

# **Atikokan General Hospital**

**Staff Survey 2007  
Results**

# Staff Survey 2007

Out of 95 staff members who received this survey it was completed and returned by 49 employees.

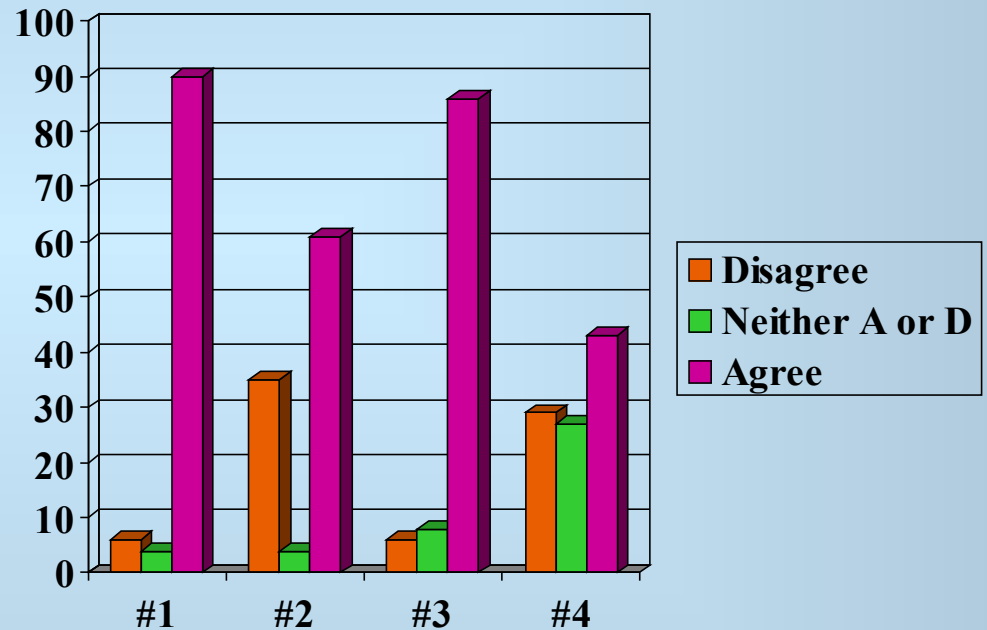
This gives a return rate of 52%.

This is a good rate of return considering the fact that not all staff work at the hospital on a regular basis (some may only work a couple times a year), and our regular staff members are all very busy during their shifts making it difficult to find the time to fill out a multi-page survey.

The following data lists the results of each question out of 100% which represents the 49 staff members who completed the survey.

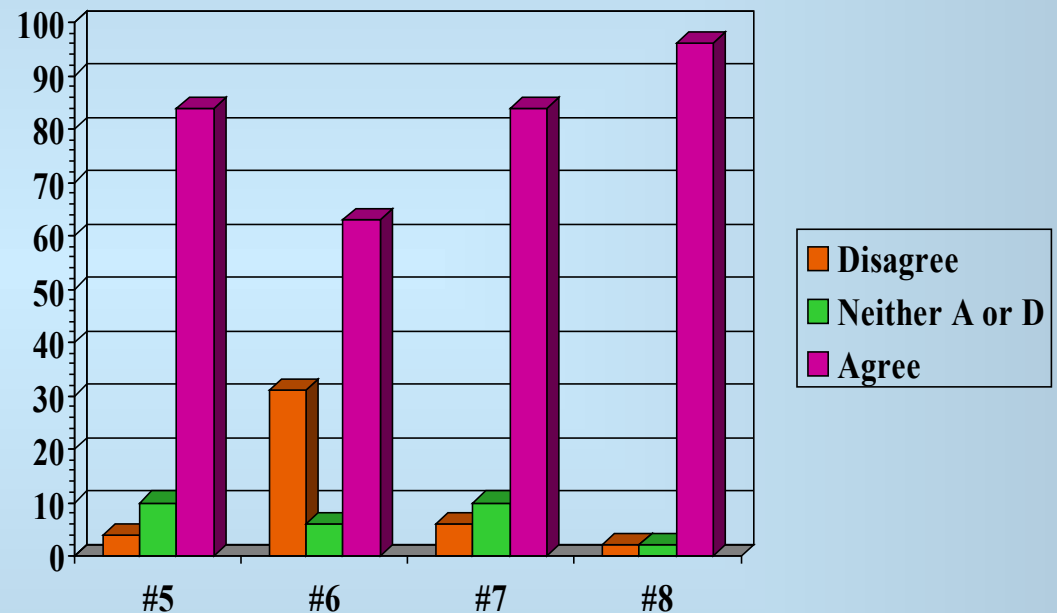
# Working for AGH

- #1 – I feel that I am a team player within this organization.
- #2 – People in this organization are always open-minded and listen to new ideas.
- #3 – I really enjoy working for AGH.
- #4 – My performance tends to be judged by how much work I accomplish as opposed to the overall quality of my work.



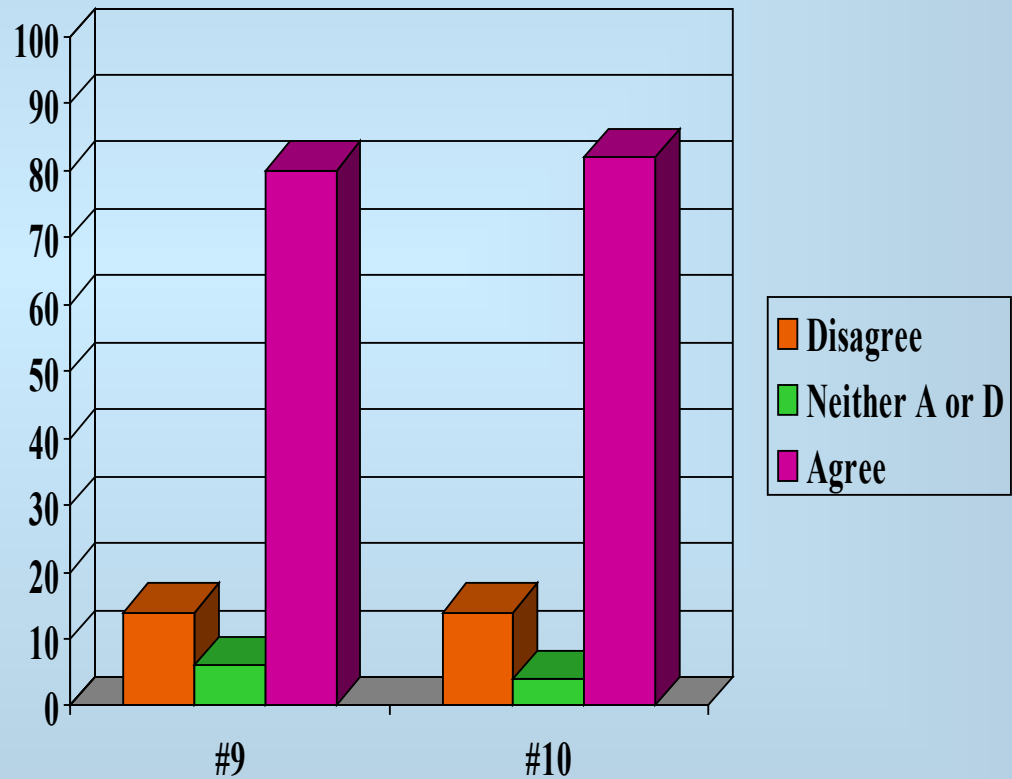
# Working for AGH

- #5 – When a patient has a problem, the staff works hard to take care of it right away.
- #6 – I feel that I can believe what I hear from management.
- #7 – In order to help this organization be successful, I am willing to put in an effort that may not be normally expected of me.
- #8 – I understand what my role is as a member of the team at AGH.



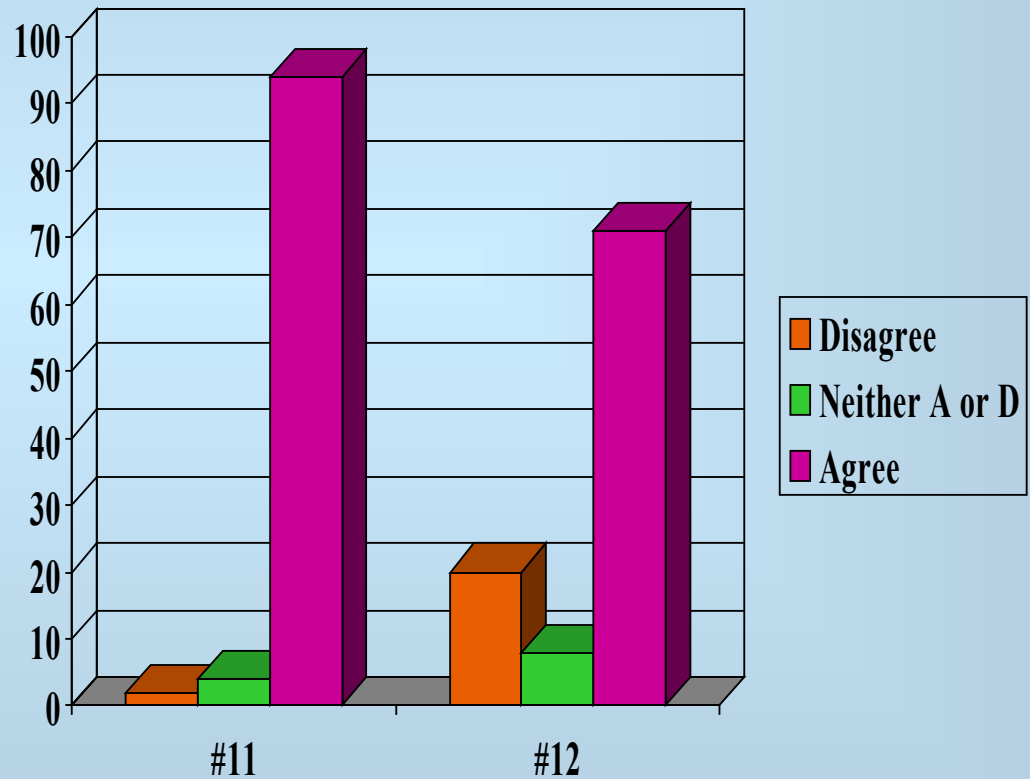
# Immediate Supervisor

- #9 – I feel that my supervisor understands my job and is willing to back me up when needed.
- #10 – 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.



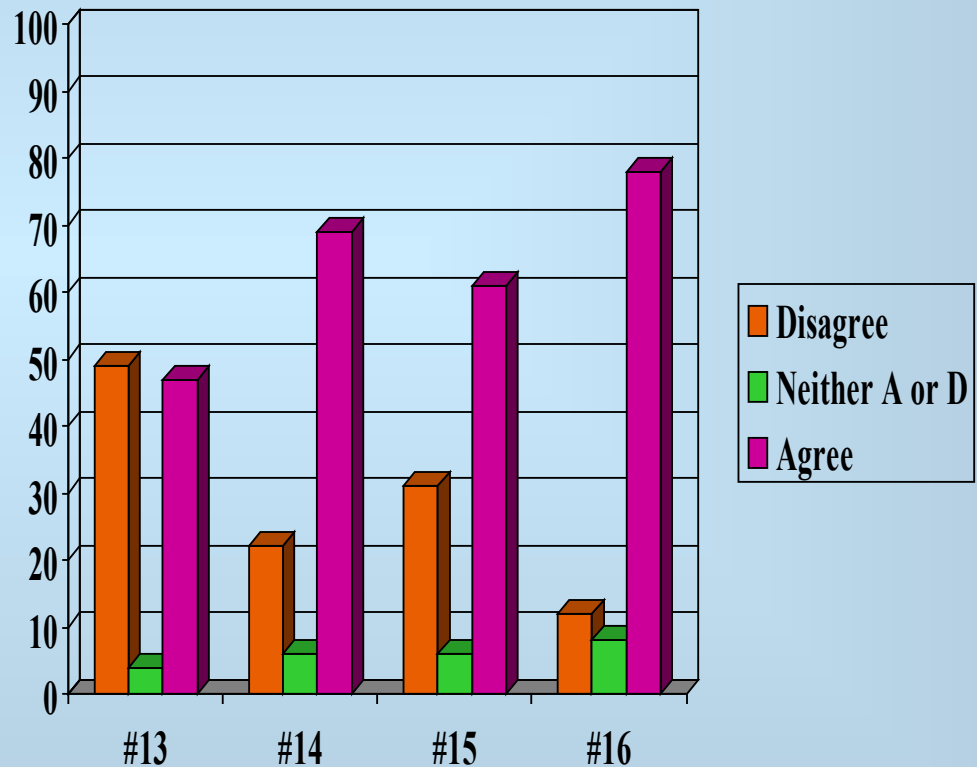
# Workspace/Equipment

- #11 – As far as I can tell, my workspace is always safe and free from hazards.
- #12 – The arrangement of my workspace is comfortable and allows me to do my job well.



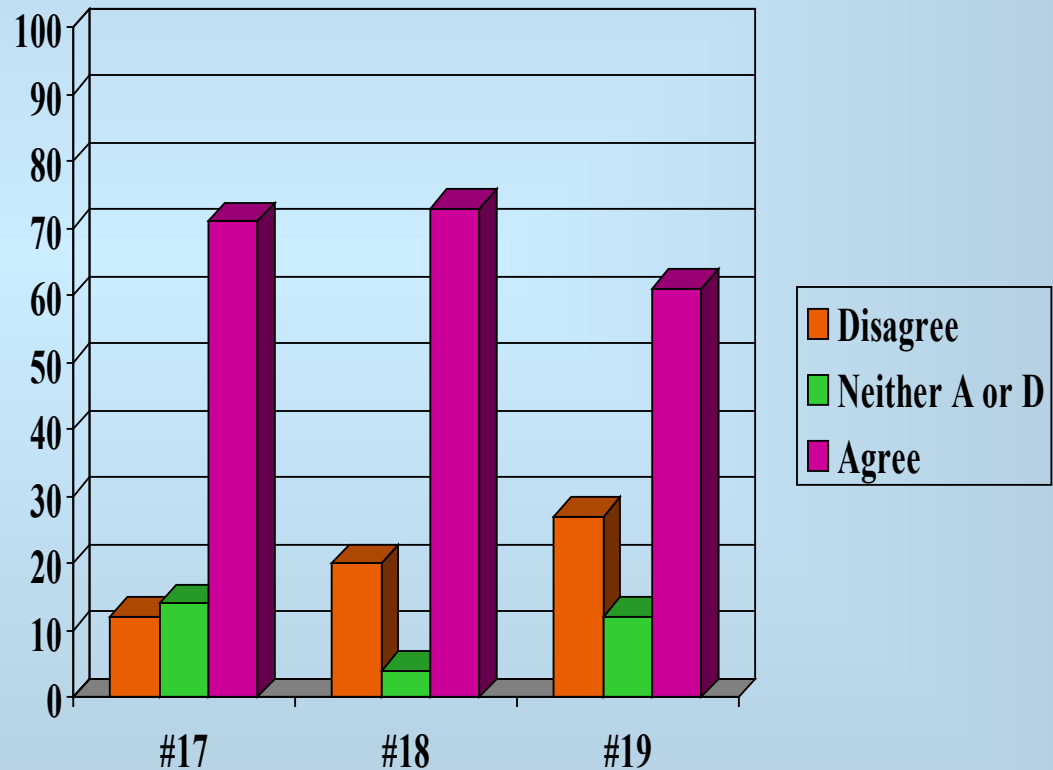
# Comfort: For Your Workspace

- #13 – The temperature is always comfortable to work in.
- #14 – The light is good to work in and does not cause me strain.
- #15 – The air quality in my workspace is good.
- #16 – The noise is never so great that it affects the way I do my work.



# Staffing

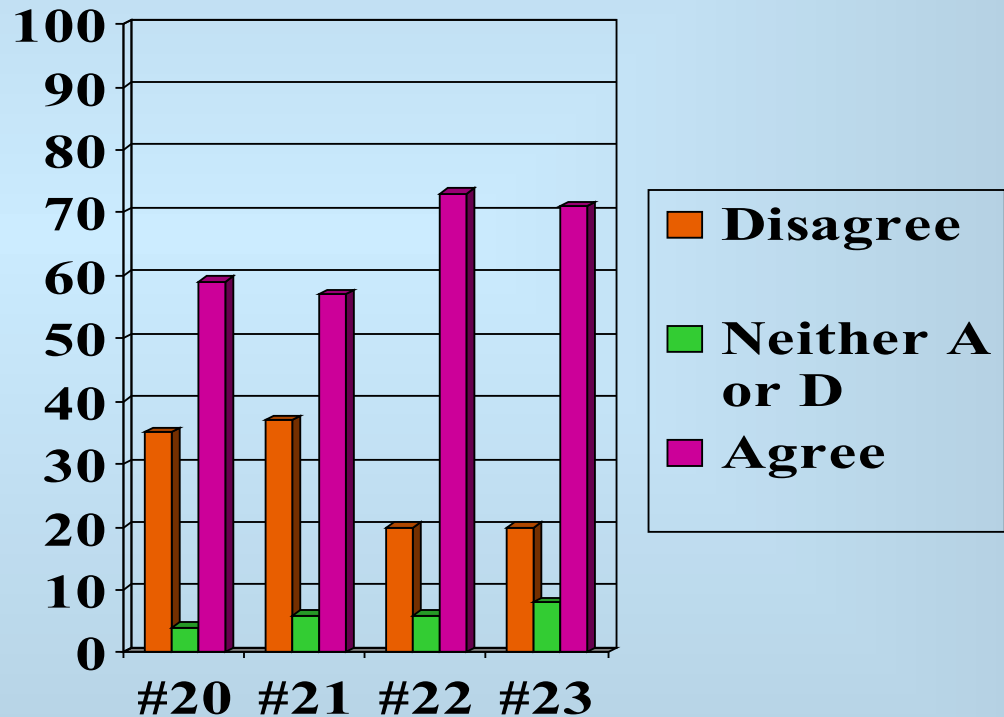
- #17 – The staff is well-balanced between the people who do the work and the people who supervise the work.
- #18 – My work team is well-staffed and the regular workload is usually covered.
- #19 – All work teams co-operate and work well with each other and try to help each other out.





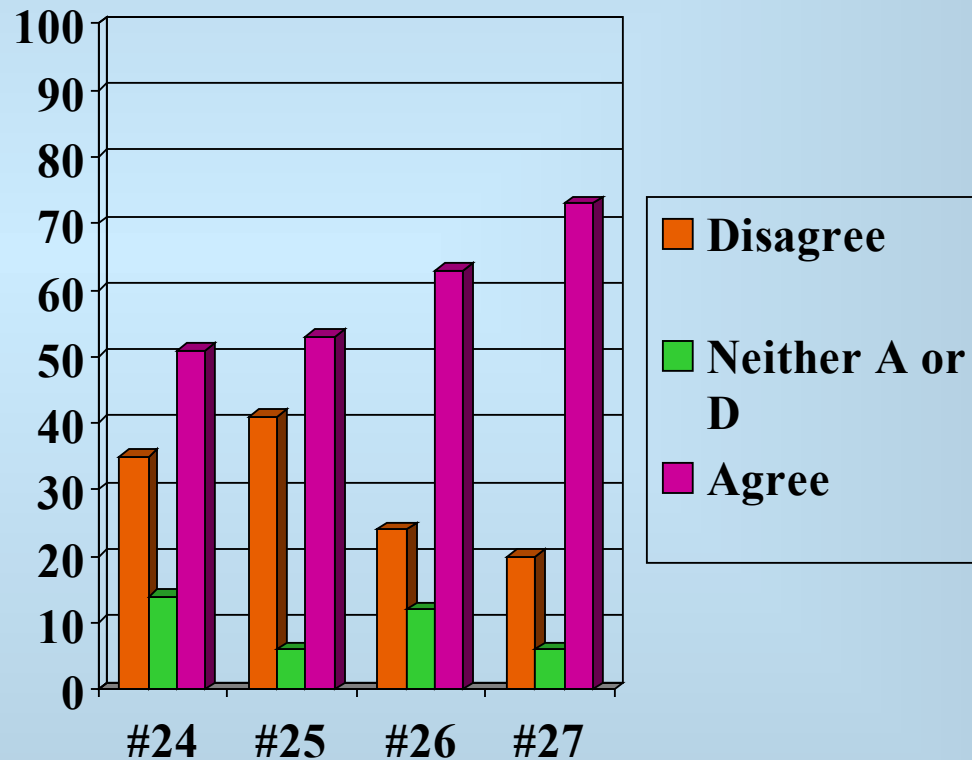
# Relation, Pay, Benefits

- #20 – I feel that my pay matches my job responsibility.
- #21 – I feel that my pay matches my experience.
- #22 – My job description is accurate and lists all of my duties and responsibilities.
- #23 – I am pleased with the value of the benefits I receive from AGH.



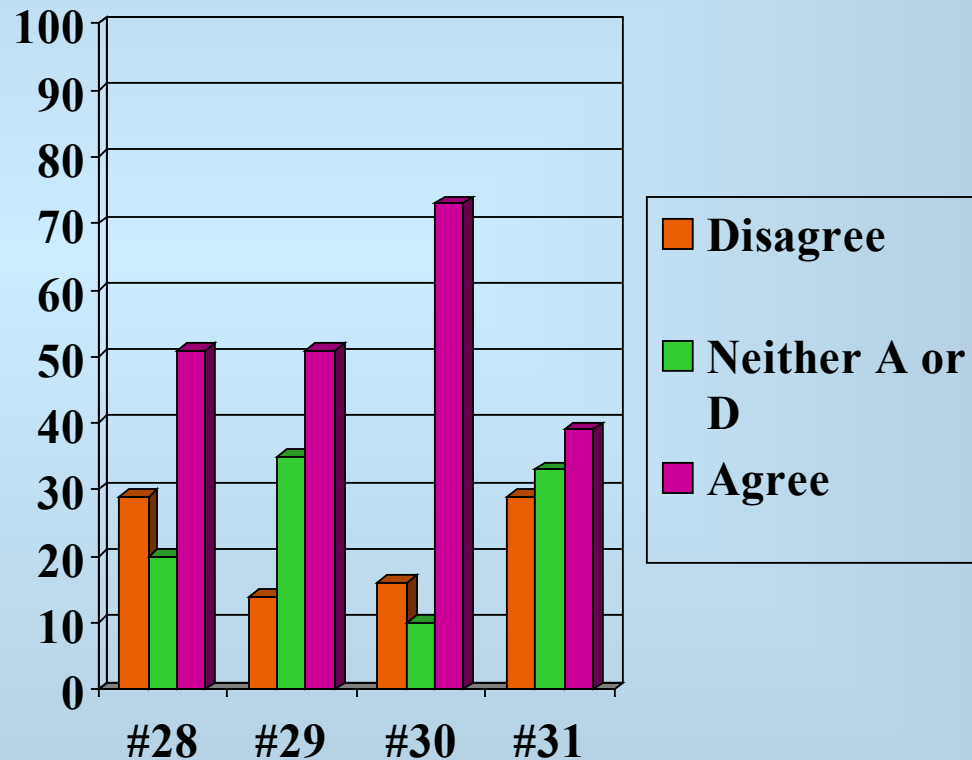
# Senior Management

- #24 – Senior managers do a great job of supporting and appreciating the staff at AGH.
- #25 – Senior managers communicate openly and honestly with the staff.
- #26 – Senior managers communicate the organization goals to the staff.
- #27 – Management is structured well and I do not have too many bosses.



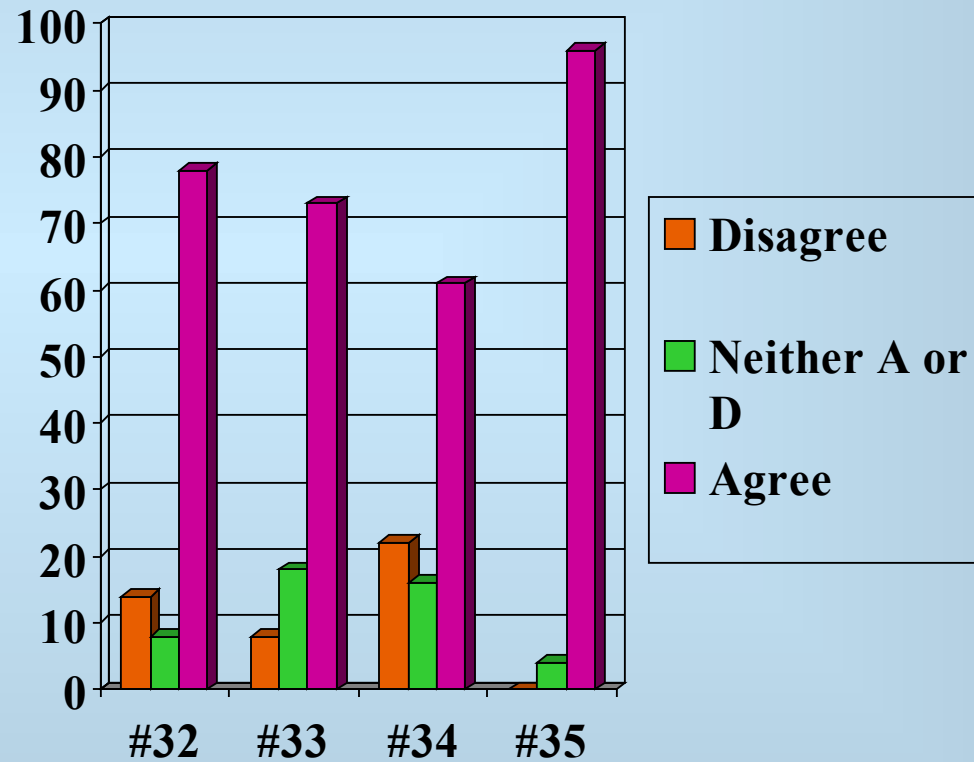
# Hiring, Promotion, Job Opportunity, & Job Security

- #28 – This organization always hires the most suitable person for the job.
- #29 – When promoting people to better jobs, this organization is fair and accurate.
- #30 – I have opportunities within this organization to learn new skills.
- #31 – I believe I have great opportunities to advance within this organization.



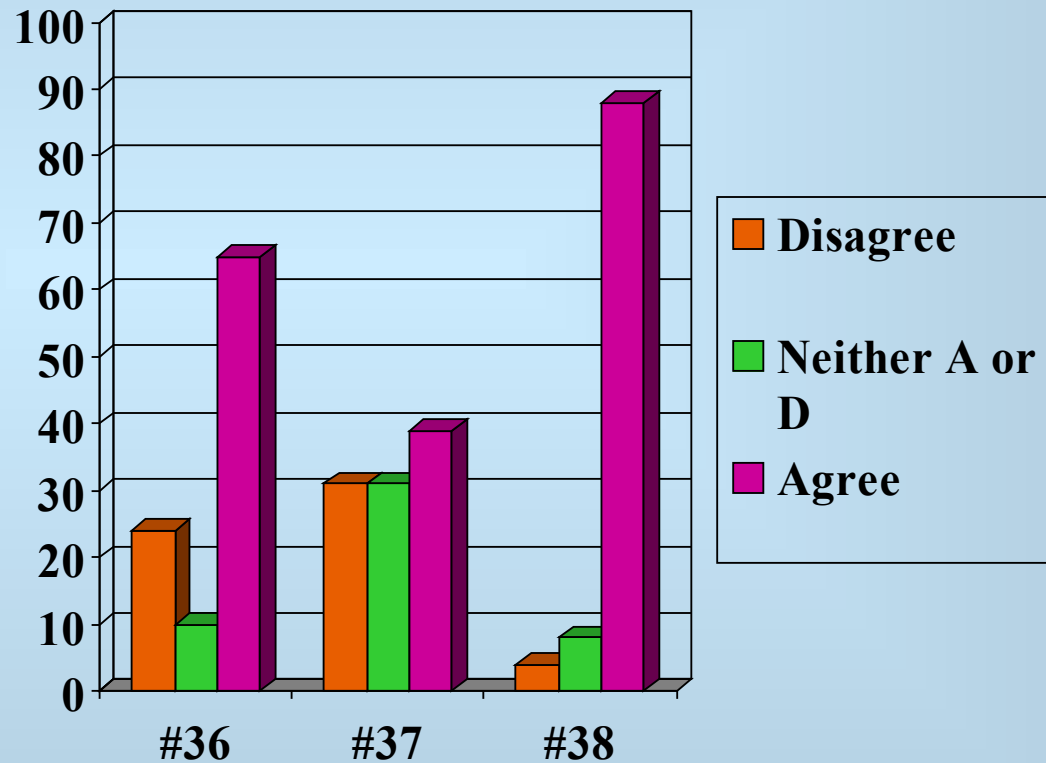
# Hiring, Promotion, Job Opportunity, & Job Security

- #32 – I believe that if I do good work that I will have a job in the future.
- #33 – Jobs are posted properly and everyone has equal opportunity to apply.
- #34 – At AGH, I feel that I have input as to what learning opportunities are provided.
- #35 – I actively participate in learning opportunities when my time permits it.



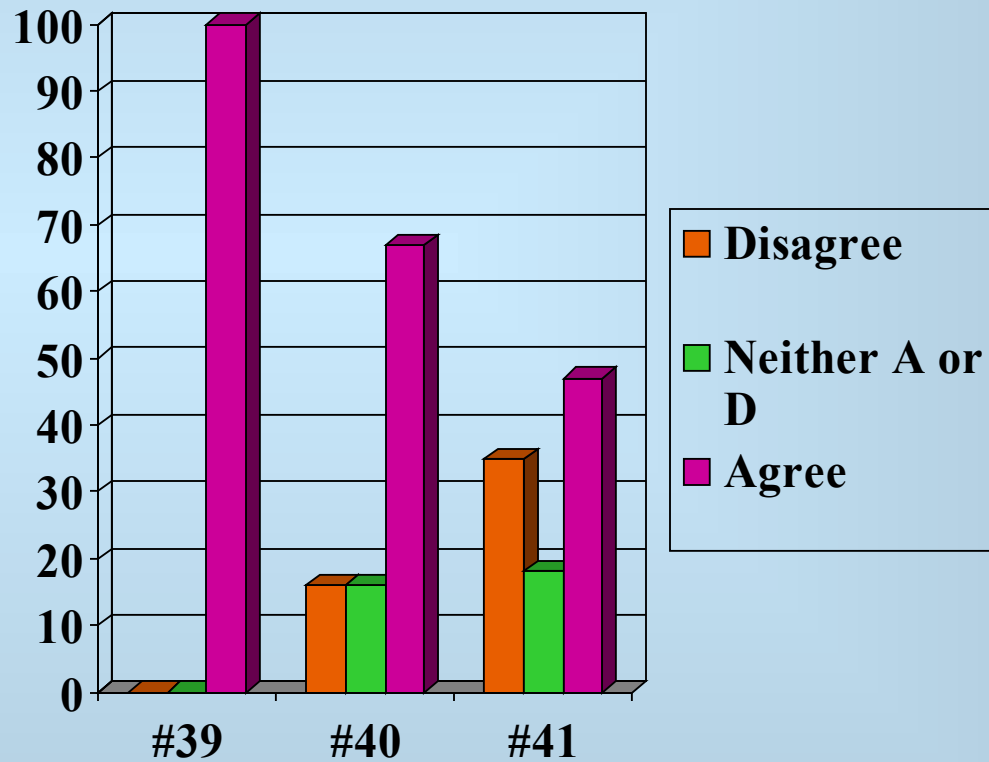
# Morale

- #36 – Most of the staff, including myself, have a good attitude about working at AGH.
- #37 – Employee complaints are handled quickly and efficiently.
- #38 – I feel that I make a difference in how work is done in my area.



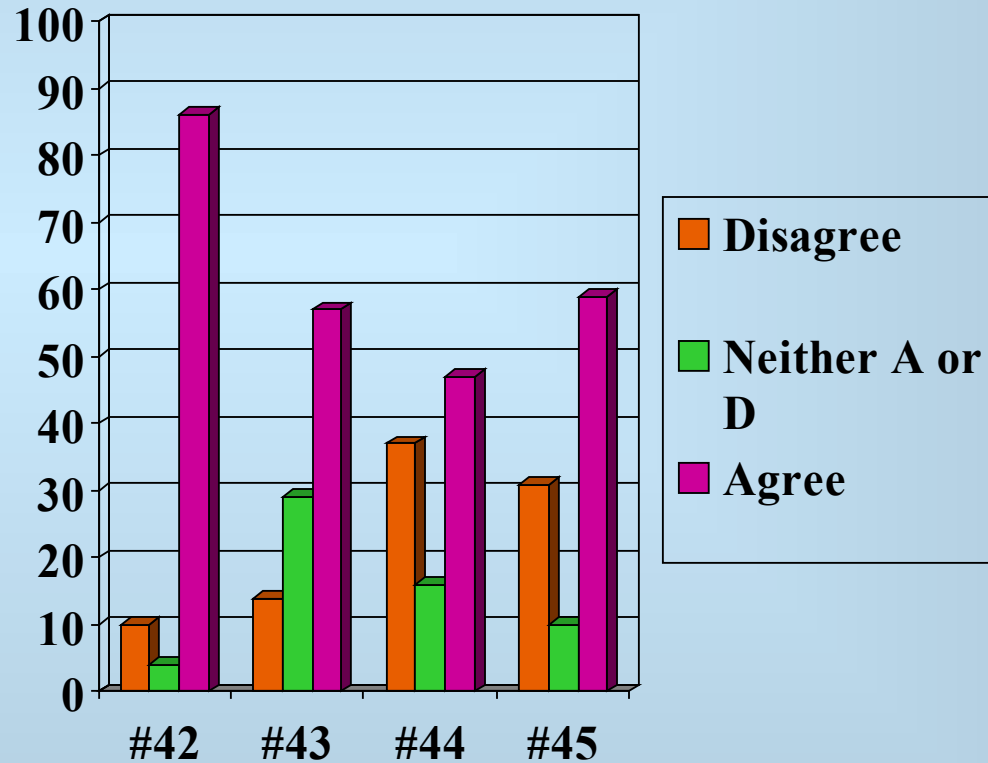
# Morale

- #39 – I interact well with my coworkers.
- #40 – The staff receives verbal praise from supervisors when a job has been done well.
- #41 – I feel like my opinions are heard and have an influence in the decision-making process at AGH.



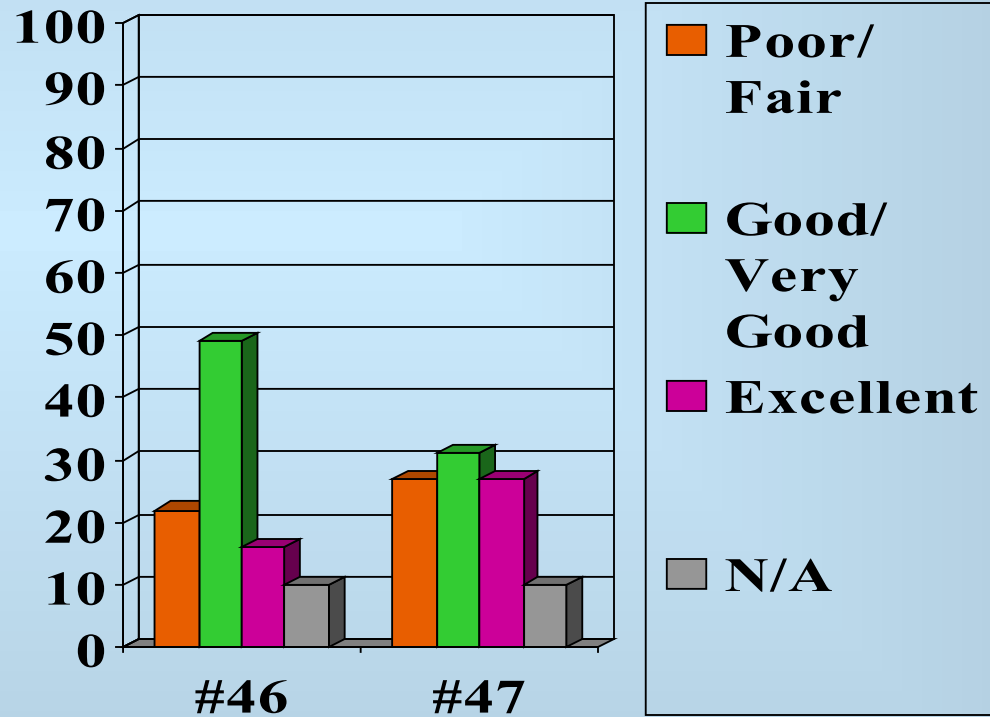
# Overall Organization

- #42 – This organization ensures that quality of care is a principle goal.
- #43 – This organization has great success when cutting unnecessary costs.
- #44 – When decisions are made at higher levels, the staff needs are taken into consideration.
- #45 – This organization is effective when communicating information to the staff.



# Computer Training

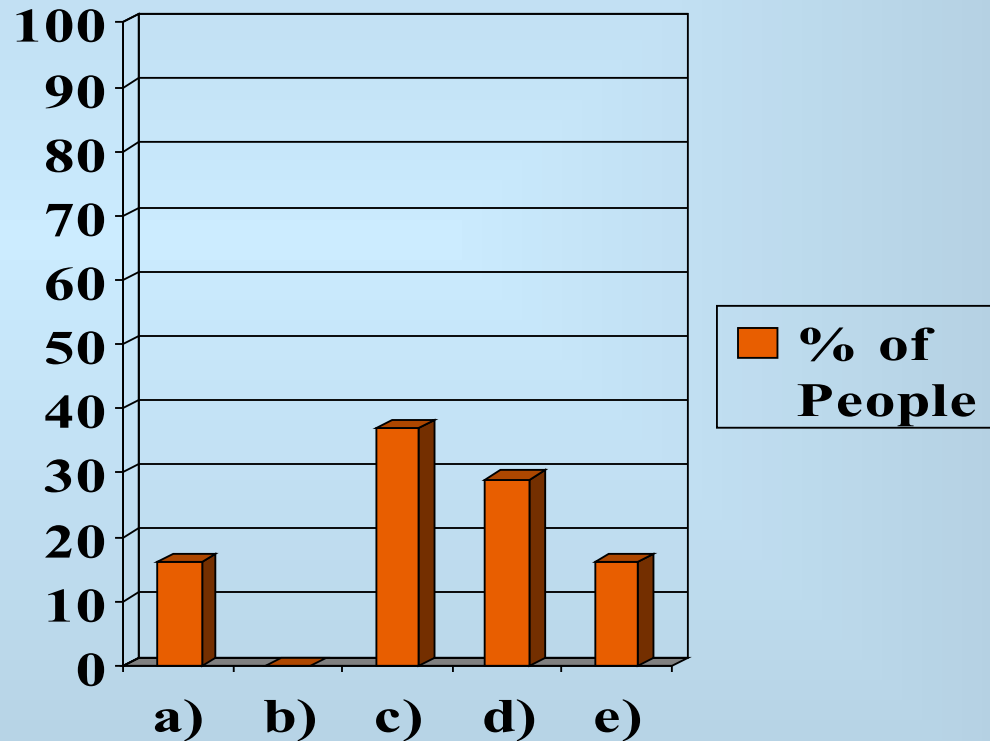
- #46 – Your knowledge of how to find documents on the AGH Corporate directory.
- #47 – Your knowledge of where to store documents on your computer.





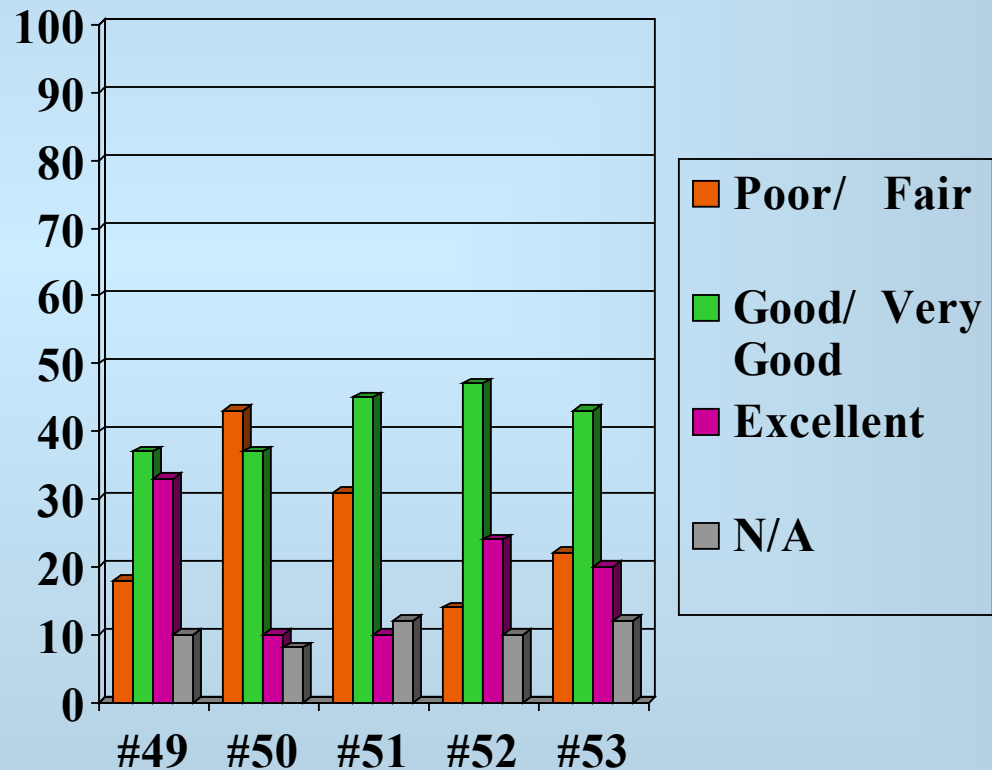
# Computer Training

- #48 – 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



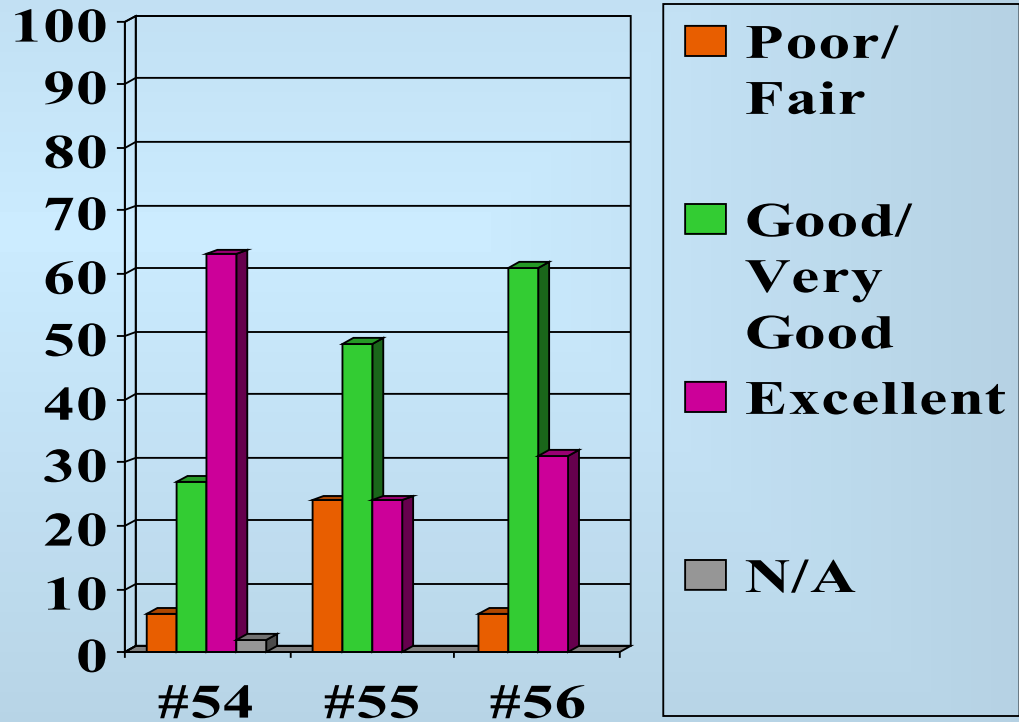
# Computer Training

- #49 – My computer software training in regards to my job.
- #50 – The amount of time spent by the organization to train staff on hospital software.
- #51 – Upgrading being available when necessary.
- #52 – The technology used by AGH.
- #53 – Management knowledge of all software used in this organization.



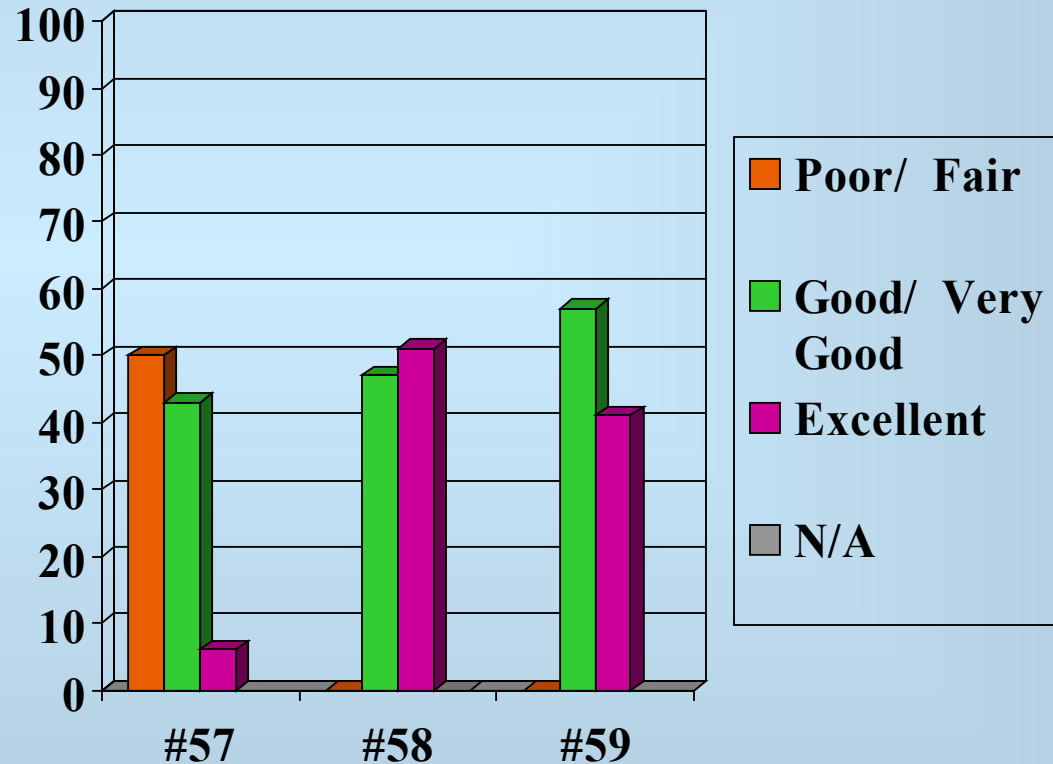
# Communication

- #54 – The open door policy with my immediate supervisor.
- #55 – The ability to speak openly and honestly with management and coworkers without the fear of repercussions.
- #56 – Understanding what my supervisor is asking of me without asking for clarification.



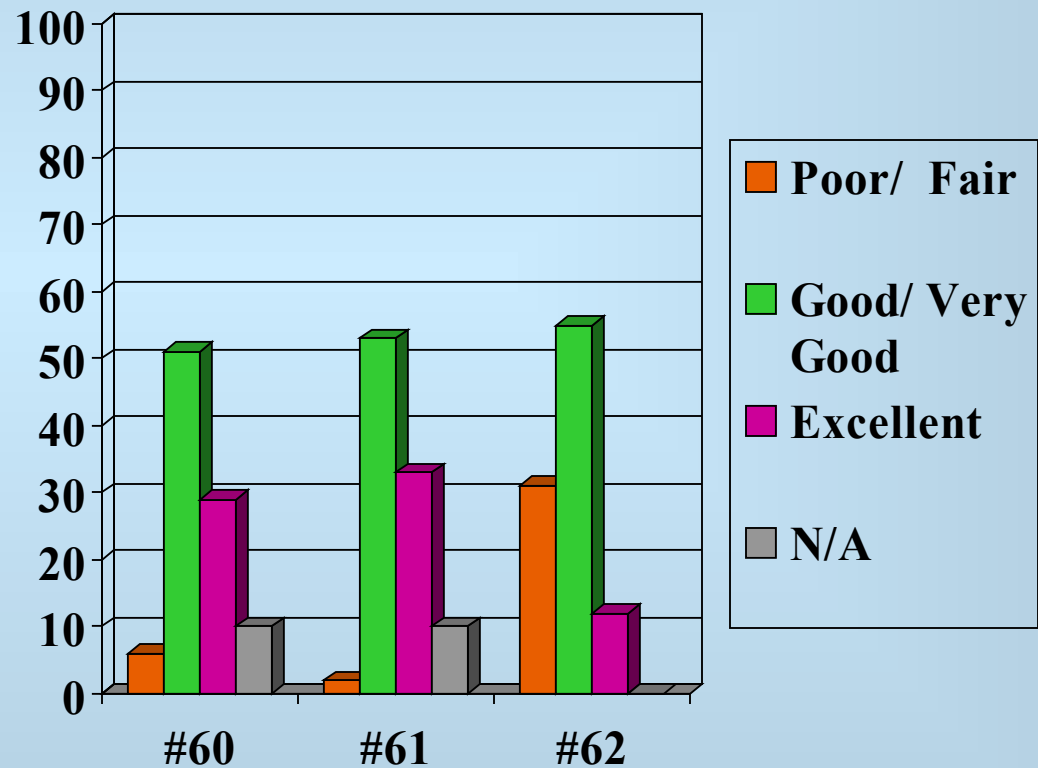
# Communication

- #57 – All staff being 'kept in the loop' as to what is going on with AGH.
- #58 – How I relate to my coworkers.
- #59 – How my coworkers relate to me.



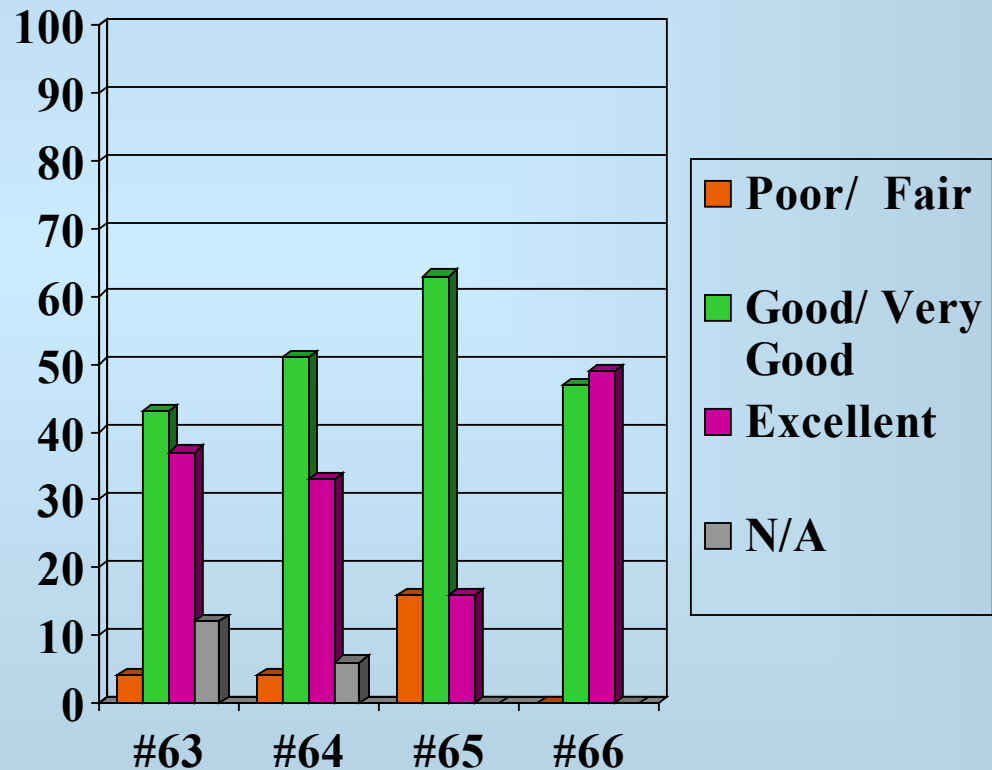
# Communication

- #60 – Patients' ability to communicate with staff members.
- #61 – Patients' ability to be heard by staff members.
- #62 – The complaint process for staff members at AGH.



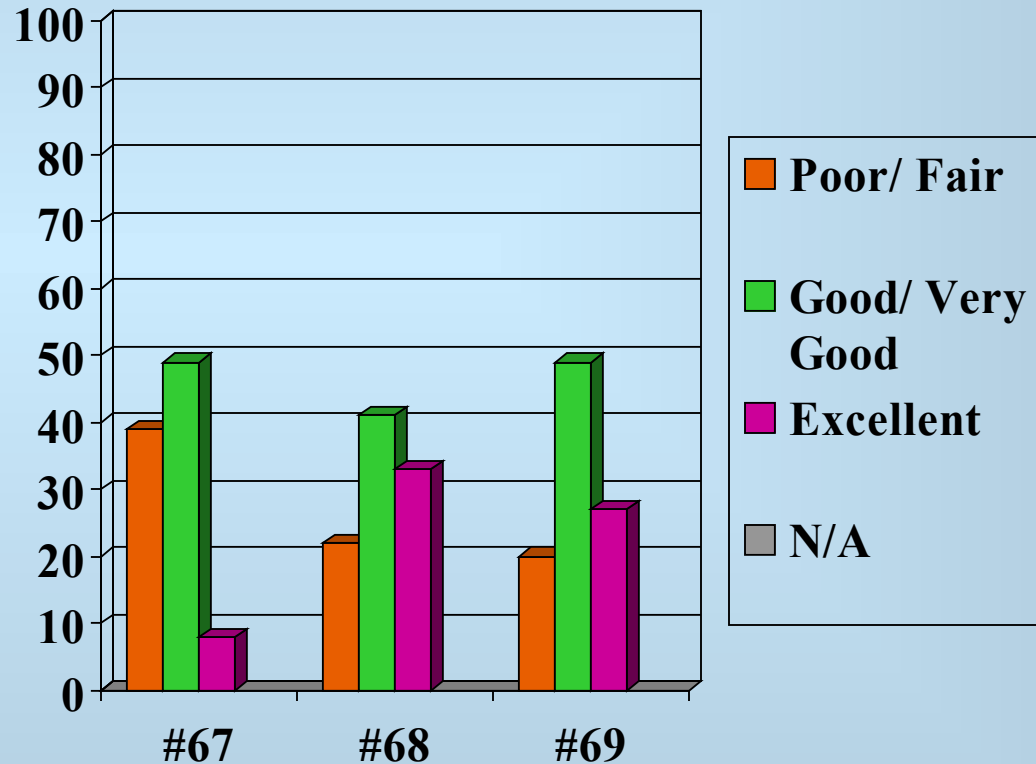
# Privacy/Confidentiality

- #63 – My ability to respond to clients about privacy queries.
- #64 – My ability to access the AGH 'Patient Privacy Notice'.
- #65 – The feeling that my privacy is respected at AGH.
- #66 – The patients' right to privacy/confidentiality within this organization.



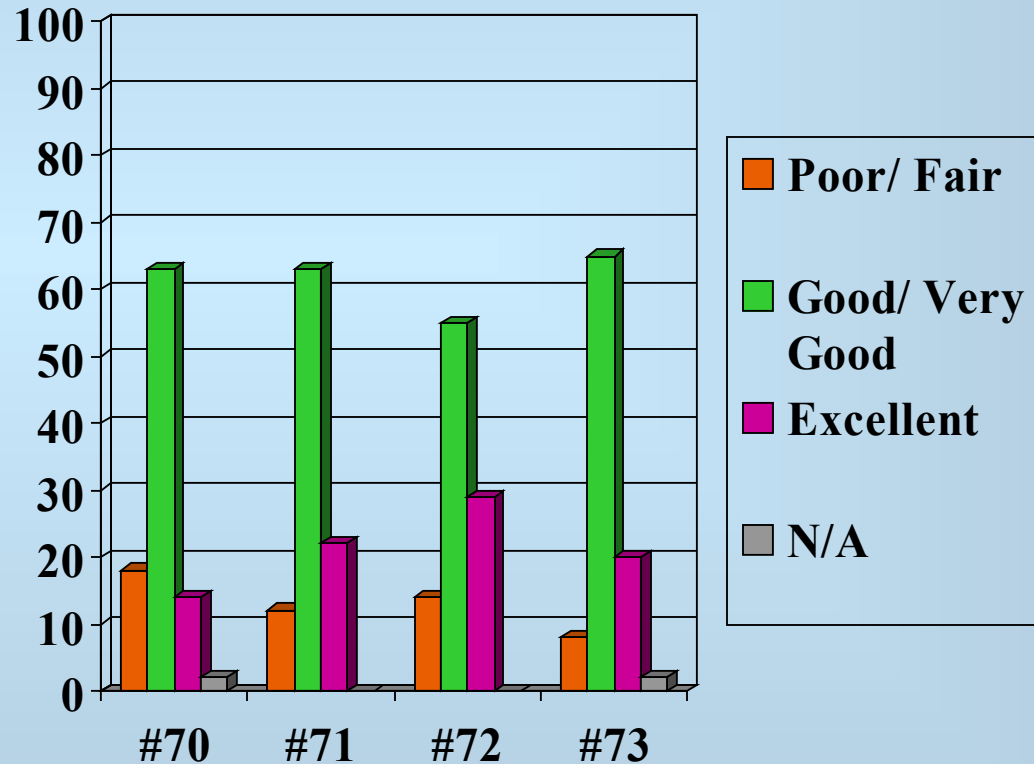
# Privacy/Confidentiality

- #67 – The idea that every employee at AGH respects each person's right to privacy.
- #68 – The ability to speak to my supervisor/ manager about anything and it remains confidential.
- #69 – The understanding, by all employees, that anything discussed at AGH is confidential and is not to be discussed with anyone outside of the organization.



# Ethics

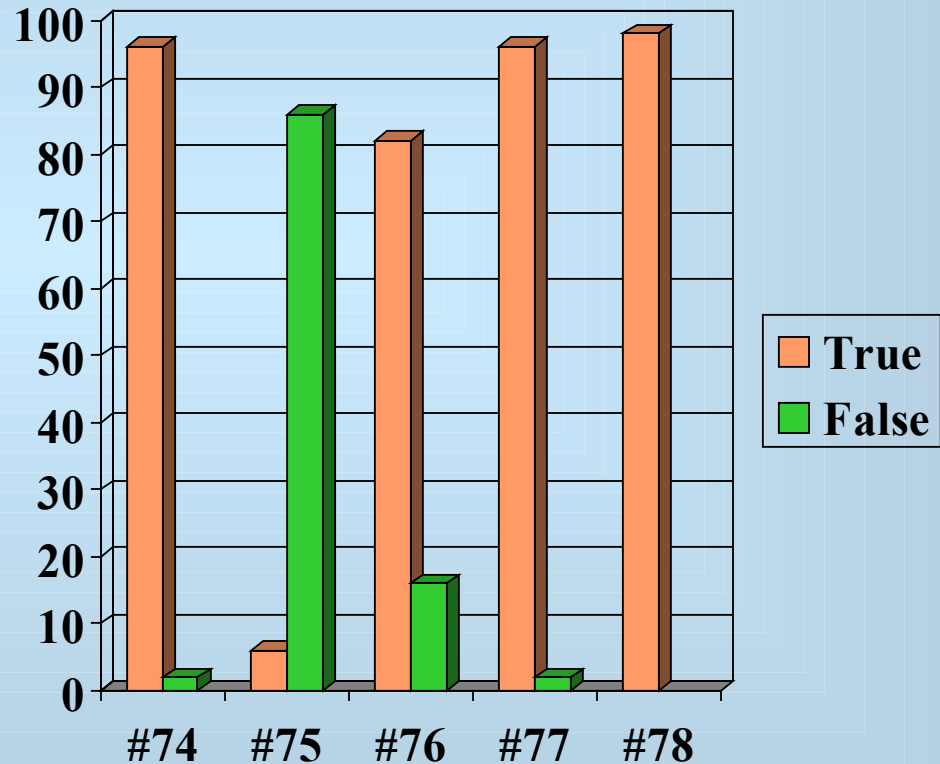
- #70 – How ethical issues surrounding the hospital are handled by the staff.
- #71 – The idea that ethics is a part of daily life at AGH.
- #72 – The education of staff in regards to ethics.
- #73 – How my ethical beliefs coincide with the hospital's beliefs.





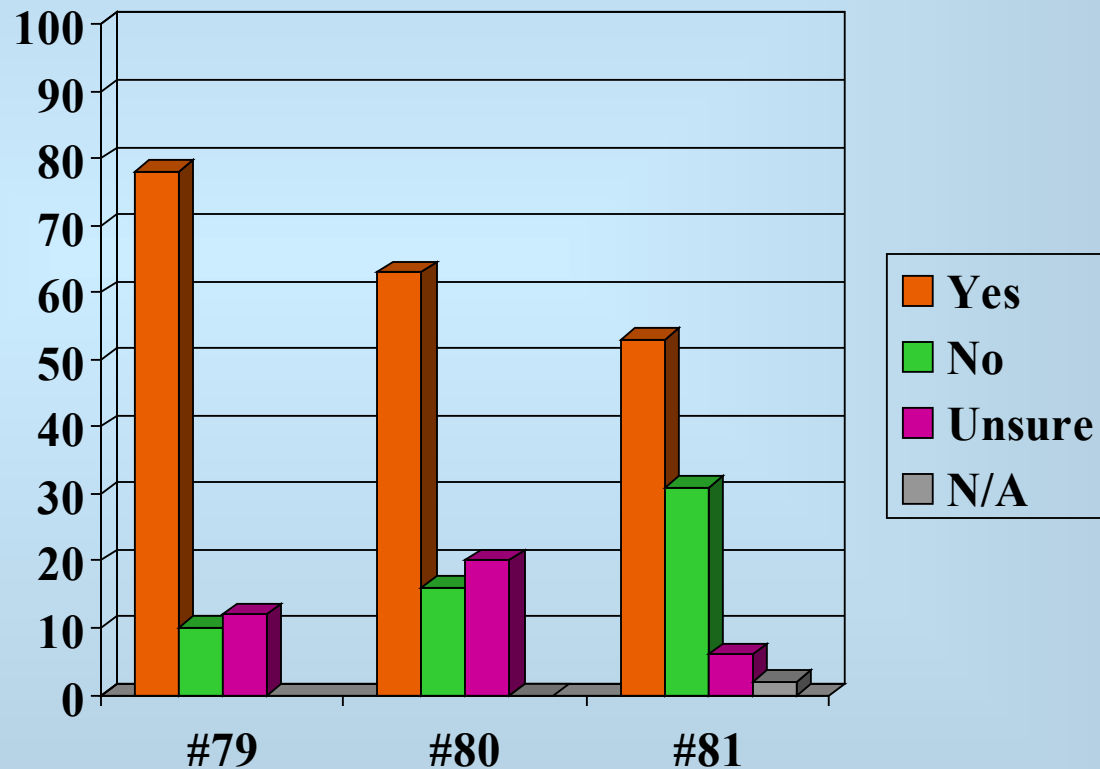
# Health & Safety

- #74 – My initial health and safety training was appropriate to my position.
- #75 – I feel I will be penalized if I exercise my right to refuse work that I feel is unsafe.
- #76 – Health and safety is a major issue within this organization, which is constantly being addressed.
- #77 – Generally, I feel safe coming into work every day.
- #78 – Patient safety plays an important role and is exercised constantly.



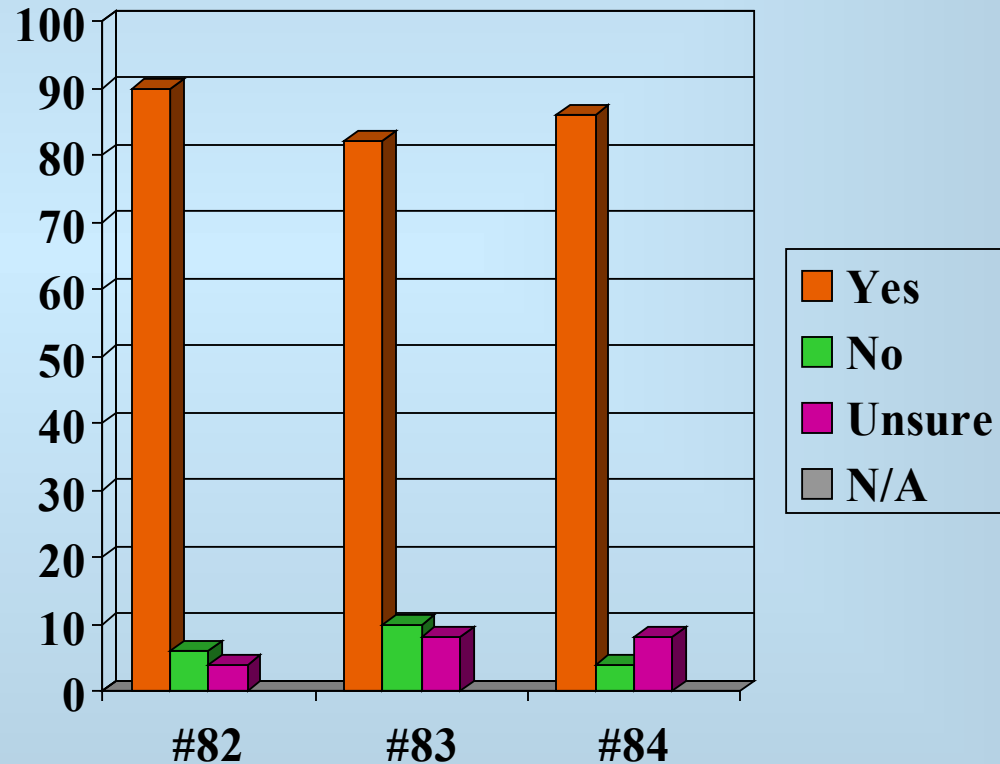
# Employee Programs

- #79 – Are you aware of the Employee Assistance Program?
- #80 - Do you feel that the Employee Wellness Program meets your needs?
- #81 – Do you actively participate in the Employee Wellness Program?



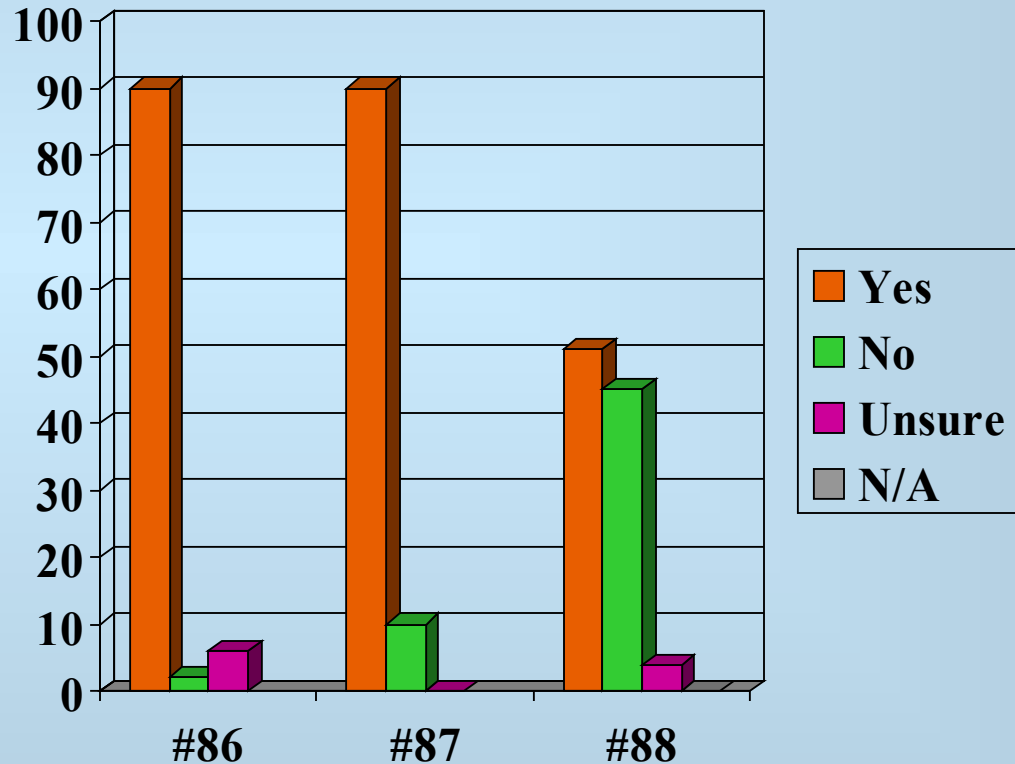
# Research & Information Materials

- #82 – Do you have all of the information you need to be able to do you job effectively?
- #83 – Do you have all of the information you need to do your job well and/or above standards?
- #84 – Are you able to **access** all of the information needed to be able to do your job well?



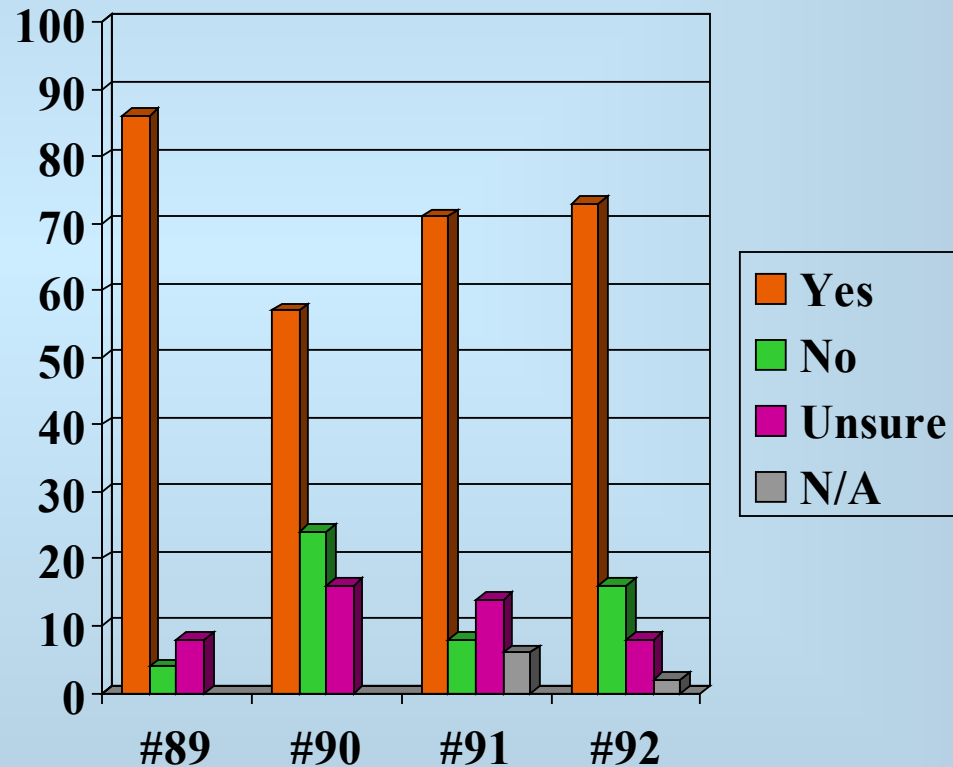
# Research & Information Materials

- #86 – Do you know how to access all policies and procedures of this organization?
- #87 – Did you know that you can access all policies and procedures on the hospital's intranet?
- #88 – Have you ever been shown the policy and procedure manual on the hospital intranet?



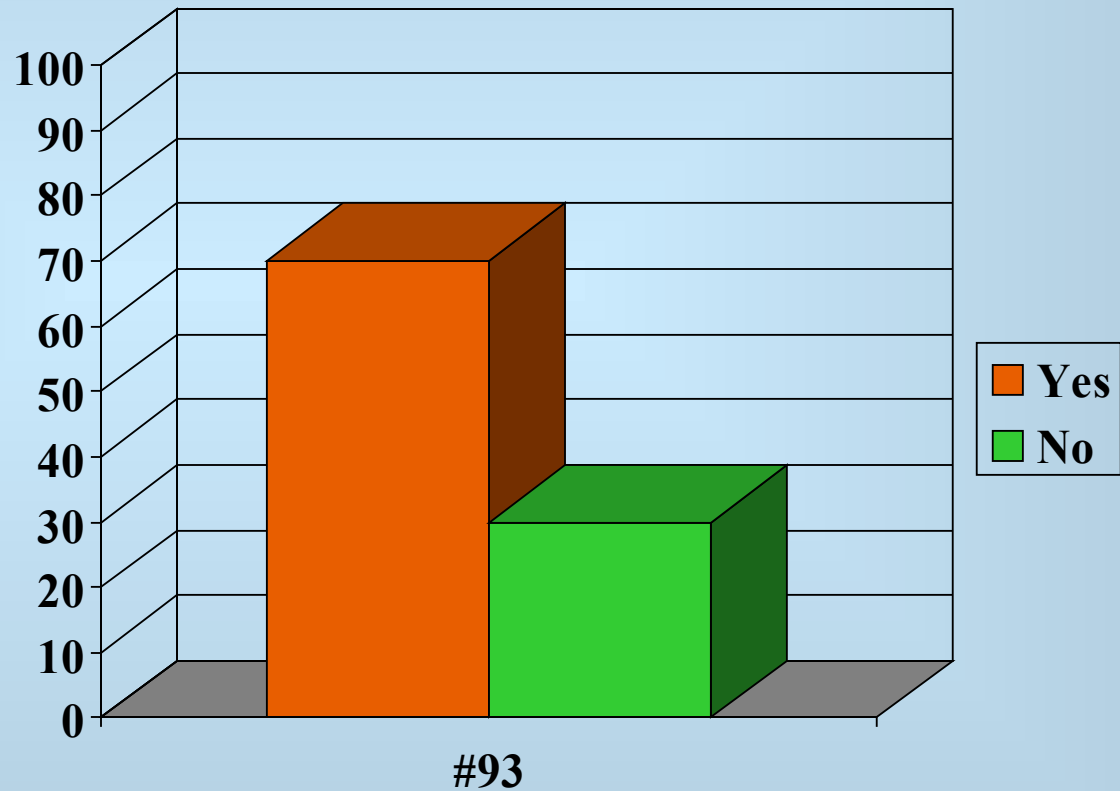
# Research & Information Materials

- #89 – Do you have access to all of the reference materials needed to do your job?
- #90 – Do you feel that you know about all of the reference material there is available to you?
- #91 – If you don't know about all of the reference material available to you, do you know how to find out about it?
- #92 – Would it be beneficial to you to have a list of all reference material available to you in this hospital?



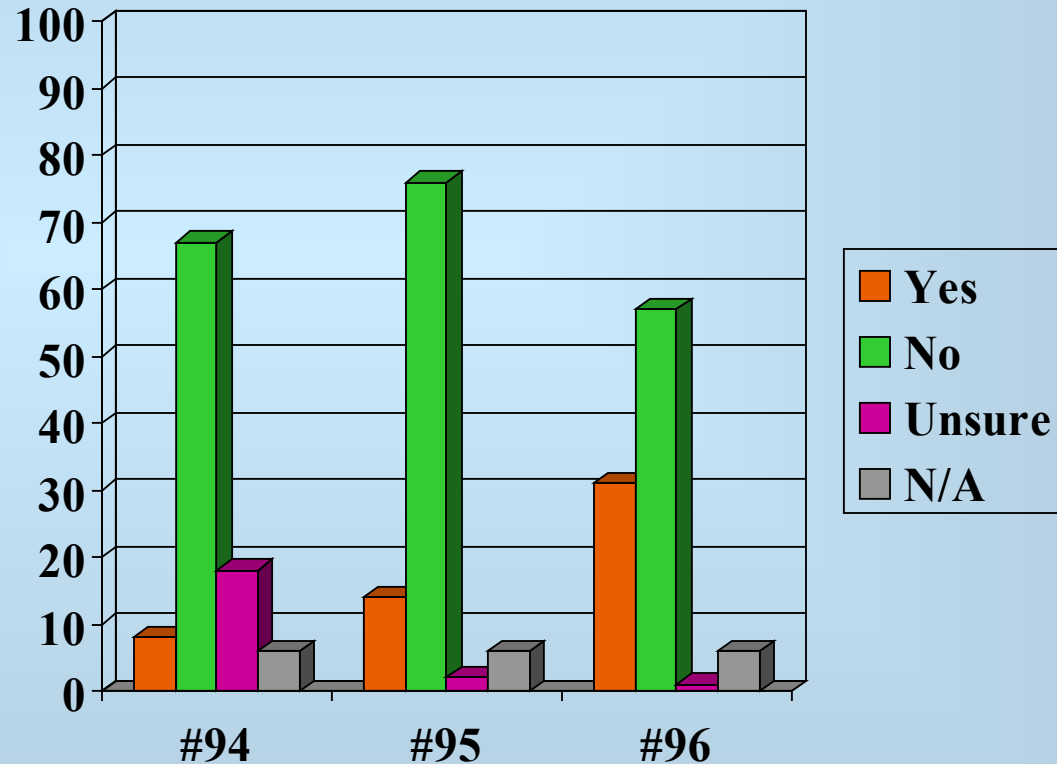
# Quality Improvement Activities

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



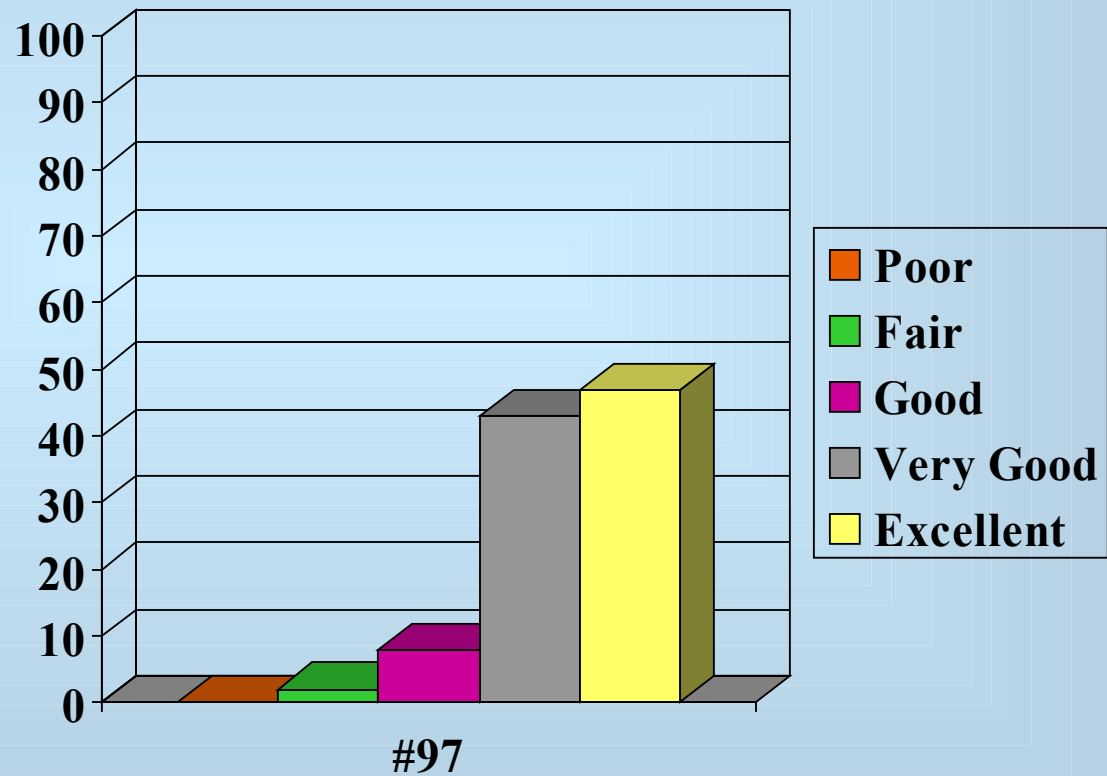
# Career Plans

- #94 – I am considering looking for a new job within the next year.
- #95 – Quitting my current job is something I often think about doing.
- #96 – I am always on the lookout for new employment.



# Overall Opinion of AGH

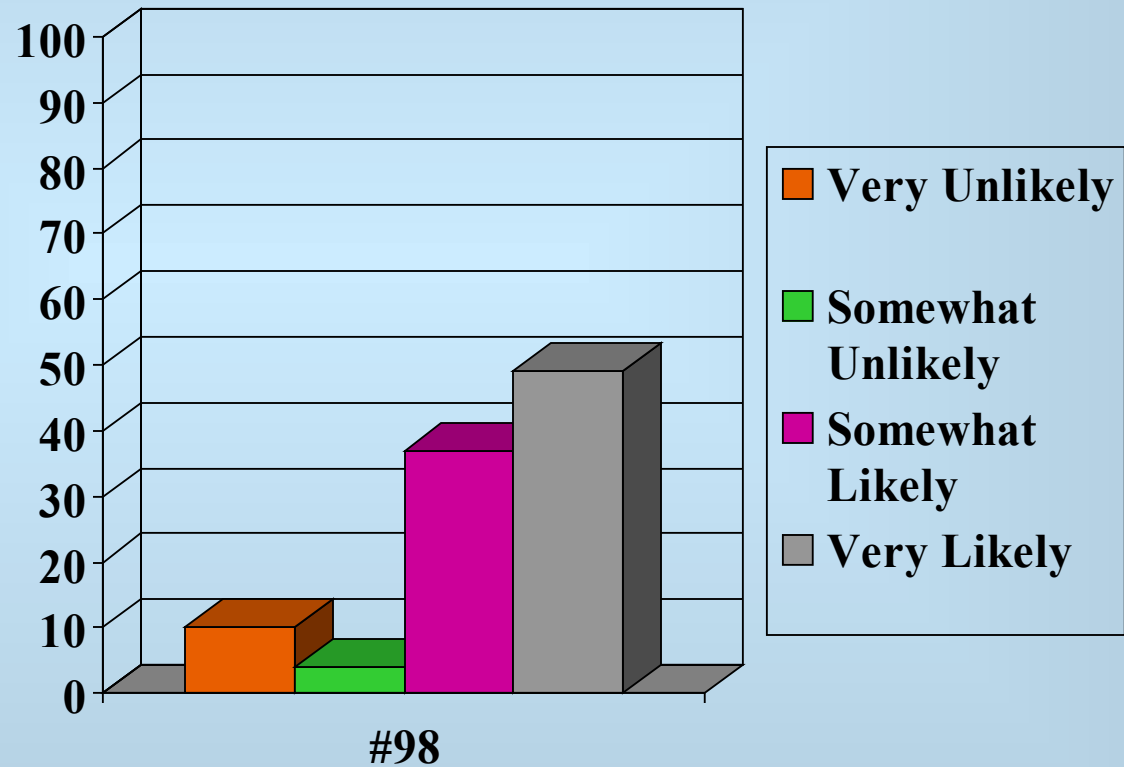
- #97 – In relation to the quality of care provided to the patients' at AGH, overall, I would rate it:





# Overall Opinion of AGH

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



# Strengths

## Working at AGH

- I feel that I am a team player within this organization. **Q1 (90% Agreed)**
- The majority of people at Atikokan General Hospital felt others are always open-minded and listen to new ideas. **Q2 (61%)**
- Atikokan General Hospital is a good place to work. **Q3 (86%)**
- When a patient has a problem the staff works hard to take care of it right away. **Q5 (84%)**
- The staff majority of staff polled feel they can believe what they hear from management. **Q6 (63 %)**
- In order to help AGH be successful staff are willing to put forth the extra effort when required. **Q7 (84%)**
- The staff at AGH understand their role as a member of the team. **Q8 (96%)**
- **Immediate Supervisor**
- AGH's supervisors are seen as understanding, caring individuals who would back up their staff when needed. **Q9 & 10 (80-82%)**

## Workspace/Equipment

- It is felt by the staff surveyed that most workspaces are safe and free from hazards. **Q11 (94%)**
- Staff agree that work space is comfortable. **Q12 (71%)**

## Strengths (cont'd)

### Staffing

- The staff is well-balanced between people who do the work and the people who supervise the work. **Q17 (71%)**
- Regular workloads are well-covered was the opinion of a fair number of staff surveyed. **Q18 (73%)**
- Of the staff surveyed over half felt all work teams co-operate and communicate well with each other. **Q19 (61%)**

### Relation, Pay, Benefits

- Job descriptions are accurate and list all of the duties and responsibilities. **Q22 (73%)**
- Sixty-nine percent of the staff who were surveyed are very pleased with the benefits received. **Q23**

### Senior Management

- Senior management communicates organizational goals to staff. **Q26 (63%)**
- Management is well-structured and employees do not have too many bosses to report to. **Q27 (73%)**

## Strengths (cont'd)

### Hiring, Promotion, Job Opportunity & Job Security

- Opportunities within this organization to learn new skills are available. **Q30 (73%)**
- It is felt by the majority of the staff surveyed that doing good work will result in having a job with AGH in the future. **Q32 (78%)**
- There is an equal opportunity to apply for jobs that are posted within the hospital. **Q33 (73%)**
- The majority of staff feel they have input into learning opportunities provided at AGH. **Q34 (61%)**
- The staff actively participates in new learning activities. **Q35 (96%)**

### Morale

- Staff members have a good attitude about working at AGH. **Q36 (65%)**
- The majority of the staff surveyed feel that how their work is done makes a difference in their area. **Q38 (88%)**
- Members of the staff interact very well with each other. **Q39 (100%)**
- Over half of staff members felt they receive verbal praise from supervisors when a job has been done well. **Q40 (67%)**

### Overall Organization

- Quality of care is a principle goal within this organization. **Q42 (86%)**

## Strengths (cont'd)

### Computer Training

- Staff at AGH feel they have a good understanding of how to find documents on the corporate directory. **Q46 (65%)**
- Staff feel the software knowledge by themselves and management is acceptable. **Q49 & 53 (65-67%)**
- The technology used by AGH is good-excellent. **Q52 (73%)**

### Communication

- The staff surveyed feel they could communicate openly and honestly with both management and coworkers. **Q54 & 55 (75-92%)** *Good/Very Good/Excellent*
- Communication between staff and supervisors is well understood and is not misleading. **Q56 (94%)** *Good/Very Good/Excellent*
- Coworkers felt that they relate to each other very well. **Q58&59 (100%)**
- Patients are able to communicate with and be heard by staff members. **Q60&61 (83-88%)**
- The complaint process for staff members is clear and satisfactory. **Q62 (69%)**

# Strengths (cont'd)

## Privacy/Confidentiality

- Staff feel they are able to respond about privacy queries and access the AGH Patient Privacy Notice very well. **Q63 & 64 (83-89%)**
- The staff who were polled felt that their privacy is well-respected at AGH. **Q65 (83%)**
- Surveyed staff felt that patients' privacy is also well-respected in this hospital. **Q66 (100%)**
- Employees feel that everyone at AGH respects each persons right to privacy. **Q67 (60%)**
- Employees feel they can talk to their manager/supervisor about anything and it remains confidential. **Q68 (77%)**
- Confidentiality is exercised constantly and all members understand that information exchanged in the hospital stays within the hospital. **Q69 (79%)**

## Ethics

- Most of the staff surveyed felt comfortable in regards to ethical issues that surround the hospital. **Q70 (79%)** *Good/Very Good/Excellent*
- AGH is successful in using ethics as part of everyday life at AGH in both practice and education **Q71-73 (88-89%)**

## Health & Safety

- Staff feel comfortable and knowledgeable in regards to their health and safety training. **Q74 (96%)**
- Staff feel comfortable exercising their right to refuse work. **Q75 (92%)**

# Strengths (cont'd)

## Health and Safety cont'd

- Health and Safety is a culture within the organization and is constantly being addressed. **Q76 (82%)**
- Staff members of Atikokan General Hospital feel safe coming into work everyday. **Q77 (96%)**
- Patient safety plays an important role and is exercised constantly. **Q78 (98%)**

## Employee Programs

- The majority of staff who were polled are aware of the Employee Assistance Program provided by AGH. **Q79 (78%)**

## Research and Information Materials

- Staff feel they are provided with all of the information required to do their job well and effectively. **Q82&Q83 (82-90%)**
- Staff feel they have access to all the information they need to do their job well. **Q84(88%)**
- The staff polled know how to access the policies and procedures and that the Policy and Procedure manual can be accessed on the hospital's intranet. **Q86&Q87 (90-92%)**
- The staff has all and/or has access to all research materials to be able to do their job effectively. **Q89 (88%)**
- Staff felt that even if they did not know about all reference material available, they did know how to find out about it. **Q91 (71%)**

## Strengths (cont'd)

### Career Plans

- Most members of the staff polled are not currently looking for other employment. **Q94 (67%)**
- Most of the staff polled do not consider quitting their jobs. **Q95 (77%)**

### Overall Opinion of Atikokan General Hospital

- The staff surveyed feel that the quality of care provided to the patients in this hospital is *good/very good/excellent*. **Q97 (98%)**
- It is very likely for any member of the staff to recommend AGH to a friend or family member as a good place to work. **Q98 (86%)**



# Weaknesses

## Working at AGH

- Over one third of staff surveyed felt that people at AGH are not open minded. **Q2 (35%)**
- Of the staff polled nearly one third felt that their performance tends to be judged by how much work they do rather than how well they do it. **Q4 (29%) Disagree**
- A strong number of staff felt that they can not believe what they hear from management. **Q6 (31%)**

## Comfort: For Your Workspace

- Uncomfortable temperatures within the workspaces is an issue for staff . **Q13 (49%)**
- About one third of the staff surveyed felt that the air in their workspace is of poor quality. **Q15 (31%)**

## Relation, Pay, Benefits

- Not all staff felt that their pay matched their job responsibility or experience. **Q20 & 21 (35-37% Disagreed)**

## Senior Management

- Of staff surveyed over one third felt that senior managers could do better communicating openly and appreciating the staff at AGH. **Q24 & 25 (35-41%)**

## Hiring, Promotion, Job Opportunity & Job Security

- Of the staff surveyed twenty nine percent felt that AGH does not always hire the most suitable person for the job. **Q28**
- Over one-third of the staff surveyed felt that they do not have the opportunities to advance within the organization. **Q31 (29%)**

## Weaknesses (cont'd)

### Morale

- It is felt by some staff that the employee complaint process is poor and that employee complaints are not handled well. **Q37 (31%)**
- Over one third of staff felt that their opinion is not heard and they do not have an influence in the decision making process. **Q41 (35%)**

### Overall Organization

- A large percentage of staff surveyed feel that their needs are not taken into consideration when management makes decisions. **Q44 (37%)**
- Almost one third of staff surveyed feel the organization is not effective when communicating information to the staff. **Q45 (31%)**

### Computer Training

- Staff surveyed felt that AGH does not spend enough time on training for hospital software. **Q50 (44%)**
- Almost a third of staff felt that there was not adequate upgrading available when necessary. **Q51 (31%)**

### Communication

- Not all staff surveyed feel that they are being informed as to what is currently going on within the hospital. **Q57 (50%)**
- Nearly one third of staff feel that the complaint process for staff members is poor to fair. **Q62 (31%)**
- Of the staff polled a large percentage feel every employee at AGH does not respect each person's right to privacy. **Q67 (40%)**

## Weaknesses (cont'd)

### Employee Programs

- Over one third of the employees surveyed do not participate in the Employee Wellness Program. **Q81 (34%)** *Specific Reasons*

### Research & Information Materials

- Almost half of the staff surveyed have not ever been shown the Policy and Procedure Manual on the hospital's intranet. **Q88 (45%)**

### Quality Improvement Activities

- A large majority of staff surveyed said they had not been involved and/or trained in Continuous Quality Improvement or Total Quality Management. **Q93 (30%)**

# Staff Survey 2007

## Comments

## Question #81 – Do you actively participate in the Employee Wellness Program? If not, please explain why.

### Answers:

- Does not meet my needs (1)
- Shift work (1)

15 people said that they do not participate in the Employee Wellness Program but only 2 people gave specific reasons. (13%)

## Question #85 – If you are not able to have or access certain information materials, what can be done to improve this situation?

### Answers:

- Newer, more up to date resources (1)
- More video conferencing (1)
- Training on new work implemented (1)
- Memo's on new drugs that are added to the formulary, keeping the formulary up to date (1)
- More hands on training (1)

Only 2 people felt they were unable to access all of the information needed to be able to do their job well. 5 individuals volunteered ideas of how we could improve the situation.

## Question #99 – Explain the most positive aspects of your work life here at AGH.

### Staff:

- Coworkers **(14)**
- Team work environment **(13)**
- Community **(2)**
- Good relationship with doctors **(1)**
- Cleanliness **(1)**

Of the staff who answered this question **44%** were in relation to staff.

## Question #99

### Management:

- Immediate Supervisor **(5)**
- Upper management **(1)**

Of the staff who answered this question **13%** were in relation to management.

### Programs:

- Wellness incentive/committee **(2)**

Of the staff who answered this question **4%** were in relation to programs provided by the hospital.



## Question #99

### **Employment:**

- Working conditions **(8)**
- Patient care **(4)**
- I really enjoy my job **(3)**
- Good benefits **(2)**
- Pension opportunities **(1)**
- Sense of accomplishment **(1)**

Of the staff who answered this question **40%** were in relation to employment.

**Question #100 – List the ways you think work life at AGH could be improved.**

**Staff Issues:**

- Maintaining a full complement of staff **(1)**
- More positive team attitude from fellow co-workers **(3)**

Of the staff who answered this question **8%** were in relation to staff issues.

## Question #100

### **Work Area Issues:**

- More space in work areas with better ventilation (1)

Of the staff who answered this question **2%** were in relation to work area issues.

### **Patient Issues:**

There were no concerns regarding patient issues raised by the staff surveyed.

## Question #100

### “Hospital in General” Issues:

- More funding and opportunity for education/training **(4)**
- More consistent hours for P/T or casual employees **(2)**
- Equal pay in relation to other organizations performing same duties **(1)**
- A better understanding by management of what Community Counselling does **(1)**
- More appreciation for work done **(1)**
- Increased wellness initiatives ie. Flextime, lunch hour walks **(1)**
- Use of LOA for wellness activities instead of stats or vacation **(1)**
- Better communication to off site areas **(1)**
- Would like the CEO to be more approachable and better communicate with staff **(2)**
- Consistent meetings between staff and immediate supervisors to convey important information **(1)**
- Staff complaints and concerns need to be addressed by managers and in a more timely fashion than has been practiced **(2)**

Of the staff who answered this question **35%** were in relation to the hospital.