

WoWe- AED Workplace Wellbeing and Needs Assessment Survey

Objectives:

- Baseline measures of Workplace Wellbeing (WoWe) and burnout
- Generate potential ideas for improving WoWe at AED

What?

Determinants of clinician/workplace wellbeing can be seen as comprising 3 parts. These include a *Culture of Wellness*, *Efficiency of Practice* and *Personal Resilience*.

Why?

We believe staff wellbeing is vital to the optimal functioning of our department. Wellbeing can suffer in our stressful work environment.

Staff burnout, high staff turnover, increased errors, low morale, increased complaints, increased monetary costs, suboptimal patient care and patient outcomes: these are some of the potential downsides of poor staff wellbeing.

We believe that we, the staff, are the experts in the needs of our department. We believe our views are important to ensure we work in an excellent workplace.

How?

This survey is to gather some baseline information to assess our WoWe and burnout. It can be compared to future surveys. The ideas generated may lead to useful interventions to improve/maintain our wellbeing.

This survey has institutional and departmental research approval. It has not needed Ethics Committee approval as it is an audit. This has the approval of AED management, but is independent of management. All information is confidential. It cannot be linked to individuals.

Please ask members of the [AED Healthy Workplace Group](#) (details on the AED intranet site) for further information, to discuss ideas, or for assistance. Other sources of assistance if you are particularly interested or concerned include your GP, EAP, or a trusted colleague.

Thank you,

The AED Healthy Workplace Group

* 1. Are you willing to take the survey?

Yes

No

This survey applies to those working in the Adult Emergency Department

* 2. Do you work at AED?

Yes

No

3. Is AED your main place of work outside the home?

Yes

No

No/Other (please specify)


4. How would you rate your overall quality of life, in the past week?

0 (As bad as it can be) 10 (As good as it can be)



5. On a scale of 0-10 how likely would you recommend AED as a place to work

0 (Highly Unlikely) 10 (Highly Likely)



6. Overall, AED is an excellent place to work.

Strongly Disagree Disagree Neutral Agree Strongly Agree



7. I believe AED is going in the right direction.

Strongly Disagree Disagree Neutral Agree Strongly Agree



8. At AED, my immediate supervisor cares about the work that I do

Strongly Disagree Disagree Neutral Agree Strongly Agree



9. At AED, I feel comfortable bringing up problems and tough issues.

Strongly Disagree Disagree Neutral Agree Strongly Agree



10. My job makes me feel as if I am part of something meaningful

Strongly Disagree Disagree Neutral Agree Strongly Agree



11. I am satisfied with my work/life balance.

Strongly Disagree Disagree Neutral Agree Strongly Agree



12. My current role at AED enables me to build my professional skills.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

13. I feel like I have at least one person in a managerial/supervisory role at AED who looks out for professional development.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

14. My immediate supervisor at AED cares about me as a person.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

15. I feel well-informed about important decisions in AED.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

16. In AED, I feel recognised for my contribution.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

17. In your opinion, how important is it to have a healthy workplace?

Not important at all.
Focusing on this is a
waste of time.

Not important

Neutral

Important

Very important. NOT
having a focus on this can
be dangerous.

18. What MATTERS TO ME MOST in my work at AED is...

19. What gets in the way of what matters to me is...

20. Please feel free to comment about any of the issues raised, or anything you think is important.
(All comments gratefully received).

Needs assessment

Staff wellbeing can be thought of in 3 broad areas:

- Personal resilience
- Workplace culture
- Workplace efficiency

Workplace efficiency refers to things such as having enough staff to do a decent job, having good processes, good IT, clear guidelines, enough space, etc, etc. That is, having a place that *works*...

(There is no point in being resilient, with a great culture, if you can't do simple things for your patient)

3 factors of staff wellbeing.

21. What can be done to improve the **CULTURE** of our department?

Culture refers to how we behave towards one another, the general atmosphere.

22. What can be done to improve the **EFFICIENCY** of our department

Efficiency refers to how things run, the processes, the hardware.

23. What can be done to improve our personal **RESILIENCE**?

Resilience refers to being able to survive and thrive in a challenging environment.

Demographics

24. Which of the following ethnicities do you identify with? (tick all that apply)

- NZ European
- NZ Maori
- Pacific Island
- British
- South African
- Chinese
- Filipino
- Indian
- Other (please specify)

25. Which of the following ethnicities do you identify with? (tick all that apply)

- NZ European
- NZ Maori
- Pacific Island
- British
- South African
- Chinese
- Filipino
- Indian
- Other (please specify)

26. How old are you?

- below 30
- 30-39
- 40-49
- 50-59
- 60 or above
- I'd prefer not to answer

27. Do you identify as male?

- Yes
- No

* 28. What is your profession?

- Doctor
- Nurse
- HCA
- Cleaner
- Orderly
- Clerical
- Other

Other (please specify if possible)

Doctor Role

29. What is your role?

- Specialist
- MOSS
- House Surgeon
- Registrar
- Fellow

Other (please specify)

Nurse Role

30. What is your role?

- CCN
- NP
- CNS
- Nurse educator
- Level 4
- Level 3
- Level 2
- New Grad Level 1
- Enrolled nurse

Other (please specify) or rather not say

Mentoring

Mentoring can be useful to help many with work. Many believe that mentoring can be a useful way to enable people to get the most out of their work, and fulfill their potential. For the past 2 years there has been a mentoring program in AED that involves many doctors. (Most mentees are registrars, most mentors are consultants).

Mentoring is confidential. It is NOT the same as clinical coaching, or supervision. There is no reporting. It is voluntary for both the mentee and mentor.

31.

Mentoring:

“The process whereby an experienced, highly regarded, empathic person (the mentor), guides another individual (the mentee) in the development and re-examination of their own ideas, learning, and personal and professional development.”

Given this statement, would you be interested in a nurse mentoring programme in the AED?

32. Given the above definition, are you in a mentoring partnership?

- Yes
- No
- Perhaps (please explain)

33. How beneficial could mentoring be, in your opinion, in the following areas, on a scale where 1 is not beneficial and 5 is very beneficial?

	1	2	3	4	5
Work/Life balance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff interactions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal/family issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Further training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clinical issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workplace stress	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other ideas?

34. How important do you judge the following qualities in a mentor, on a scale from 1-5, where 1 is not important and 5 is very important

	1	2	3	4	5
Respects confidentiality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is honest	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Respects people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has enough time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is able to provide constructive feedback	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is able to listen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knows everything about emergency medicine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other ideas?

Mindfulness/meditation

- **Training in mindfulness has been used in various workplaces and has shown to be beneficial for some participants.**
- **It has been recommended for those who work in stressful environments.**
- **It is NOT based on any religion.**

35. Would you consider attending a mindfulness/meditation workshop if available at work during your usual paid worktime?

e.g. 1 hour per week, for 4 weeks?

- Yes
- No
- Perhaps

This is the last page.

The next few questions are from the CBI (Copenhagen Burnout Inventory). Some of the questions seem a little repetitive. The CBI has been well studied and validated, and the results best understood if all questions are answered.

36. How often do you feel tired?

Always	Often	Sometimes	Seldom	Never/almost never
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

37. How often are you physically exhausted?

Always	Often	Sometimes	Seldom	Never/almost never
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

38. How often are you emotionally exhausted?

Always	Often	Sometimes	Seldom	Never/almost never
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

39. How often do you think "I can't take it anymore"?

Always	Often	Sometimes	Seldom	Never/Almost never
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

40. How often do you feel worn out?

Always	Often	Sometimes	Seldom	Never/almost never
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

41. How often do you feel weak and susceptible to illness?

Always	Often	Sometimes	Seldom	Never/almost never
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

42. Is your work emotionally exhausting?

To a very high degree

To a high degree

Somewhat

To a low degree

To a very low degree

43. Do you feel burnt out because of your work?

To a very high degree

To a high degree

Somewhat

To a low degree

To a very low degree

44. Does your work frustrate you?

To a very high degree

To a high degree

Somewhat

To a low degree

To a very low degree

45. Do you feel worn out at the end of the working day?

Always

Often

Sometimes

Seldom

Never/almost never

46. Are you exhausted in the morning at the thought of another working day?

Always

Often

Sometimes

Seldom

Never/Almost never

47. Do you feel that every working hour is tiring you?

Always

Often

Sometimes

Seldom

Never/Almost never

48. Do you have enough energy for family and friends during leisure time?

Never/almost never

Seldom

Sometimes

Often

Always

49. Do you find it hard to work with patients?

To a very high degree

To a high degree

Somewhat

To a low degree

To a very low degree

50. Do you find it frustrating to work with patients?

To a very high degree

To a high degree

Somewhat

To a low degree

To a very low degree

51. Does it drain your energy to work with patients?

To a very high degree

To a high degree

Somewhat

To a low degree

To a very low degree

52. Do you feel that you give more than you get back when you work with patients?

To a very high degree

To a high degree

Somewhat

To a low degree

To a very low degree

53. Are you tired of working with patients

Always

Often

Sometimes

Seldom

Never/almost never

54. Do you sometimes wonder how long you will be able to continue working with patients?

Always

Often

Sometimes

Seldom

Never/almost never

That concludes the survey

Thank you for your time. The information you have provided us will be non-identifiable. We hope to maintain and improve the wellbeing of the AED.

Please ask members of the AED Healthy Workplace Group (details on the AED intranet site) for further information, to discuss ideas, or for assistance.

Other sources of assistance if you are particularly interested or concerned include your GP, EAP, or a trusted colleague.

Thank you,

The AED Healthy Workplace Group