



# EMPLOYEE & PHYSICIAN OPINION SURVEY 2024

Let us know what you think.

## Frequently Asked Questions

### When can the survey be completed?

The survey will be open from November 4 - 30, 2024.

### Who can complete the survey?

The survey is open to all staff and Physicians employed or practicing at all WRHA devolved as well as non-devolved sites.

### What is the purpose of this survey?

The Employee/Physician Opinion Survey is a periodic survey conducted to seek feedback from employees & physicians. The survey seeks feedback on various aspects of your work, teams, leadership, and overall experience at your site and with the WRHA.

For those in direct patient care, there are additional questions on patient care and safety.

### How do staff complete the survey?

There are 2 ways of accessing the survey:

- A unique link to the survey will be provided via email to all staff on Nov 4th, 2024. This email will be delivered by [metrics@work.ca](mailto:metrics@work.ca) our vendor partner conducting the survey on our behalf.
- Posters with a QR code and web link will be another method of accessing the survey. If you access the survey through this method be prepared to use your work email id to enter the survey. These posters will be widely circulated via WRHA Insite, your site-based intranet, on units and safety huddle boards as well as through site-specific newsletters.

Staff may use their personal devices to complete the survey if they choose.

### How many questions are in the survey?

90 questions in total. (88 quantitative, 2 qualitative).



## How long does it take to complete the survey?

It takes approximately 20 minutes to complete. There is an option to return to the survey if staff cannot complete it at one time, just use the same link or method you used to enter the survey the first time. Your progress is saved.

## Will a French version be available?

Yes, staff will have the option to complete the survey in French.

## Is a paper version of the survey available to complete?

No, the survey is only available to complete using technology. It complies with the Accessibility standards and is designed to support users with different needs.

## Will my responses be linked to my identity?

No, the survey has been designed with precautions to ensure confidentiality and anonymity of staff. You are only asked to identify your site/program and profession, but there has to be a minimum number of 5 responses to generate a report and we ensure staff are not identified and there are no names attached. We do encourage you to put in your location/program, this helps us get a detailed breakdown of what location/program culture looks like.

## Can my manager or HR see my individual responses?

No, managers and HR will only see aggregate data that does not identify individual responses.

## What are the themes in the survey?

The survey provides insight on the following themes:

- Job Characteristics
- Work Unit and team dynamics including relations with co-workers
- Manager/Supervisor support
- Senior leadership support
- Site level Feedback
- WRHA Executive support
- Overall quality of work life
- Job burnout
- Workforce health and safety
- Psychological health and safety
- Retention/Turnover
- Equity, diversity, and inclusion
- Communication and collaboration
- Patient Care and Patient Safety (available for those in-patient facing roles)



### **What type of report will be provided after the survey closes?**

Each site will receive a summary of their results report. Each org chief (Manager with 5 or more reports) will get a web-based access to results dashboard. This dashboard will house all team-based results & reports of the team they support. A WRHA level summary report will also be provided to WRHA Executive by the vendor. To ensure anonymity of respondents all reports will contain data arranged by groups and will not report any individual response.

### **What site would I select if I hold more than 1 position/employed at more than one site?**

Select the site where you spend the most time on or have the highest FTE.

### **How should I respond to questions that ask about patient/client/resident care, if I do not provide direct care?**

We have designed the survey to only show the sections relevant to you. If you do come across any sections in the survey not relevant to you including the section on patient care & patient safety, please select “don’t know/not applicable” for these questions.

### **How should I respond to a question that asks me about my program of practice (clinical/non-clinical) and/or profession, and mine is not listed?**

There is availability to choose “Others” and name the program or profession in the provided space.

### **What’s in it for staff? (What’s in it for me)?**

Responses from the surveys are generated into a summary report that provides your team and leaders with areas of success and those which require improvement efforts. In early 2025 your leader will share the results with the team. You will be invited to participate in developing a team-based action plan to work on “what matters most to the team”.

### **Is staff participation in the survey mandatory?**

Individual staff participation is voluntary, and we strongly encourage all staff to take part - your feedback is valuable in shaping the future of our organization.

If you have any other questions regarding the Employee Opinion Survey 2024, please reach out to: Your supervisor, manager, director, or human resources. Alternately you can send your questions to [\*\*employeeopinion@wrha.mb.ca\*\*](mailto:employeeopinion@wrha.mb.ca)

