

SURVEY 2018

YOUR TRAINING
AND WELLBEING *Matters*



Report For:

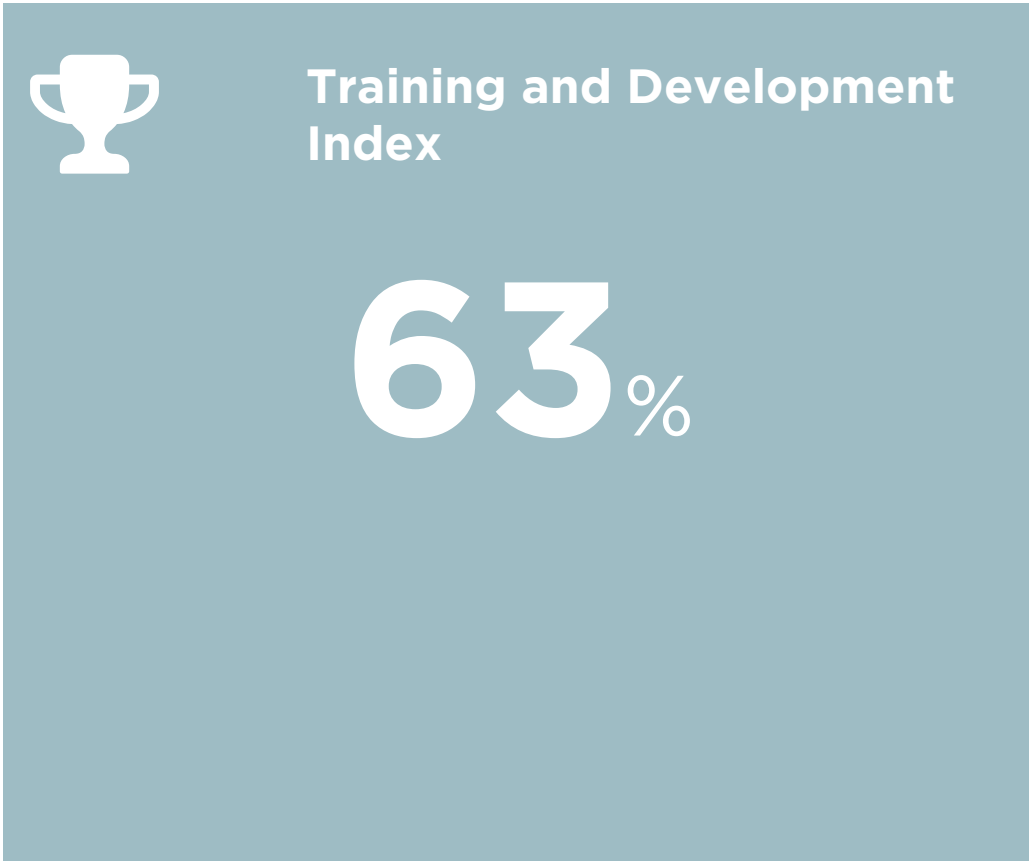
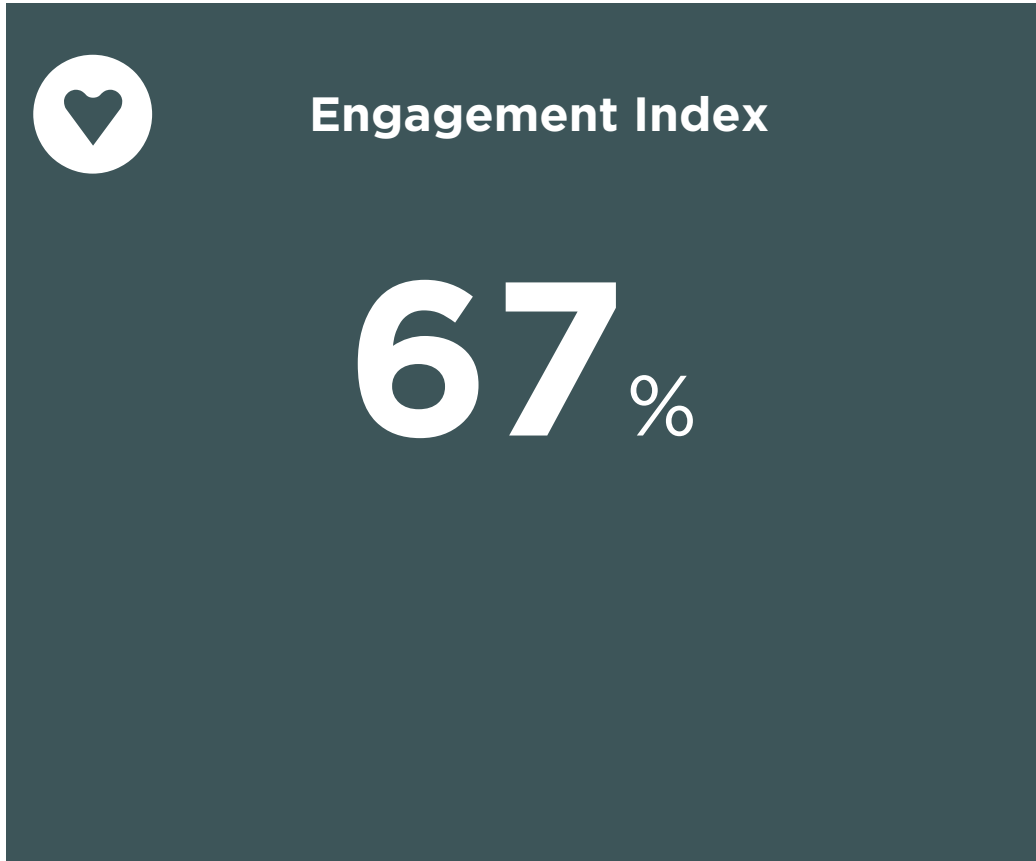
JMO management and JMO support staff
survey

YOUR TRAINING AND WELLBEING Matters



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RESPONSE RATE:	N/A	INDEX HEADLINES
JMO MANAGEMENT/ SUPPORT STAFF RESPONSES:	202	



i This page shows the average scores for key engagement and training and development index. The individual questions used to calculate the index scores are listed in the following pages.

ENGAGEMENT INDEX



ENGAGEMENT

The Employee Engagement score is weighted. It cannot be compared to the other scores which are the average of the % agreement results (strongly agree and agree scores).

ENGAGEMENT INDEX SCORE

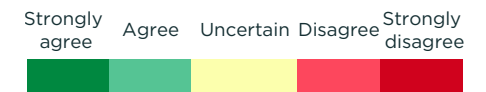
67%

RESPONSE SCALE

% AGREEMENT

Question	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree	% Agreement
Q2. I would recommend my organisation as a great place to work	23	45	20	9		68%
Q3. I am proud to tell others I work for my organisation	30	47	15			77%
Q4. I feel a strong personal attachment to my organisation	26	46	15	8		73%
Q5. My organisation motivates me to help it achieve its objectives	18	39	18	18		57%
Q6. My organisation inspires me to do the best in my job	17	41	19	18		57%

KEY



TRAINING AND DEVELOPMENT INDEX

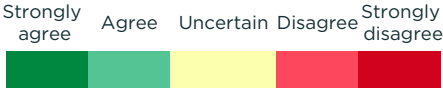


TRAINING AND DEVELOPMENT

These results provide information on JMO management and support staff experience of training and development opportunities.



KEY



HEADLINE SCORES

Highest Agreement Scoring Questions

%
AGREEMENT

Q32. I feel I have the skills and capabilities to undertake my role

94%

Q43. My hospital/training site supports junior doctor training.

88%

Q18. I have a clear understanding of my unit/teams purpose and objectives

88%

Q22. Junior medical officers treat me with respect

88%

Q31. I feel confident in my role

86%

Lowest Agreement Scoring Questions

%
AGREEMENT

Q13. Where I work we have enough staff to complete our work effectively

29%

Q12. I have enough time to do my job effectively

38%

Q59b. I believe action will be taken on the results from this survey by NSW Health

44%

Q37. My manager discusses my career plans with me

47%

Q14. I have the support I need to deliver a high level of support to JMOs

49%



YOUR TRAINING AND WELLBEING MATTERS QUESTIONS RESULTS AT A GLANCE

These results provide information about the highest, and lowest scoring questions from the survey based on respondents who have selected 'Strongly Agree' and 'Agree'.

GUIDE TO THIS REPORT

HOW TO READ THIS REPORT

The core questionnaire contains a number of attitudinal questions which are rated on a strongly agree to strongly disagree scale. Where results are shown as agreement percentages (% agreement) these are calculated by adding together 'strongly agree' and 'agree' responses and dividing by the number of respondents answering the question.

ROUTING

Dependent on respondent's answers to certain attitudinal questions they can be routed to supplementary questions. Attitudinal questions marked with an R have only been answered by a subset of respondents.

PRIVACY

Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process. There is no way of tracing individuals in reports or through the de-identified survey data. There are limits on the size of workgroups that can be reported (10 or more employees) and responses from demographic groups (10 or more employees). Where people work in small teams, the results are merged with larger business units and results are not available. Where this happens an 'r' is shown in reports.

ROUNDING

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of calculation for maximum accuracy. Values from x.00 to x.49 are rounded down and values from x.50 to x.99 are rounded up. Therefore in some instances, results may not total 100%.

	STRONGLY AGREE	AGREE	UNCERTAIN	DISAGREE	STRONGLY DISAGREE	TOTAL
NUMBER OF RESPONSES	151	166	176	96	24	613
PERCENTAGE	24.63%	27.08%	28.71%	15.66%	3.92%	100%
ROUNDED PERCENTAGE	25%	27%	29%	16%	4%	101%
NUMBER OF AGREEMENT	151 + 166 = 317					
% AGREEMENT	317 ÷ 613 = 52%					

SURVEY TIMEFRAME

This report contains results from the 2018 Your Training and Wellbeing Matters survey which was open from 22 October to 12 November 2018.

Junior Medical Officer management and education support staff who spend 50 per cent or more of their time in activities involved in the management and/or education of JMOs were invited to complete the online survey.

SURVEY QUESTIONS



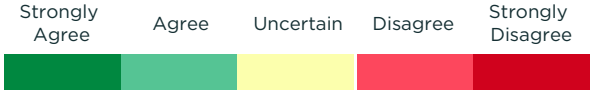
EXPLORE THE RESULTS

Questions are grouped by themes in this report

These pages show questions asked in the survey and the proportion of JMO management and education support staff who agreed (strongly agree + agree), were neutral (neither agree nor disagree) or disagreed (disagree + strongly disagree) with the statement.

ENGAGEMENT INDEX	RESPONSE SCALE				% AGREEMENT
Q2. I would recommend my organisation as a great place to work	23	45	20	9	68%
Q3. I am proud to tell others I work for my organisation	30	47	15	8	77%
Q4. I feel a strong personal attachment to my organisation	26	46	15	8	73%
Q5. My organisation motivates me to help it achieve its objectives	18	39	18	18	57%
Q6. My organisation inspires me to do the best in my job	17	41	19	18	57%

KEY



SURVEY QUESTIONS



EXPLORE THE RESULTS

Questions are grouped by themes in this report

ABOUT YOURSELF	RESPONSE SCALE	RESPONSES	%
Q7. What are your main responsibilities		201	
JMO Rostering		95	47%
Managing staff in my unit/team		94	47%
JMO payroll (data entry/answering payroll questions)		83	41%
Human resource functions		92	46%
JMO Recruitment		114	57%
JMO Orientation (at commencement of year, mid-year and change of rotations)		111	55%
JMO Term allocations		73	36%
JMO Leave management		90	45%
JMO education support		105	52%
Preparing for hospital accreditation by HETI and Medical colleges		88	44%
Managing grievances and complaints involving junior doctors		86	43%
Onboarding IMGs recruited, eg visa applications, medical registration applications		68	34%
Other		47	23%

KEY

R ROUTED QUESTIONS

SURVEY QUESTIONS



EXPLORE THE RESULTS

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ABOUT YOURSELF

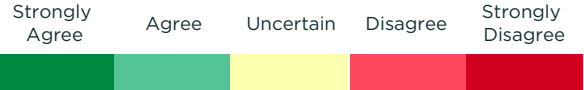
RESPONSE SCALE

% AGREEMENT

Q8. In my role I provide personal support to JMOs who are experiencing difficulties e.g. career advice, personal matters



KEY



SURVEY QUESTIONS



EXPLORE THE RESULTS

Questions are grouped by themes in this report

ABOUT YOURSELF	RESPONSE SCALE	RESPONSES	%
Q9. In addition to your responsibilities with JMOs, do you have any other responsibilities/duties		202	
Yes		163	81%
No		39	19%
R Q10. How much time per week (as a percentage of your week) do you spend in your other responsibilities/duties?		163	
Less than 10%		13	8%
10-20%		27	17%
21-40 %		32	20%
41-50%		24	15%
More than 50%		67	41%

KEY

R ROUTED QUESTIONS

SURVEY QUESTIONS



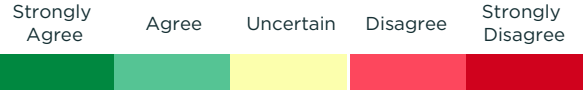
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ABOUT YOURSELF	RESPONSE SCALE				% AGREEMENT	
Q11. The responsibilities of my role are clearly defined	10	60	9	16	70%	
Q12. I have enough time to do my job effectively		31	17	31	15	38%
Q13. Where I work we have enough staff to complete our work effectively		24	14	35	22	29%
Q14. I have the support I need to deliver a high level of support to JMOs		44	17	24	9	49%
Q15. I think it is safe to speak up and challenge the way things are done in my workplace	16	39	20	16	8	55%
Q16. I am confident that on important matters my thoughts are communicated upwards by my manager	20	45	19	9	7	64%
Q17. I have confidence in the decisions my line manager makes	23	52	11	11		74%
Q18. I have a clear understanding of my unit/teams purpose and objectives	26	62	7			88%

KEY



SURVEY QUESTIONS



EXPLORE THE RESULTS

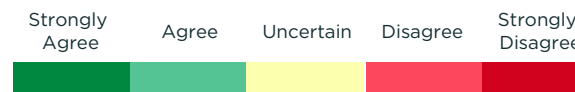
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ABOUT YOURSELF

	RESPONSE SCALE				% AGREEMENT
Q19. There are good processes in place for me to be updated on changes relating to JMOs that impact my work e.g. introduction of 14/10 safe hours standard, introduction of new policy directive	14	54	18	12	68%
Q20. I am valued for what I can offer my hospital.	14	43	24	12 8	57%
Q21. Staff members, including junior doctors, are treated fairly and with respect regardless of their position	20	46	22	8	66%
Q22. Junior medical officers treat me with respect	27	62	10		88%
Q23. Senior doctors treat the JMO management unit with respect	16	47	25	11	63%
Q24. There are resources in the workplace to support me if I experience stress or pressure.	12	49	21	14	60%
Q25. My hospital/training site values my health and wellbeing.	12	44	27	8 9	56%

KEY



SURVEY QUESTIONS



EXPLORE THE RESULTS

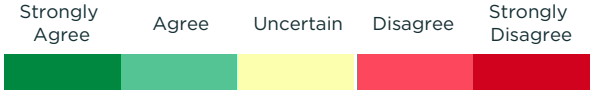
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YOUR TRAINING AND DEVELOPMENT OPPORTUNITIES

	RESPONSE SCALE				% AGREEMENT
Q26. I have a good understanding of junior medical officer awards and policies	29	51	14	7	79%
Q27. I have a good understanding of best practice rostering of junior medical officers	26	51	12	9	77%
Q28. I have a good understanding of postgraduate medical education in Australia from internship to speciality training.	28	46	12	13	74%
Q29. I have a good understanding of the different registration pathways for doctors.	25	47	16	10	72%

KEY



SURVEY QUESTIONS



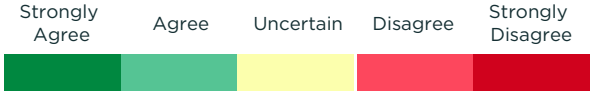
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YOUR TRAINING AND DEVELOPMENT OPPORTUNITIES	RESPONSE SCALE					% AGREEMENT
Q30. I have received the appropriate training and development to do my job effectively.	12	53	15	14		65%
Q31. I feel confident in my role	28	57	7			86%
Q32. I feel I have the skills and capabilities to undertake my role	35	59				94%
Q33. In the last 12 months I have had a FORMAL performance review by my manager	27	34		22	11	61%
Q34. I receive regular and timely feedback from my manager	19	46	13	16		65%
Q35. I receive constructive feedback from my manager	18	52	12	13		70%
Q36. I have a clear understanding of my development needs	19	51	17	10		70%
Q37. My manager discusses my career plans with me	16	31	19	23	11	47%
Q38. I know what career opportunities are available to me in NSW Health	13	44	20	15	8	57%
Q39. I am satisfied with the training opportunities available to me.	12	43	20	18	7	55%

KEY



SURVEY QUESTIONS



EXPLORE THE RESULTS

Questions are grouped by themes in this report

YOUR TRAINING AND DEVELOPMENT OPPORTUNITIES	RESPONSE SCALE	RESPONSES	%
Q40. I would benefit from more training in the following		178	
Best practice rostering		49	28%
How to use Healthroster		21	12%
Recruitment processes eg eRecruit		38	21%
NSW Health recruitment policy		28	16%
Interpreting Medical Officers award and JMO policies		65	37%
How to recognise, support and escalate a JMO in difficulty		71	40%
Improved computer skills		28	16%
How to give and receive feedback		42	24%
Managing unacceptable behaviour		78	44%

KEY

R ROUTED QUESTIONS

SURVEY QUESTIONS



EXPLORE THE RESULTS

Questions are grouped by themes in this report

YOUR TRAINING AND DEVELOPMENT OPPORTUNITIES	RESPONSE SCALE	RESPONSES	%
Q40. I would benefit from more training in the following		178	
Payroll management, including award interpretation		40	22%
Understanding prevocational/vocational accreditation processes		49	28%
Medical college training		38	21%
Visas		68	38%
Medical registration pathways and requirements		60	34%
Time management/prioritising workload		29	16%
Brief and report writing		55	31%
Project Management		63	35%
Other		19	11%

KEY

R ROUTED QUESTIONS

SURVEY QUESTIONS



EXPLORE THE RESULTS

Questions are grouped by themes in this report

YOUR TRAINING AND DEVELOPMENT OPPORTUNITIES	RESPONSE SCALE	RESPONSES	%
Q41. In the last 12 months I have attended training/professional development to support my role.(online, face to face)		190	
Yes		132	69%
No		58	31%
R Q42. Who provided the training?		132	
Health Education and Training Institute		83	63%
Hospital/Department		62	47%
University		9	7%
NSW Ministry of Health		31	23%
Medical College		14	11%
AHPRA/Medical Board of Australia		10	8%
Other		26	20%

KEY

R ROUTED QUESTIONS

SURVEY QUESTIONS



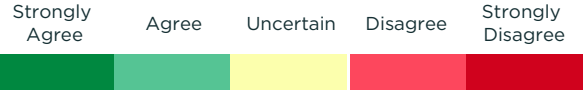
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JMO SUPPORT	RESPONSE SCALE				% AGREEMENT
Q43. My hospital/training site supports junior doctor training.	37	51			88%
Q44. My hospital/training site has effective processes for monitoring workload and managing JMO workload surges.	20	45	18	12	66%
Q45. My hospital/training site has effective processes in place to manage a trainee in difficulty.	23	58	12		81%
Q46. My hospital/training site values JMO health and wellbeing.	36	48	9		84%

KEY



SURVEY QUESTIONS



EXPLORE THE RESULTS

Questions are grouped by themes in this report

JMO SUPPORT	RESPONSE SCALE	RESPONSES	%
Q47. I am aware of the NSW Health JMO support line administered by Converge International for junior doctors		185	
Yes		126	68%
No		39	21%
Don't Know		20	11%
Q48. I am aware of the NSW Health Map My Health Career Website		184	
Yes		85	46%
No		77	42%
Don't Know		22	12%

KEY

R ROUTED QUESTIONS

SURVEY QUESTIONS



EXPLORE THE RESULTS

Questions are grouped by themes in this report

UNACCEPTABLE CONDUCT	RESPONSE SCALE	RESPONSES	%
Q49. I am aware of the NSW Health JMO Wellbeing and Support Plan?		185	
Yes		139	75%
No		32	17%
Don't Know		14	8%
Q50. I have seen the results of the 2017 Your Training and Wellbeing Matters JMO Survey for my hospital/LHD/training network		184	
Yes		113	61%
No		53	29%
Don't Know		18	10%

KEY

R ROUTED QUESTIONS

SURVEY QUESTIONS



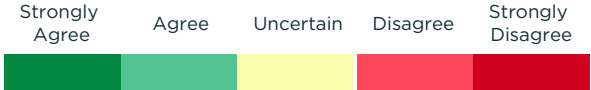
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UNACCEPTABLE CONDUCT	RESPONSE SCALE				% AGREEMENT
Q51. There is a culture that deals effectively with discrimination, bullying and sexual harassment at my hospital/training site	19	47	19	9	66%

KEY



SURVEY QUESTIONS



EXPLORE THE RESULTS

Questions are grouped by themes in this report

UNACCEPTABLE CONDUCT	RESPONSE SCALE	RESPONSES	%
Q52. In the last 12 months I have witnessed misconduct/wrongdoing at my work.		183	
Yes		44	24%
No		113	62%
Prefer not to say		26	14%
R Q53. Have you reported the misconduct/wrongdoing you witnessed in the last 12 months?		44	
Yes		29	66%
No		6	14%
Prefer not to say		9	20%

KEY

R ROUTED QUESTIONS

SURVEY QUESTIONS



EXPLORE THE RESULTS

Questions are grouped by themes in this report

UNACCEPTABLE CONDUCT	RESPONSE SCALE	RESPONSES	%
Q54. In the last 12 months I have witnessed bullying at my work.		185	
Yes		64	35%
No		92	50%
Prefer not to say		29	16%
Q55. In the last 12 months I have been subjected to bullying at work.		184	
Yes		36	20%
No		120	65%
Prefer not to say		28	15%

KEY

R ROUTED QUESTIONS

SURVEY QUESTIONS



EXPLORE THE RESULTS

Questions are grouped by themes in this report

UNACCEPTABLE CONDUCT	RESPONSE SCALE	RESPONSES	%
R Q56. Please indicate the role of the person who has been the source of the most serious bullying you have been subjected to in the last 12 months.		36	
A senior manager		8	22%
Your immediate supervisor		6	17%
A fellow worker at your level		3	8%
Senior medical staff		10	28%
Junior medical staff		1	3%
Patient		0	0%
A member of the public other than a patient		0	0%
Other		5	14%
Prefer not to say		3	8%

KEY

R ROUTED QUESTIONS

SURVEY QUESTIONS



EXPLORE THE RESULTS

Questions are grouped by themes in this report

UNACCEPTABLE CONDUCT	RESPONSE SCALE	RESPONSES	%
R Q58. Have you submitted a formal complaint regarding the incident/s you were subjected to in the last 12 months?		36	
Yes		4	11%
No		32	89%
R Q59. Was your complaint satisfactorily resolved?			
Yes	The data for this question has been hidden for anonymity reasons.		
No	The data for this question has been hidden for anonymity reasons.		
This complaint is still being processed	The data for this question has been hidden for anonymity reasons.		

KEY

R ROUTED QUESTIONS

SURVEY QUESTIONS



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TAKING ACTION

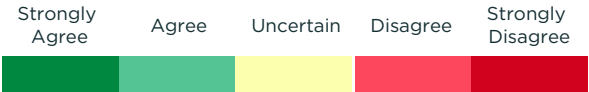
RESPONSE SCALE

% AGREEMENT

Q59b. I believe action will be taken on the results from this survey by NSW Health



KEY



PROFILE OF RESPONDENTS



PROFILE OF RESPONDENTS

ABOUT YOURSELF	RESPONSE SCALE		%
Q60. What is your gender?			182
Female		133	73%
Male		30	16%
Prefer not to say		19	10%
Q61. Are you of Australian Aboriginal and/or Torres Strait Islander origin?			182
Yes		6	3%
No		164	90%
Prefer not to say		12	7%
Q62. Have you been employed to work full time or part time?			179
Full time		151	84%
Part time		28	16%
Q63. Do you have a clinical background, e.g. nursing or allied health?			179
Yes		38	21%
No		141	79%

PROFILE OF RESPONDENTS













PROFILE OF RESPONDENTS

ABOUT YOURSELF	RESPONSE SCALE		%
RQ64. What is your clinical background?		38	
Nursing		7	18%
Allied Health		4	11%
Dental		1	3%
Other		26	68%
Q65. What is your highest education qualification?		179	
School certificate		15	8%
Higher School certificate		17	9%
Certificate		25	14%
Diploma		31	17%
Bachelor degree		45	25%
Masters degree		25	14%
Other		21	12%

PROFILE OF RESPONDENTS



PROFILE OF RESPONDENTS

ABOUT YOURSELF	RESPONSE SCALE		%
Q66. How many years have you been in your current role?		181	
Less than one year		21	12%
1-5 years		83	46%
6-10 years		36	20%
11-15 years		19	10%
More than 15 years		22	12%
Q67. Which of the following statements best reflects your current thoughts about working for your hospital/training site?		180	
I want to leave as soon as possible		13	7%
I want to leave within the next 12 months		14	8%
I want to leave within the next 12 months but feel it will be unlikely in the current environment		26	14%
I want to stay working here for the next one to two years		35	19%
I want to stay working here for at least the next three years		92	51%

PROFILE OF RESPONDENTS



PROFILE OF RESPONDENTS

ABOUT YOURSELF	RESPONSE SCALE		%
RQ68. What is the primary reason behind your desire to leave?		50	
There is a lack of future career opportunities in my hospital/training site		16	32%
I want to try a different type of work or I'm seeking a career change		15	30%
My expectations of work in my hospital/training site have not been met		17	34%
I have achieved all I can in my hospital/training site		2	4%

PROFILE OF RESPONDENTS



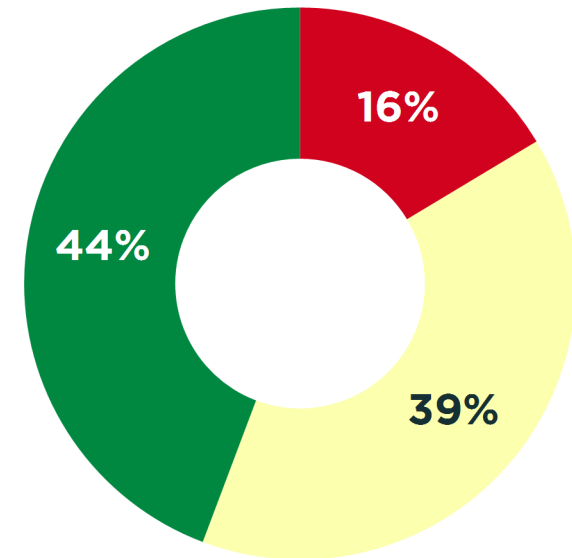
PROFILE OF RESPONDENTS

ABOUT YOURSELF	RESPONSE SCALE		%
Q69. Prior to your current role where were you working?		179	
In private sector - non-health role		29	16%
Private hospital sector		6	3%
Same LHD but different role		81	45%
Different LHD in JMO management		10	6%
University		5	3%
Medical college		2	1%
Non-government organisation		9	5%
In public sector (non health eg education, local government)		11	6%
Was a student		1	1%
Not working		1	1%
Other		24	13%

44%


of JMO management and support staff
replied favourably to:

**‘I believe action
will be taken on the
results from this
survey by NSW
Health.’**



 % agreement

 % neutral

 % negative

TIME TO TAKE ACTION



CELEBRATE

The things we do well:

THINK ABOUT HOW WE CAN BUILD ON OUR STRENGTHS AND LEARN FROM WHAT WE ARE GOOD AT.



INVESTIGATE FURTHER WITH OUR TEAMS

Are there any other opportunities coming out of the results that we want to explore further?

HOW COULD WE INVESTIGATE? THROUGH LOOKING AT THE DATA IN MORE DETAIL OR THROUGH DISCUSSIONS WITH STAFF?



OPPORTUNITIES

Areas we need to focus on and turn into action plans:

WHAT ARE THE KEY THINGS WE NEED TO IMPROVE TO MAKE WORKING HERE BETTER?



USE THIS PAGE TO START YOUR LOCAL ACTION PLANS

- Identify areas to celebrate, opportunities for improvement and areas which you need to investigate further.

- Prioritise 3 areas to take forward
