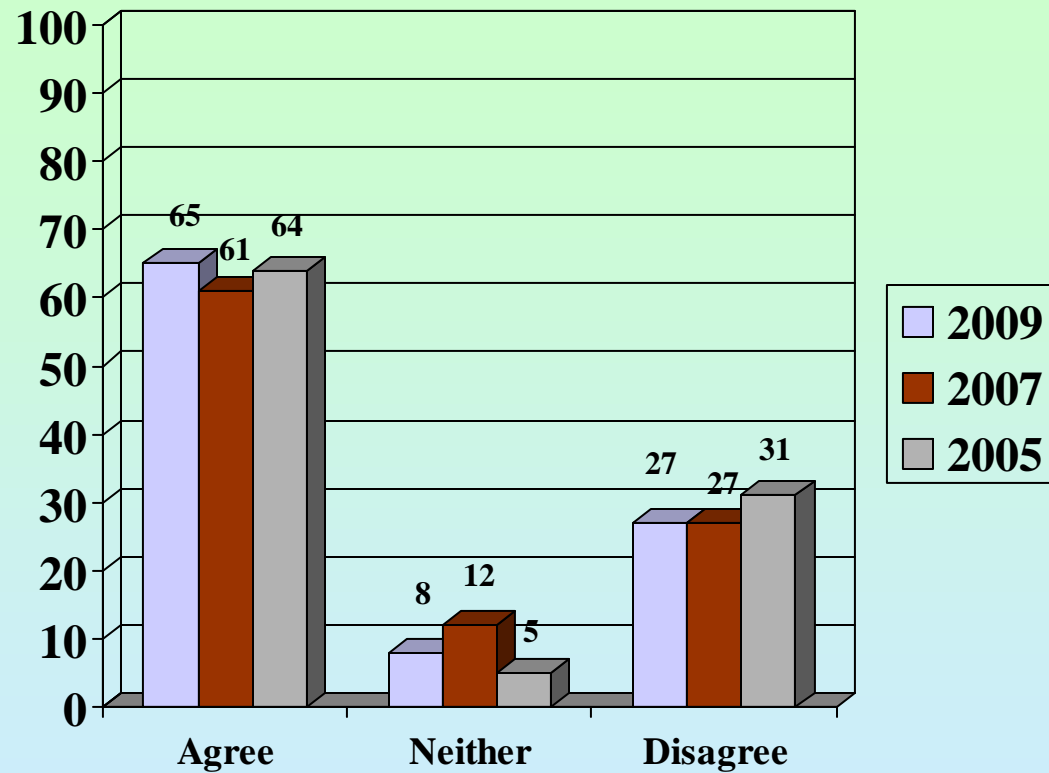
2009 Wording:

- Management strives to ensure my work team is...



Staffing

- Q17 – All work teams co-operate and communicate well with each other and try to help each other out.

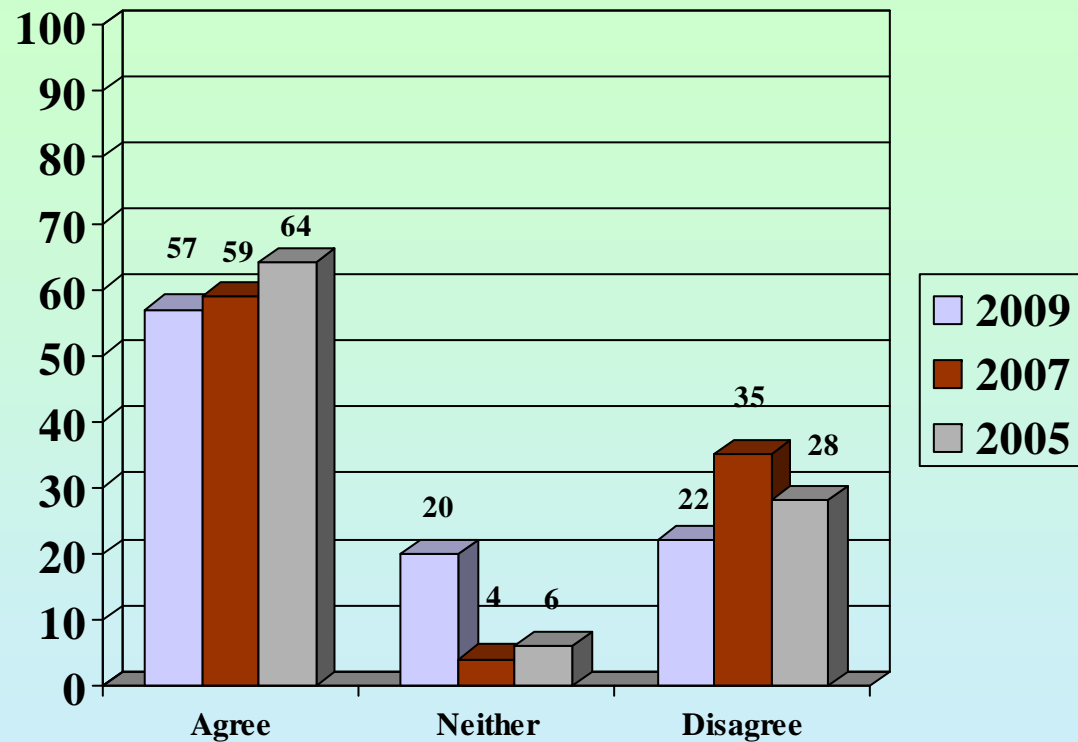


Relation, Pay, Benefits

- Q18 – I feel that my pay matches my job responsibility.

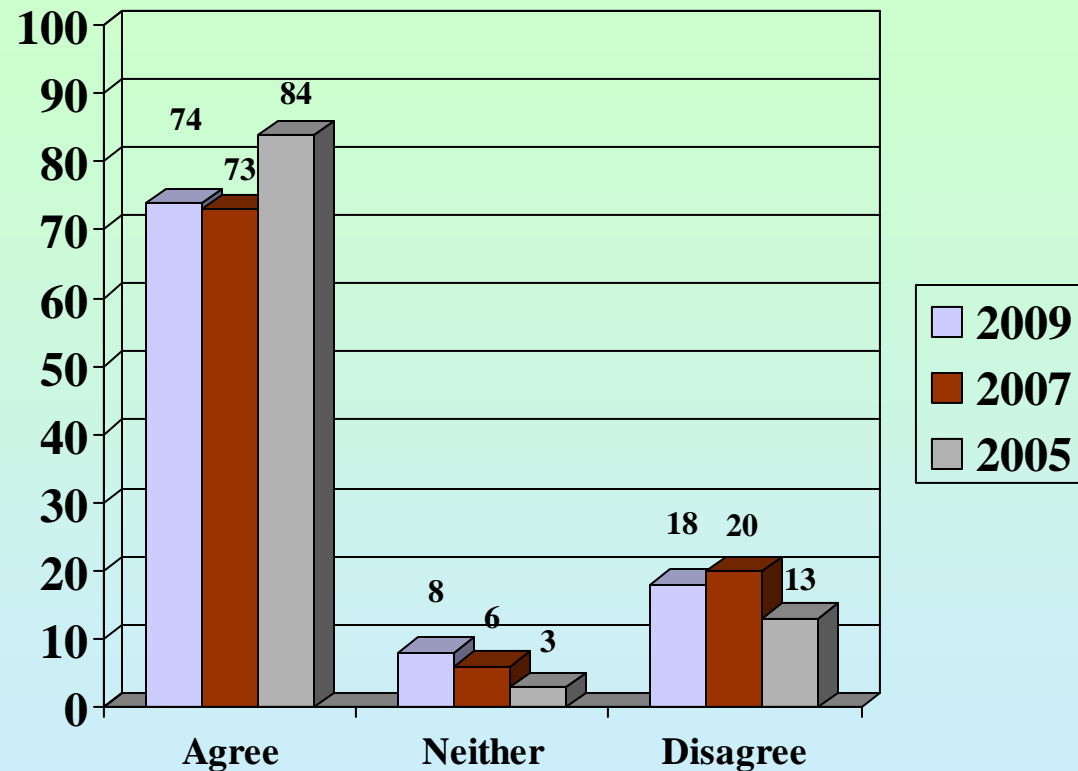
2009 Wording

- I feel that my pay is comparable to similar jobs within North western Ontario.



Relation, Pay, Benefits

- Q19 – My job description is accurate and lists all of my duties and responsibilities.

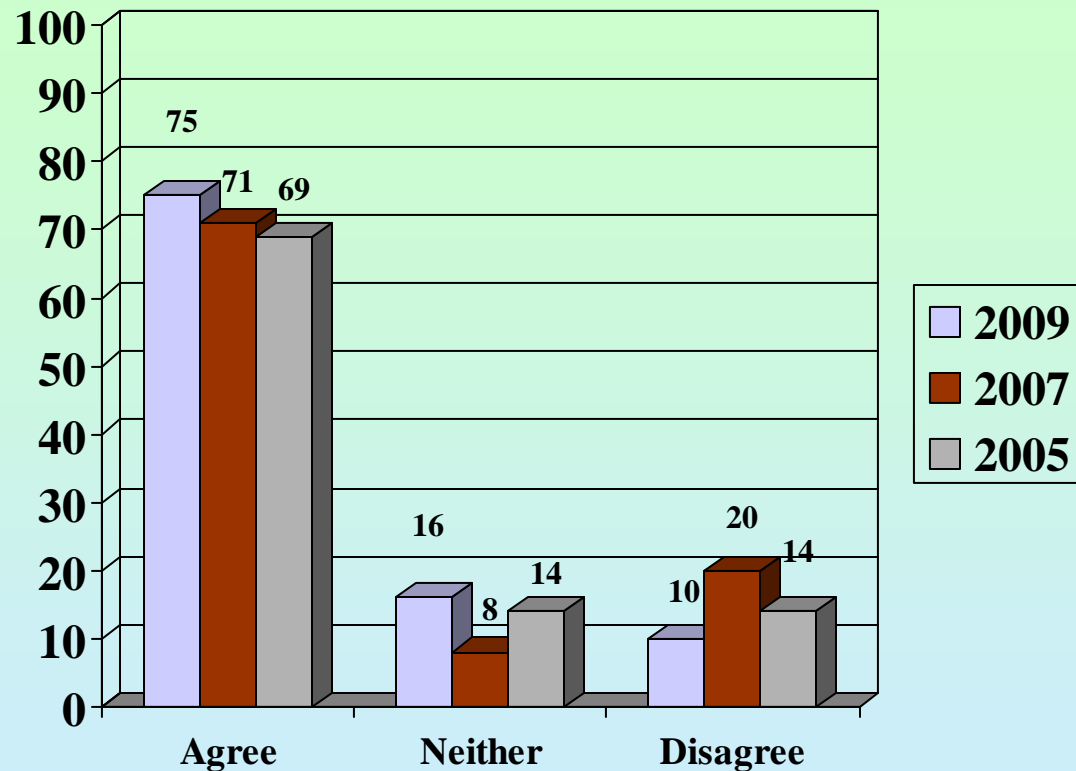


Relation, Pay, Benefits

- Q20 – I am pleased with the value of benefits I receive from AGH.

2009 wording

- I am *satisfied* with the value...

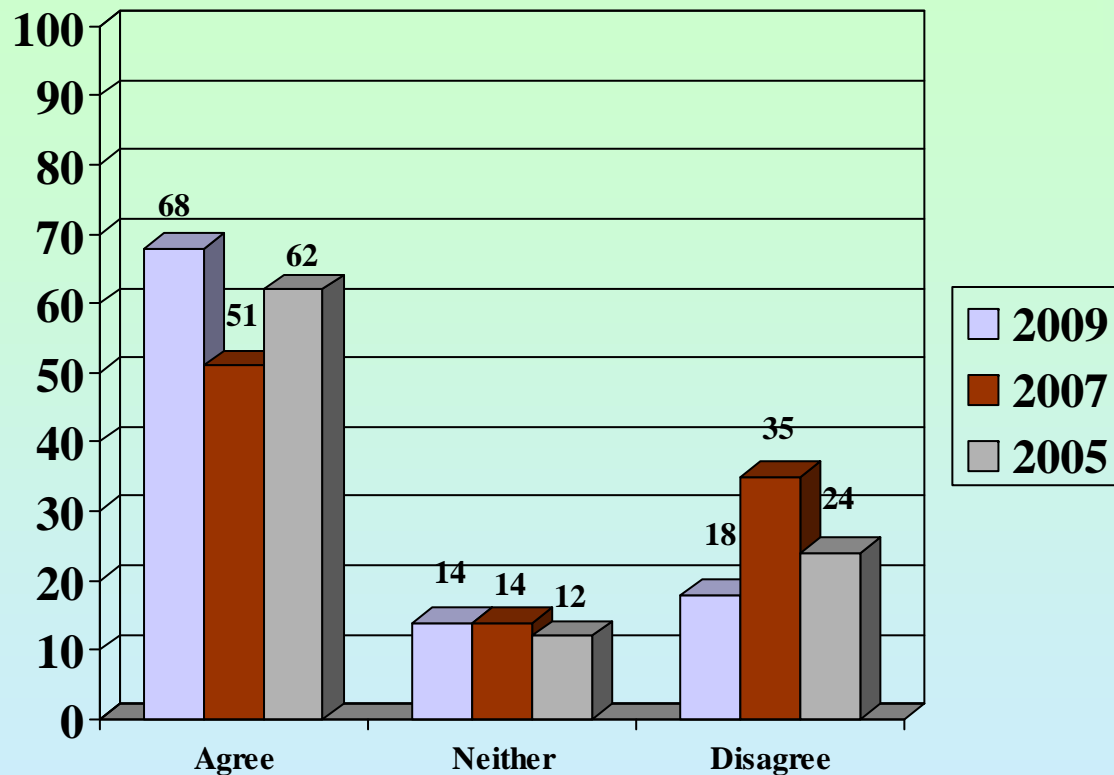


Senior Management

- Q21 – Senior managers do a great job of supporting and appreciating the staff at AGH.

2009 wording

- Senior managers (CEO and AEDs) do a good job....

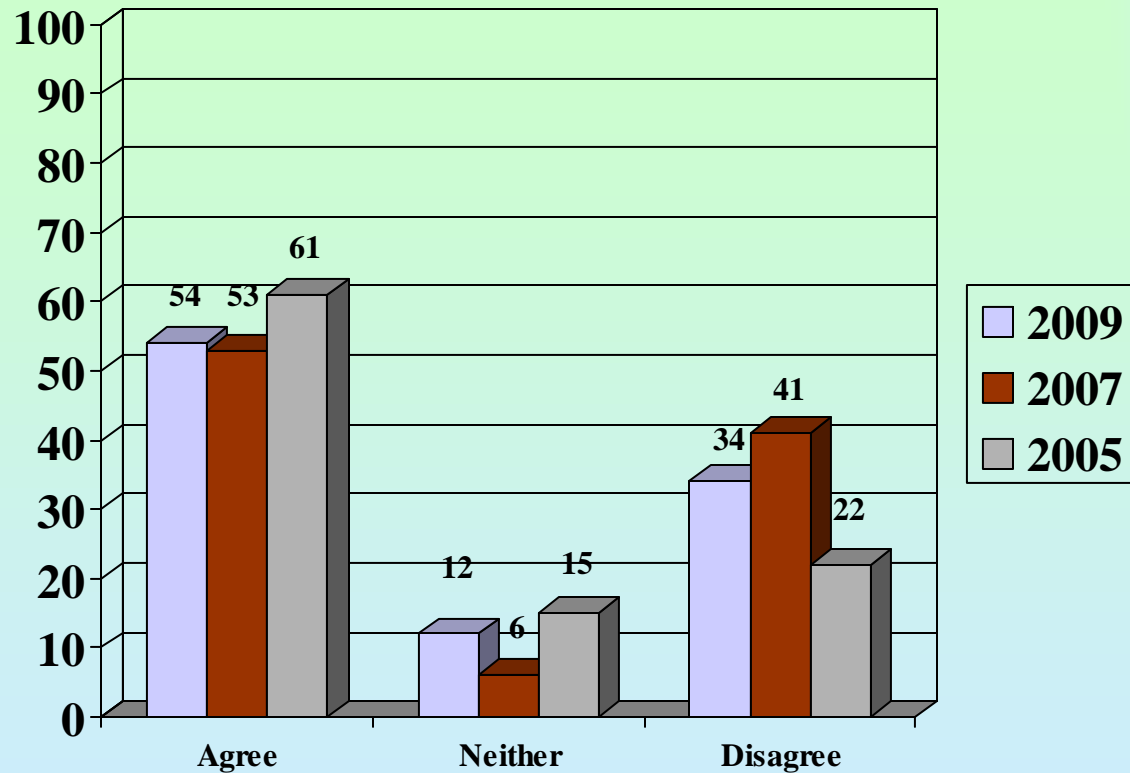


Senior Management

- Q22 – Senior managers communicate openly and honestly with the staff.

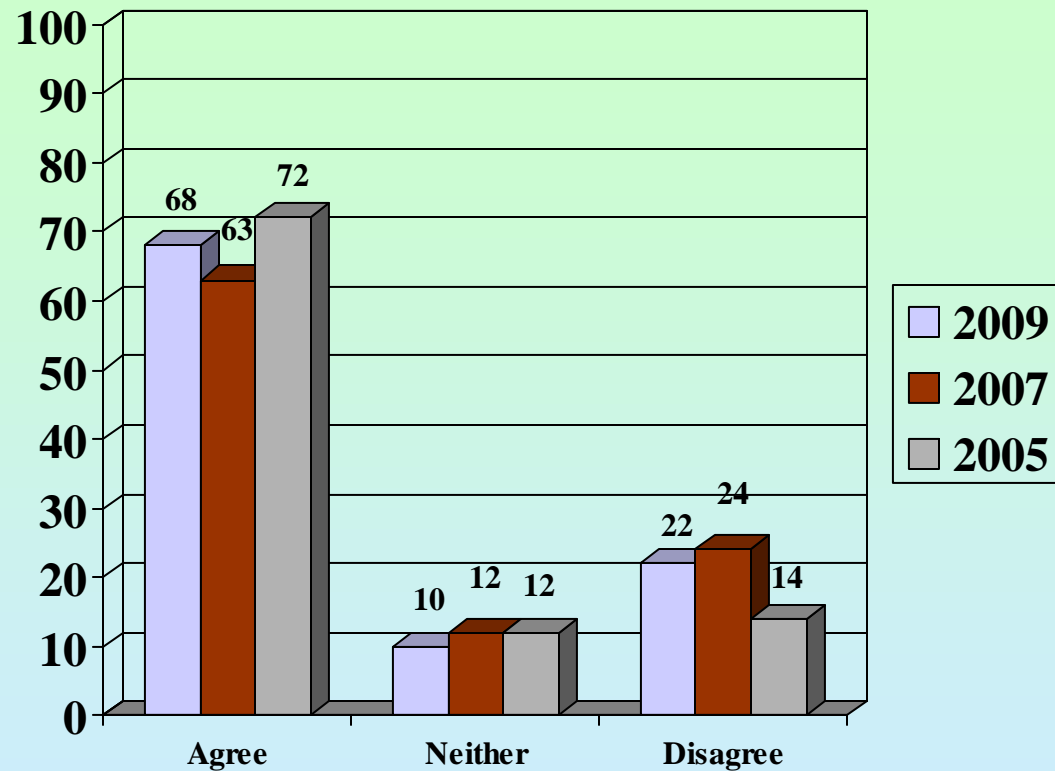
2009 wording

- Senior managers (CEO and AEDs)...



Senior Management

- Q23 – Senior managers communicate the organization goals to the staff.

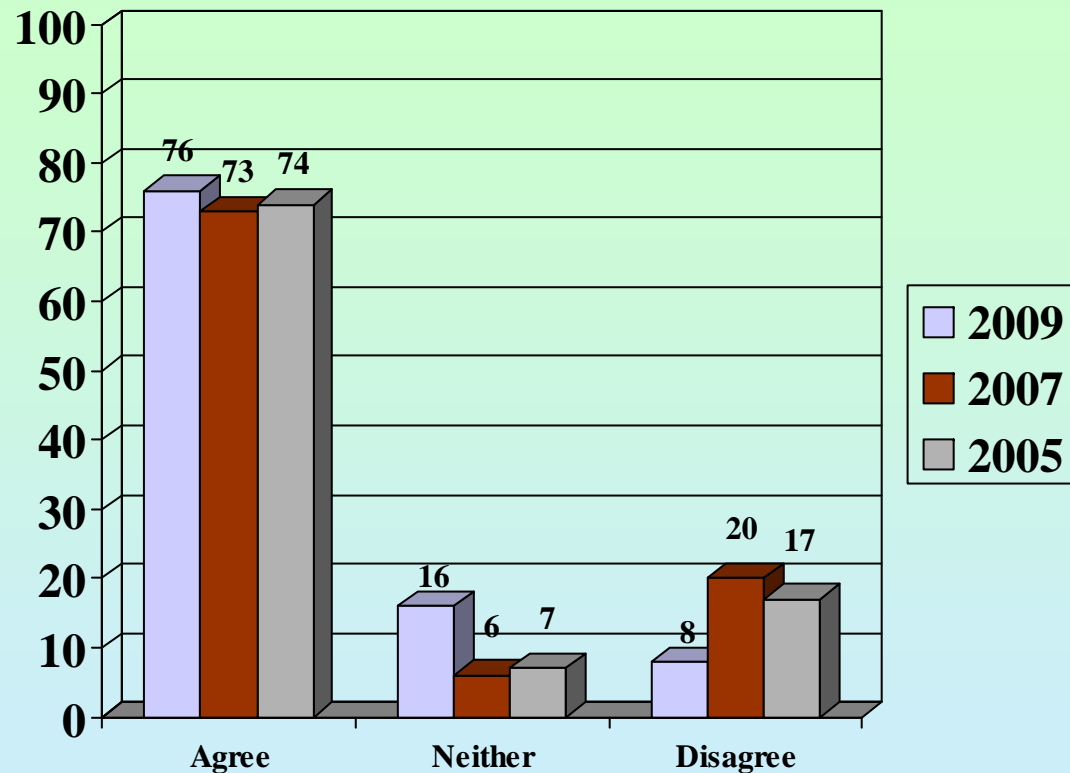


Senior Management

- Q24 – Management is structured well and I do not have too many bosses.

2009 wording

- There are sufficient managers and supervisors to carry out required duties.

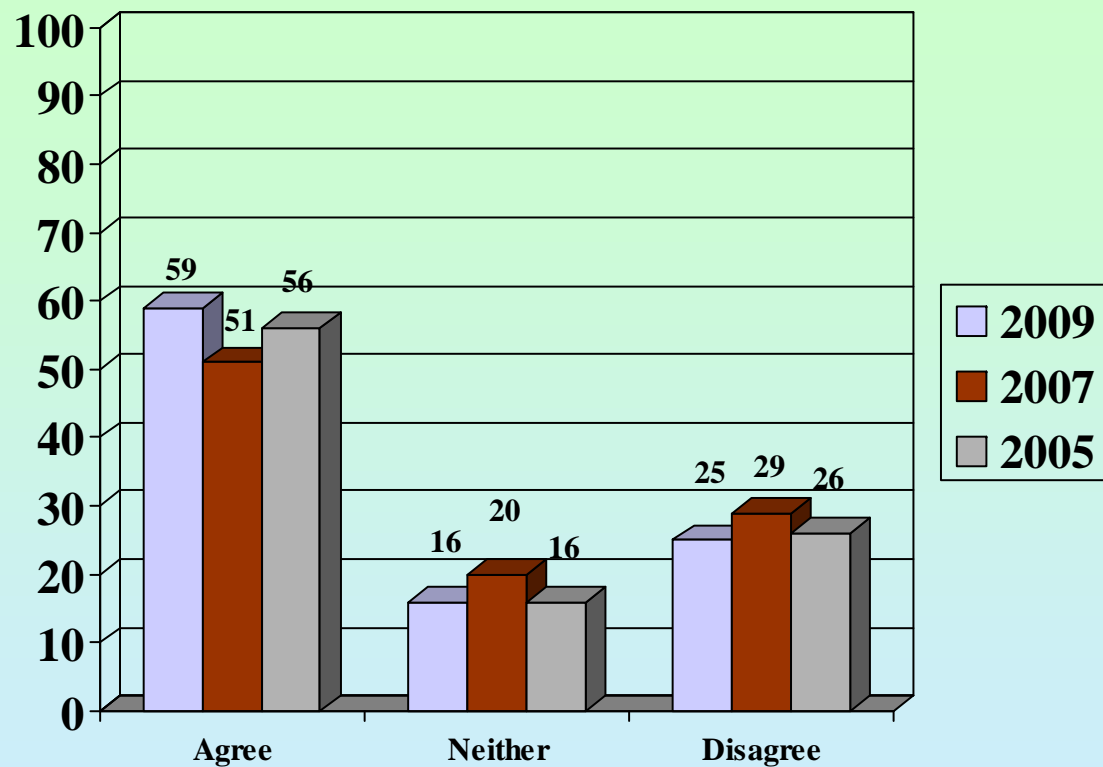


Hiring, Promotion, Job Opportunity & Job Security

- Q25 – This organization always hires the most suitable person for the job.

2009 wording

- This organization hires...

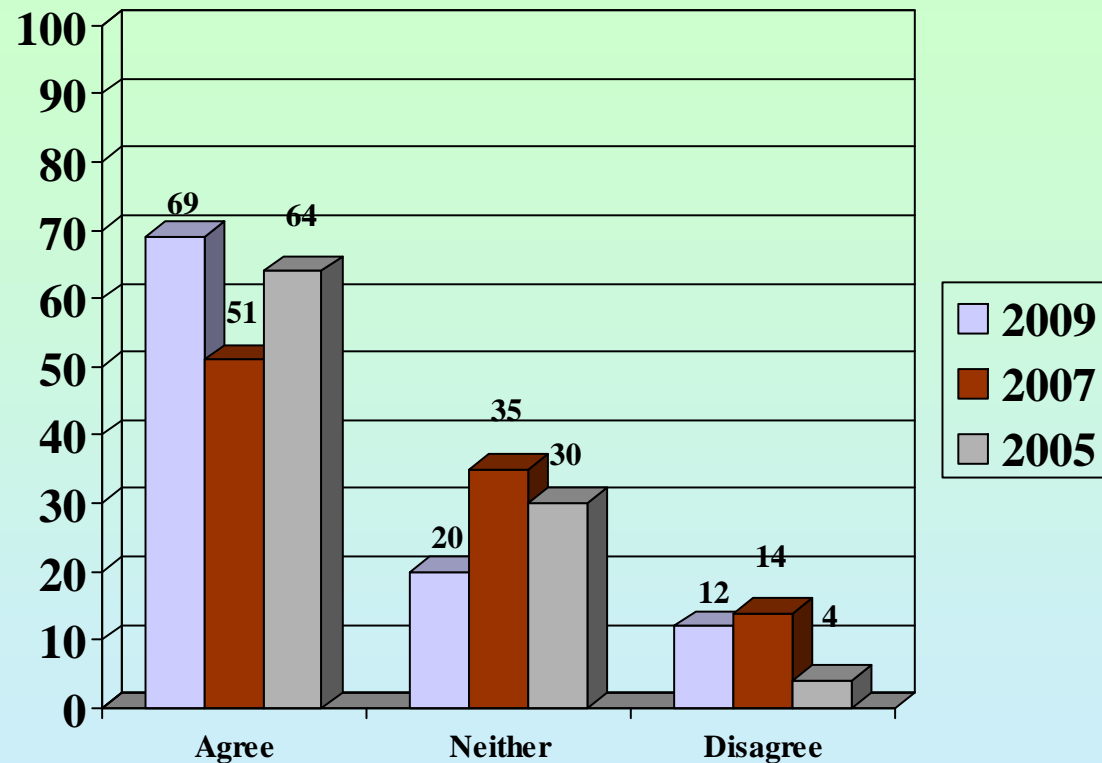


Hiring, Promotion, Job Opportunity & Job Security

- Q26 – When promoting people to better jobs, this organization is fair and accurate.

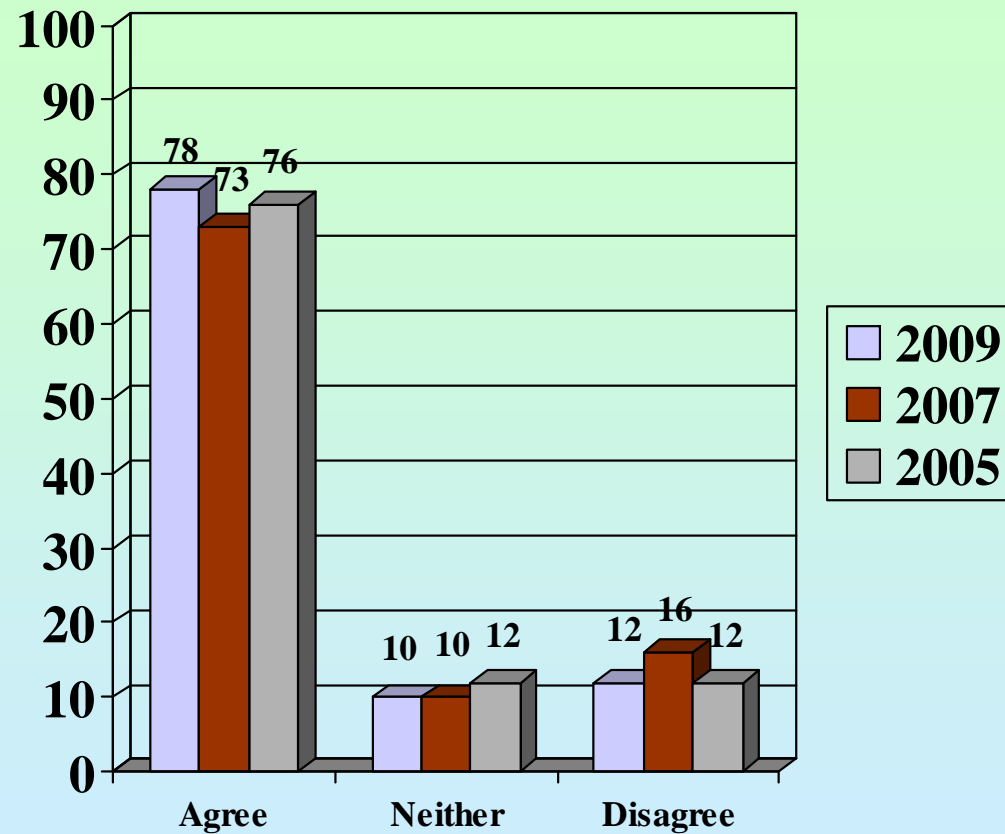
2009 wording

- When promoting within this organization the process is fair & unbiased



Hiring, Promotion, Job Opportunity & Job Security

- Q27 – I have opportunities within this organization to learn new skills.

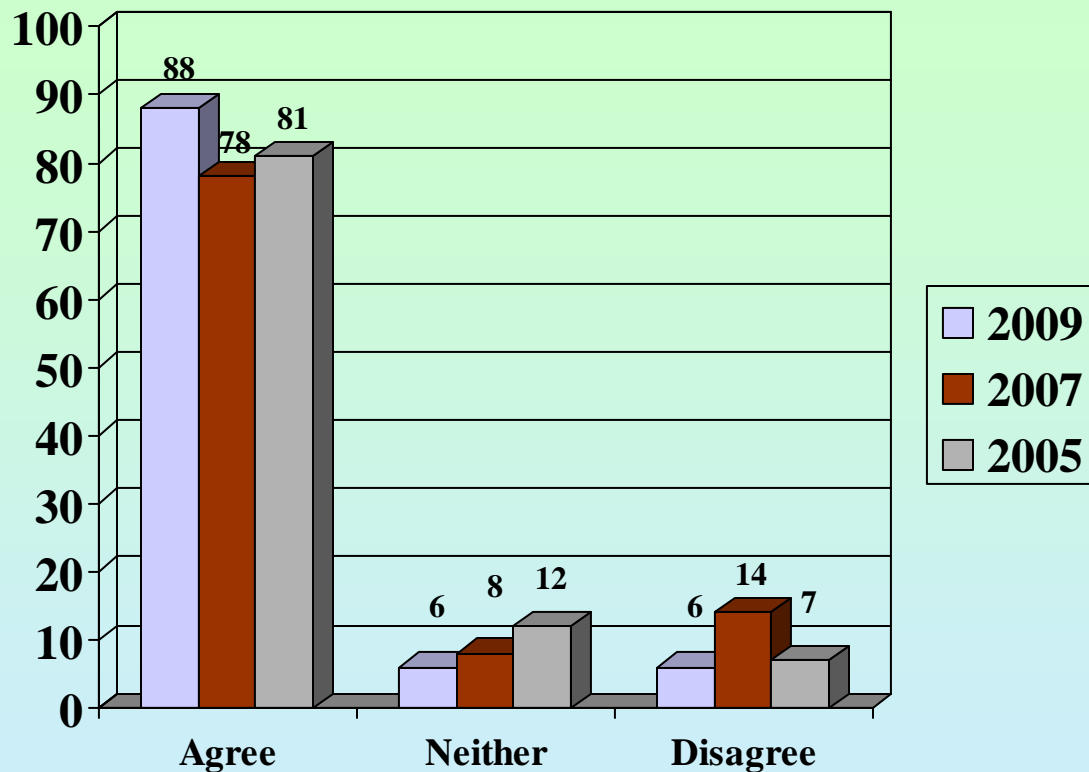


Hiring, Promotion, Job Opportunity & Job Security

- Q28 – I believe if I do good work that I will have a job in the future.

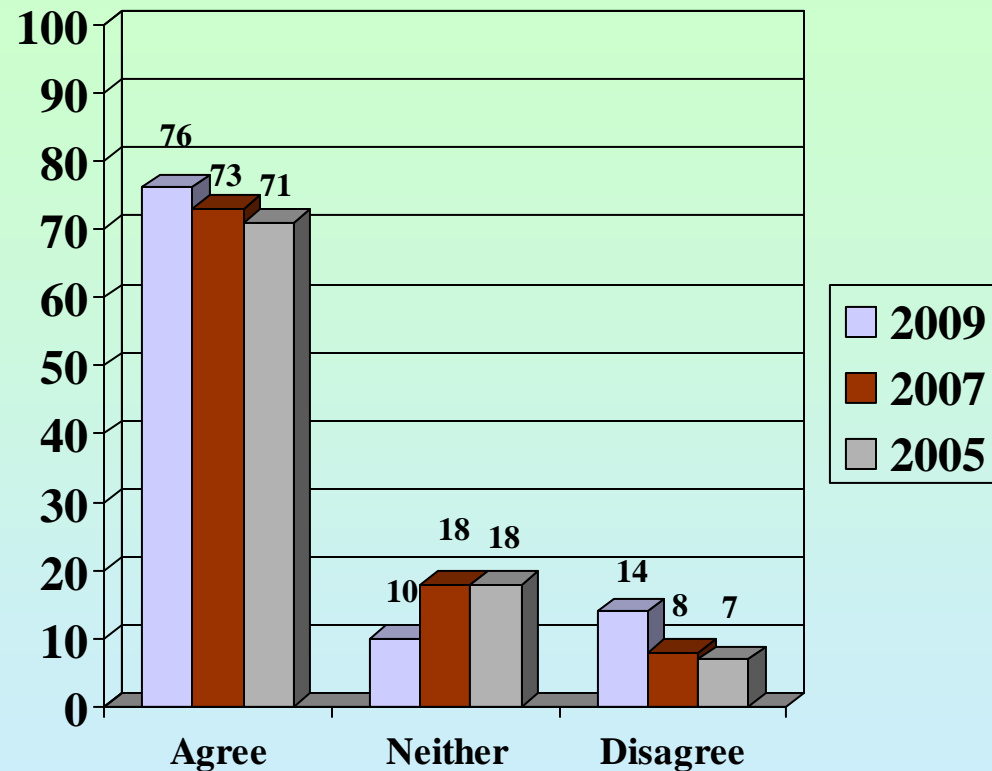
2009 wording

- I believe that I will continue to have a job in the future.



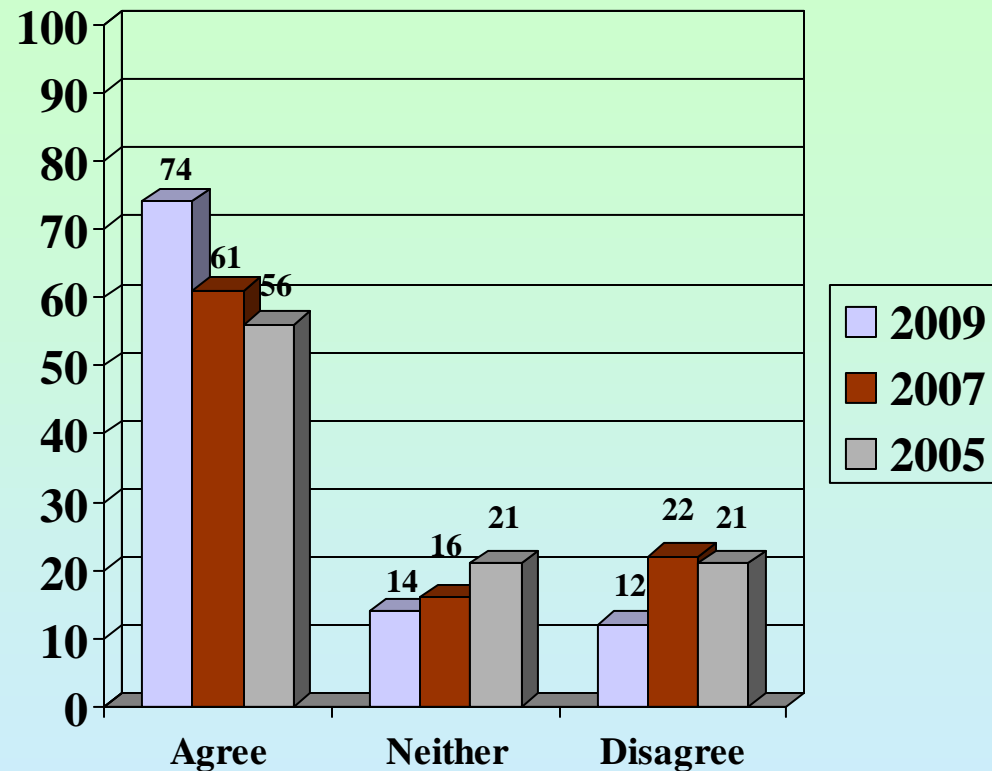
Hiring, Promotion, Job Opportunity & Job Security

- Q29 – Jobs are posted properly and everyone has equal opportunity to apply.



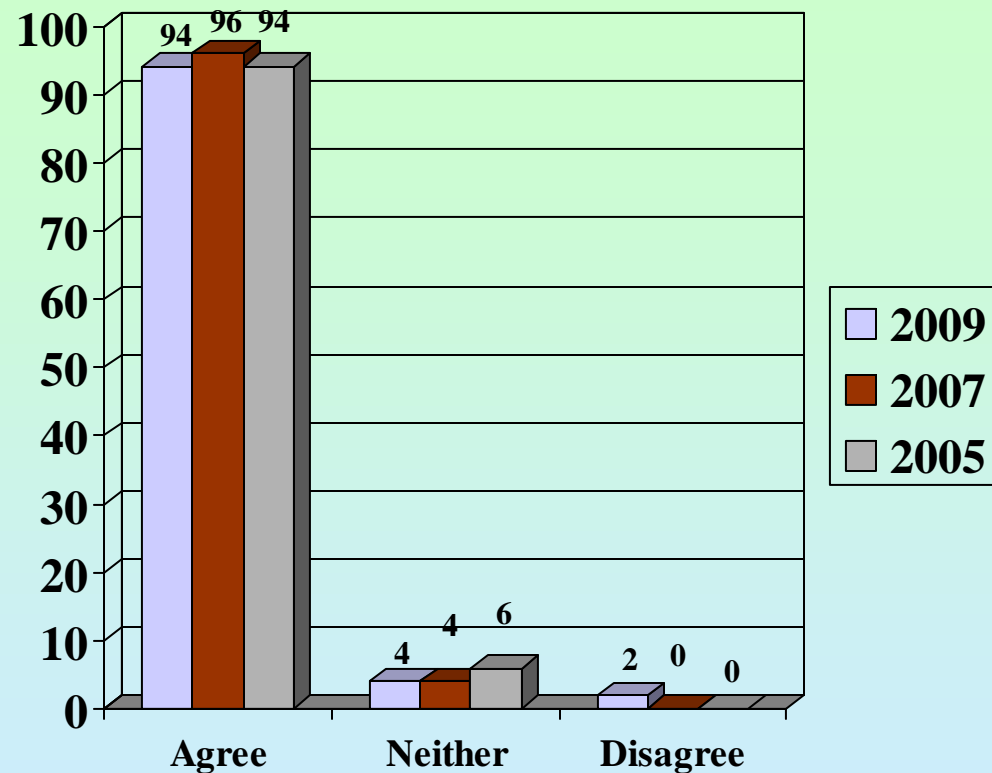
Hiring, Promotion, Job Opportunity & Job Security

- Q30 – At AGH, I feel that I have input as to what learning opportunities are provided.



Hiring, Promotion, Job Opportunity & Job Security

- Q31 – I actively participate in learning opportunities when my time permits it.

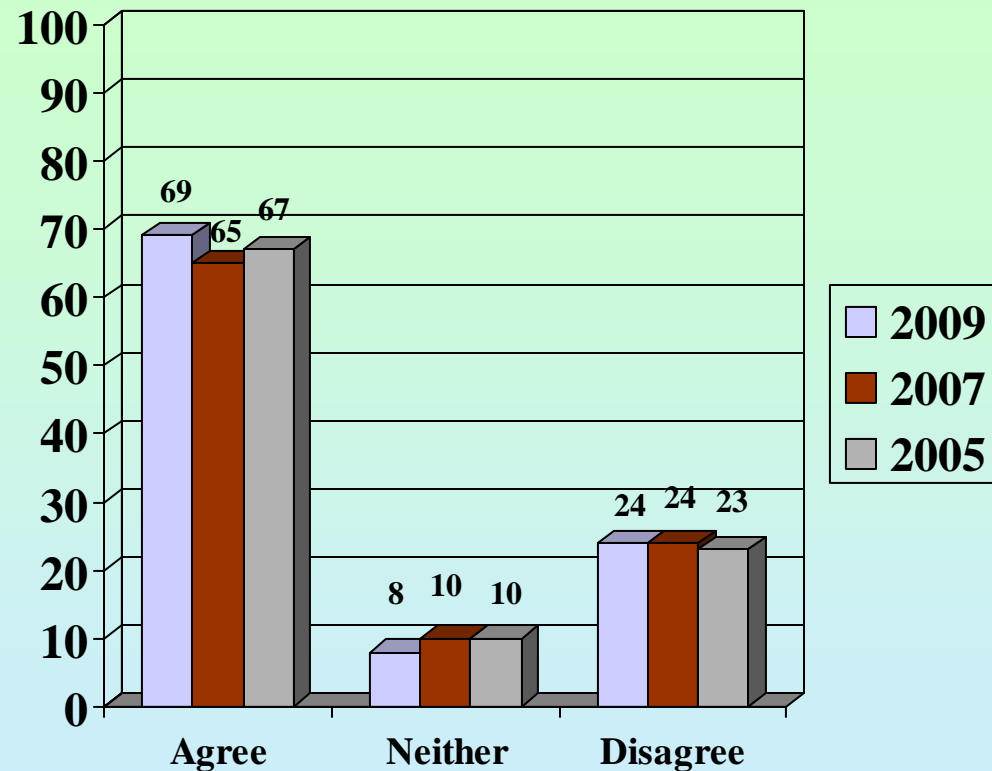


Morale

- Q32 – Most of the staff, including myself, have a good attitude about working at AGH.

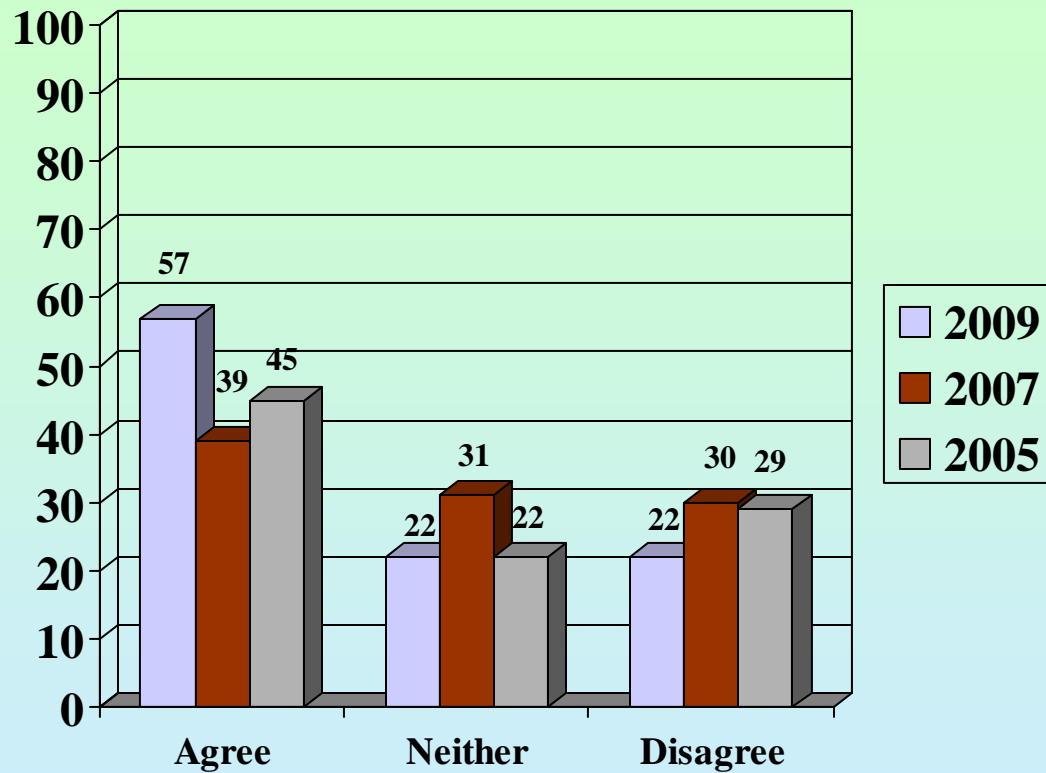
2009 wording

- I feel that AGH has a positive working environment.



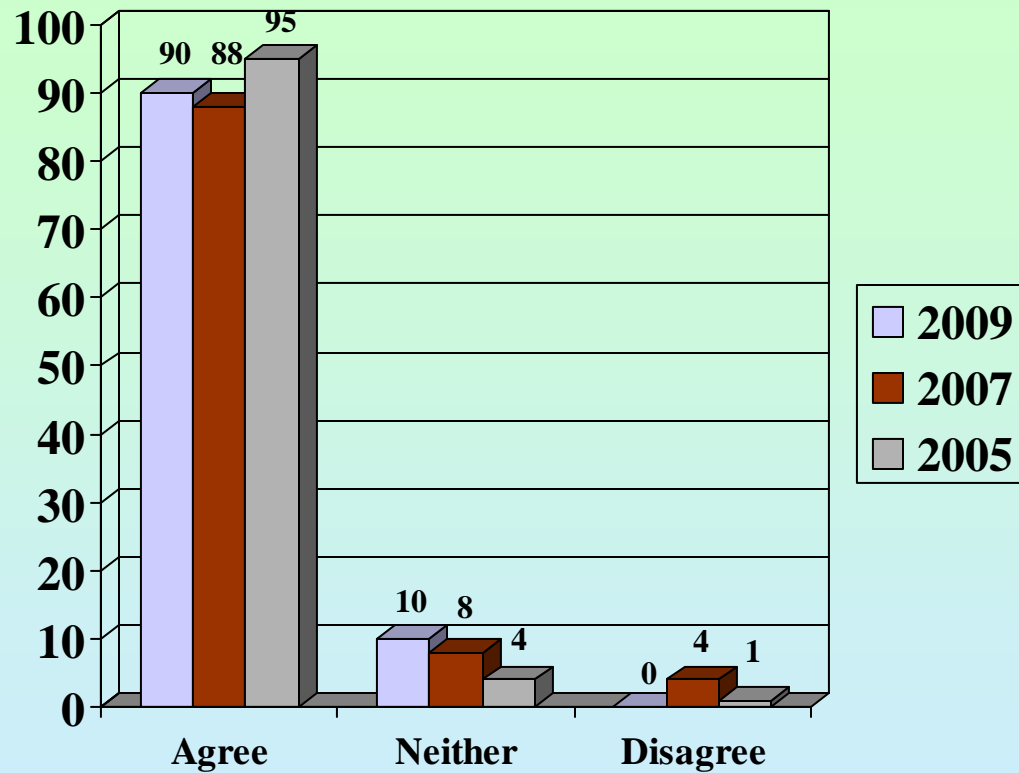
Morale

- Q33 – Employee complaints are handled quickly and efficiently.



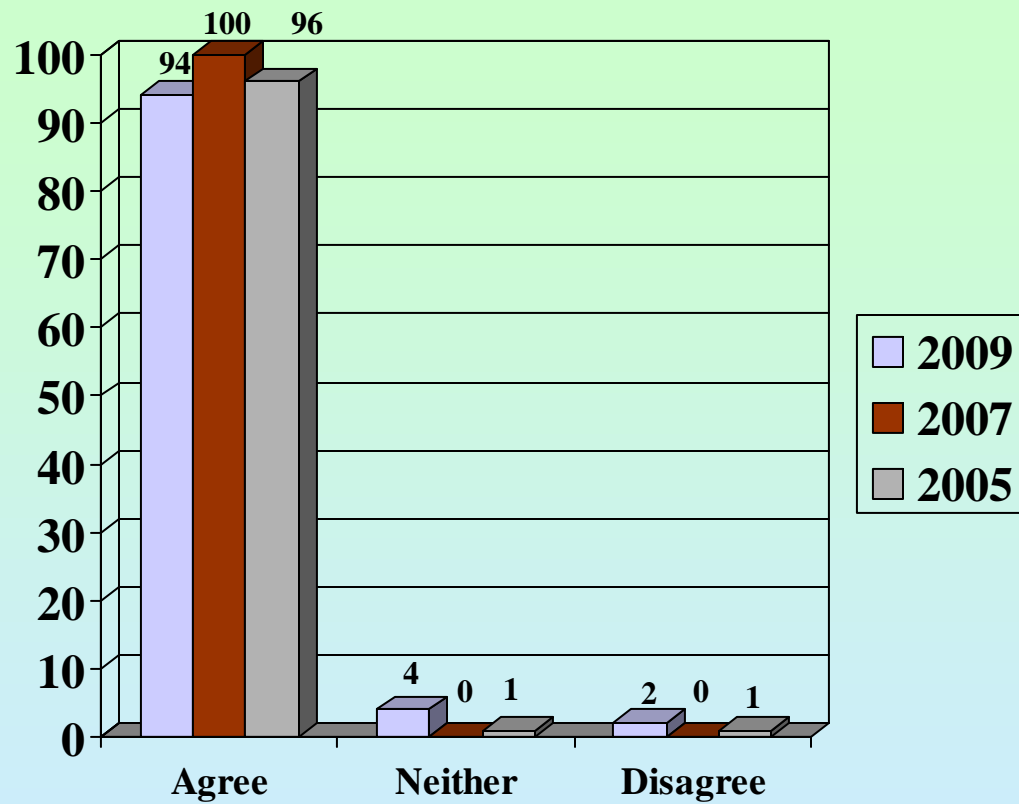
Morale

- Q34 – I feel that I make a difference in how work is done in my area.



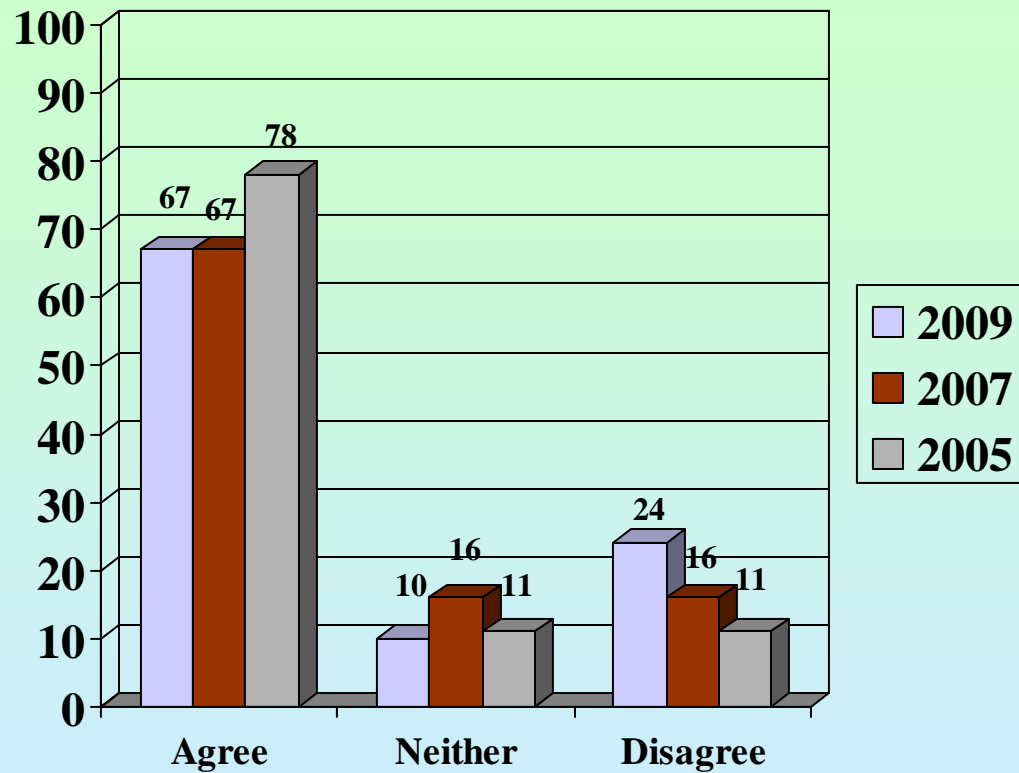
Morale

- Q35 – I interact well with my coworkers.



Morale

- Q36 – The staff receives verbal praise from supervisors when a job has been done well.

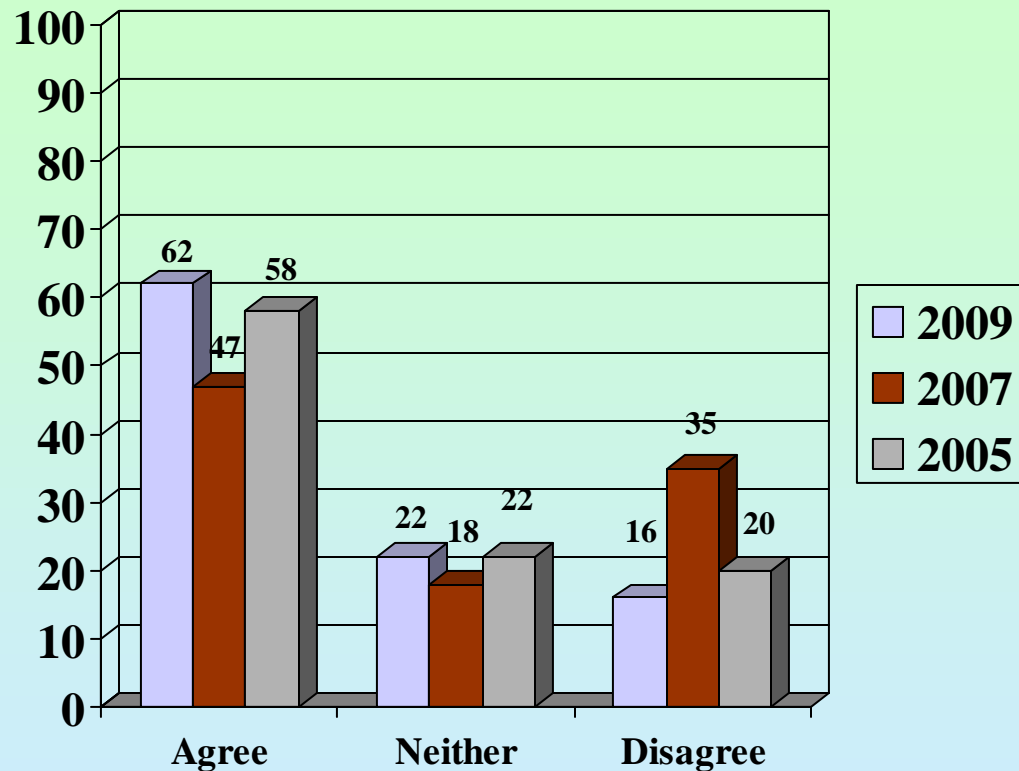


Morale

- Q37 – I feel like my opinions are heard and have an influence in the decision-making process at AGH.

2009 wording

- I feel my opinions
A) on improving client services are heard & have an influence in the decision-making process at AGH.

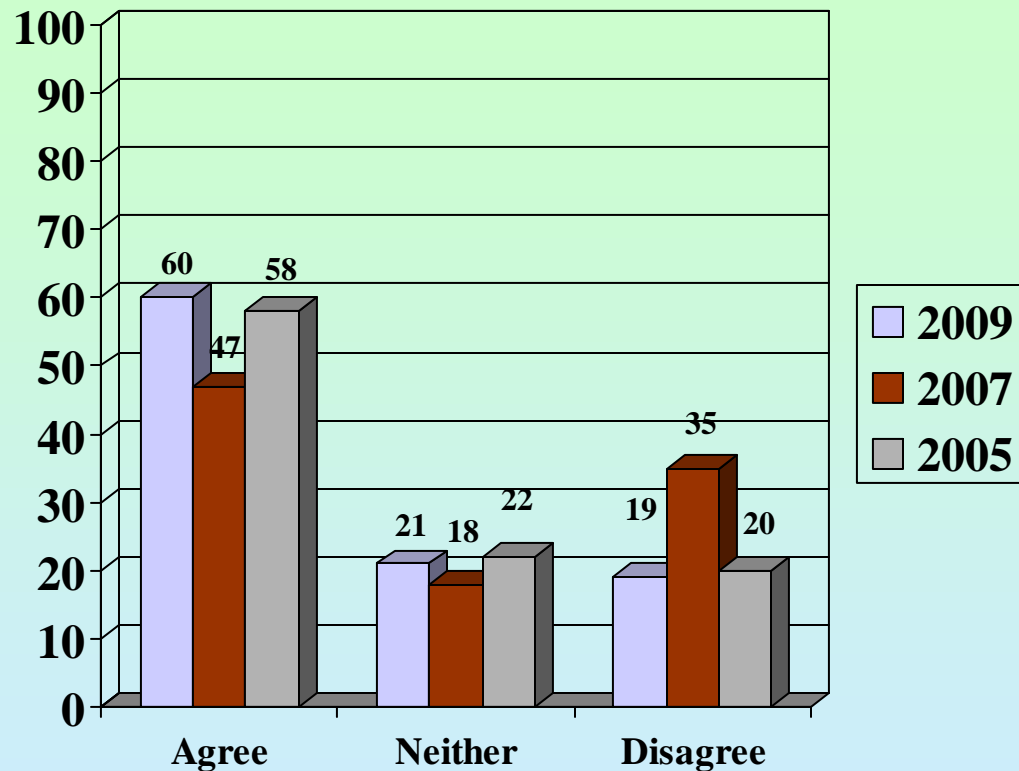


Morale

- Q37 – I feel like my opinions are heard and have an influence in the decision-making process at AGH.

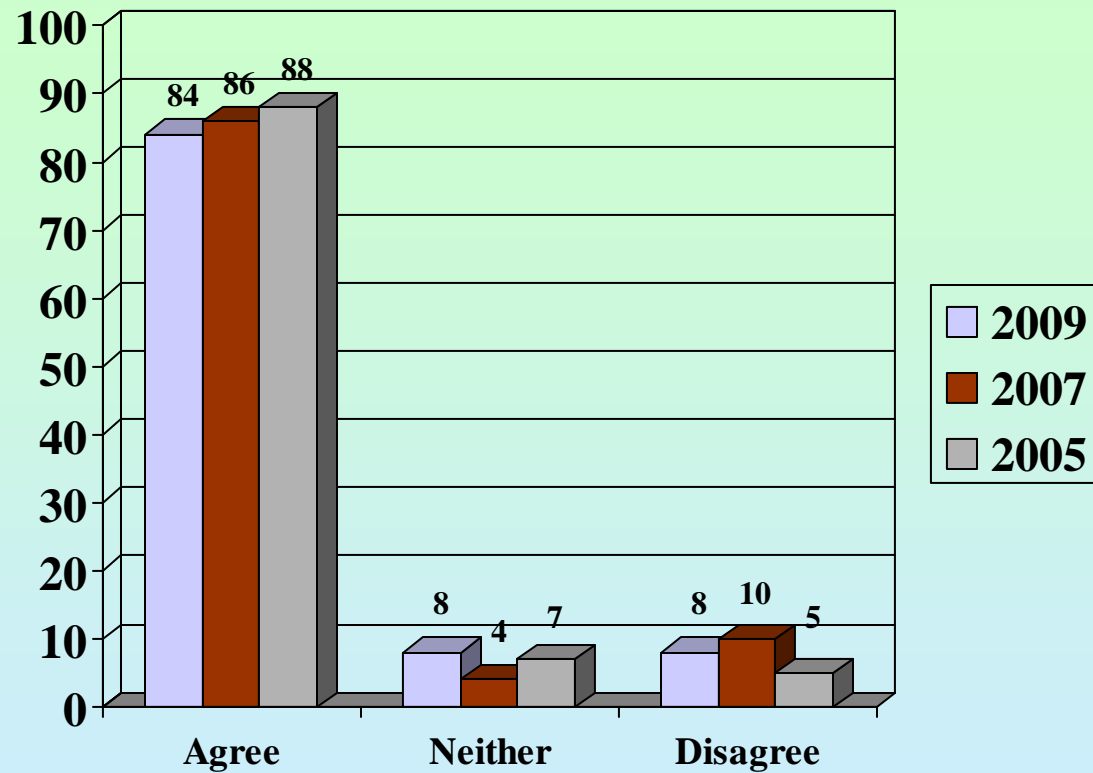
2009 wording

- I feel my opinions B) on work structure are heard & have an influence in the decision-making process at AGH.



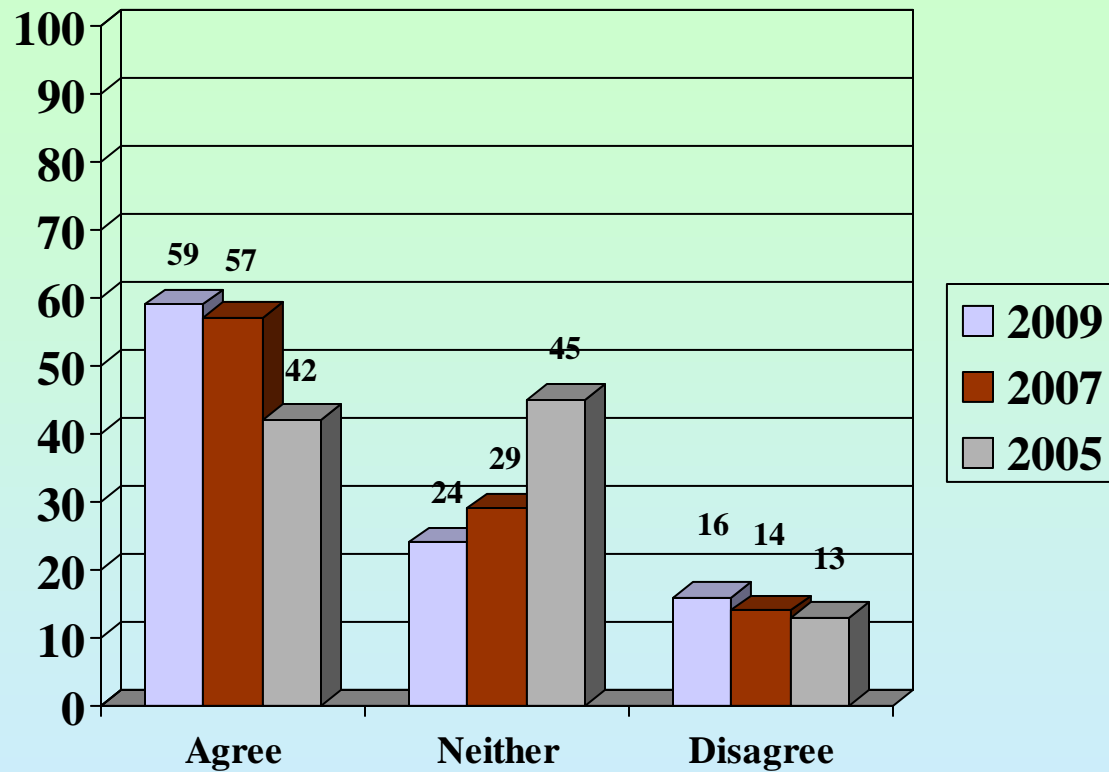
Overall Organization

- Q38 – This organization ensures that quality of care is a principle goal.



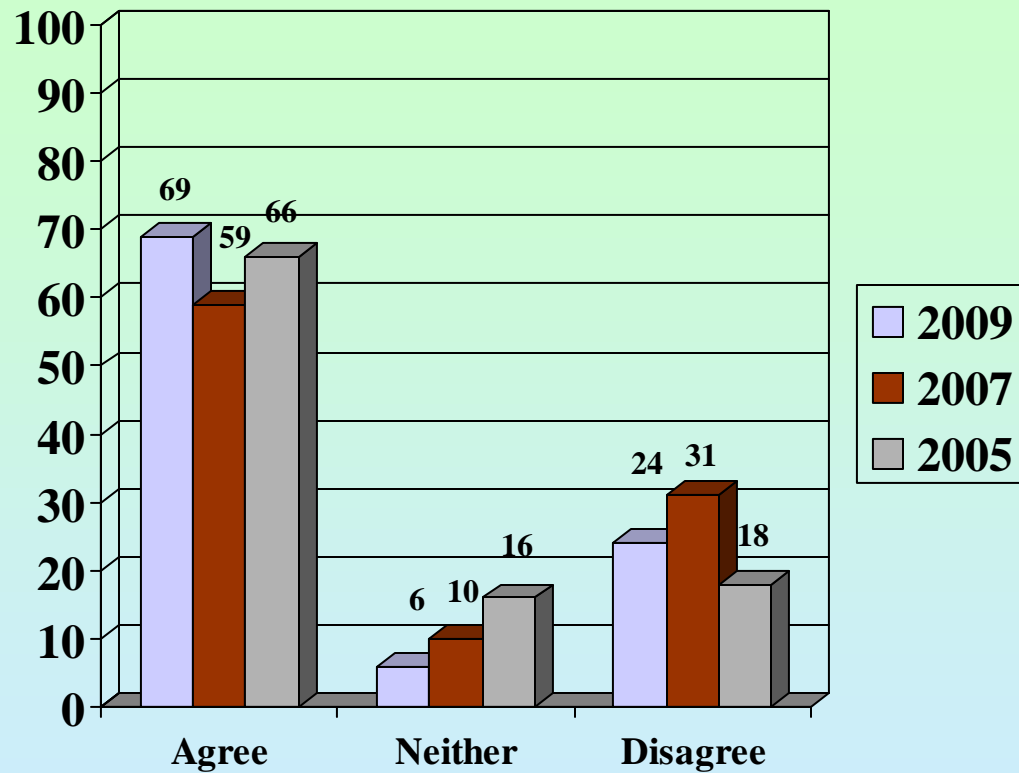
Overall Organization

- Q39 – This organization has great success when cutting unnecessary costs.



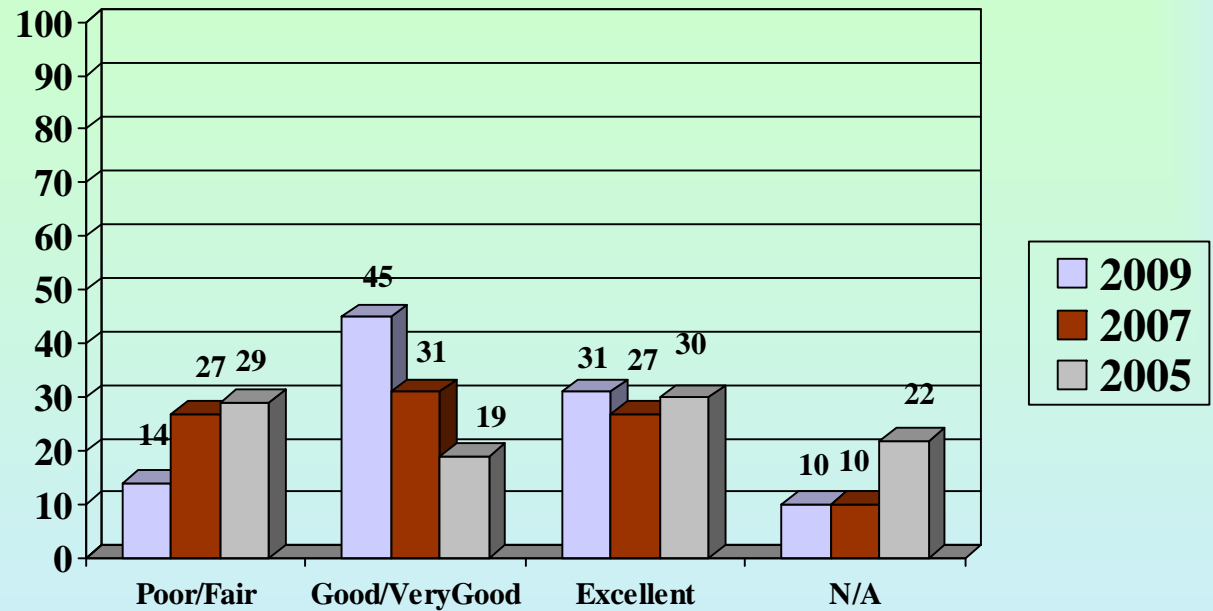
Overall Organization

- Q40 – This organization is effective when communicating information to the staff.



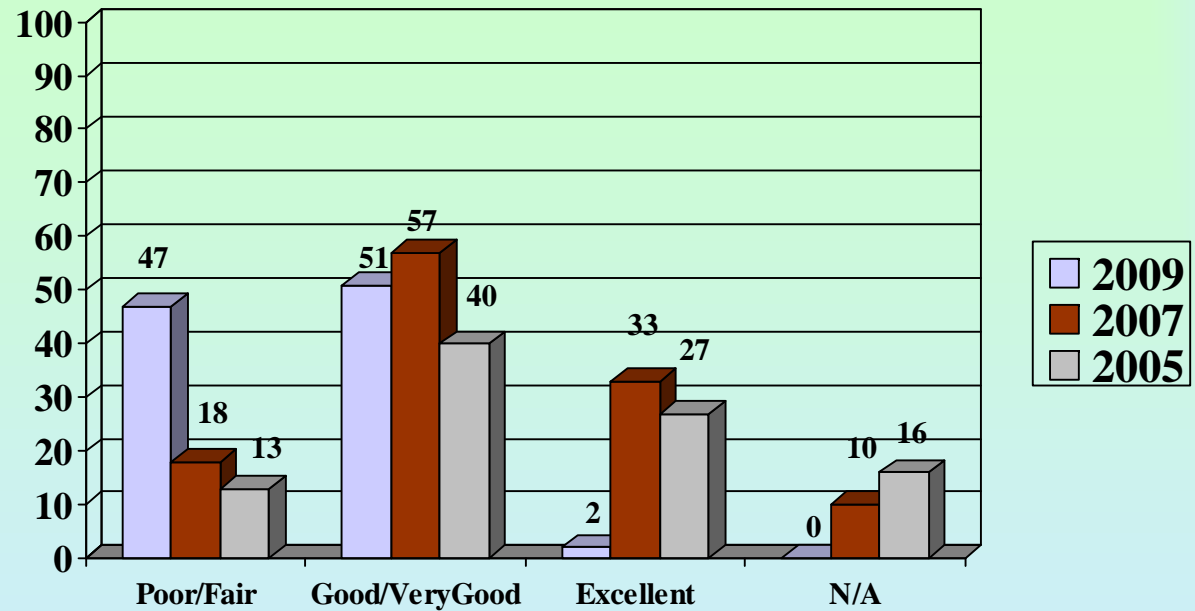
Computer Training

- Q41 - Your knowledge of where to store documents on your computer.



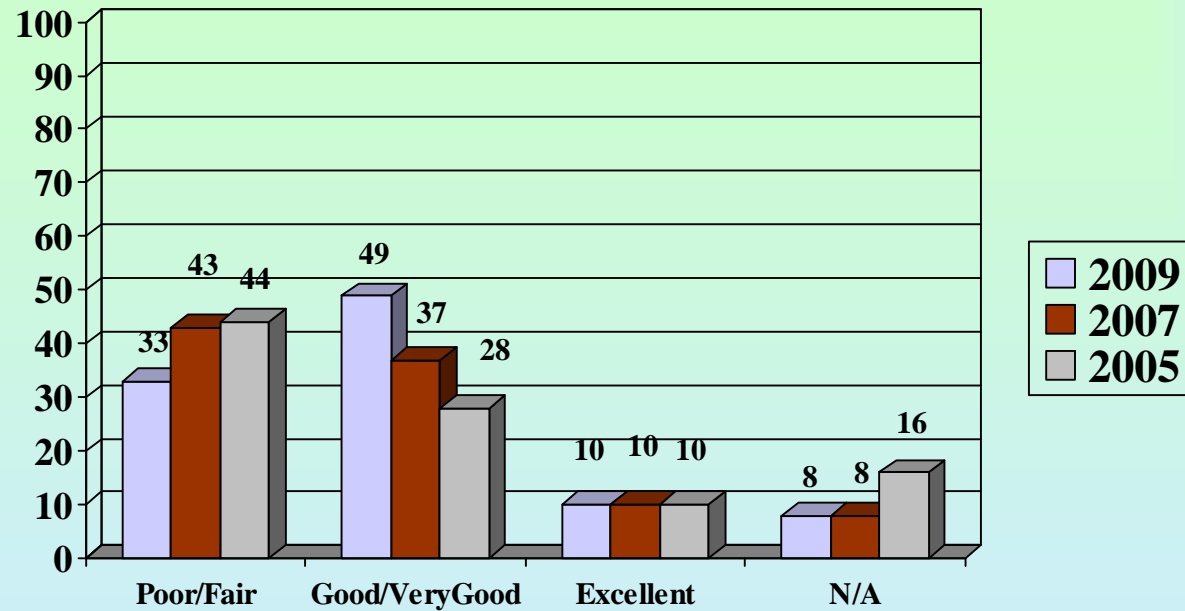
Computer Training

- Q43 - My computer software knowledge in regards to my job.



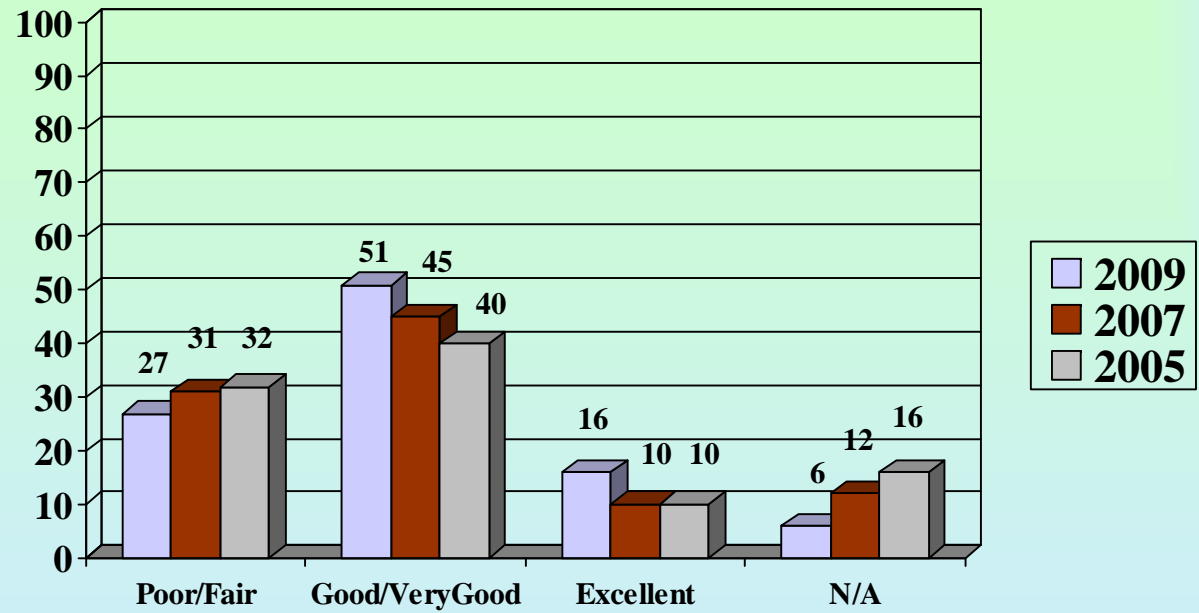
Computer Training

- Q44 - The amount of time spent by the organization to train staff on hospital software.



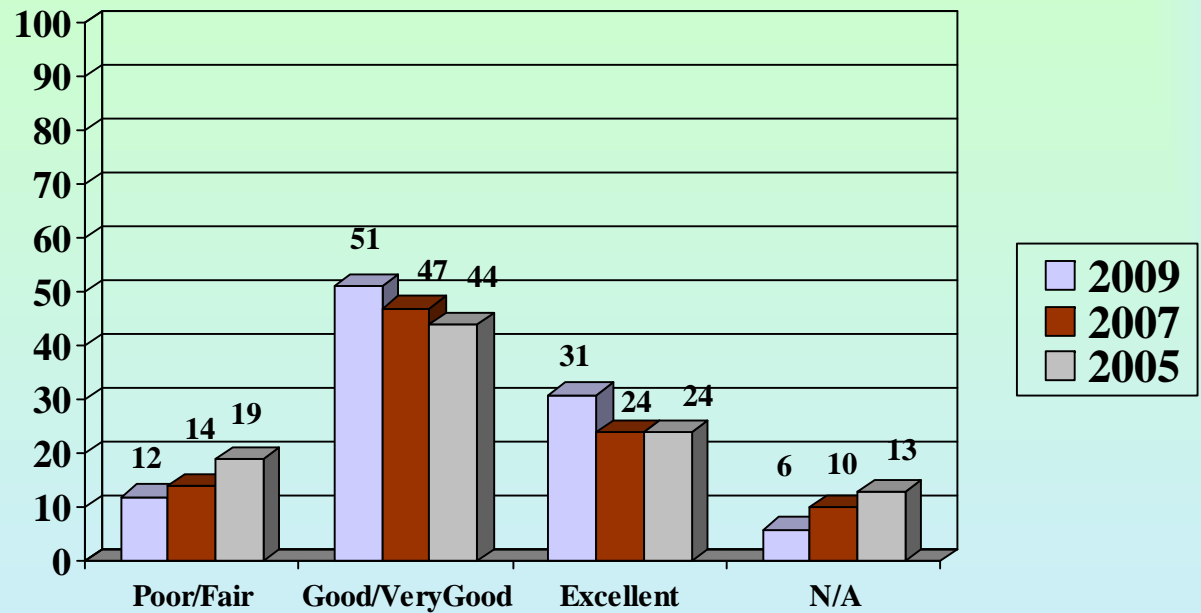
Computer Training

- Q45 - Upgrading being available when necessary.



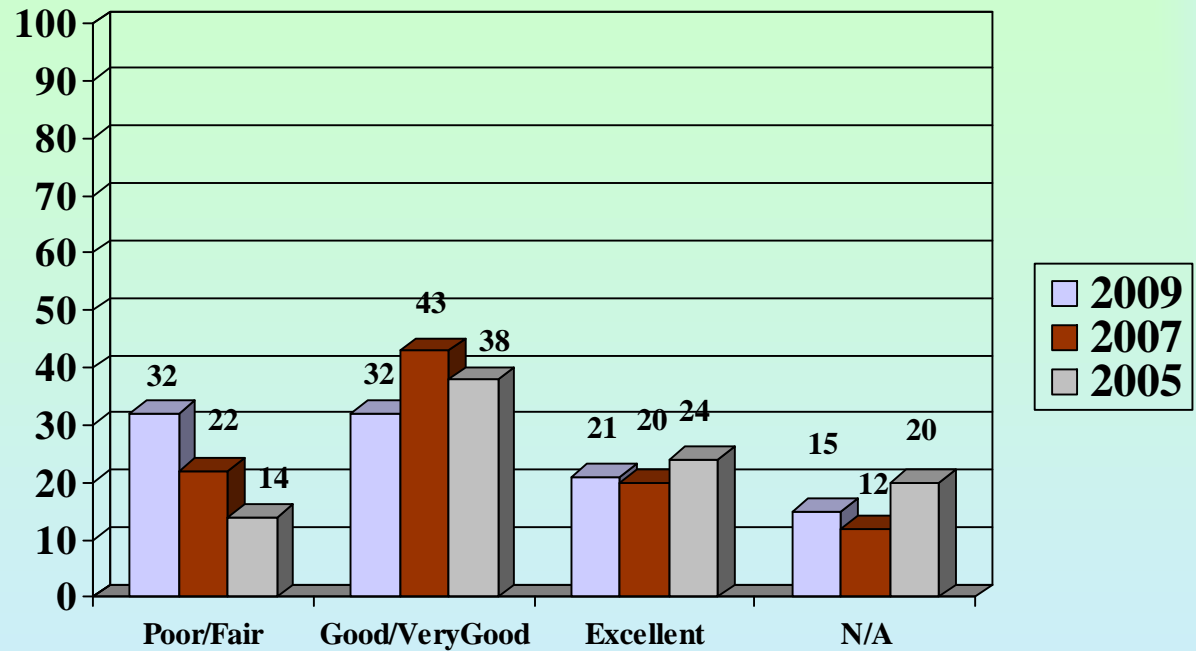
Computer Training

- Q46 - The technology used by Atikokan General Hospital.



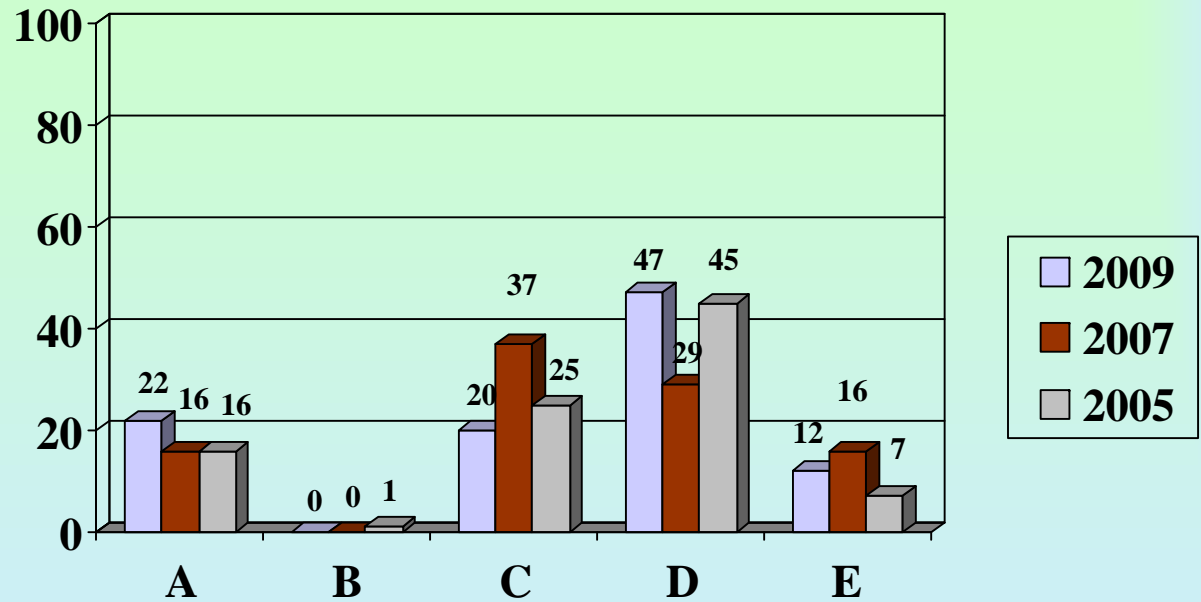
Computer Training

- Q47 - Management knowledge of all software used in this organization.



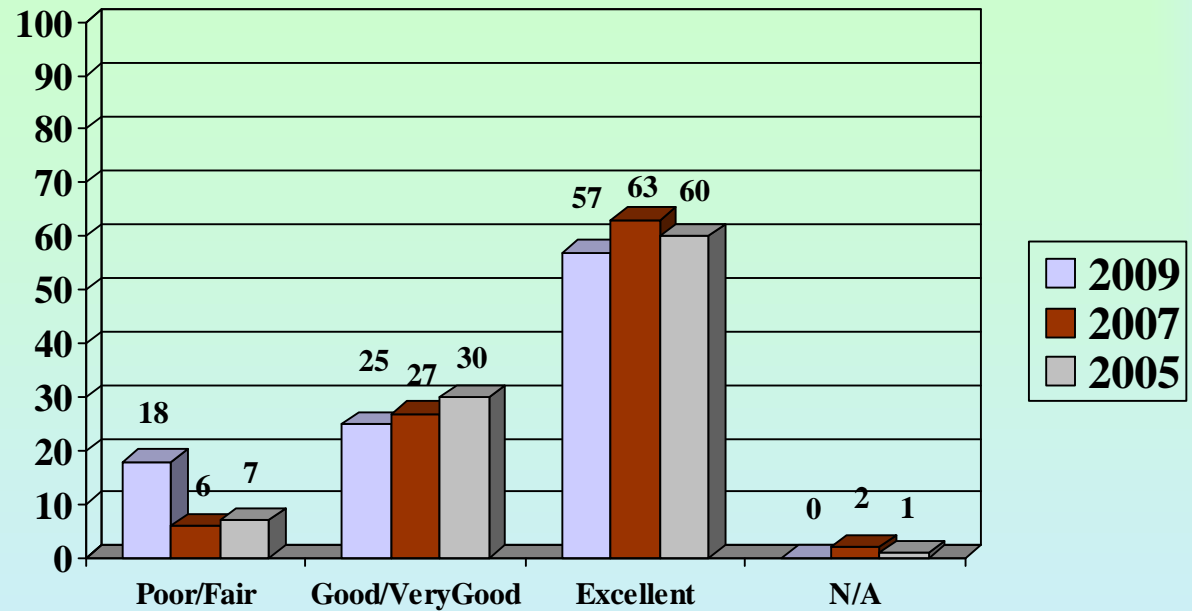
Computer Training

- Q42 - What do you think is the most effective form of communication within this hospital?
 - a. email
 - b. drop box
 - c. paper format
 - d. face-to-face
 - e. mailbox



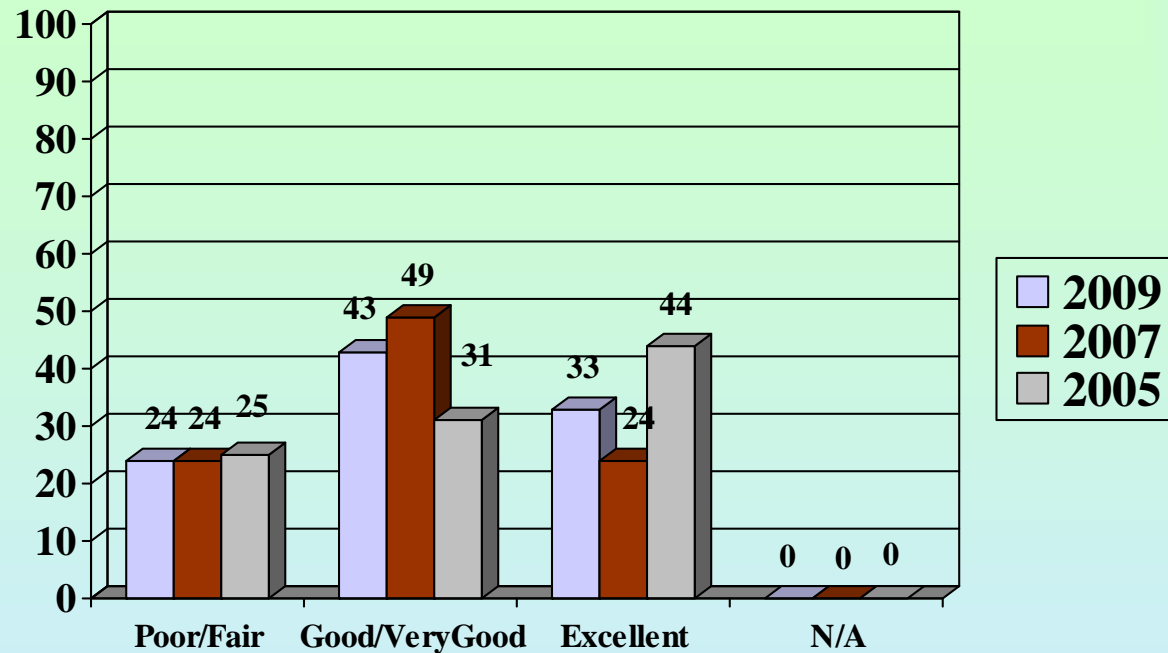
Communication

- Q48 - The open door policy with my immediate supervisor.



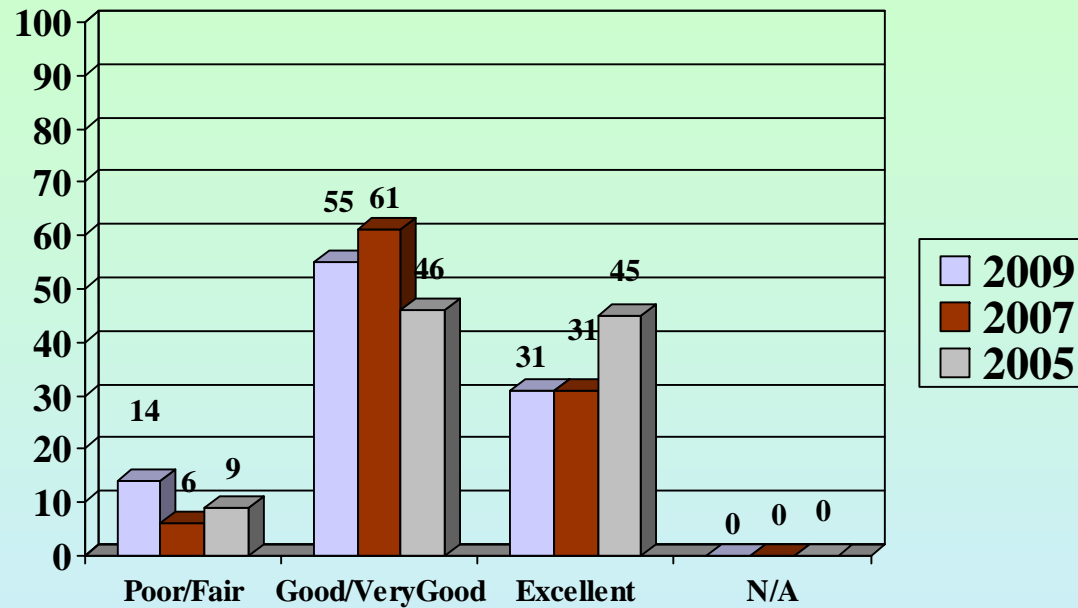
Communication

- Q49 - The ability to speak honestly with management and coworkers without the fear of repercussions.



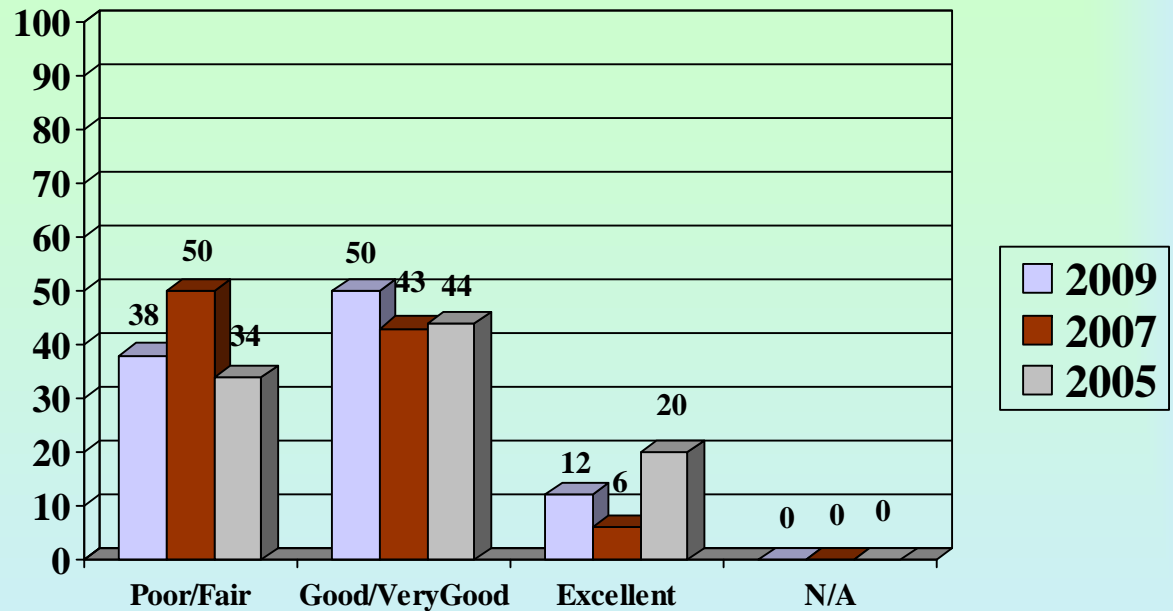
Communication

- Q50 - Understanding what my supervisor is asking of me without asking for clarification.



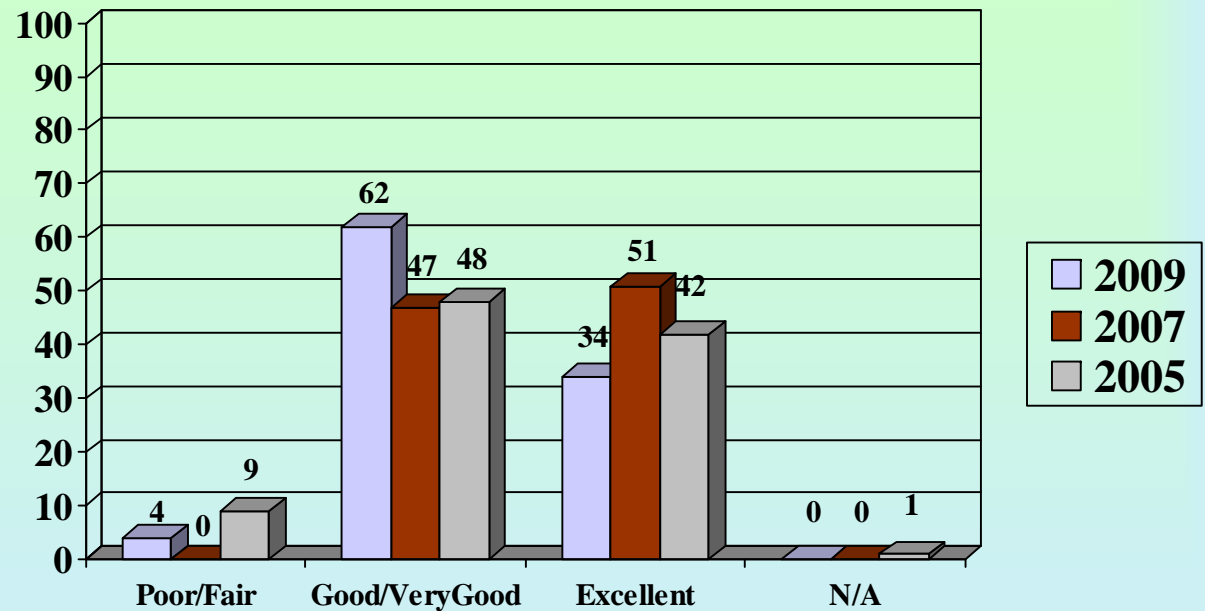
Communication

- Q51 All staff being 'kept in the loop' as to what is going on with Atikokan General Hospital.



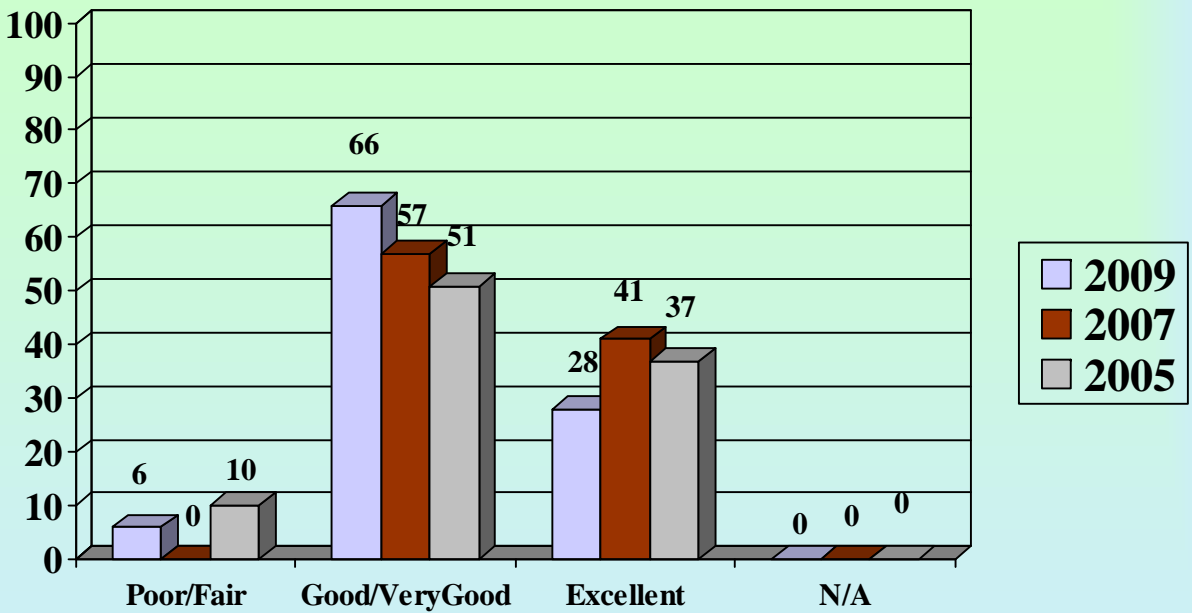
Communication

- Q52 - How I relate to my coworkers.



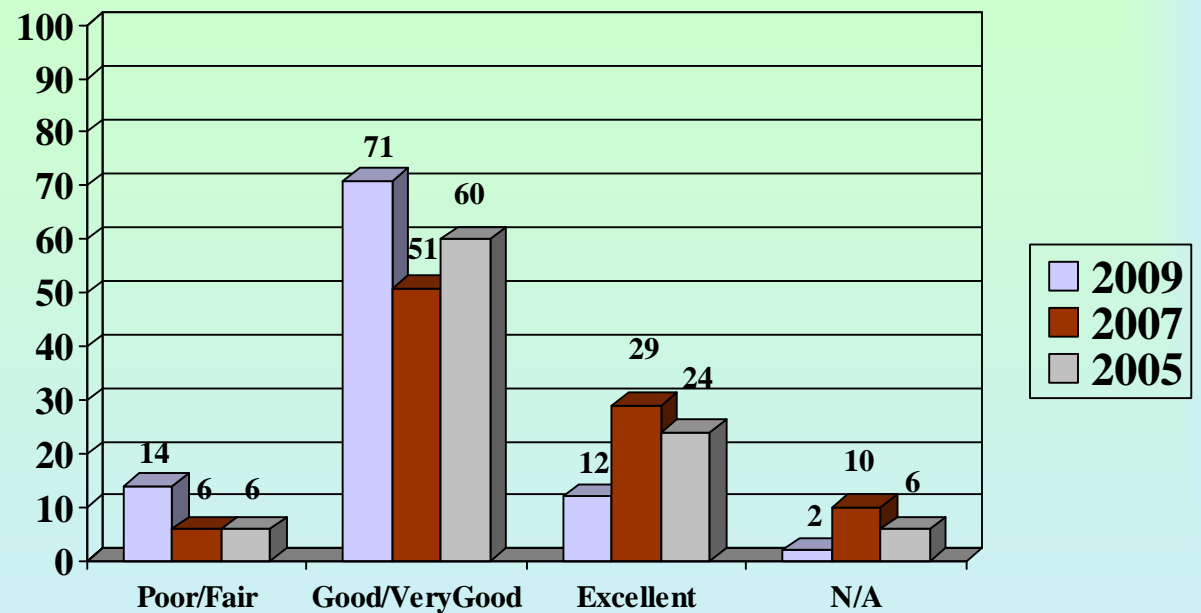
Communication

- Q53 - How my coworkers relate to me.



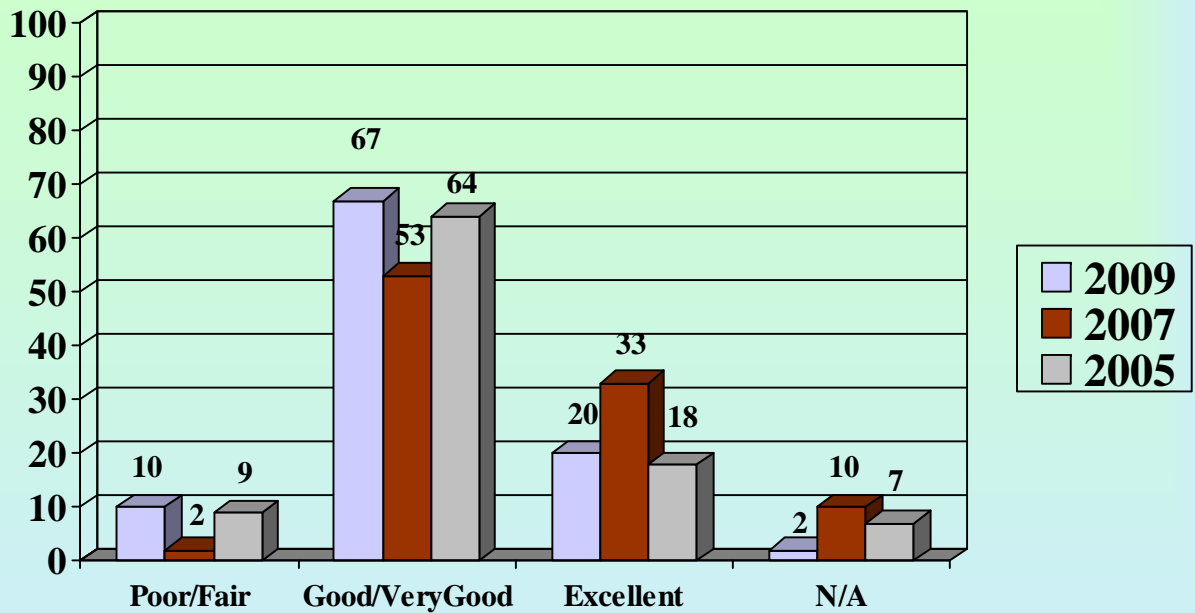
Communication

- Q54 - Patients' ability to communicate with staff members.



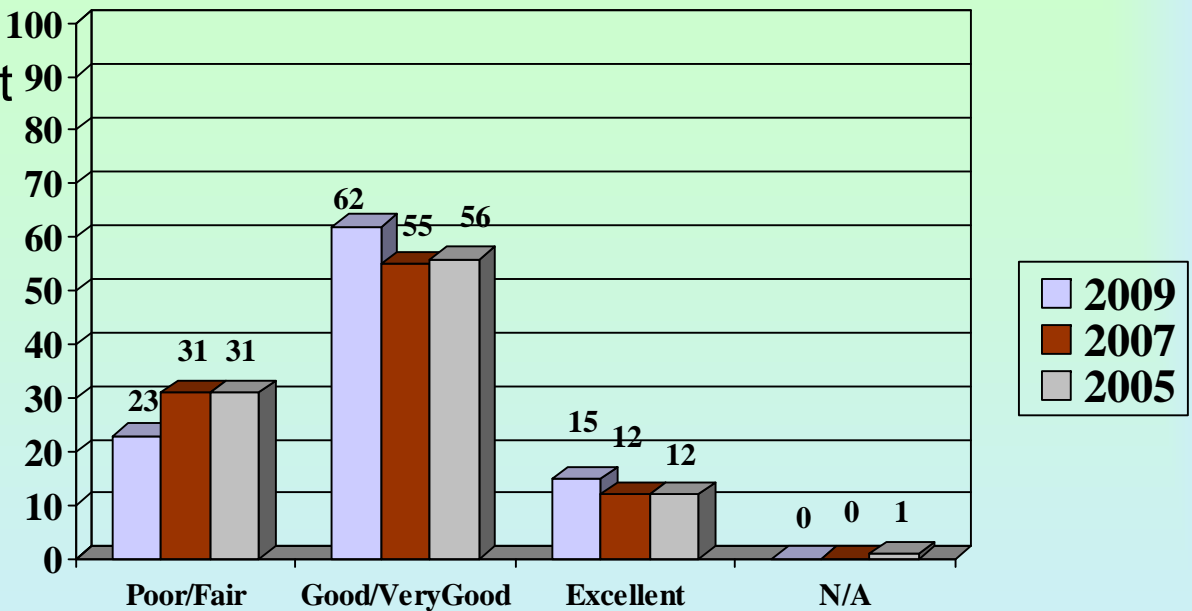
Communication

- Q55 - Patients' ability to be heard by staff members.



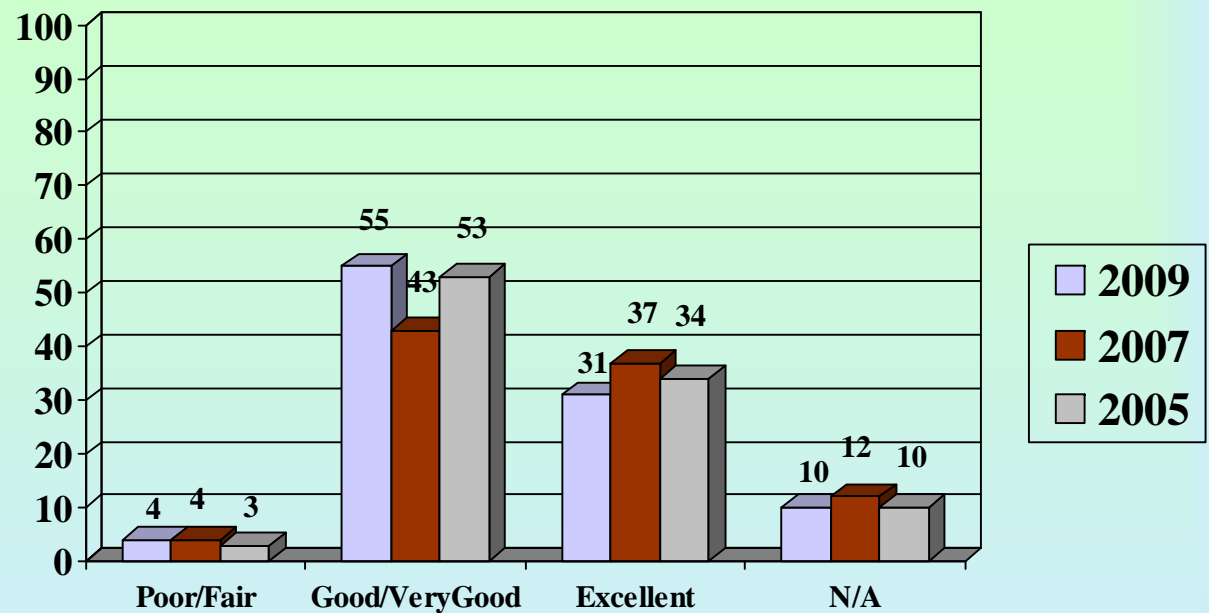
Communication

- Q56 - The complaint process for staff members at AGH.



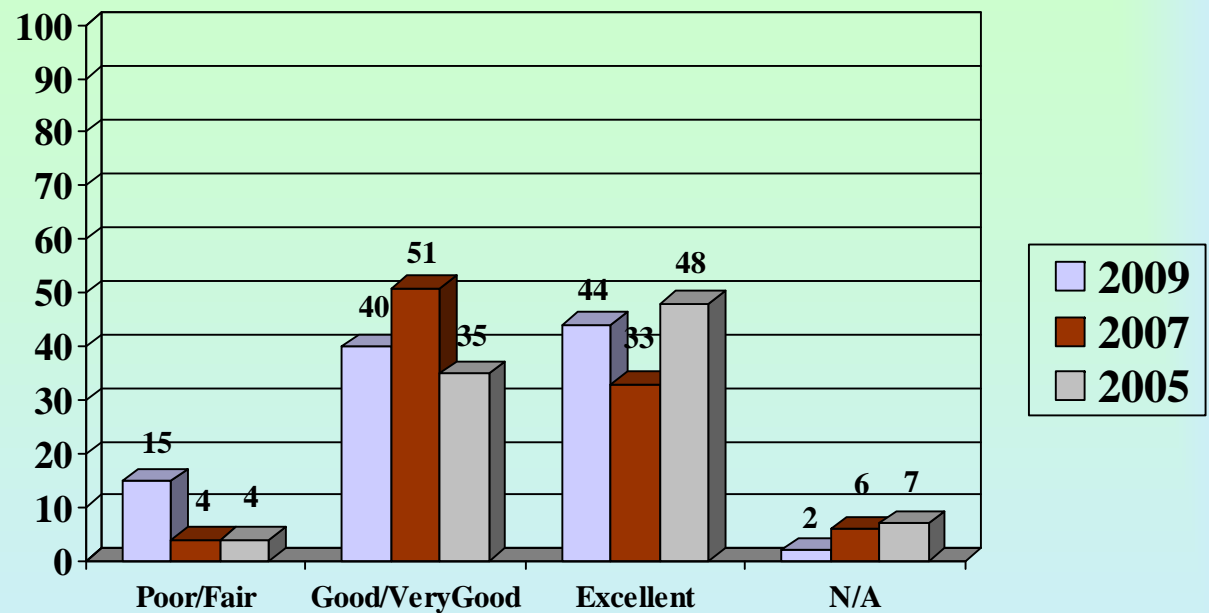
Privacy/Confidentiality

- Q57 - My ability to respond to clients about privacy queries.



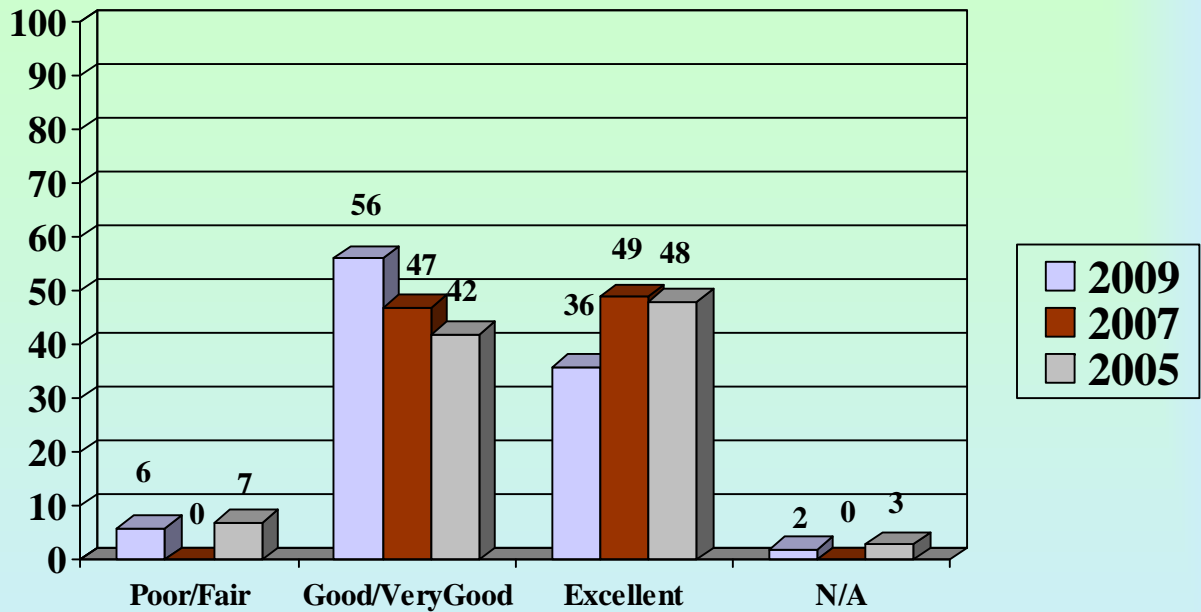
Privacy/Confidentiality

- Q58 - My ability to access the AGH 'Patient Privacy Notice'.



Privacy/Confidentiality

- Q59 - The patients' right to privacy/confidentiality within this organization is respected.

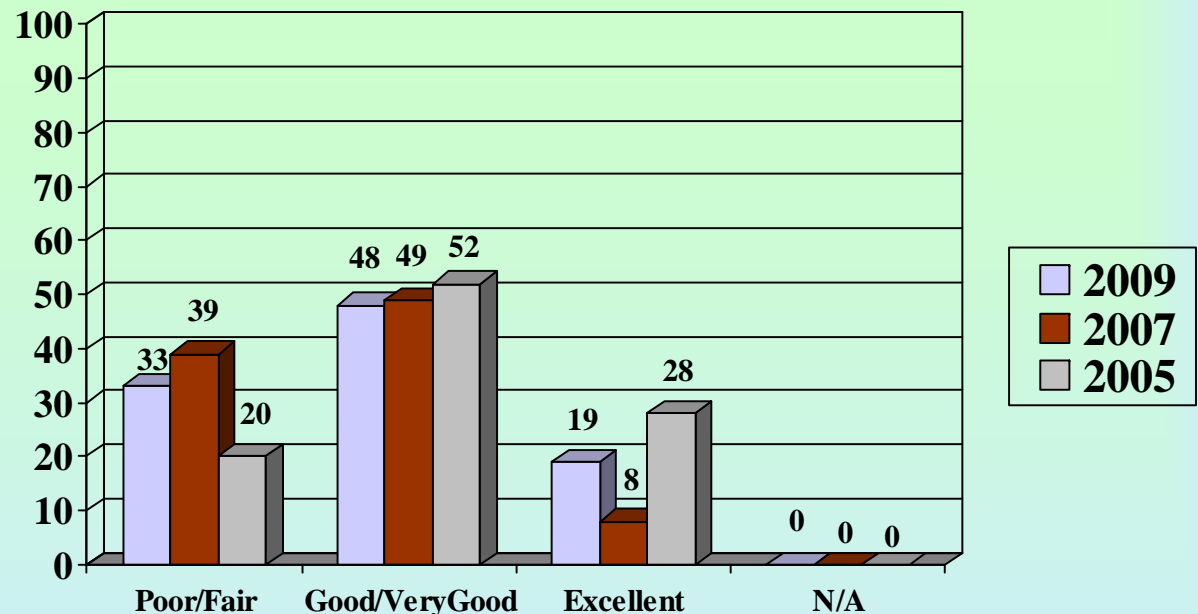


Privacy/Confidentiality

- Q60 The idea that every employee at AGH respects each person's right to privacy.

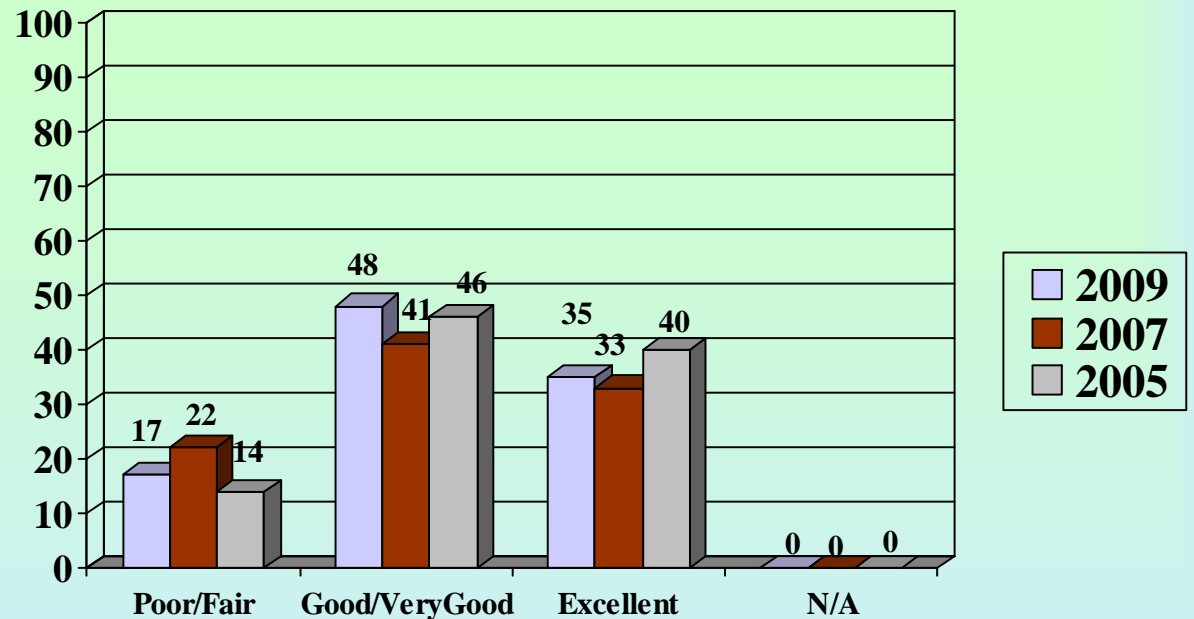
2009 wording

- Employees at AGH respect their co-workers' right to privacy.



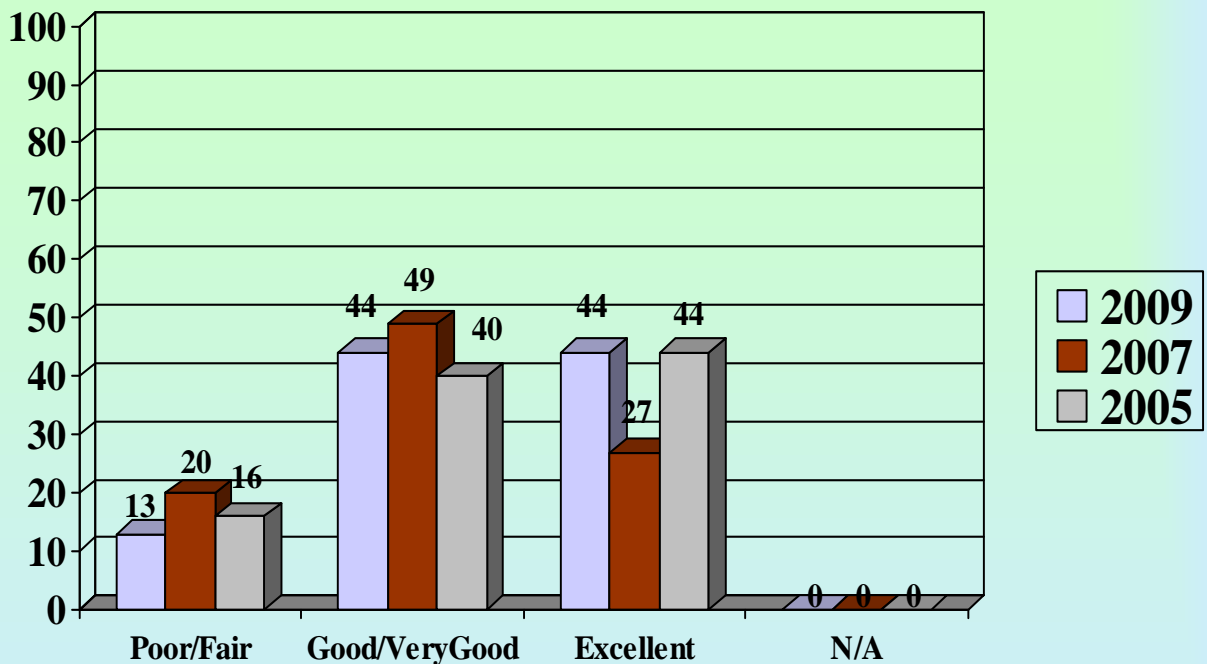
Privacy/Confidentiality

- Q61 - The ability to speak to my supervisor/manager about anything and it remains confidential.



Privacy/Confidentiality

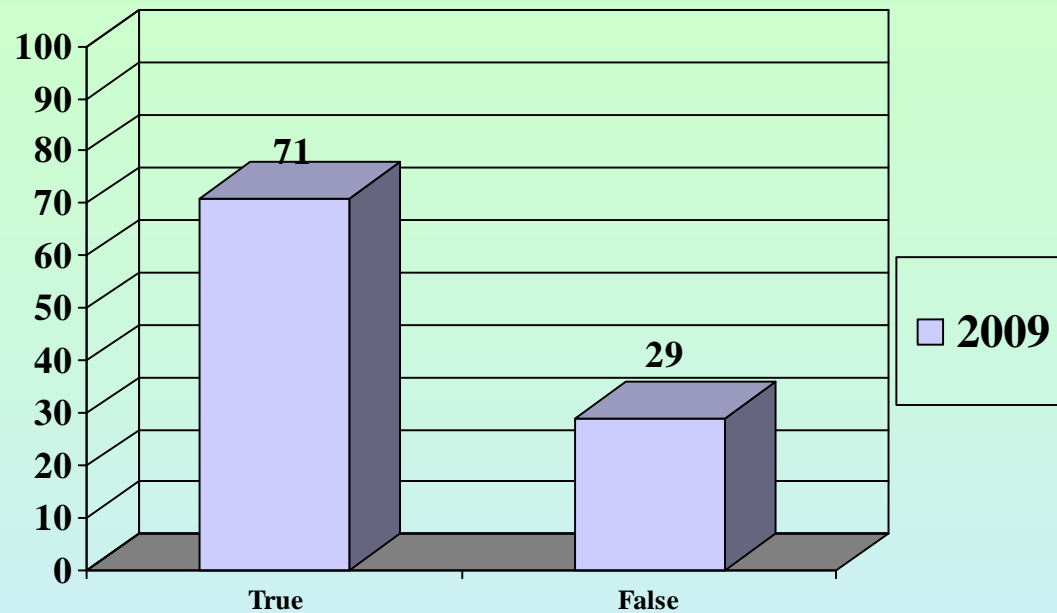
- Q62 - Employees understand that anything discussed at AGH is confidential and is not to be discussed with anyone outside of the organization.



Privacy/Confidentiality

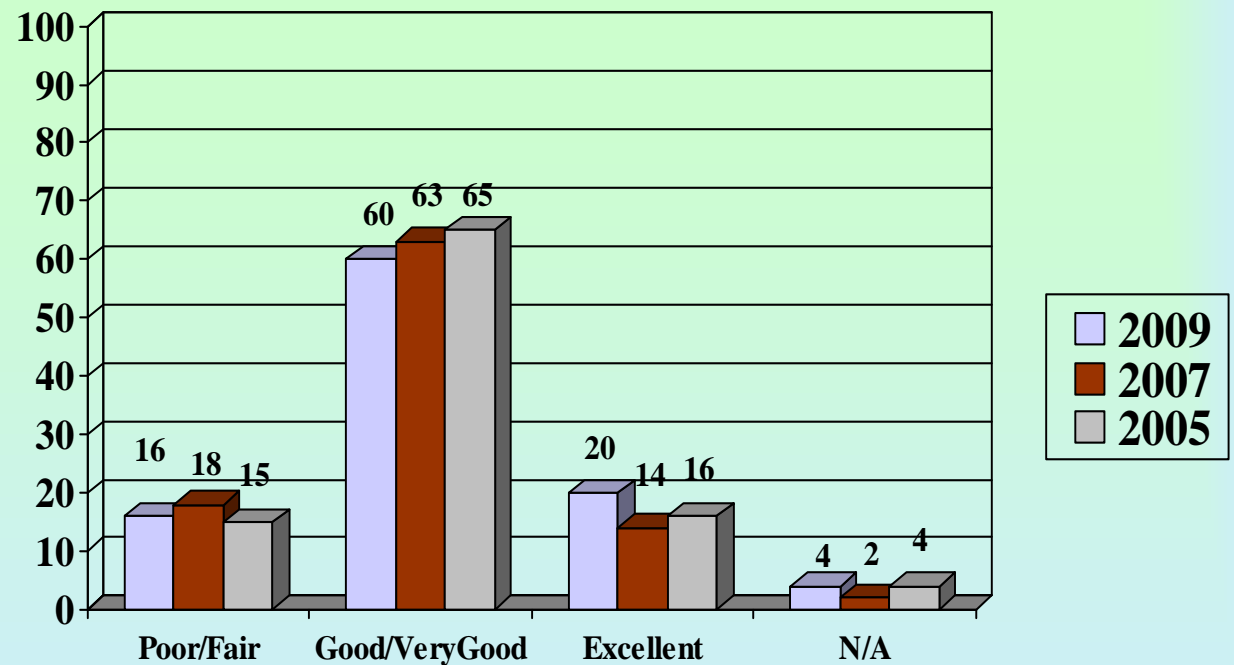
2009 Q71

- Staff do not discuss clients outside of AGH.



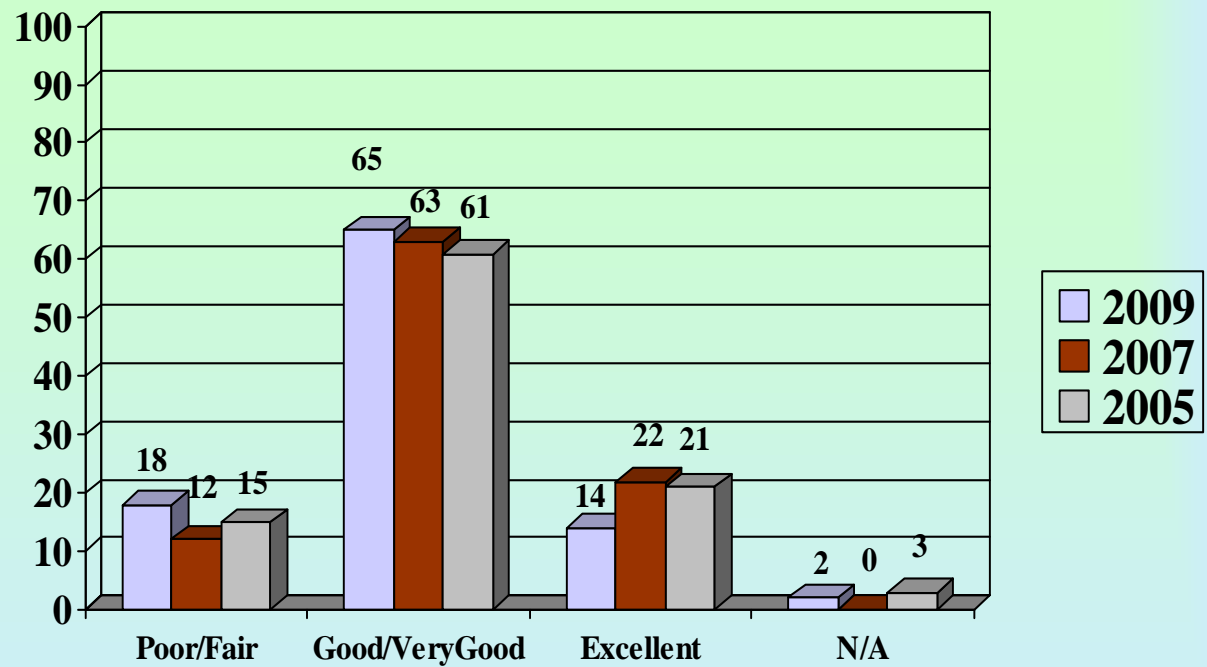
Ethics

- Q63 - How ethical issues surrounding the hospital are handled by the staff.



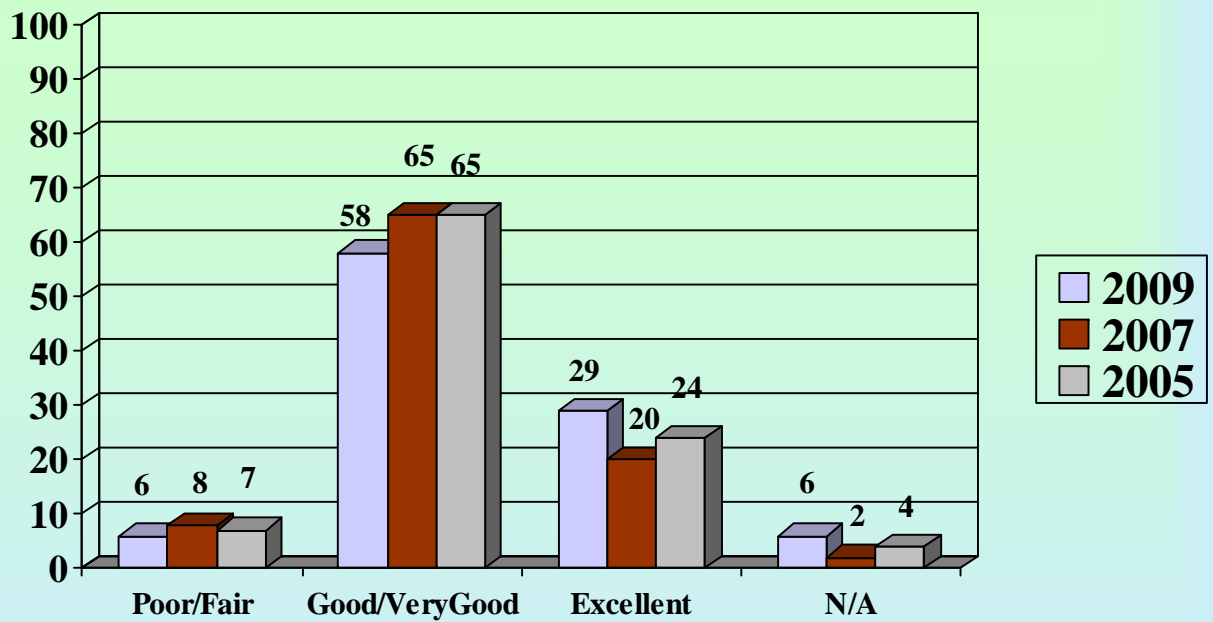
Ethics

- Q64 - The idea that ethics is a part of daily life at AGH.



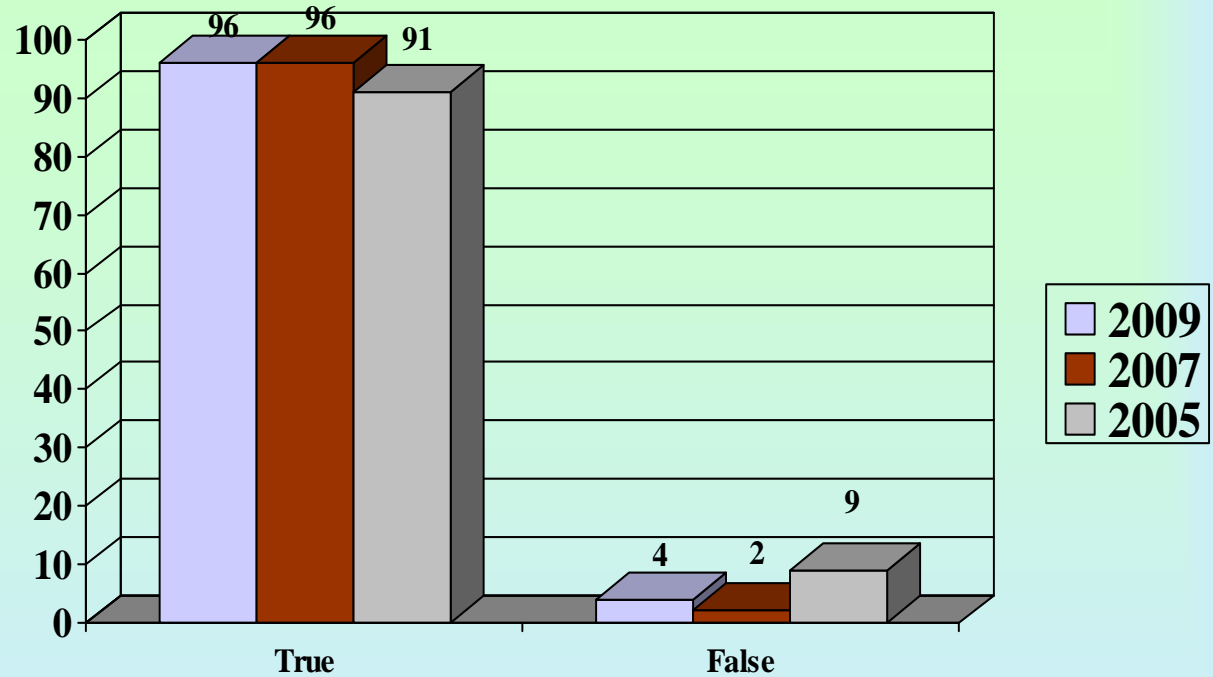
Ethics

- Q65 - How my ethical beliefs coincide with the hospital's beliefs.



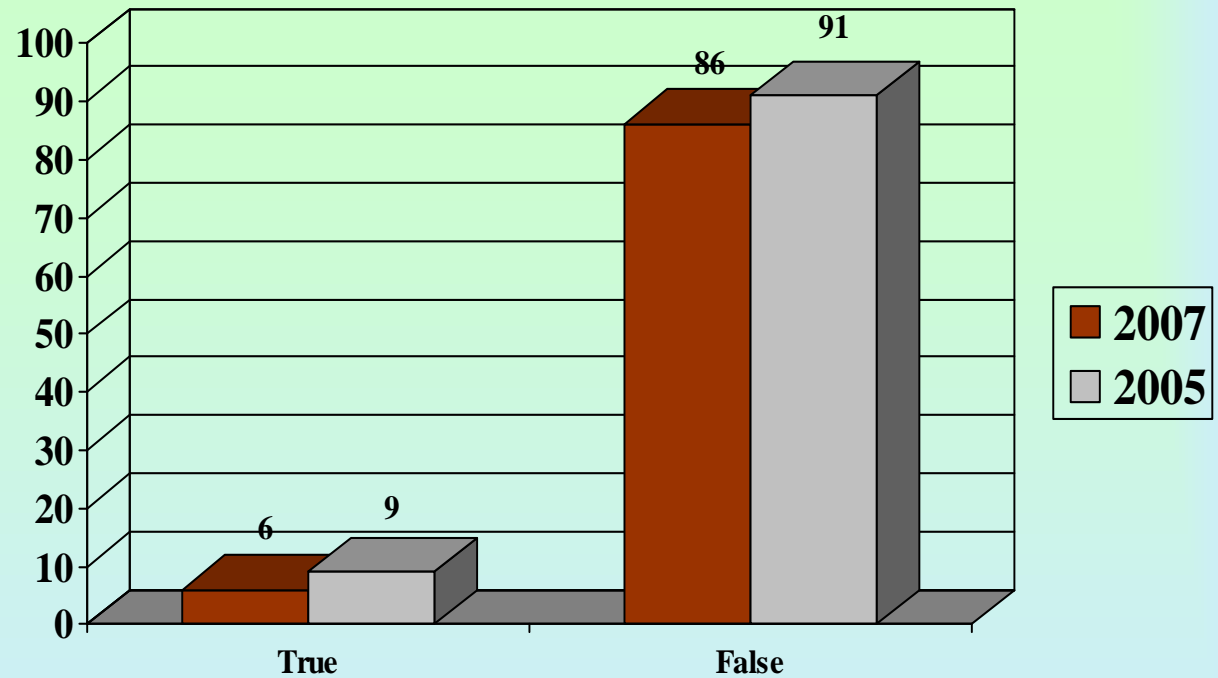
Health & Safety

- Q66 - My initial health and safety training was appropriate to my position.



Health & Safety

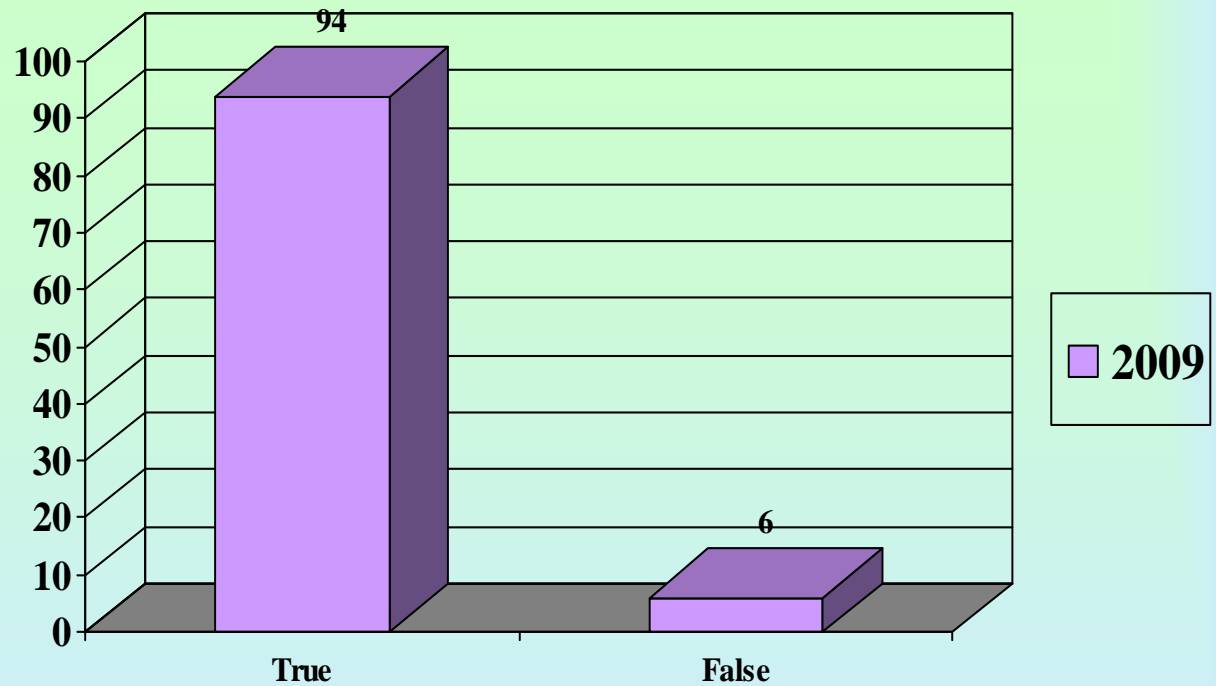
- Q75 - I feel I will be penalized if I exercise my right to refuse work that I feel is unsafe.



Health & Safety

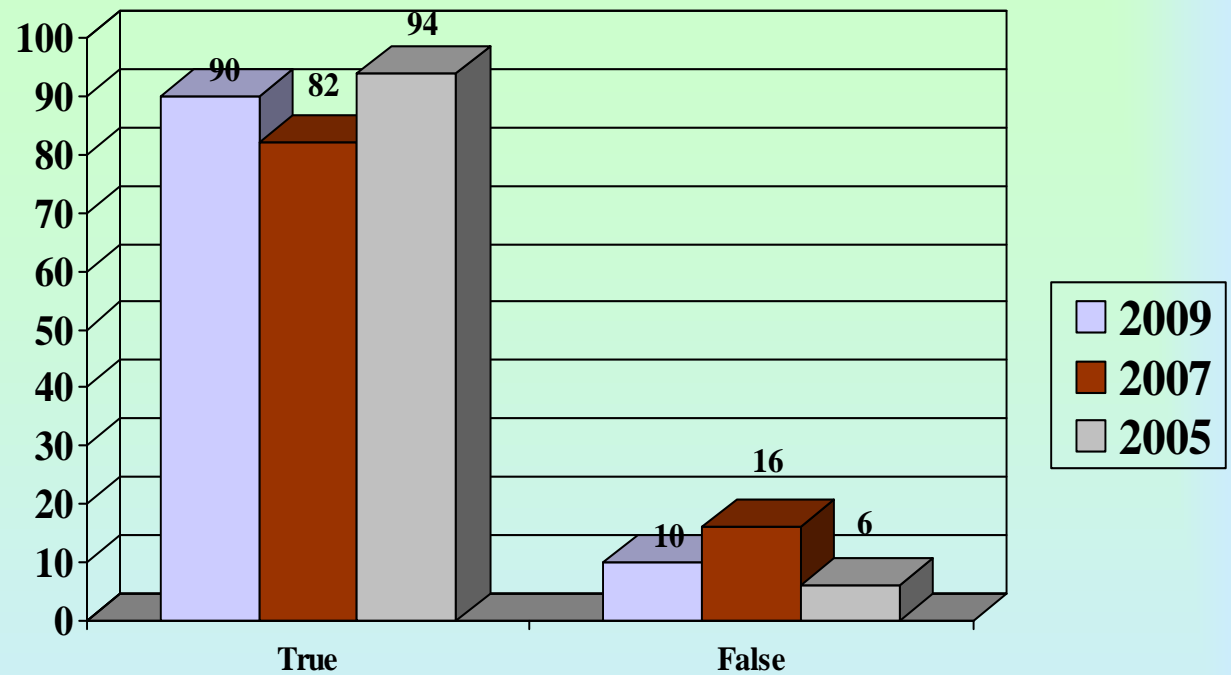
2009 wording

- Q67(formerly Q75)
I feel comfortable exercising my right to refuse work that I feel is unsafe.



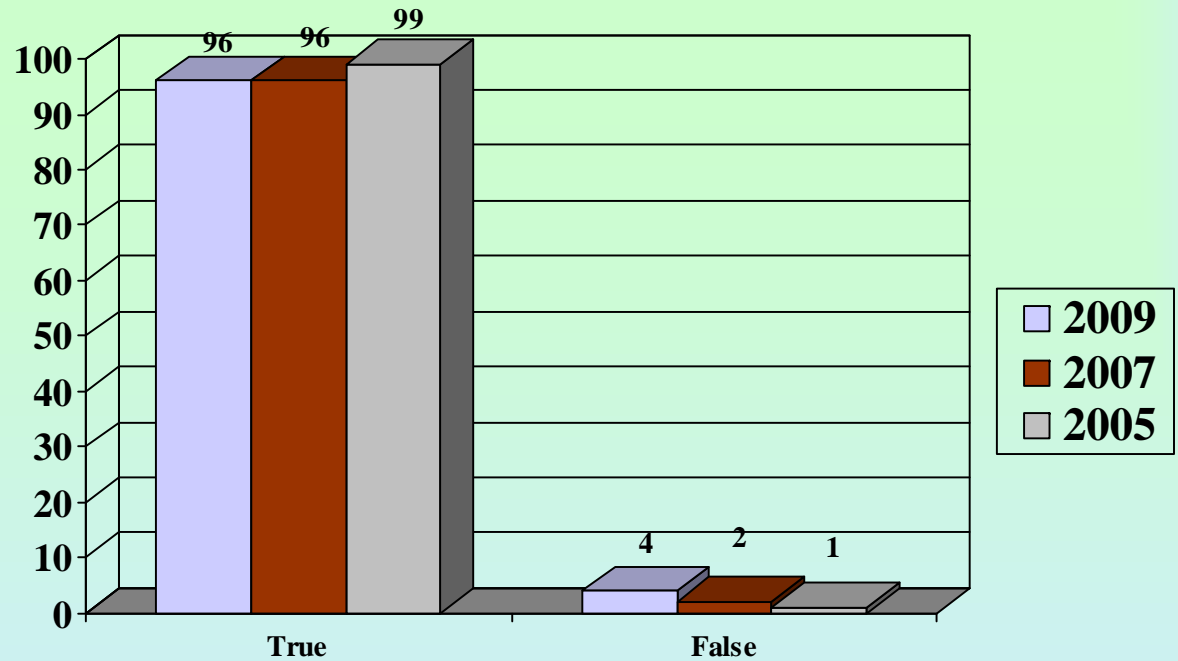
Health & Safety

- Q68 - Health and safety is a major issue within this organization, which is constantly being addressed.



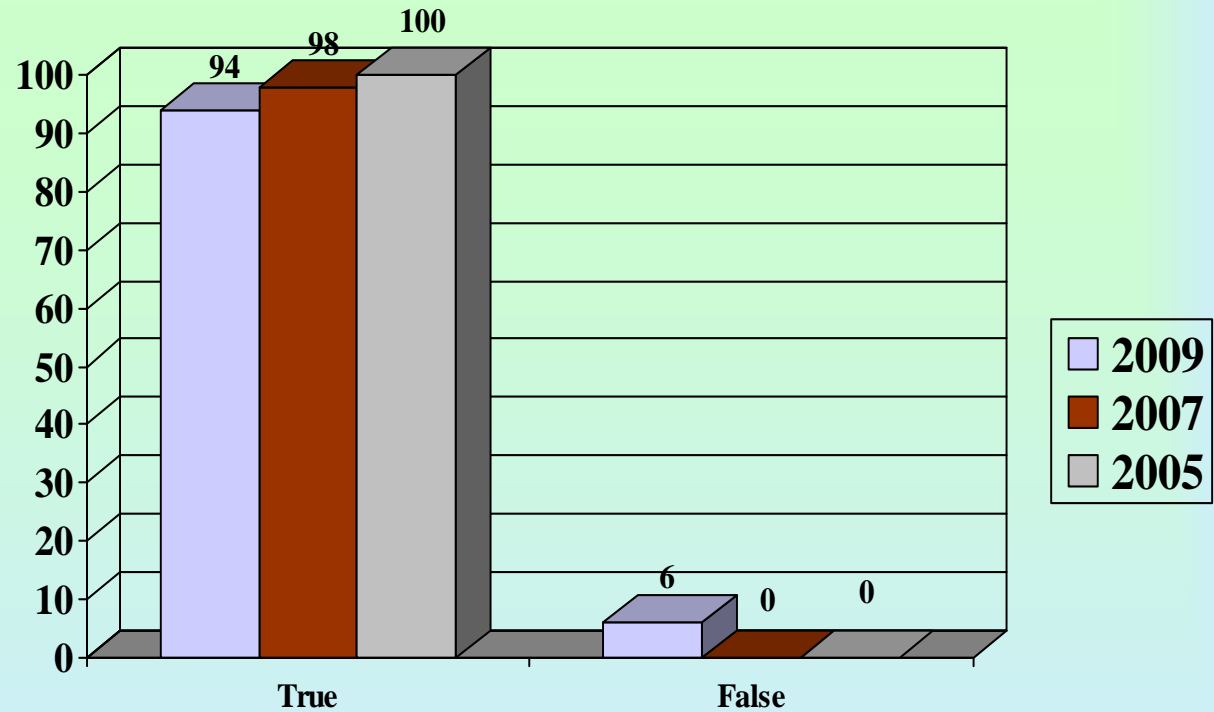
Health & Safety

- Q69 - Generally, I feel safe coming into work every day.



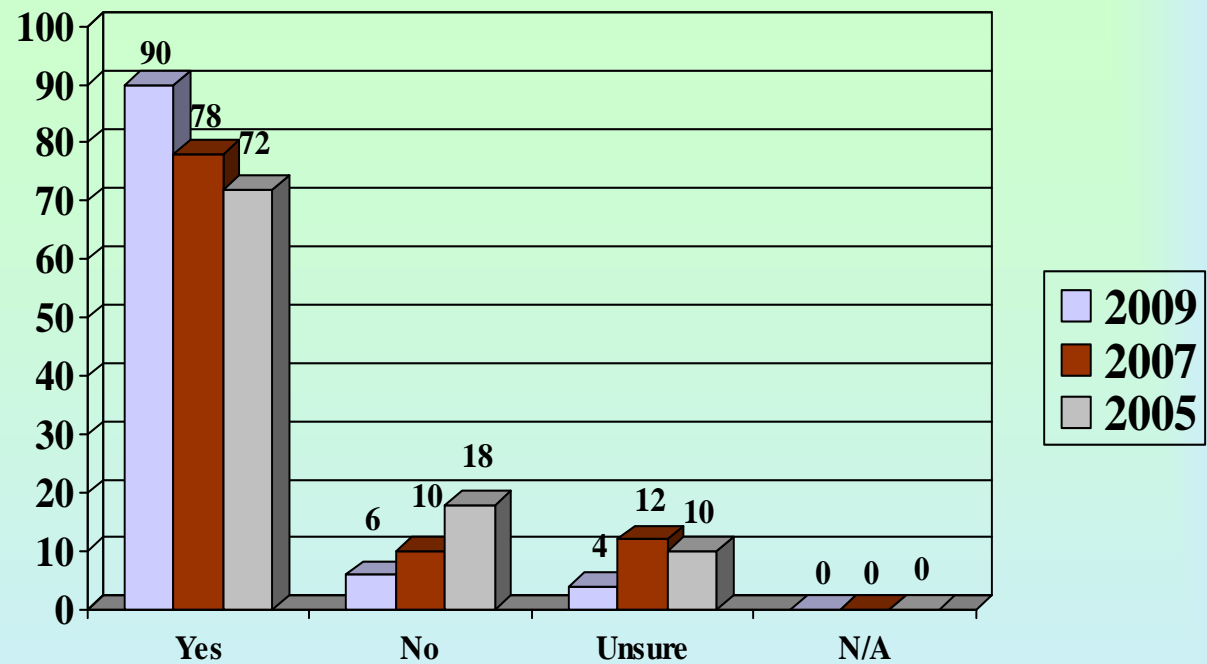
Health & Safety

- Q70 - Patient safety plays an important role and is exercised constantly.



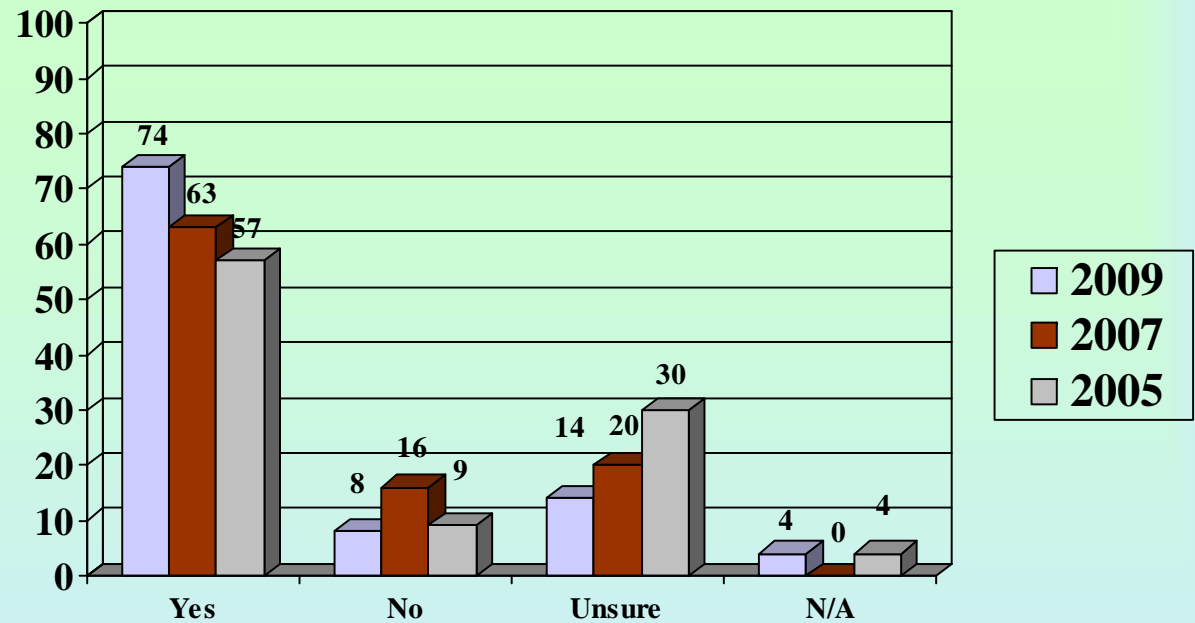
Employee Programs

- Q72 - Are you aware of the Employee Assistance Program?



Employee Programs

- Q73 - Do you feel that the Employee Wellness Program meets your needs?

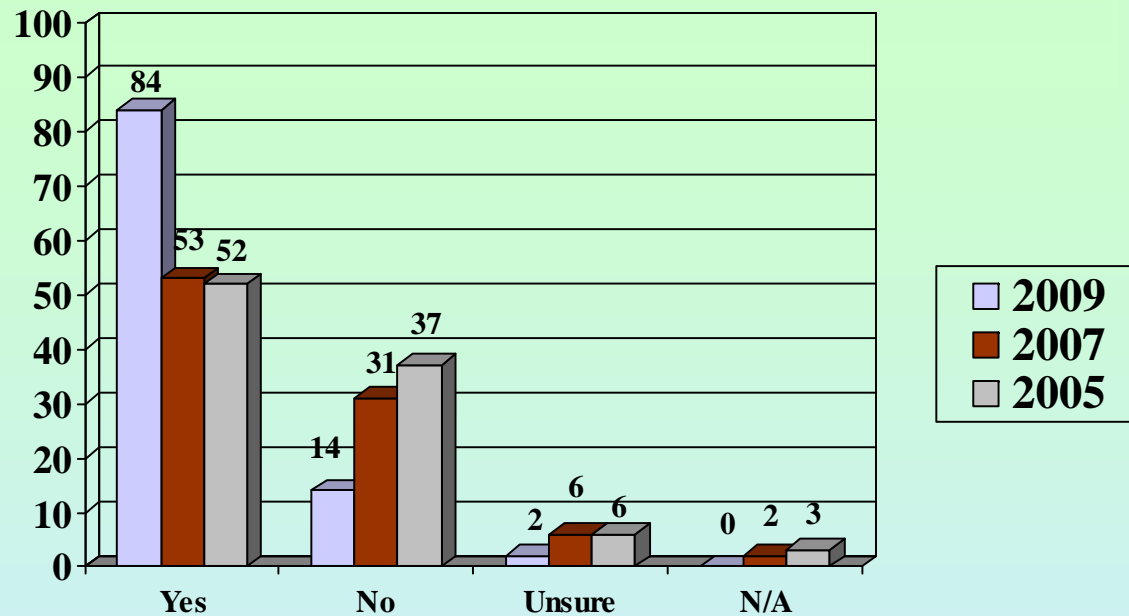


Employee Programs

- Q74 - Do you actively participate in the Employee Wellness Program?

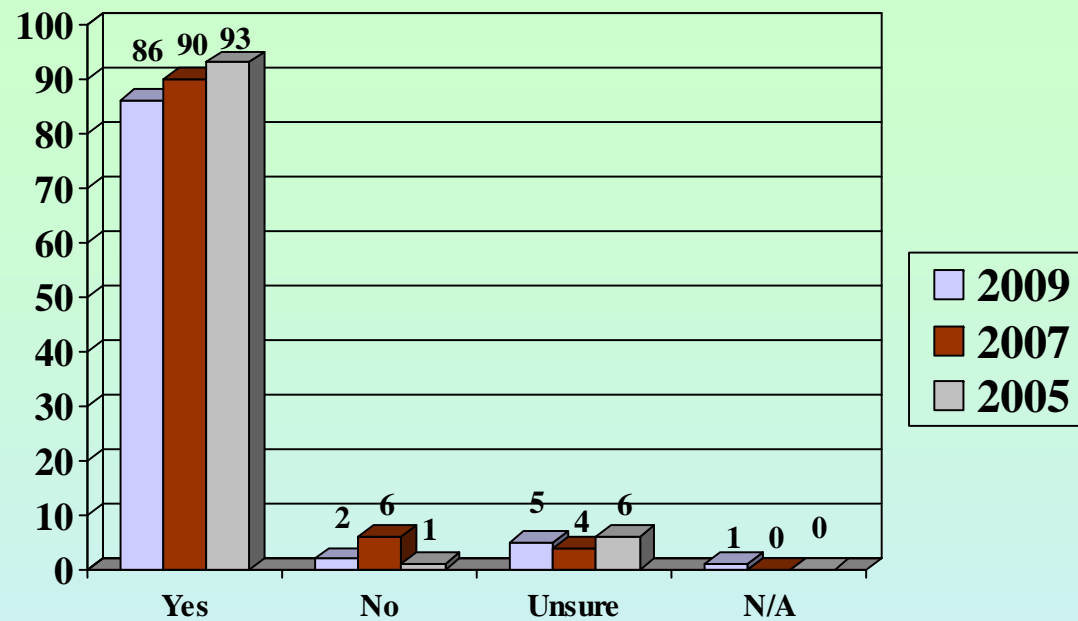
2009 wording

- Have you actively participated in one or more of the Employee Wellness Programs?



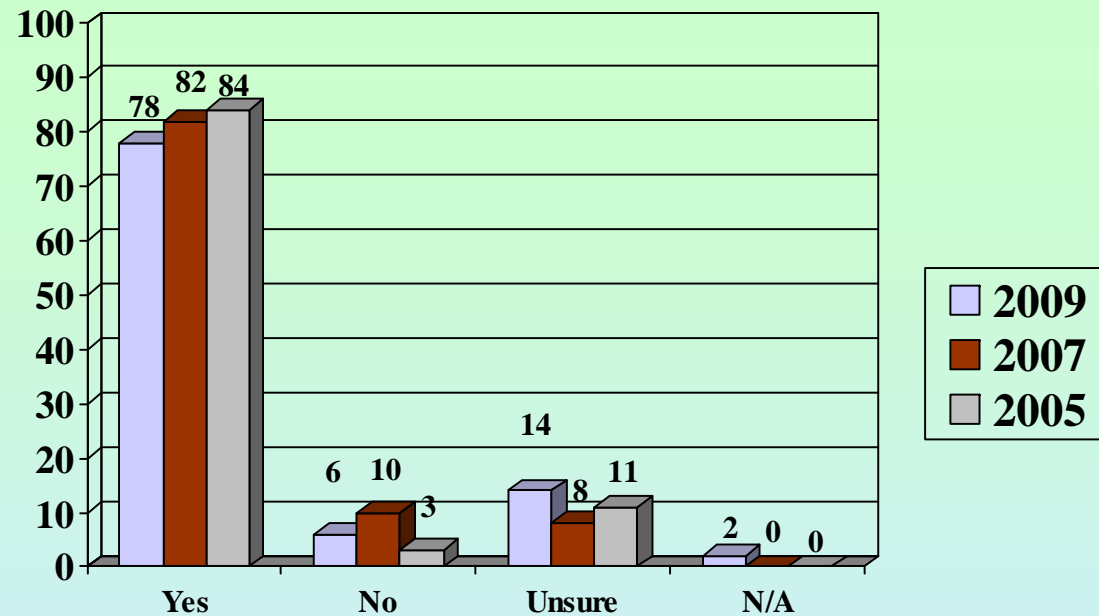
Research and Information Materials

- Q75 - Do you have all of the information you need to be able to do your job effectively?



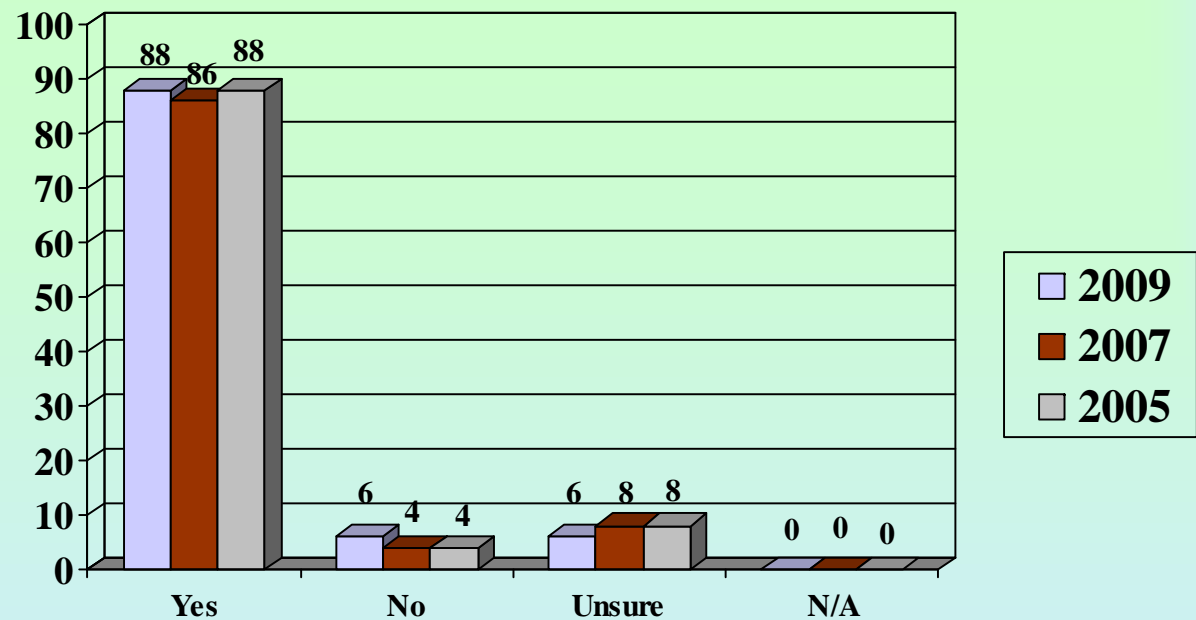
Research and Information Materials

- Q76 - Do you have all of the information you need to do your job well and/or above standards?



Research and Information Materials

- Q77 - Are you able to **access** all of the information needed to be able to do your job well?



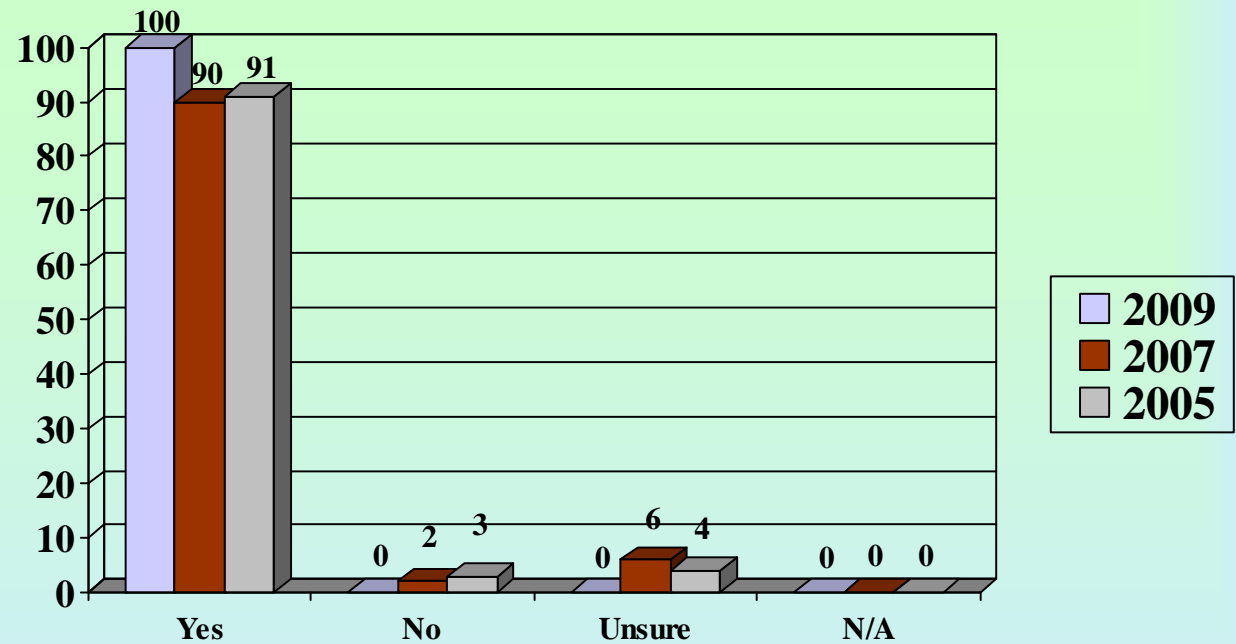
Research and Materials

2009: If not, what can be improved in these situations?

- Access to databases I.e. CINAHL, MEDLINE – Desktop link
- I am unsure what information may be available, so maybe time should be allowed for research and exploring
- More training with Meditech please
- More computer training re Policy etc.

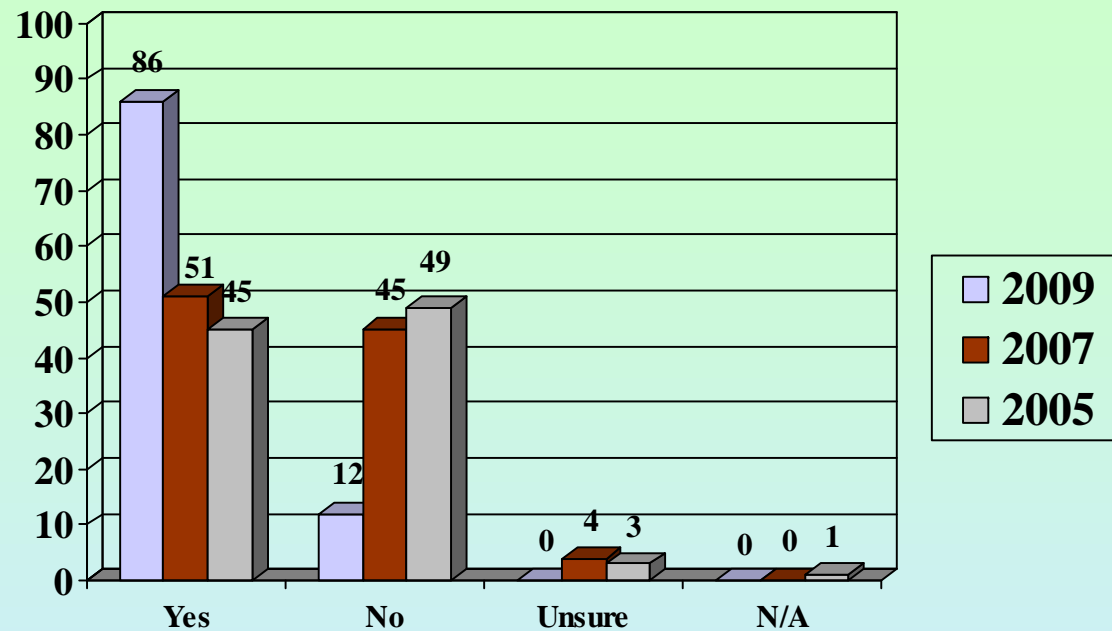
Research and Information Materials

- Q79 - Do you know how to access all policies and procedures of this organization?



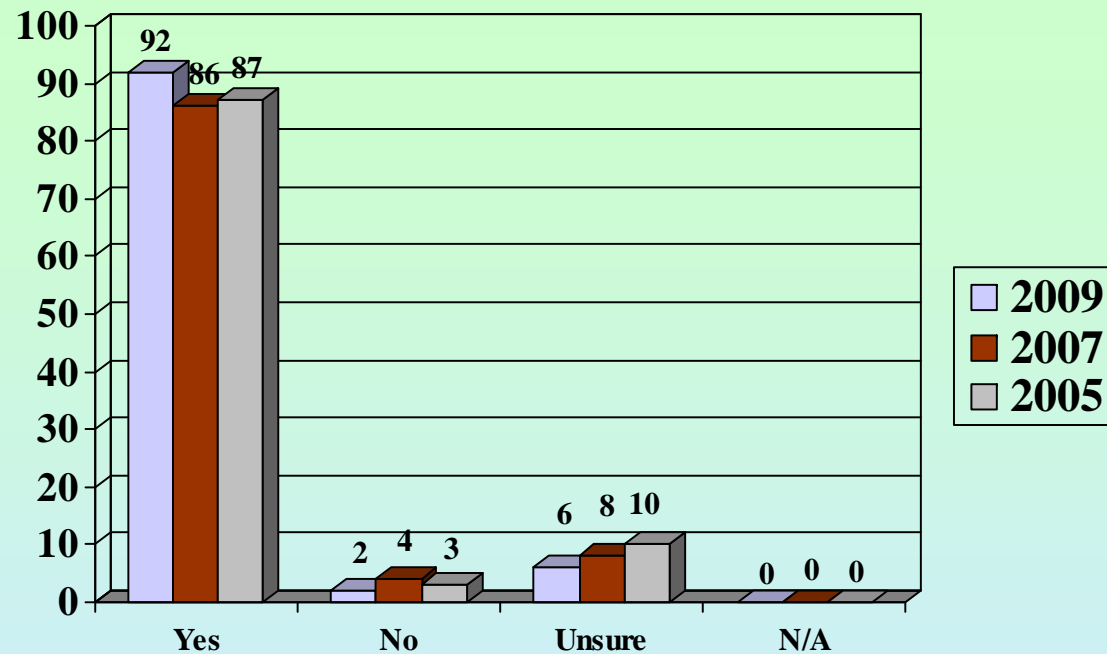
Research and Information Materials

- Q80 - Have you ever been shown the policy and procedure manual on the hospital's intranet system?



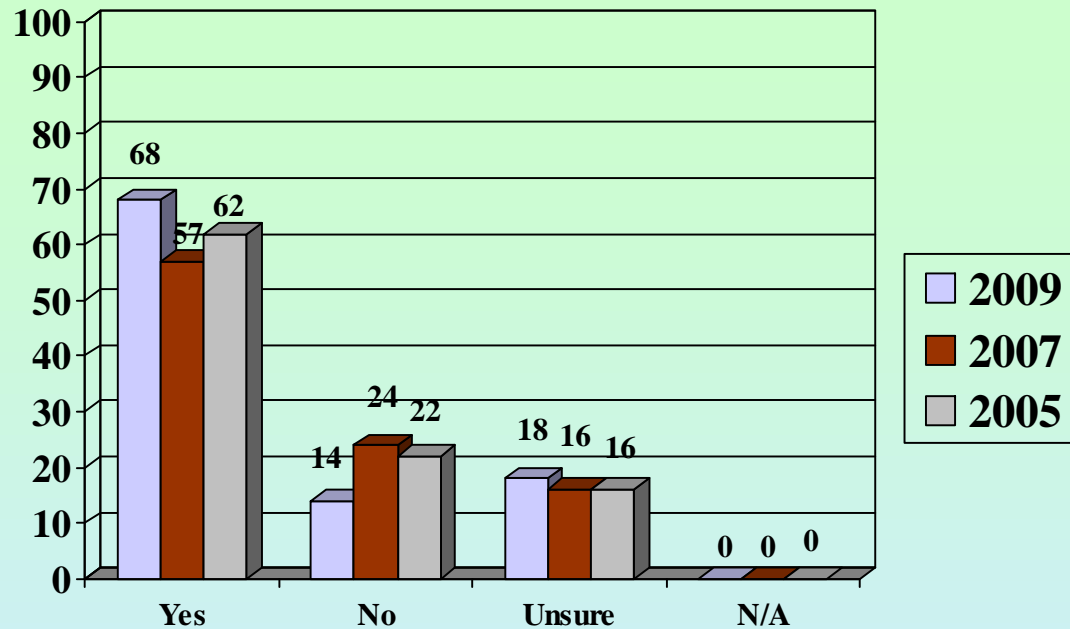
Research and Information Materials

- Q81 - Do you have access to all of the reference materials needed to do your job?



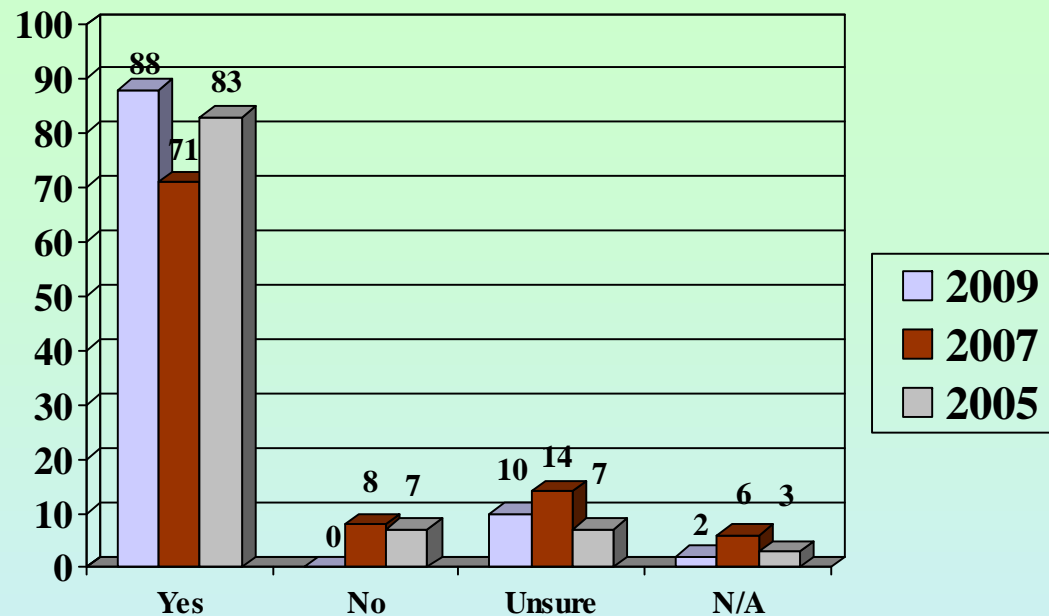
Research and Information Materials

- Q82 - Do you feel that you know about all of the reference material there is available to you?



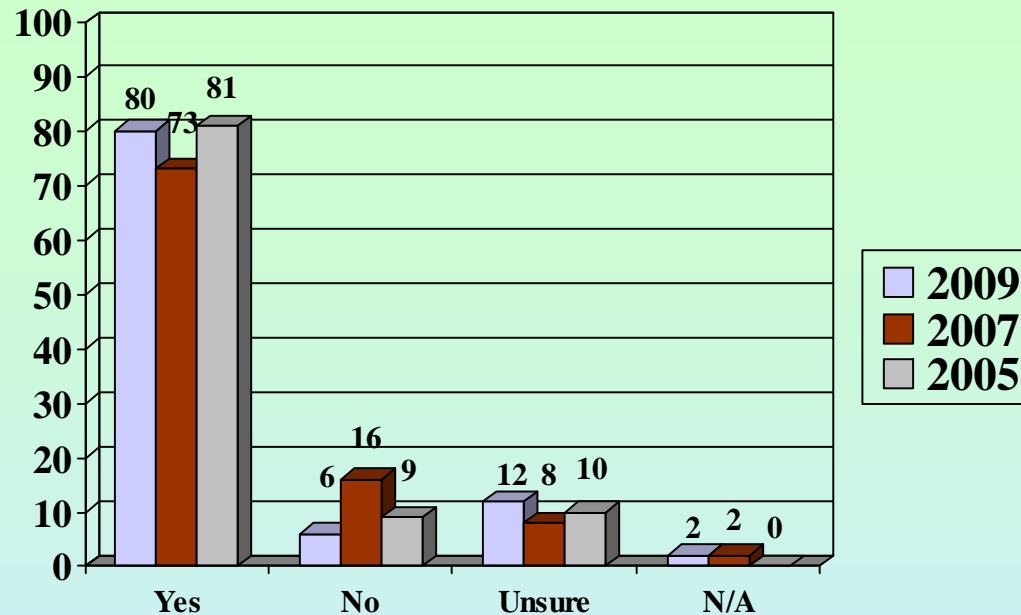
Research and Information Materials

- Q83 - If you don't know about all of the reference material available to you, do you know how to find out about it?



Research and Information Materials

- Q84 - Would it be beneficial to you to have a list of all reference material available to you in this hospital?

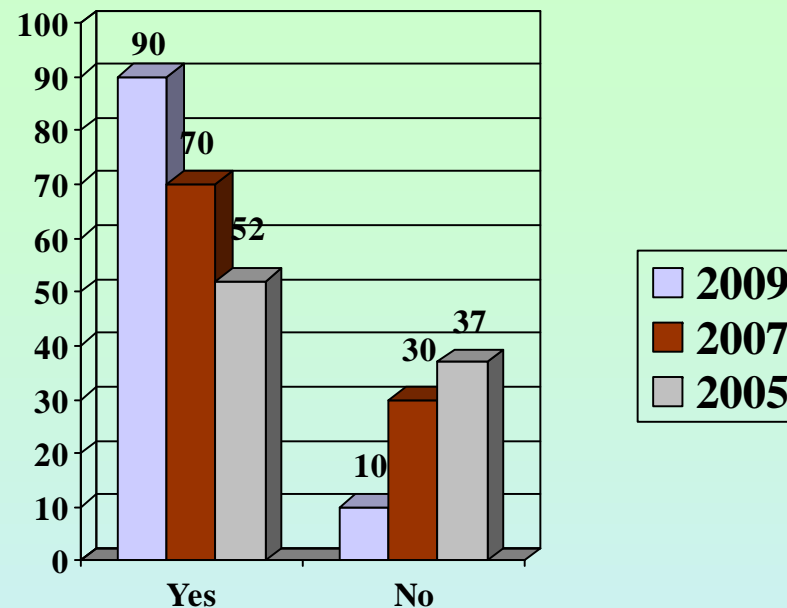


Quality Improvement Activities

- Q88 - While working for this organization I have been involved and/or trained in Continuous Quality Improvement (CQI) or Total Quality Management (TQM).

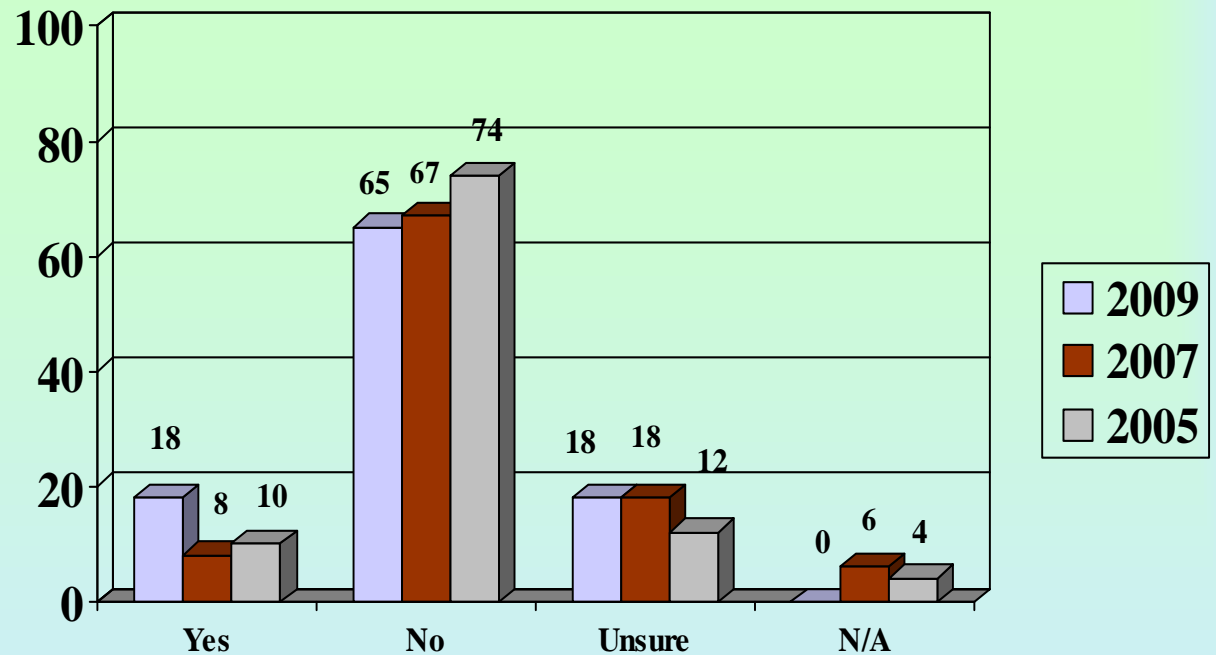
2009 wording

- While working for this organization I have been informed about the Accreditation Program and CQI.



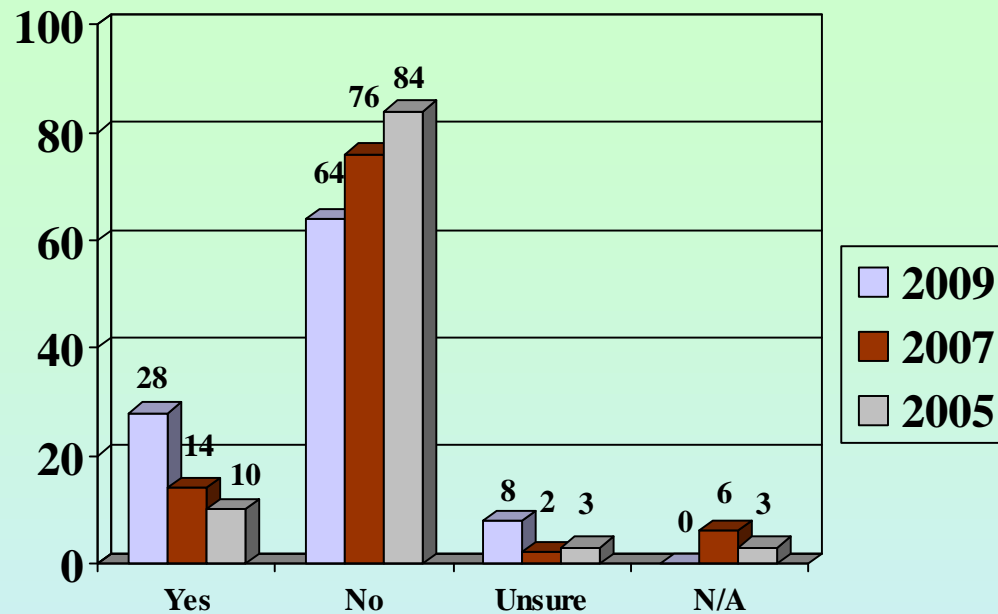
Career Plans

- Q85 - I am considering looking for a new job within the next year.



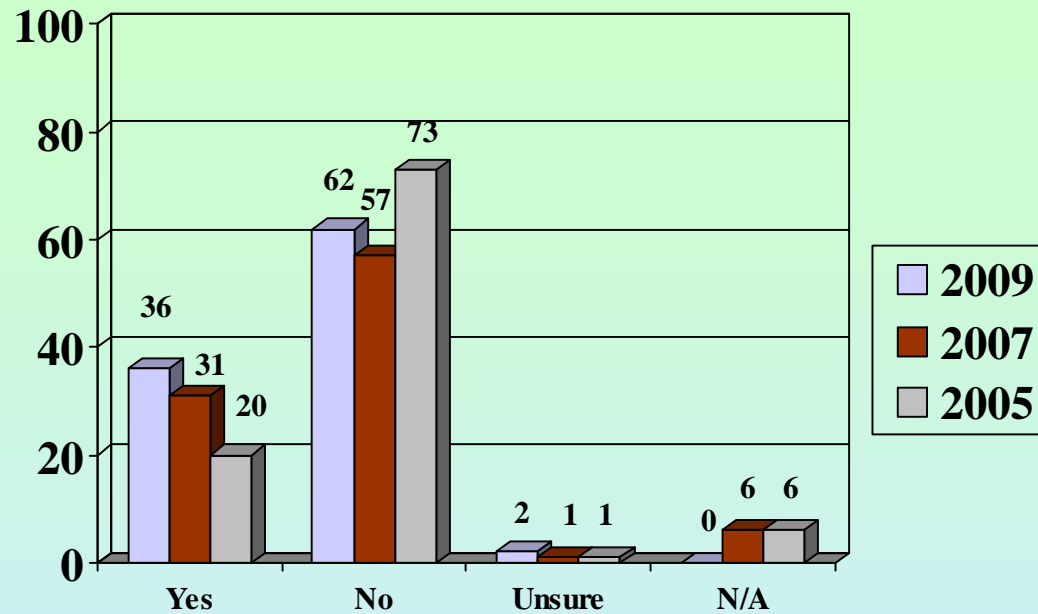
Career Plans

- Q86 - Quitting my current job is something I often think about doing.



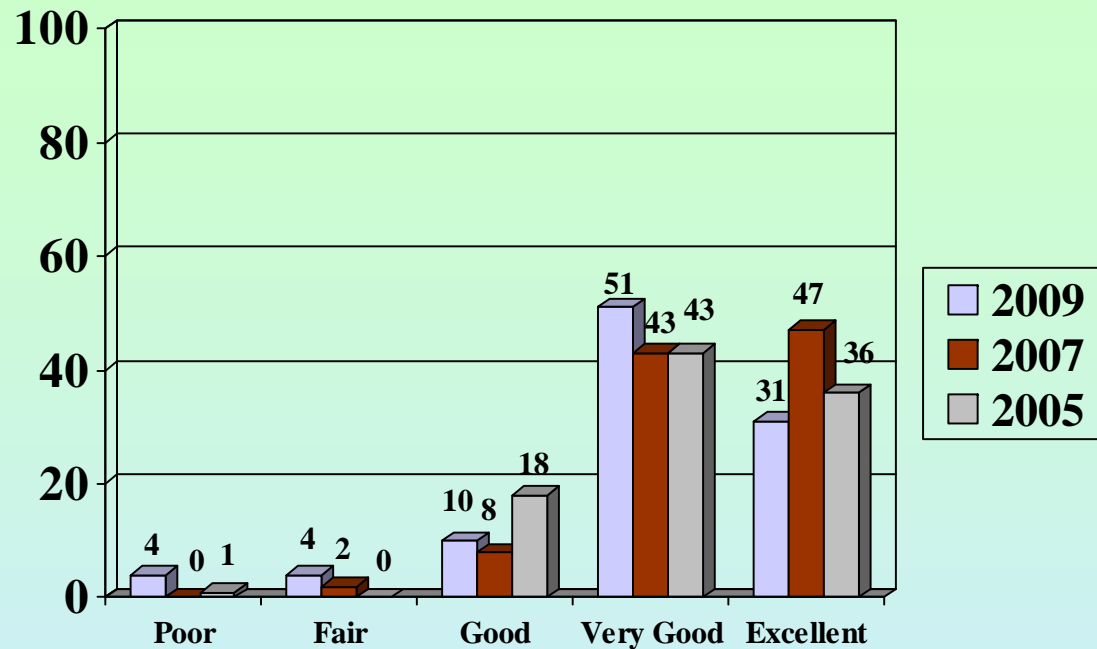
Career Plans

- Q87 - I am always on the lookout for new employment.



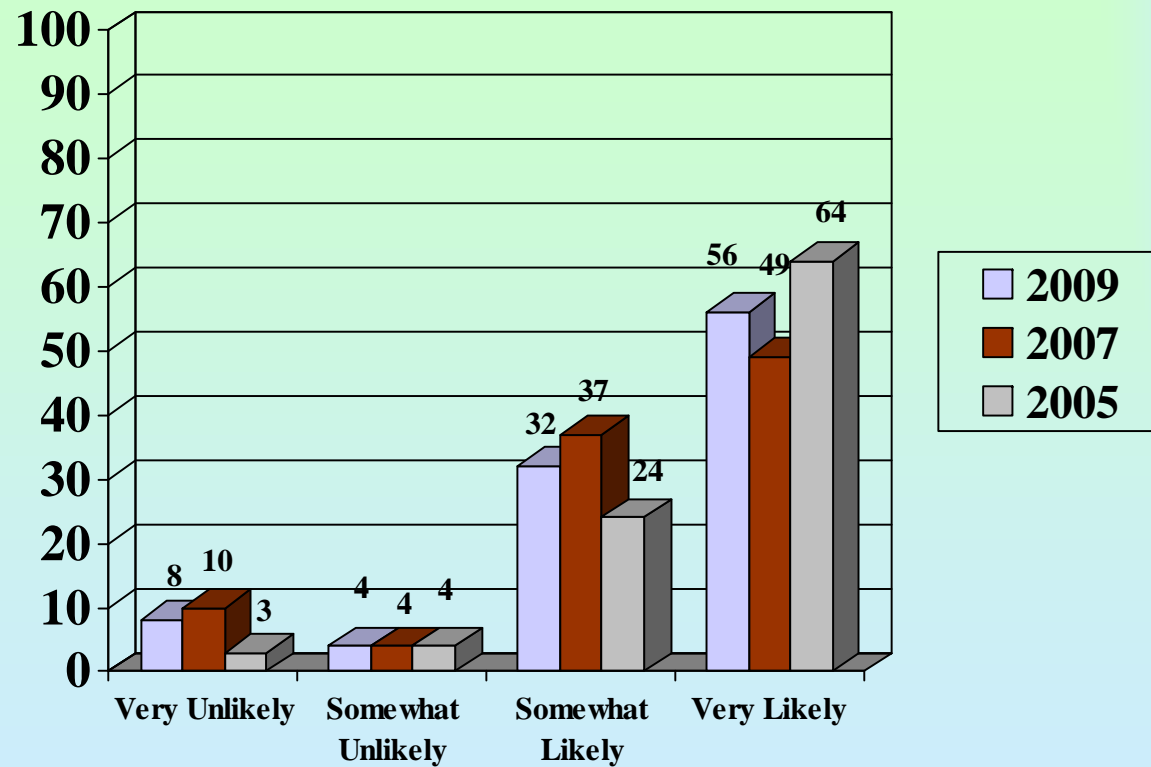
Overall Opinion of Atikokan General Hospital

- Q89 - In relation to the quality of care provided to the patients at AGH, overall, I would rate it:



Overall Opinion of Atikokan General Hospital

- Q90 - What are the chances of you recommending AGH to a family member or friend that is looking for employment?



Summary of Comparison 2007 vs 2009

- In 2007 35% of staff felt that people within AGH were not open-minded or listened to new ideas, 2009 saw a 10% decrease with 20% of staff believing this.
- In 2007 43% of staff believed they were judged by how much work they accomplished as opposed to the quality of their work. In 2009 this question was rephrased into a positive statement to follow the same format as other questions within the survey. For 2009 only 4% of staff felt they were being judged by how much work they accomplished.
- In 2007 35% of staff believed their pay did not match their job responsibilities, because pay is determined on market values the question was changed in 2009 to, “I feel my pay is comparable to similar jobs within Northwestern Ontario.”, which resulted in 22% of staff disagreeing with this statement.

Summary of Comparison

- Staff belief that senior managers do not do a good job supporting and appreciating staff decreased from 35% in 2007 to 18% in 2009. The word great was replaced with good in 2009 and senior managers were clarified as CEO and AEDs.
- More staff felt that employee complaints are handled quickly and efficiently with 30% disagreeing in 2007 to 22% disagreeing in 2009.
- In 2007 34% of staff felt their opinions were not heard or had an influence in the decision making process. In 2009, opinions were specified to A) improving client services and B) on work structure, 16% disagreed with A and 19% disagreed with B.
- The organization's ability to communicate information with staff has improved, in 2007 31% disagreed with this, in 2009 24% disagreed.

Summary of Comparison

- Our ability to provide time to train staff on hospital software has also improved, from 43% rating it as poor/fair in 2007 to 33% rating it as poor/fair in 2009.

Summary of 2009 Weaknesses

Computer Training

- Almost half of staff, 47% rated their computer software knowledge in regards to their job as poor/fair.
- Although a 10% improvement from 2007, 33% of staff still feel that there is not enough time spent on training staff on hospital software.
- 32% of staff also rated managements knowledge of all software used in the organization as poor/fair.

Communication

- 38% of staff felt that being 'kept in the loop' with what was happening at Atikokan General Hospital was poor/fair
- 34% of staff felt that senior managers did not communicate openly and honestly with staff.

Summary of 2009 Weaknesses

Employee Retention

- 28% of staff often think about quitting their job and 36% of staff are always on the lookout for new employment.

Privacy

- Employee's ability to respect their coworkers right to privacy was rated by 33% of staff as poor/fair.
- 29% of staff replied false for, "Staff do not discuss clients outside of AGH."

Summary of 2009 Strengths

- 96% of staff feel they are a team player
- 82% of staff really enjoy working at Atikokan General Hospital
- When a patient has a problem, 76% of staff believe that we work hard to take care of it right away
- 84% of staff are willing to put in more effort than what is expected of them, to help this organization be successful
- 94% of staff understand what their role is as a team member of AGH
- 73% of staff feel that they can go to their supervisor(s) with anything and they will take the time to listen and try to correct the situation if needed.
- 88% of staff feel their workspace is always safe and free from hazards, 73% feel that the lighting is good and 82% find that the noise level is not too great to effect their work

Summary of 2009 Strengths

- 74% of staff feel that their job description is accurate
- 76% feel there are enough managers and supervisors to carry out required duties
- 78% of staff feel they have opportunities to learn new skills
- 88% believe they will continue to have a job in the future
- 94% of staff actively participate in learning opportunities when they have time
- 90% of staff feel they make a difference in their area of work
- 94% of staff interact well with coworkers
- 84% believe that AGH ensures that quality of care is a principle goal
- 76% of staff know where to store documents on their computer

Summary of 2009 Strengths

- 82% of staff feel the technology used at AGH is good, very good or excellent
- 57% of staff rate the open door policy with their immediate supervisor as excellent, and 25% rate it as good/very good
- 76% of staff are not afraid of repercussions when speaking honestly with management or coworkers
- 86% of staff understand what their supervisor asks of them
- 96% of staff relate well with their coworkers
- 86% of staff are able to respond to clients about privacy queries
- 84% of staff have a good to excellent ability in accessing the AGH 'Patient Privacy Notice'
- 92% of staff feel that the patients' right to privacy/confidentiality within AGH is respected

Summary of 2009 Strengths

- 83% of staff feel confident that they can speak to their supervisor about anything and it will remain confidential
- 88% of staff have a good to excellent understanding that anything discussed at AGH is confidential and is not to be discussed with anyone outside the organization
- 92% of staff have access to all the reference material they need to do their job
- 90% of staff have been informed on the Accreditation program and Continuous Quality Improvement (CQI)
- 31% of staff would rate the overall quality of care provided to AGH patients as excellent and 61% rate it as good/very good
- 88% of staff would recommend AGH to a family member or friend that is looking for employment