Option 1

Scan the QR code with your phone camera.

Option 2

Open your phone browser and go to:
https://www.menti.com/

Use code:
5737 4940

Developing the HSO Global Workforce Survey™

What We Heard: Consultation Feedback

Consultations with 37 organization from across 19 sectors ranging in size from five-person health centres to larger health systems (2020). Insights validated need for a new single survey.

Modernize	**Reduce Survey Fatigue**	**Link Results to Action Planning**	**Ensure Flexibility & Customization**
Address gaps identified in current research – update to include critical quality and safety issues (e.g. EDI).	Cut confusion and duplication - make easy to administer and incorporate key items from existing/older validated tools.	Link survey instrument results to enhance action planning and ultimately drive successful quality improvement initiatives.	Custom questions, , open-ended comments, automated trending results, analyzing by different variables, exportable data and charts, benchmarking reports (Global Index)

HSO Global Workforce Survey™

Measures perceptions of work-life and safety culture together to generate measurable and actionable insights

Work Life

- Communication and collaboration
- Engagement
- Equity, diversity, and inclusion
- Job characteristics
- Overall quality of work life
- Quality of supervision
- Relations with co-workers
- Retention/turnover

Safety

- Job burnout
- Management's focus on workforce health and safety
- Moral distress
- Organizational learning
- Psychological health and safety
- Workplace health and safety

The HSO Global Workforce Survey^{TM}

Measures perceptions of work-life and safety culture together to generate measurable and actionable insights

Job Characteristics
(9 items)

I understand what is expected of me in my job.

I have enough time to do what is expected of me in my job.

Well-being & Engagement
(9 items)

I feel burned out from my work.

I would recommend this organization as a place to work.

Immediate Supervisor
(5 items)

Provides me feedback on how well I do my job.

My manager considers my suggestions for improved <<patient>> safety.

Patient-Centred Care
(5 items)

We treat <<patients>> with respect and dignity.

We make sure that <<patients>>, their families and caregivers actively participate in making care decisions.

Leadership
(6 items)

Is committed to providing a healthy and safe workplace.

Can be trusted.

Patient Safety
(8 items)

In the past 12 months, how many times have you had to care for more <<patients>> than you can safely care for?

Work Team
(5 items)

The people I work with help each other out.

People from all backgrounds are treated fairly.

Background & Demographics

Which work unit, area or program do you work in?

Do you identify as a member of a visible minority group?

The HSO Global Workforce Survey™

Demographics

Respondent Characteristics

Gender

Age group

Indigenous identity

Persons with disabilities

Visible minority status

Self-rated general health

Job/Work Characteristics

Remote work (y/n)

Provides direct patient/client/resident care (y/n)

Employment status

Typical work schedule

Typical weekly hours

Length at organization

Length in current position

Healthcare setting

Job category (role)

Business Intelligence: Users can drill down into one or more demographic categories.

The HSO Global Workforce Survey
What We Heard. Findings from early adopters resonate with reality and require action.

- High burnout

- Not enough time to do what is expected of them in their job

- Lack of positive recognition

- Limited trust of senior managers/executives

- Work environment not psychologically healthy and safe – impacting care

10,064 VOICES OF ALL CATEGORIES OF STAFF ACROSS ALL SETTINGS (300 locations)

Leadership/senior management **can be trusted**.

Strongly agree/Agree

62%
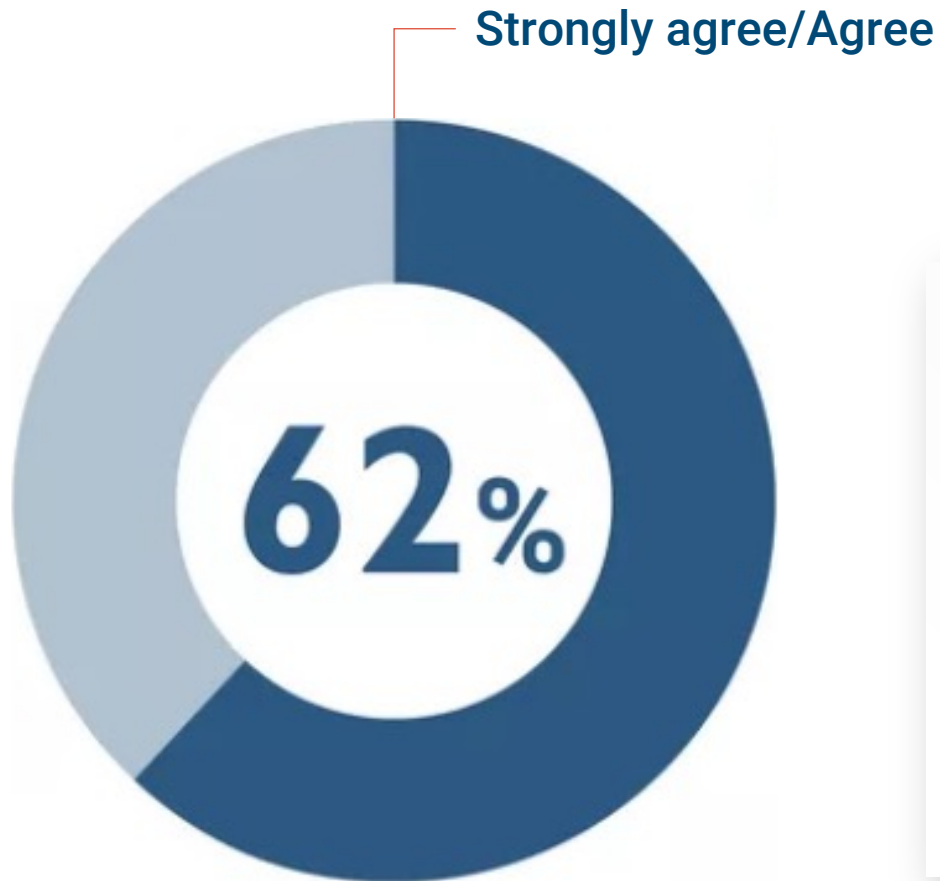
Tenure with Organization

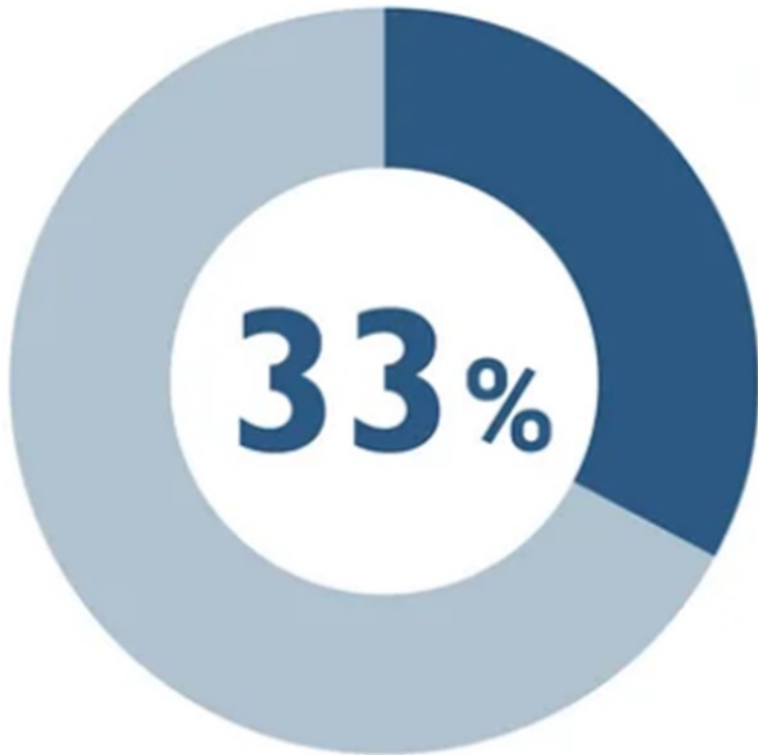|	
Less than 1 year	79%
1 to 5 years	65%
6 to 10 years	56%
11 or more years	55%

Job Category

Managers/ Executives	77%
Social/ Community Care Workers	65%
Nurses	49%

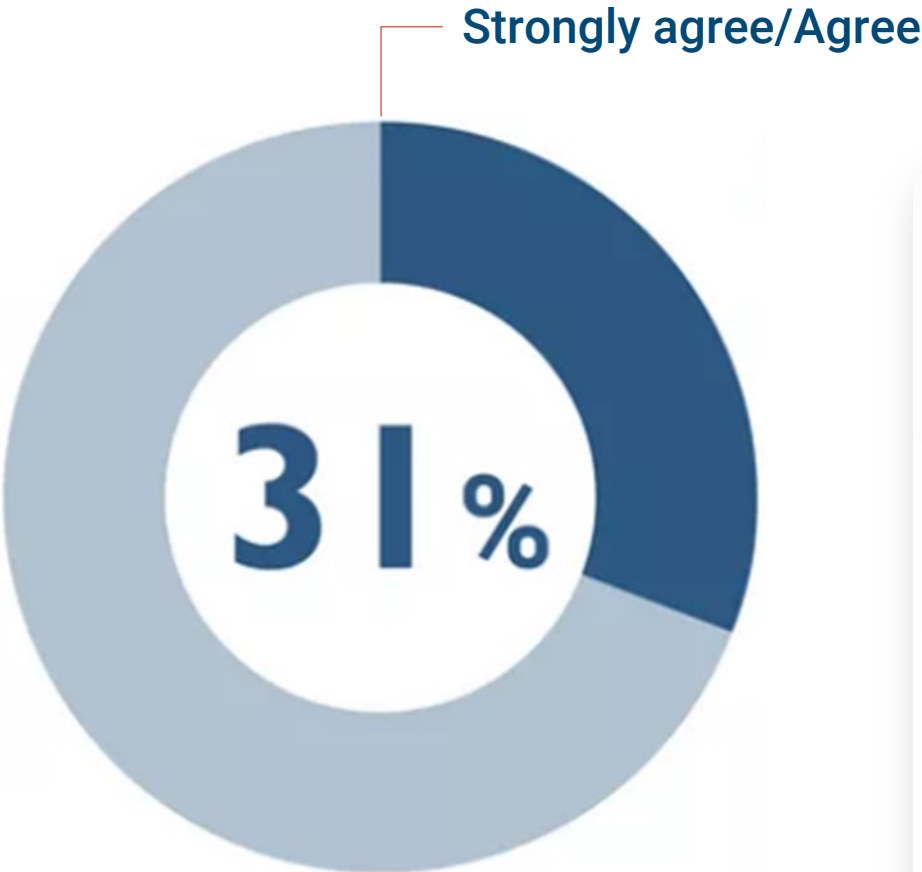# I feel **burned out** from my job.

Once a week **or more frequently**

33%

Hours worked per week

Less than 30	22%
30 to 40	32%
More than 40	**46%**

Tenure with Organization

Less than 1 year	20%
1 to 5 years	33%
6 to 10 years	**39%**
11 or more years	**35%**

I often think about **leaving my job**.

Strongly agree/Agree

31%

Job Category

Managers/Executives	26%
Nurses	43%

Age Group (Nurses Only)

24 and under	42%
25 to 34	46%
35 to 44	39%
45 to 54	41%
55 to 64	40%
65 and over	17%
Prefer not to answer	58%

Leadership/senior management takes effective action to **prevent harassment, abuse and violence**.

Strongly agree/Agree

63%
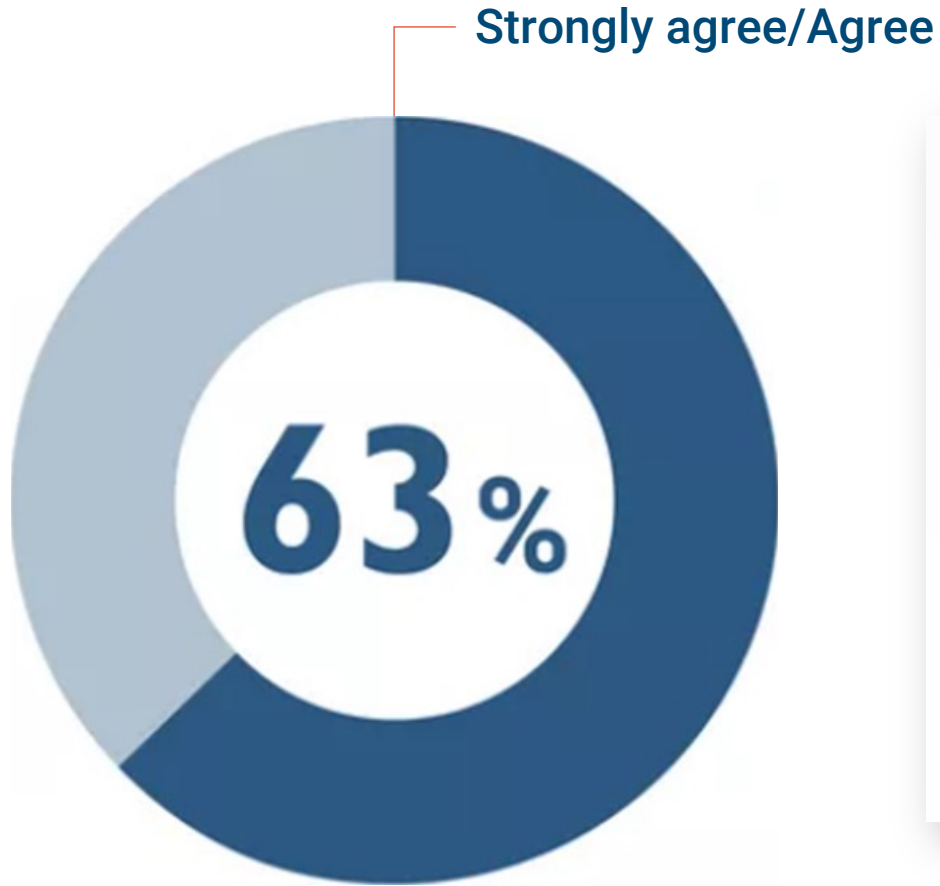
Identifies As

Indigenous (n=900)	60%
Having a disability (n=393)	51%
Visible minority (n=1192)	67%
Neither male or female (n=50)	33%

Health Care Setting

General hospitals	52%
Home and community	72%
Long-term care	64%

Feedback & contact details if interested in more information

(New QR code)

There is no quality without a healthy, competent workforce.

Thompson, L. It is time for health quality 5.0: Are you ready? Healthcare Quarterly, 26(3); October 2023: 27–30. doi 27-30.doi:10.12927/hcq.2023.27218.
Available from: https://www.longwoods.com/content/27218/it-is-time-for-health-quality-5.0-are-you-ready-