

Guide to reading the Managers Facility reports for the 2011 *YourSay* survey

Cover page

- Summarises the response rates and main Index scores for this facility.
- **Confidence Intervals** – if the CI is 5 or less, the results are a representative sample of the opinions at this facility. If the CI is greater than 5, the results are a snapshot of the opinions from this facility.
- Explains how results are reported (% positive) shows the number of people who agreed or strongly agreed with each question.

Comparative Data/Comparison Index

- Comparative data - the results for this facility are compared with the results from the organisation this facility belongs to (eg the LHD) or NSW Health overall (all NSW Health results).
- Each **Comparison Index** is calculated from the scores of 1909 health sector employees in similar organisations working across Australia (outside of NSW), the UK and Canada who completed this same survey during the survey period in May 2011.

Employee Engagement Index (page 1)

- The **Employee Engagement Index** (EEI) is an overall measure of the extent to which staff advocate, are committed to, and are willing to invest discretionary effort at their workplace. It is a measure of the employees commitment to the organisation they work for, and measures their willingness to invest in the organisation (eg being proud of the workplace, recommending their workplace to others, and motivation levels). It is calculated by averaging the positive responses to six survey questions.
- The EEI is given as a % for this facility, and then compared to both the EEI score of the organisation this facility belongs to, and externally to NSW Health in the Comparison Index.
- The response scale to each of the six questions is shown, and the positive (in green) or negative (in red) difference from the average positive score to these questions for the organisation this facility belongs to. For example, if the positive score at a facility is 65, and the LHD overall positive score is 67, this will be a -2 negative (red) difference.

Workplace Culture Index (page 2)

- The **Workplace Culture Index** (WCI) is an overall measure of employee perception about their workplace culture, based on the eight characteristics described in the NSW Health Workplace Culture Framework.
- The measure is built from the following characteristics and elements of an effective culture; (1) Patient Focus, People Centred, (2) Local Decision Making, (3) Communication, Cooperation and Support, (4)Valuing and Investing in People, (5) Caring and Innovation, (6) Inclusive Leadership, (7) Safe Places for all People and (8) Continually Improving Results.
- The WCI is calculated as an average of the positive responses to 15 of the survey questions that have been mapped to the Workplace Culture Framework.
- The WCI is given as a % for this facility, and then compared to both the WCI score of the organisation this facility belongs to, and externally to NSW Health in the Comparison Index.
- The responses to each of the 15 questions is shown, and the positive (in green) or negative (in red) difference from the average positive score for the organisation this facility belongs to.

Drivers of Engagement (page 3)

- The Drivers of Engagement shows the questions (and their % positive scores) that have been identified as having the biggest impact on engagement in the organisation this facility sits within.
- The scores for each of these questions are compared with both the organisational (eg LHD) and NSW Health overall score. The Drivers of Engagement show which areas should be worked on to improve the levels of engagement at this facility.

Highlights and Lowlights (page 4)

- Shows the three highest scoring sections and five highest scoring questions at this facility (Highlights). Shows the three lowest scoring sections and five lowest scoring questions at this facility (Lowlights).
Q4. Too many approvals are required for routine decisions. Q40. At my workplace we are too focused on monitoring rather than delivering services.
- Questions 4 and 40 (marked with an *) were negatively worded in the survey, so on this page the score for these two questions shows the % of respondents who disagreed, or strongly disagreed with these statements.

External Comparisons (pages 5 to 8)

- The results for each question of the survey at this facility are compared to the results from the 1909 external health employees which were surveyed at the same time with the same questions.
- All of the survey questions are listed in ascending order so that the smallest variations (compared to the external comparison) for this facility are listed first.

Inappropriate Behaviour (page 9)

- This page shows the results for the questions on the experience of inappropriate behaviour (from staff, NOT patients/visitors) and responses on reporting inappropriate behaviour in column graphs.
- YES responses are in blue, NO responses are in red.

All Questions (pages 10 – 20)

- The responses to all questions of the survey are reported by the 11 sections in the survey.
- Positive responses (agree/strongly agree) are green, neutral in yellow and negative (disagree/strongly disagree) in red.
- The first column of numbers shows the average positive score for all the questions in the section, and then lists the positive score for each question. Each response is then compared to the scores for the organisation this facility belongs to and the overall NSW Health response. If the facility score is by comparison more positive, it is written with a plus (+). If the facility score is negative by comparison, it is written with a minus (-).
- If the difference is more than 5% the number is written in yellow. If the difference is at least 5% less than the comparison, the number is written in blue.
- Questions that are key drivers of engagement in this organisation are identified by the red 'key' box.
- As questions 4 and 40 were negatively worded in the survey, the positive scores for these two questions shows the % of respondents who disagreed, or strongly disagreed with these statements.
- The results for the Inappropriate Behaviour section have been reversed – the positive scores in this section show the number of people who have **NOT** experienced these behaviours.

Results by Demographic Groups (pages 21 to 64)

- This section is only included where there were more than 30 survey responses from this facility.
- This section shows the % positive scores for each section, and every question, for all the demographic groups that were listed in the survey; job role, service, management role and level of responsibility, employment status, gender, length of service at NSW Health and in current position and age.
- Scores are not provided if there are less than 10 people who have responded from an identified group. This is shown by the symbol (r).
- If the % positive score is at least 5% greater than the overall facility score for a question, the score is in a green box.
- If the % positive score as at least 5% less than the overall facility score for a question, the score is in a red box.
- Scores that are within the 5% variation are not shaded.

Guide to using the Report (pages 65 and 66)

- This section gives background information on the survey methodology, and how response rates were calculated.