

Do you know what your staff are telling us about health service work places?

VHA Forum: Building the Future Health Workforce

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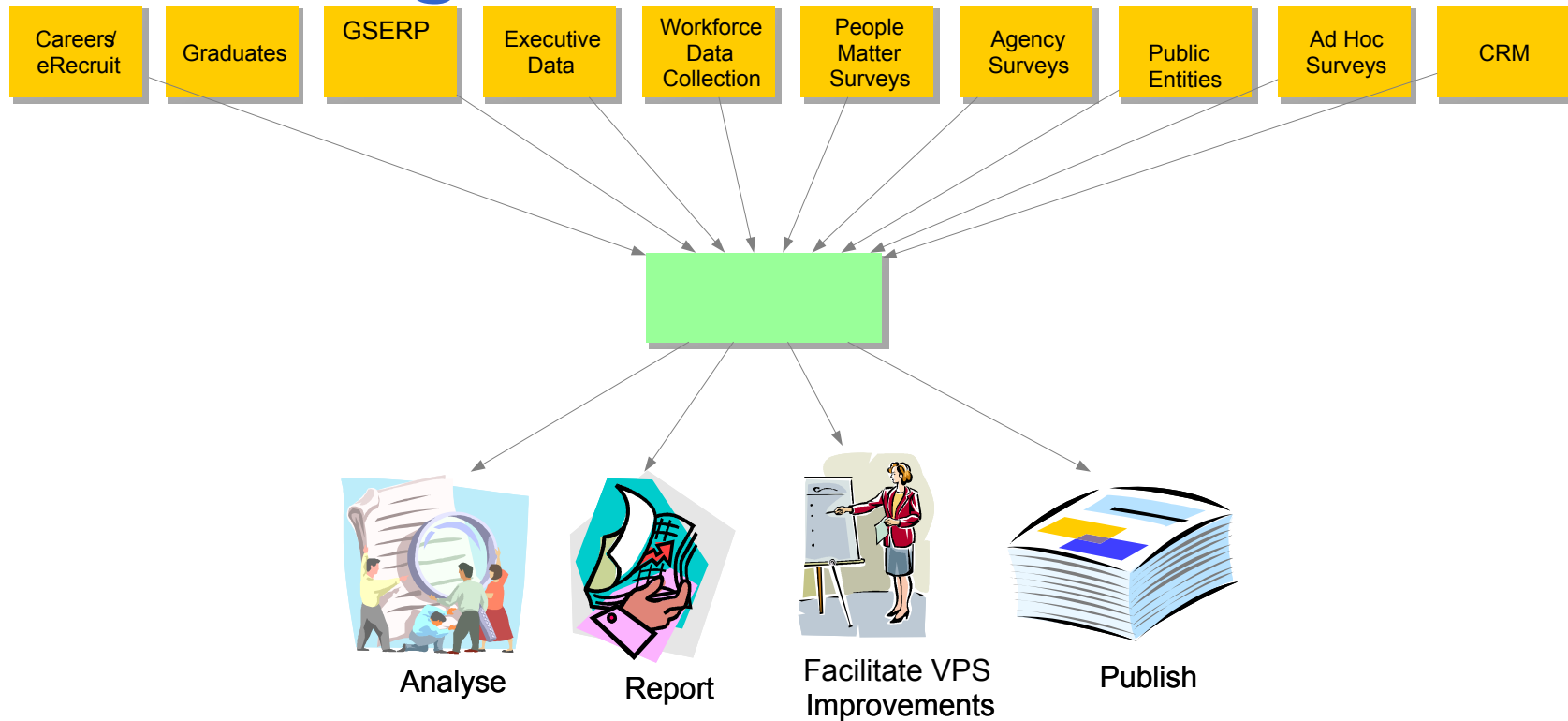
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The power of data

- ❑ **Information → Knowledge**
- ❑ **If you can measure it, you can manage it**
- ❑ **SSA has lots of data – mainly HR**
 - **450/500 reports per year**
- ❑ **We can adapt / tailor reports to suit you**

Data → Information → Knowledge



□ Data is collected, analysed, reported, published and used to facilitate improvements

Do you know what your staff are telling us?

Satisfaction

- Job satisfaction
- Commitment to organisation and sector
- Satisfaction with leadership/management

Performance

- Separation rates
- Sick leave
- Applying the values and employment principles

Benchmarks

- How does health compare?
- How does your organisation compare?

Issues

- Bullying and harassment
- Performance appraisal / feedback mechanisms

Key indicators – your culture

- **People Matter Survey tells you what your employees think of your organisation’s leadership, management and values**
- **Indicators of workplace stress and morale, pride in and commitment to organisation**
- **Identifies areas for improvement in your organisations culture**

Your top 2008 results

This table shows the questions in the values, employment principles, and work environment sections of the survey with the highest level of employee agreement.

	Percentage Agreement (%)
Your 2008 Results	
My workgroup strives to achieve customer satisfaction	99 %
My organisation provides high quality services to the Victorian community	99 %
Cultural background is not a barrier to success in my workgroup	99 %
My organisation strives to match services to customer needs	98 %
My organisation actively supports better practice as the basis for more effective programs	97 %
My organisation strives to earn and sustain a high level of public trust	97 %
My workgroup treats members of the Victorian community fairly and objectively	97 %
I have enough work to keep me busy	97 %
Employees in my organisation are encouraged to report health and safety incidents and injuries	97 %
I feel I make an important contribution to achieving the organisations objectives	97 %

Your lowest 2008 results

This table shows the questions in the values, employment principles, and work environment sections of the survey with the lowest level of employee agreement.

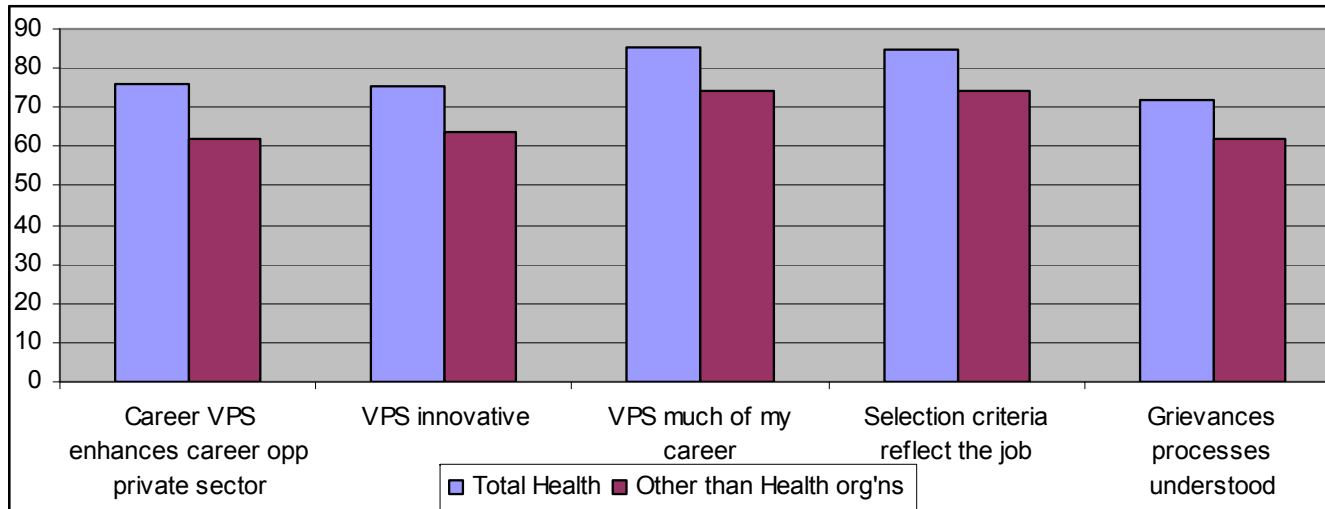
	Percentage Agreement (%)
Your 2008 Results	
My manager appropriately deals with employees who perform poorly	55 %
In my organisation behaviour consistent with the values is acknowledged and rewarded	64 %
My manager talks to employees about how the values apply to their work	66 %
Senior managers keep staff informed about what's going on	67 %
In my workgroup there is frequently too much work to do	68 %
Change is handled well in my organisation	69 %
I am confident that if I lodge a grievance I would not suffer any negative consequences	69 %
There is an absence of bias in the decision-making of my organisation	70 %
I receive adequate feedback on my performance to enable me to deliver required results	73 %
My organisation informs employees about their human rights and responsibilities	74 %

Job Satisfaction

- People Matter Survey 2008–5,000 health sector employees in sample
- 52 Participating Health Sector Organisations
- 24% response rate
- Measures job satisfaction, workplace wellbeing, and commitment to the organisations and the sector
- Health sector does well on all these, but variation within the sector.



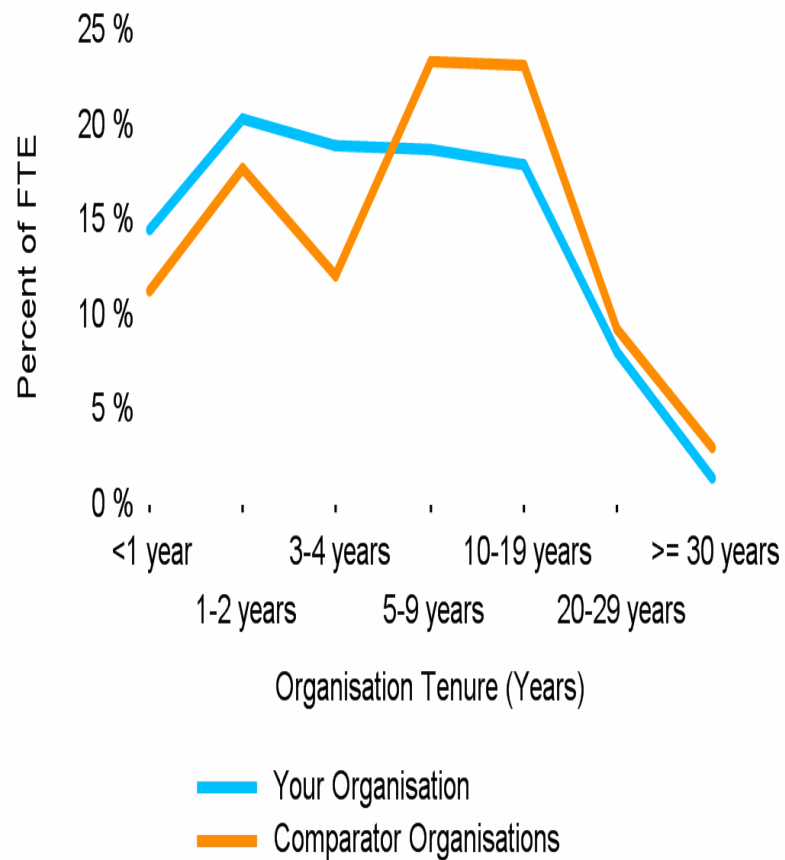
Health Sector – High Performing



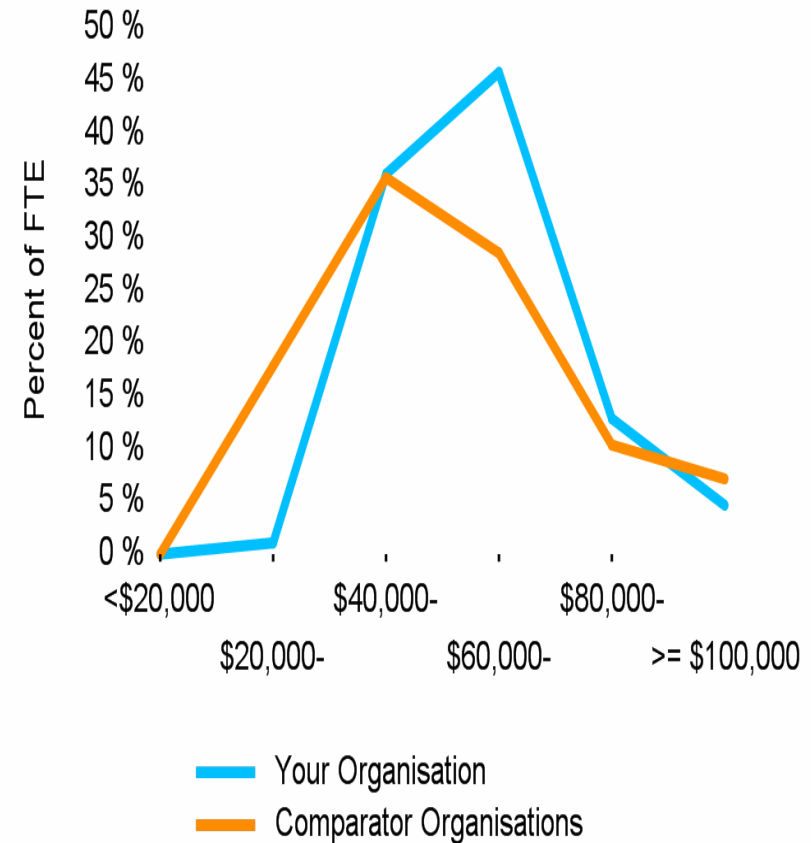
- **Health Sector achieved results higher than the rest of the public sector on 72% of the 144 core survey questions**
- **Majority of the differences were statistically significant**
- **More than 10 percentage points on items shown above**
- **Innovation; commitment to public sector rank highly in health sector compared to rest of public sector**

You can...compare your performance against others

Workforce profile by tenure

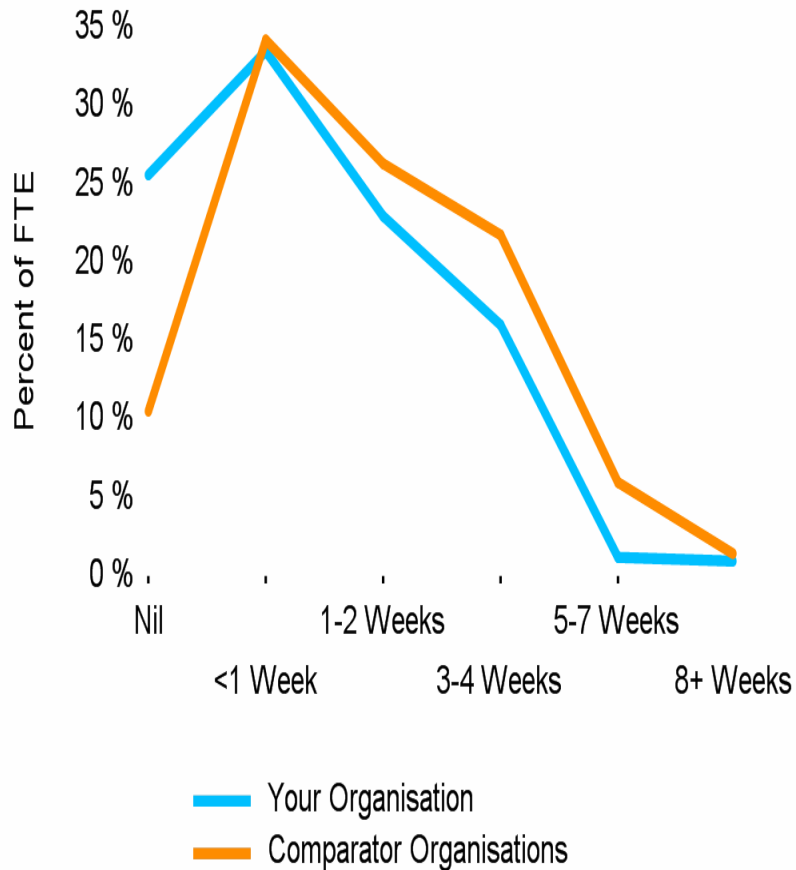


Workforce profile by base salary

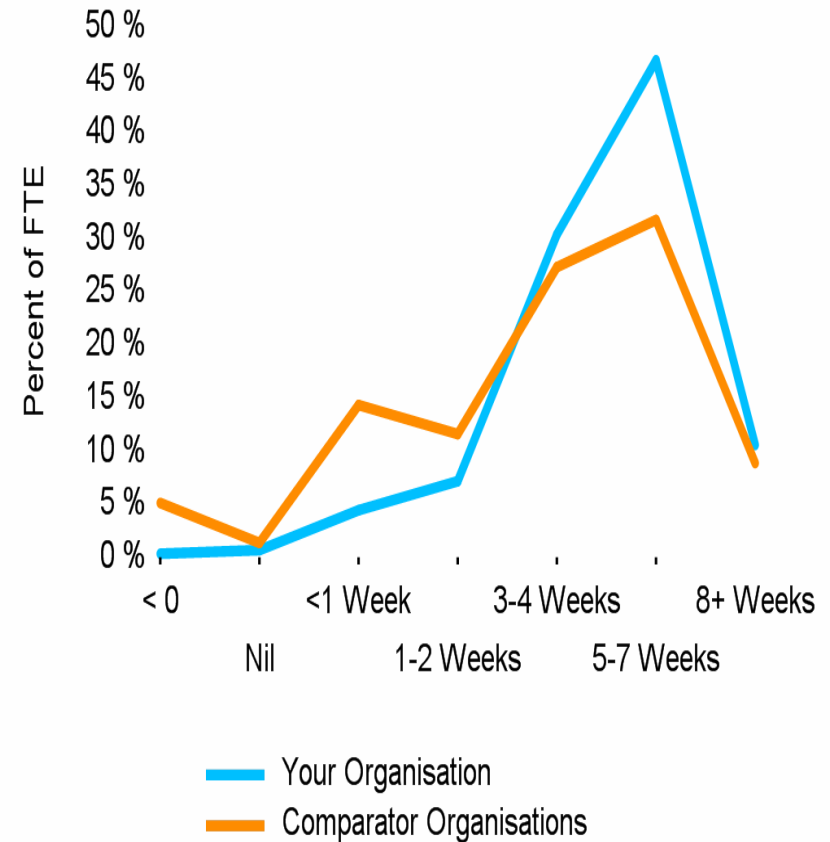


Use information to identify risks

Sick Leave Taken



Annual Leave Balance



Benchmarking

- **SSA data collections allow you to benchmark against your peers and the broader sector;**
- health sector – public sector
- metro health – rural health
- large health – small health
- large rural – small rural

- You tell us who you want to be benchmarked against

Benchmarking the Health Sector: Public Sector Values

	Total Health Sector %	Rest of public sector %	Difference
Responsiveness	93	89	▲ ▲
Integrity	86	86	
Impartiality	85	83	▲ ▲
Accountability	81	78	▲ ▲
Respect	79	79	
Leadership	77	73	▲ ▲
Human Rights	93	87	▲ ▲

Benchmarking – Rural & Melbourne

	Rural Hospitals %	Melbourne Hospitals %	Difference
Responsiveness	94	91	▲ ▲
Integrity	87	85	
Impartiality	86	84	▲ ▲
Accountability	82	79	▲ ▲
Respect	79	78	
Leadership	79	74	▲ ▲
Human Rights	94	92	▲ ▲

Benchmarking – Small Rural & Large Rural

	Small Rural Hospitals %	Large Rural Hospitals %	Difference
Responsiveness	97	91	▲ ▲
Integrity	90	84	▲ ▲
Impartiality	89	83	▲ ▲
Accountability	85	78	▲ ▲
Respect	83	75	▲ ▲
Leadership	85	72	▲ ▲
Human Rights	97	91	▲ ▲

SSA helps you to respond:

Dealing with Bullying – an example

- **The Positive Work Environment Toolkit was launched last year.**
- **The Managing Poor Behaviour in the Workplace Guide may also be useful.**



WorkSafe's guide & its 'Employer Performance Management Program'



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