Alliance NSW
HOSPITAL
HEALTH CHECK
SURVEY 2017

AMA
NEW SOUTH WALES

asmof nsw
The Doctors' Union

EXECUTIVE SUMMARY OF KEY FINDINGS

Overall, 1107 doctors-in-training (DITs) from NSW completed the Hospital Health Check Survey, likely just over 20% of the total number of doctors-in-training working in NSW. As many doctors in training rotate through multiple hospitals and health services, all participants were asked to answer questions based on ONE hospital in which they had worked the most in the last 12 months.
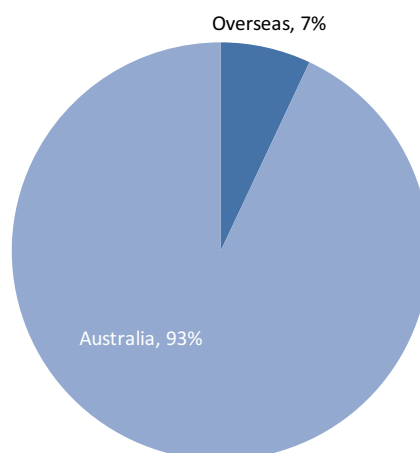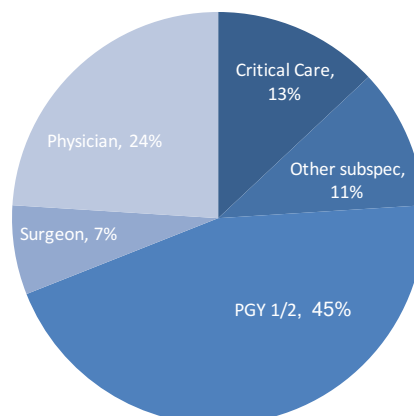
WHO ARE WE?

Gender

Other, 0.4%

Male, 39.5%

Female, 60.2%
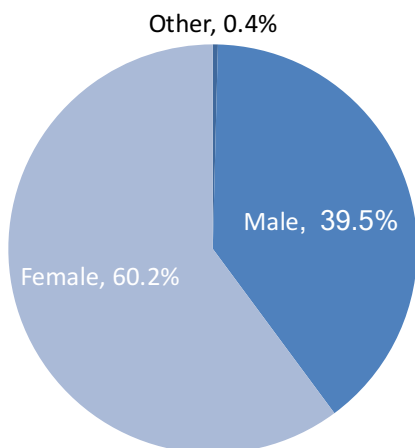
Where graduated

93% graduated medical school in Australia, **7%** graduated overseas

Overseas, 7%

Australia, 93%
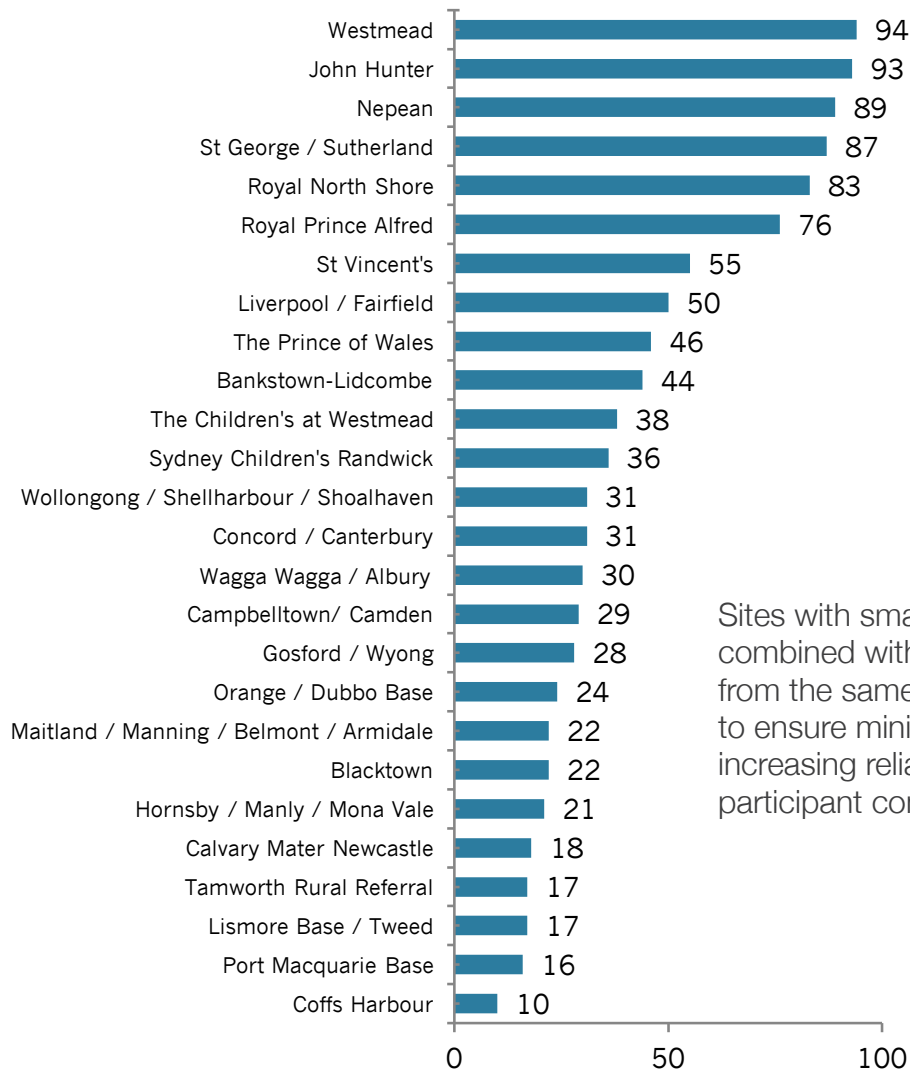
Career stage/Speciality training

45% were interns and residents, **55%** in accredited or unaccredited specialty training positions

Critical Care, 13%

Physician, 24%

Other subspec, 11%

Surgeon, 7%

PGY 1/2, 45%

Responses by hospital (or grouping)

| Hospital (or grouping)	Responses
Westmead	94
John Hunter	93
Nepean	89
St George / Sutherland	87
Royal North Shore	83
Royal Prince Alfred	76
St Vincent's	55
Liverpool / Fairfield	50
The Prince of Wales	46
Bankstown-Lidcombe	44
The Children's at Westmead	38
Sydney Children's Randwick	36
Wollongong / Shellharbour / Shoalhaven	31
Concord / Canterbury	31
Wagga Wagga / Albury	30
Campbelltown/ Camden	29
Gosford / Wyong	28
Orange / Dubbo Base	24
Maitland / Manning / Belmont / Armidale	22
Blacktown	22
Hornsby / Manly / Mona Vale	21
Calvary Mater Newcastle	18
Tamworth Rural Referral	17
Lismore Base / Tweed	17
Port Macquarie Base	16
Coffs Harbour	10

Sites with small response rates were combined with one or more other(s) from the same local health district to ensure minimal sample sizes, increasing reliability and protecting participant confidentiality.
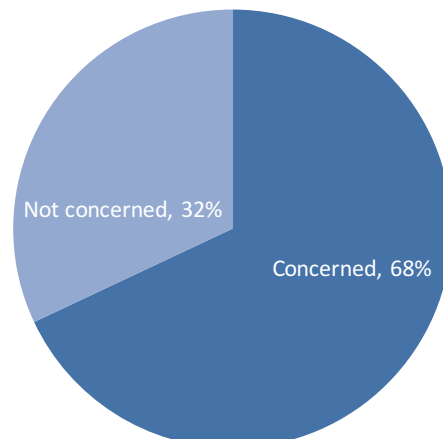
IMPORTANT RESULTS

Fatigue: clinical errors

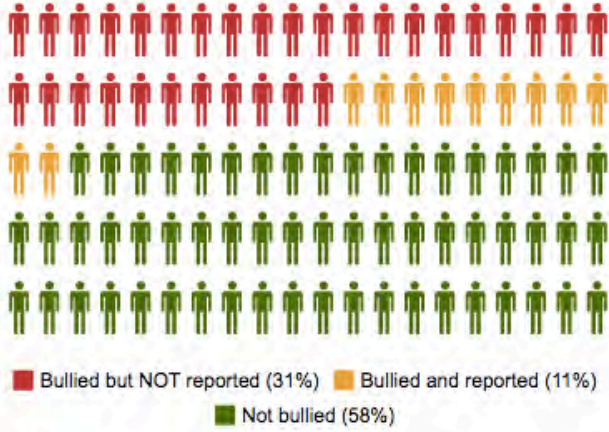**71%** have been concerned about making a clinical error due to fatigue caused by hours worked

Not concerned, 29%
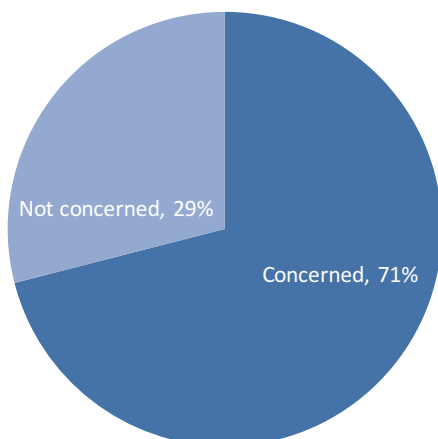
Concerned, 71%

Fatigue: personal safety

68% have been concerned about personal health or safety due to fatigue caused by hours worked

Not concerned, 32%

Concerned, 68%
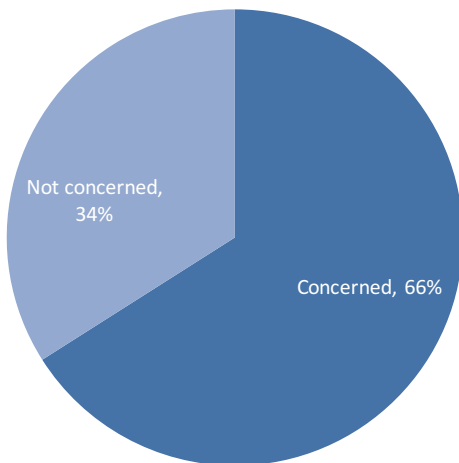
Being bullied and reporting

- ■ Bullied but NOT reported (31%) ■ Bullied and reported (11%)
- ■ Not bullied (58%)

Witnessing bullying and reporting

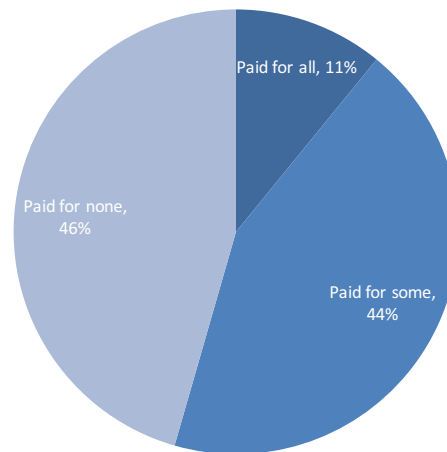- ■ Witnessed but NOT reported (46%)
- ■ Witnessed and reported (7%) ■ Not witnessed (47%)

Reporting bullying

66% feared negative consequences of reporting inappropriate workplace behaviours

Not concerned, 34%

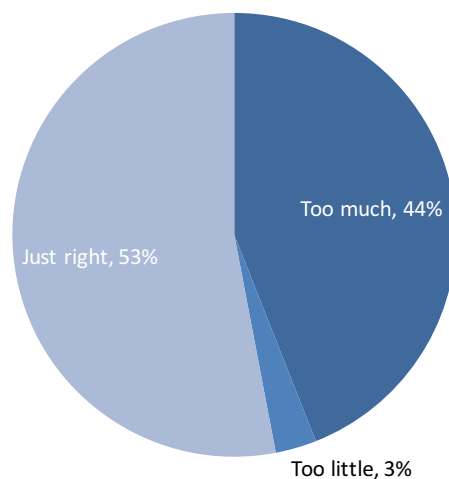Concerned, 66%

Overtime pay

89% are not paid for all of the unrostered overtime they work

Paid for all, 11%

Paid for none, 46%

Paid for some, 44%

On-call work

44% felt the amount of work undertaken while on call was too much to balance their training needs and wellbeing

Too much, 44%

Just right, 53%

Too little, 3%

DIFFICULTIES MERITING IMMEDIATE ATTENTION AND IMPROVEMENT

71% have been concerned about making a clinical error due to fatigue caused by their hours worked.

68% have been concerned about their personal health or safety due to fatigue caused by their hours worked.

68% have felt unsafe at work due to verbal or physical intimidation or threats from patients or staff.

66% are concerned there might be negative consequences in their workplace if they reported inappropriate workplace behaviours.

82% reported their rosters matched expectations of actual hours to be worked only sometimes or almost never.

Only 3% of respondents work their 'standard' hours each week, with 97% working some amount of overtime, and 47% working > 24 hours of overtime per fortnight.

44% of those who undertake on-call duties for their clinical service felt the amount of work undertaken in these periods was too much to balance their training needs and wellbeing.

89% are not paid for all the unrostered overtime they work, and 46% aren't paid for any of it.

Most DITs rated their hospital's support for their mental health and wellbeing fair or worse, with 31% rating it poor or very poor.

Of 42% who have experienced bullying or harassment and 53% who have witnessed a colleague being bullied or harassed at their hospital, only 25% and 14% reported it respectively, and the majority did not feel it was adequately dealt with.

Of those with 'unaccredited' (or 'service') registrars working in their discipline, 55% felt they were afforded fewer or inadequate training opportunities.

STRENGTHS AND OTHER INTERESTING FINDINGS

The majority of DITs, 56%, rated their overall experience as a doctor-in-training at their hospital as good or excellent, with only 11% rating it as poor or very poor.

80% would recommend their hospital or network to other doctors-in-training.

68% felt that their term preferences were taken into account mostly or always.

61% reported protected teaching time at their hospital, and 75% reported a culture of attending formal teaching.

The quality of formal teaching was variable, although 50% rated it as good or excellent.

The quality of ward-based teaching was somewhat lower, with only 30% reporting it as good or excellent.

Very few respondents have recently applied for part-time or other flexible work arrangements, but 46% would consider applying now or in the future, if they were available.

86% of DITs had their applications for study leave approved.

73% of DITs had their ADOs either allocated regularly in their roster, or taken at their request in negotiation with their department.

While 48% of non-interns reported taking at least 4 weeks of annual leave in the previous year, 18% had taken 2 weeks or less.

51% rated staff morale at their hospital as good or excellent, while 17% rated it poor or very poor.

52% rated the culture at their hospital good or excellent, while 17% rated it as poor or very poor.

NOTABLE FREE TEXT COMMENTS

"Felt unsafe when I was so busy working there was not enough time to learn and make sure I really understood what I was doing."

"I have dropped a lot of the interests in my life to cover the hours I end up doing."

"Can get exhausted and feel unable to take a sick day or leave early. Heard one boss even criticise a JMOs 'moral fibre' for taking a sick day."

"I don't even feel secure enough to post this on this anonymous questionnaire without feeling like there's a target on my back, and that there will be some retribution for my comments."

"Some of our registrars are suicidal but are concerned about being labelled as impaired, and won't say anything. We need help."

"My physical health has suffered as a result of my workplace."

"Sacrificing sleep, food, time to exercise and see family is routine."

"There have only been four days in the last 12 weeks that I have not worked."

"I don't want to be a doctor anymore."

RESULTS BY QUESTION

DOMAIN 1: OVERTIME AND ROSTERING

TERM ALLOCATION

Question: Did you feel that your preferences for term allocation were taken into consideration?

**Results:** 68% of respondents said that their preferences were taken into account mostly or always.

Did you feel that your preferences for term allocation were taken into consideration? (n = 956)
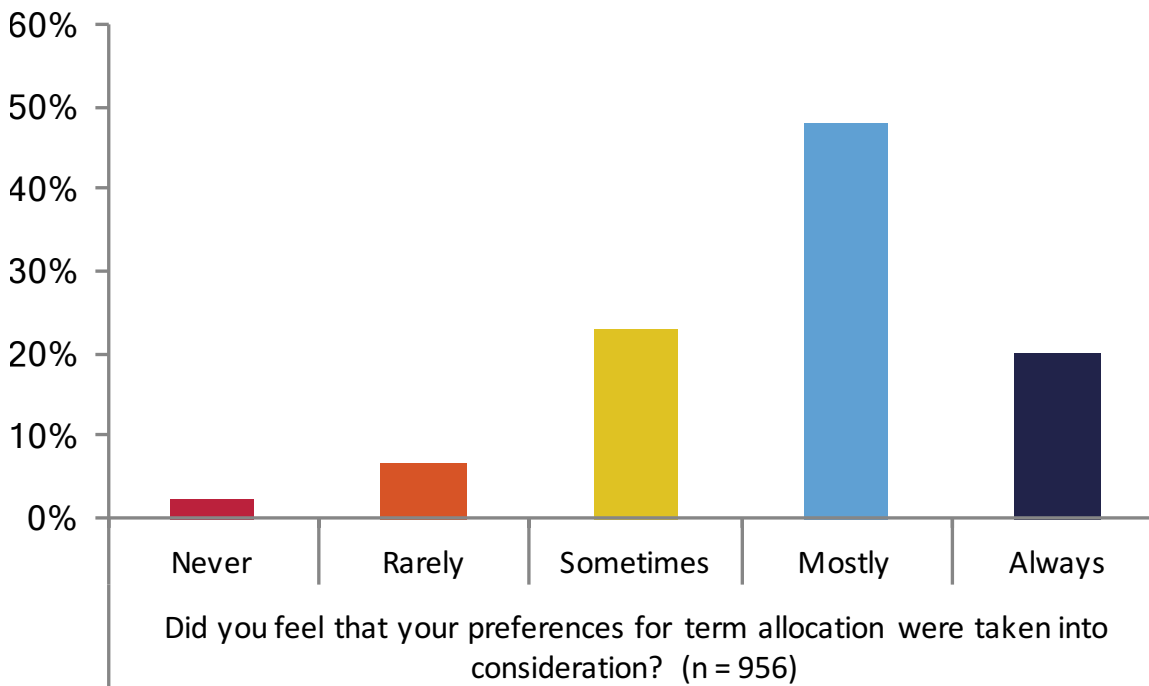
Term Allocation preferences	Never	Rarely	Sometimes	Mostly	Always
Overall	2%	7%	23%	48%	20%

RELIEF TERM ALLOCATION

Question: Were you allocated more than one relief term this year?

Results: It is rare for respondents to be allocated to more than one relief term.
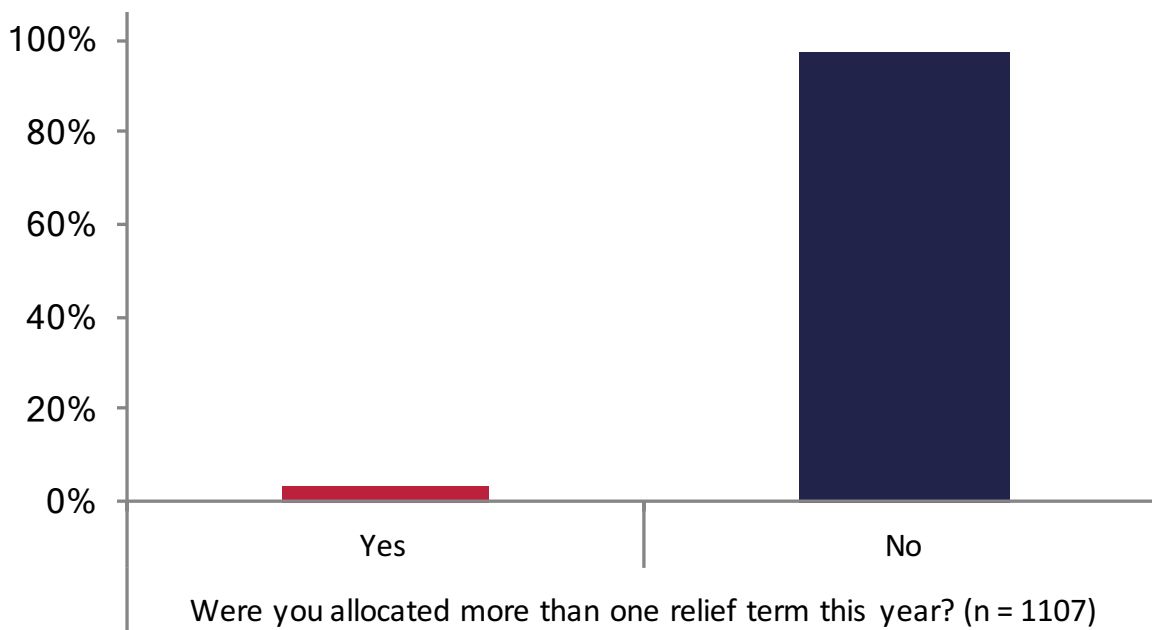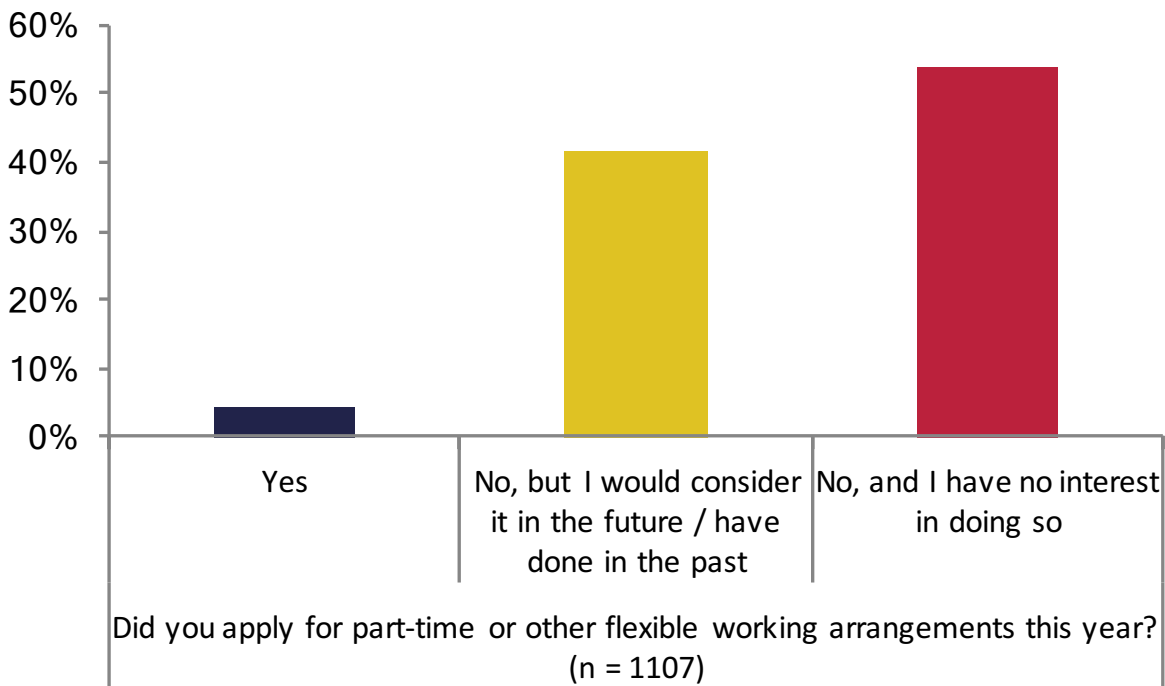

Yes	No
3%	97%

APPLICATION FOR PART-TIME OR FLEXIBLE WORKING

Question: Did you apply for part-time or other flexible working arrangements this year?

Results: Very few respondents have recently applied for flexible work, but 46% would apply or have applied


Did you apply for part-time or other flexible working arrangements this year? (n = 1107)

Yes	No, but I would consider it in the future / have done in the past	No, and I have no interest in doing so
4%	42%	54%

PART TIME WORKING APPLICATION SUCCESS

Question: Were you successful in your application?

Results: By far the majority of applications for part-time working were successful (with a small base, n=50).


Were you successful in your application? (n = 50)
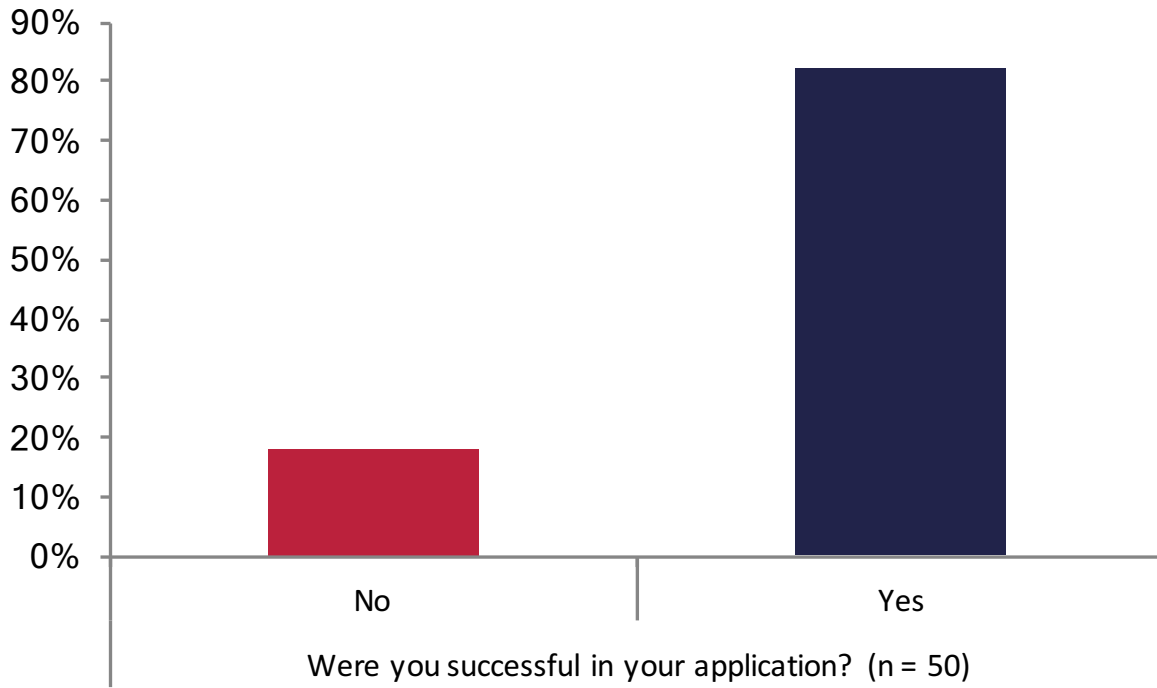
No	Yes
18%	82%

ARRIVAL AND DEPARTURE TIMES VERSUS THE ROSTER

Question: In general, are you expected to arrive earlier or leave later than your roster indicates?

Results: It is quite rare for the roster to match expectations – 82% of respondents said that it matched expectations sometimes or less frequently.


In general, are you expected to arrive earlier or leave later than your roster indicates? (n = 1107)
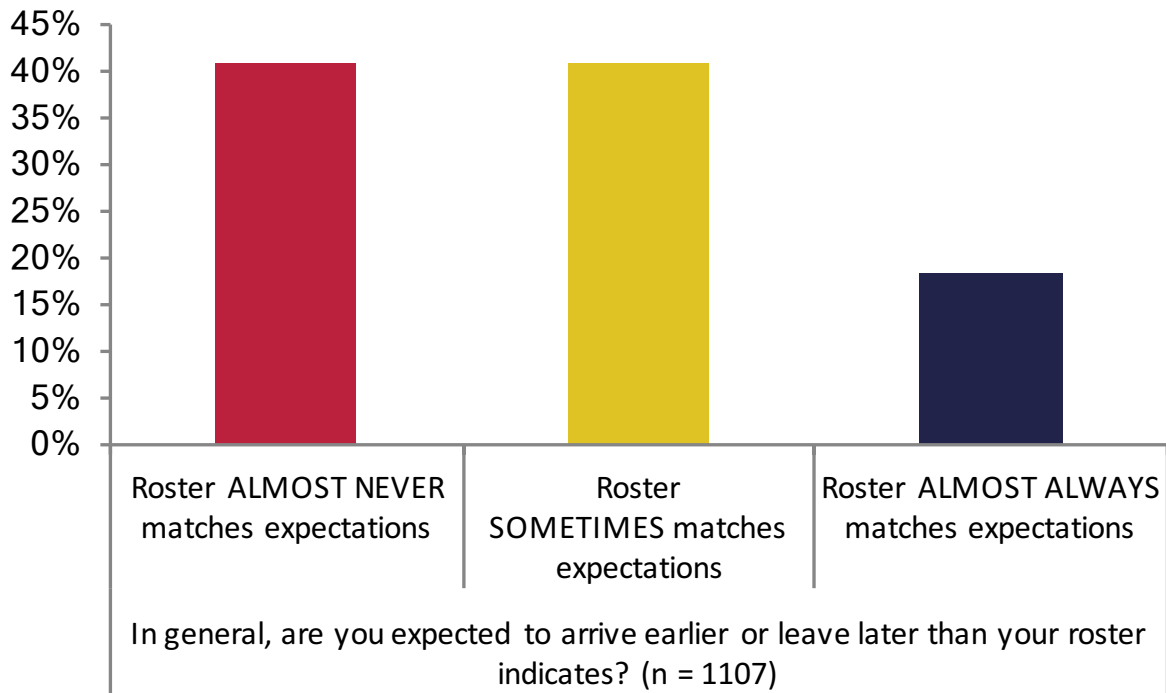
Roster ALMOST NEVER matches expectations	Roster SOMETIMES matches expectations	Roster ALMOST ALWAYS matches expectations
41%	41%	18%

HOURS WORKED

Question: On average, how many hours (including rostered AND unrostered overtime) did/do you work during an average fortnight?

Results: Unsurprisingly, it is rare for respondents to work their 'standard' hours. 97% of respondents work some amount of overtime, and 47% work more than 24 hours of overtime per fortnight.


On average, how many hours (including rostered AND unrostered overtime) did/do you work during an average fortnight? (n = 1107)
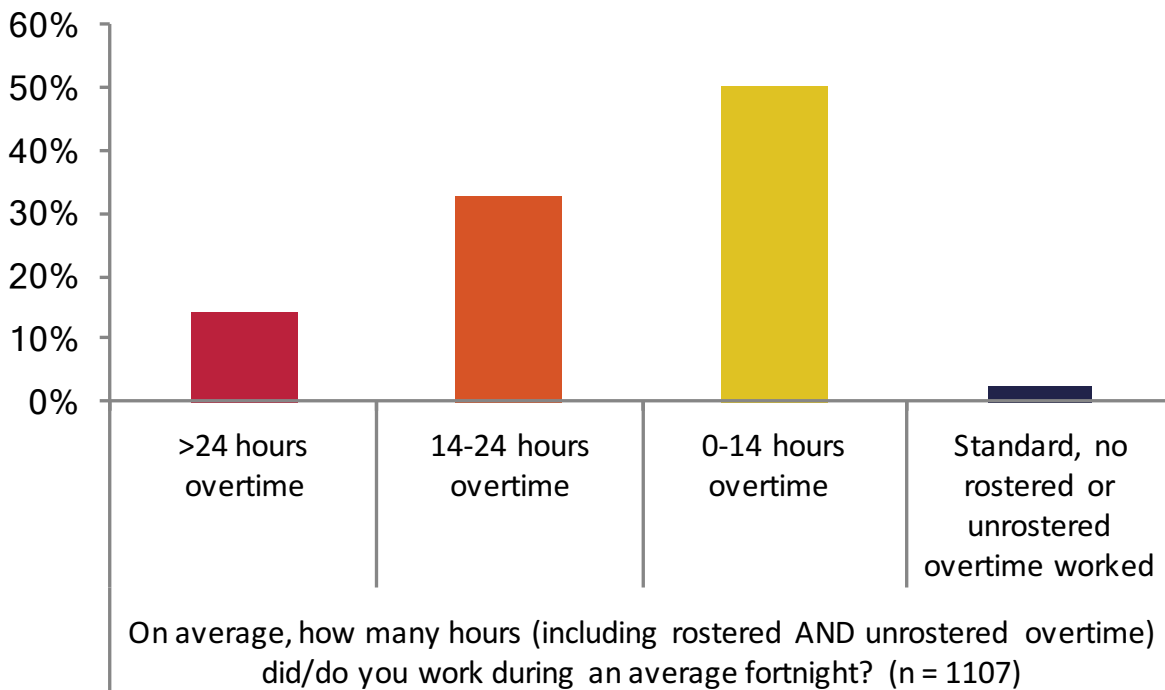
>24 hours overtime	14-24 hours overtime	0-14 hours overtime	Standard, no rostered or unrostered overtime worked
14%	33%	50%	3%

OVERTIME PAY

Question: If you work unrostered overtime, did/do you get paid for this overtime?

Results: The largest group of respondents didn't get paid for overtime at all, with 89% of respondents getting paid less than they accrued.


If you work unrostered overtime, did/do you get paid for this overtime? (n = 1069)
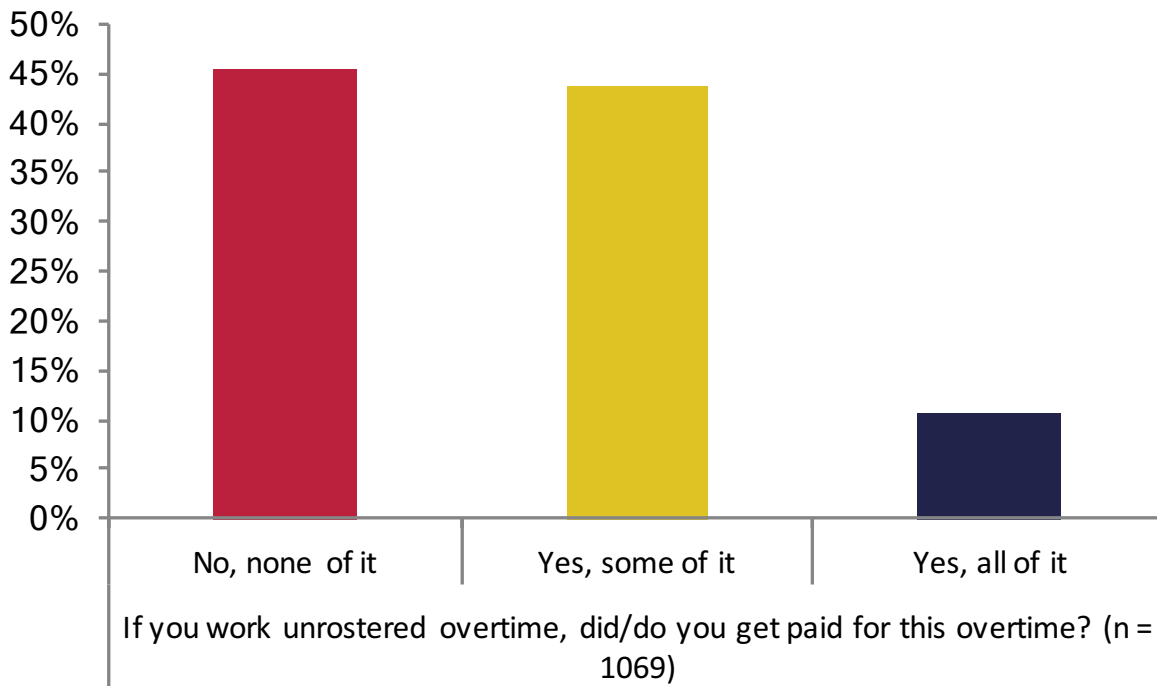
No, none of it	Yes, some of it	Yes, all of it
46%	44%	11%

REASONS FOR NOT PAYING OVERTIME

Question: If you did not get paid ALL unrostered overtime worked, why not? Select all reasons that apply.

Results: Of those that did not get paid overtime, 589 people said that they didn't get paid due to 'Workplace cultural expectations' and 559 said that it doesn't fall under 'Approved' reasons. Note: As they can select multiple options, these are not mutually exclusive.


If you did not get paid ALL unrostered overtime worked, why not? Select all reasons that apply. (n=983)
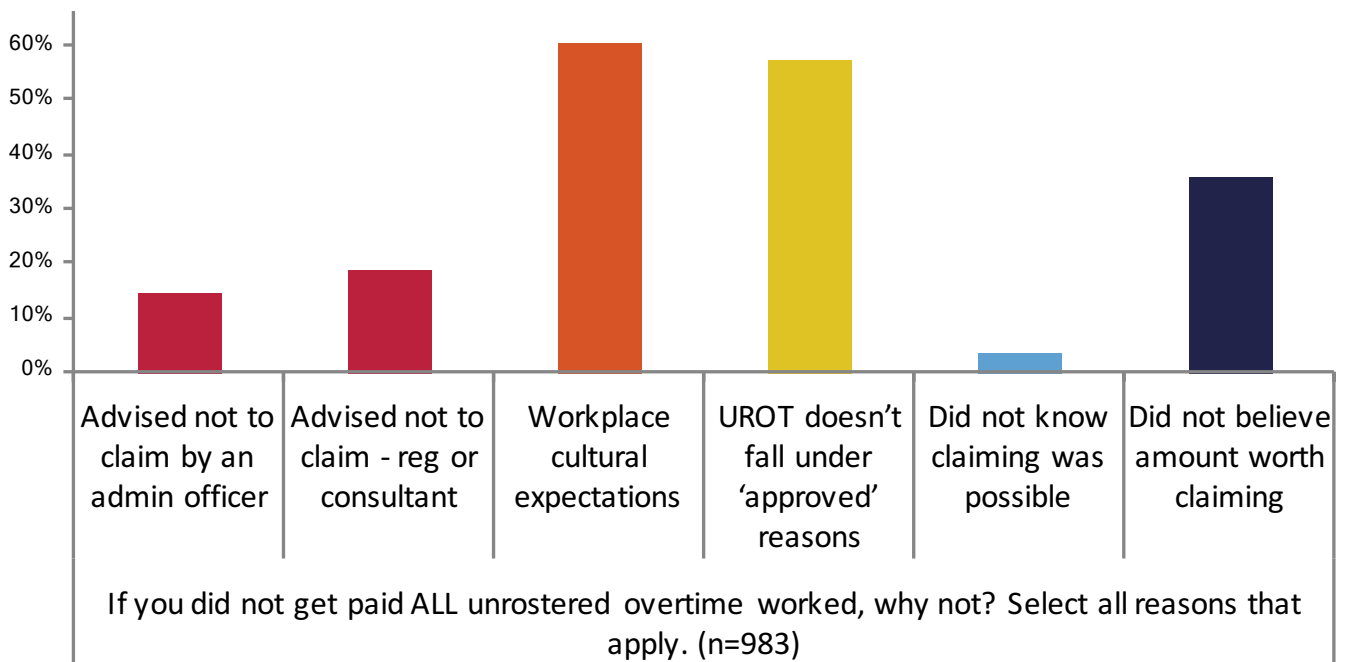
Advised not to claim – admin officer	Advised not to claim – reg or consultant	Workplace cultural expectations	UROT doesn't fall under 'approved' reasons	Did not know claiming was possible	Didn't believe amount worth claiming
15%	19%	60%	60%	4%	36%

* Respondents were able to tick more than one response, therefore sum of responses > 100% as denominator refers to number of respondents.

FATIGUE AND CLINCAL ERRORS

Question: Have you ever been concerned about making a clinical error due to fatigue caused by your hours worked?

**Results:** By far the majority of respondents have been concerned about making a clinical error due to fatigue.

Have you ever been concerned about making a clinical error due to fatigue caused by your hours worked? (n = 1107)
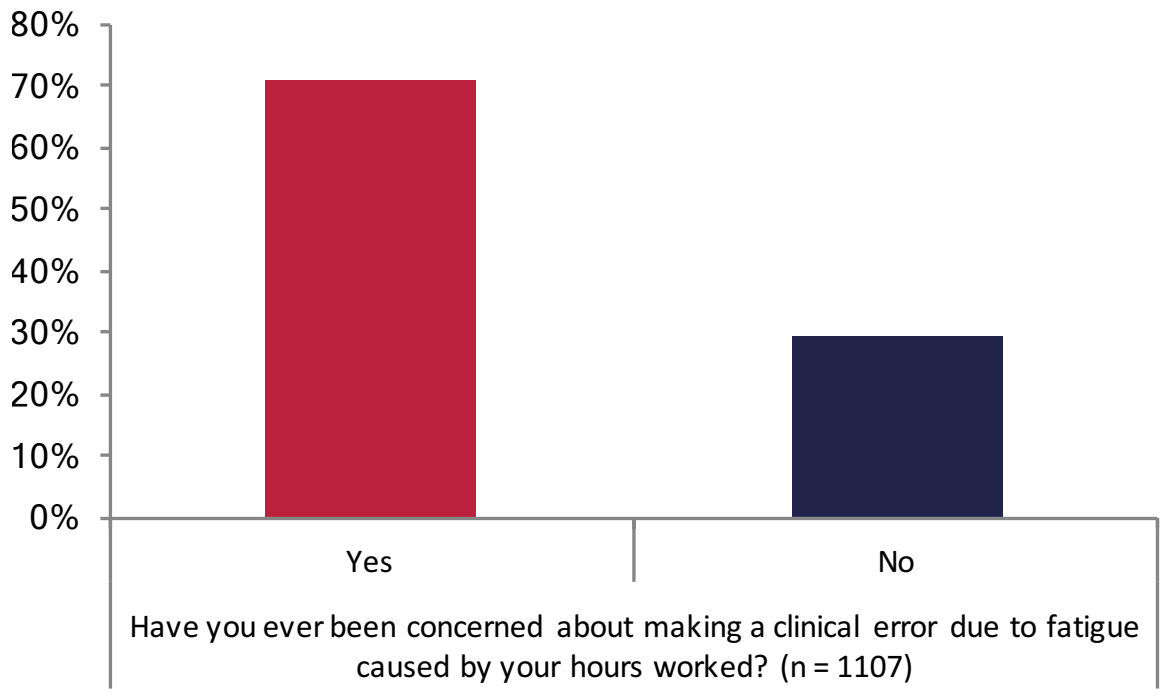
Yes	No
71%	29%

PERSONAL HEALTH AND FATIGUE

Question: Have you ever been concerned about your personal health or safety due to fatigue caused by your hours worked?

Results: The majority of respondents had been concerned their personal health or safety due to hours worked.


Have you ever been concerned about your personal health or safety due to fatigue caused by your hours worked? (n = 1107)
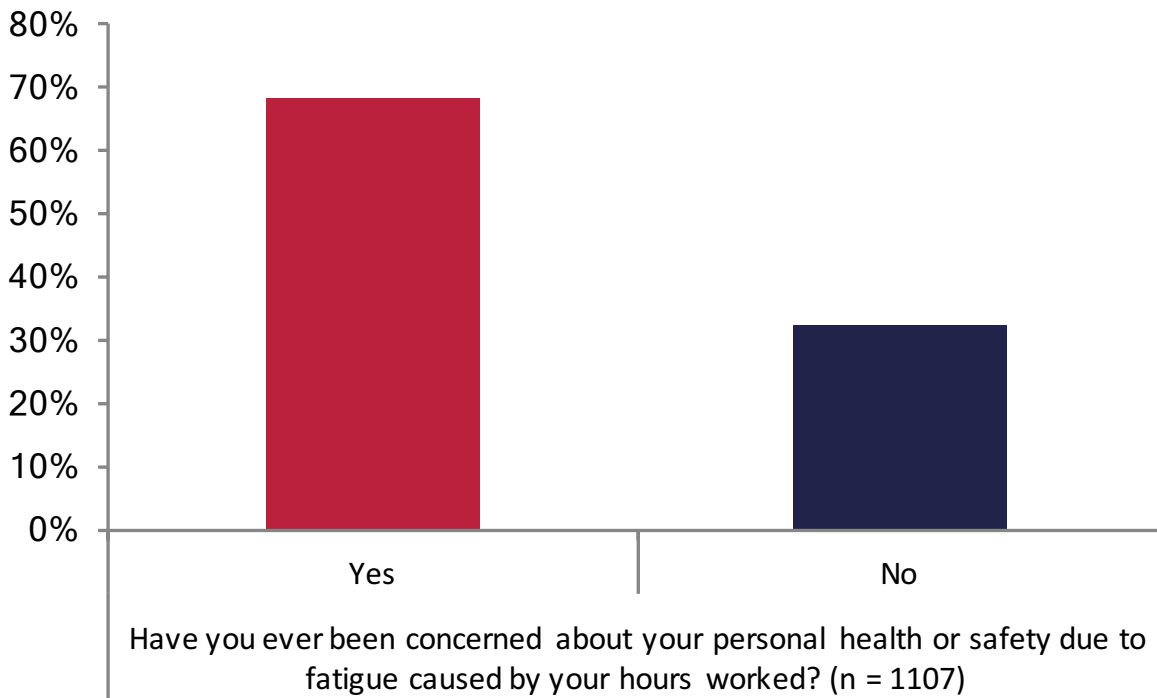
Yes	No
68%	32%

TIME SPENT ON-CALL

Question: How much time do you spend on-call for a clinical service (NOT for sick relief) in an average fortnight, outside of your rostered hours?

Results: Most respondents did not have on-call duties. Of those that did, 20% spent more than five days a fortnight on-call.


How much time do you spend on-call for a clinical service (NOT for sick relief) in an average fortnight, outside of your rostered hours? (n = 581)
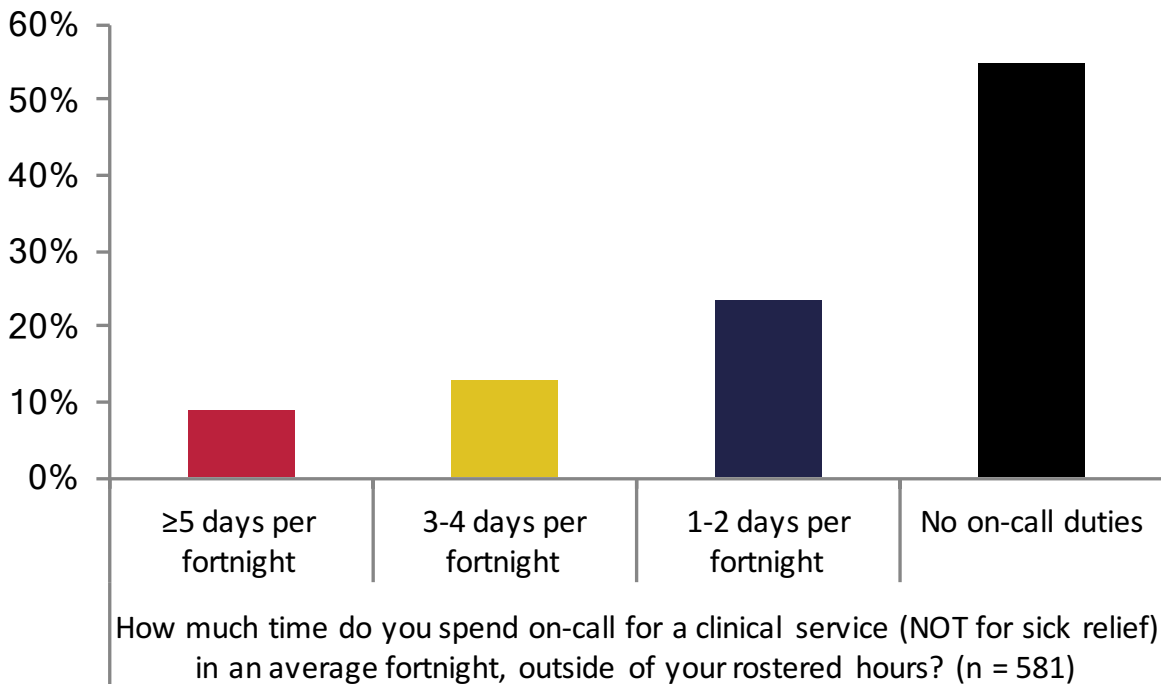
≥ 5 days per fortnight	3-4 days per fortnight	1-2 days per fortnight	No on-call duties
9%	13%	23%	55%

AMOUNT OF WORK ON-CALL

Question: How would you rate the amount of work you undertake whilst on-call (including taking calls about patients, callbacks)?

Results: 44% of respondents who worked on-call felt the amount of work was too much to balance their training needs and wellbeing.


How would you rate the amount of work you undertake whilst on-call (including taking calls about patients, callbacks)? (n = 263)
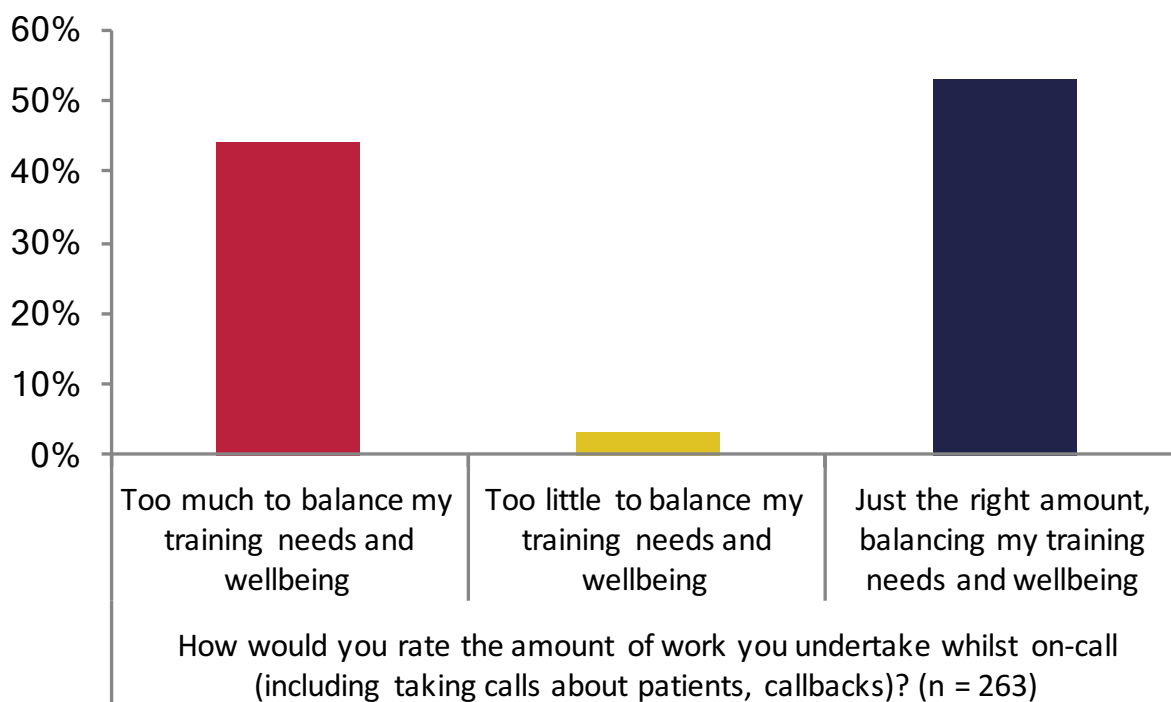
Too much to balance my training needs and wellbeing	Too little to balance my training needs and wellbeing	Just the right amount, balancing my training needs and wellbeing
44%	3%	53%

DOMAIN 2: ACCESS TO LEAVE

STUDY LEAVE REQUESTS

Question: Have you requested Study Leave at your hospital?

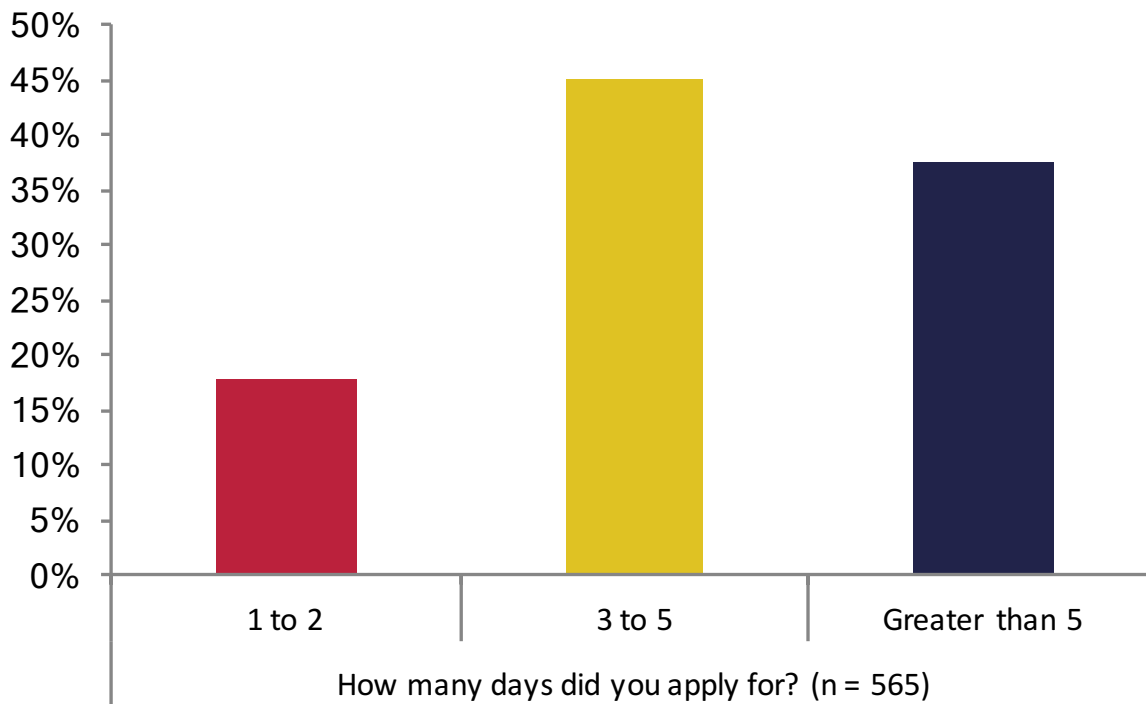**Results:** The majority of respondents applied for study leave.

Have you requested Study Leave at your hospital? (n = 1107)
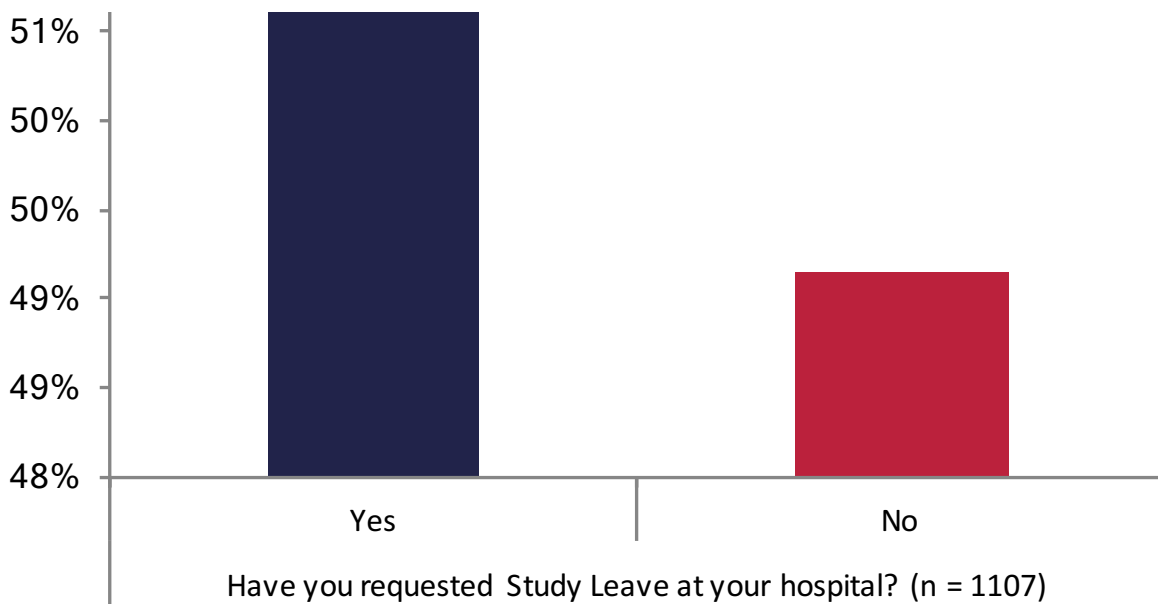
Yes	No
51%	49%

DAYS STUDY LEAVE APPLIED FOR

Question: How many days did you apply for?

**Results:** Most of those that applied for study leave applied for more than three days in a 12 month period.

How many days did you apply for? (n = 565)

1 to 2	3 to 5	Greater than 5
18%	45%	37%

STUDY LEAVE APPROVAL

Question: Was your request for study leave approved?

Results: Encouragingly, the majority of study leave asked for was approved.


Was your request for Study Leave approved? (n = 565)
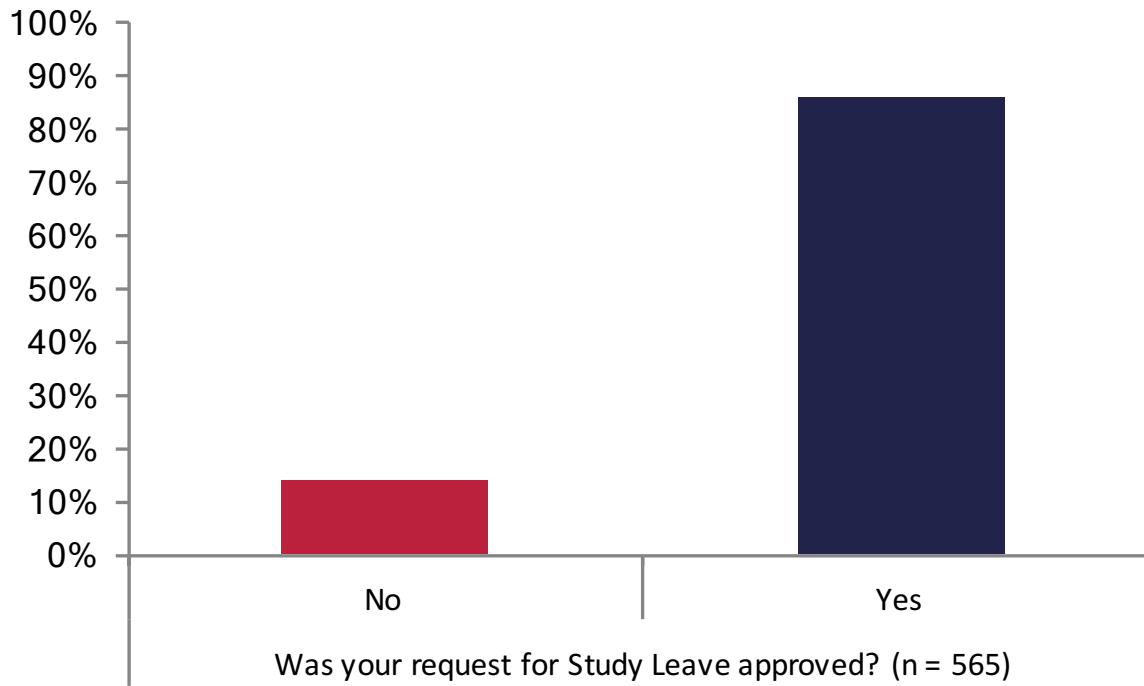
No	Yes
14%	86%

STUDY LEAVE DIFFICULTY

Question: Did you encounter any difficulty when applying for study leave?

Results: While half of respondents ticked 'I did not have difficulty', using other forms of leave and having difficulty finding staff to backfill their absence were common responses.
(Note: participants could tick multiple boxes).
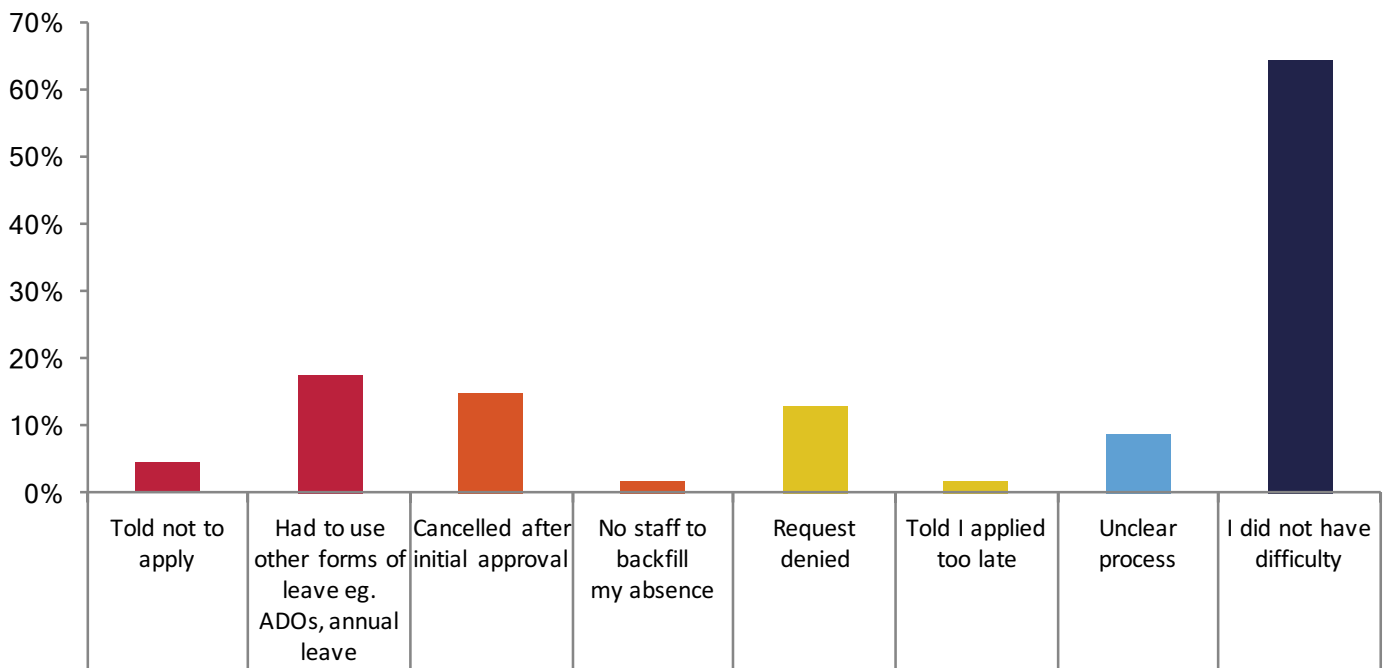
Did you encounter any difficulty when applying for Study Leave? (Tick all that apply) n = 565

Told not to apply	Had to use other forms of leave eg. ADOs, annual leave	Cancelled after initial approval	No staff to backfill my absence	Request denied	Told I applied too late	Unclear process	I did not have difficulty
4%	18%	2%	15%	9%	2%	13%	65%

ADO MANAGEMENT

Question: In general, which statement best represents how your ADOs are/were managed?

Results: 73% of respondents reported that ADOs were taken either by request or allocated in the roster.

In general, which statement best represents how your ADOs are/were managed? (n = 1107)
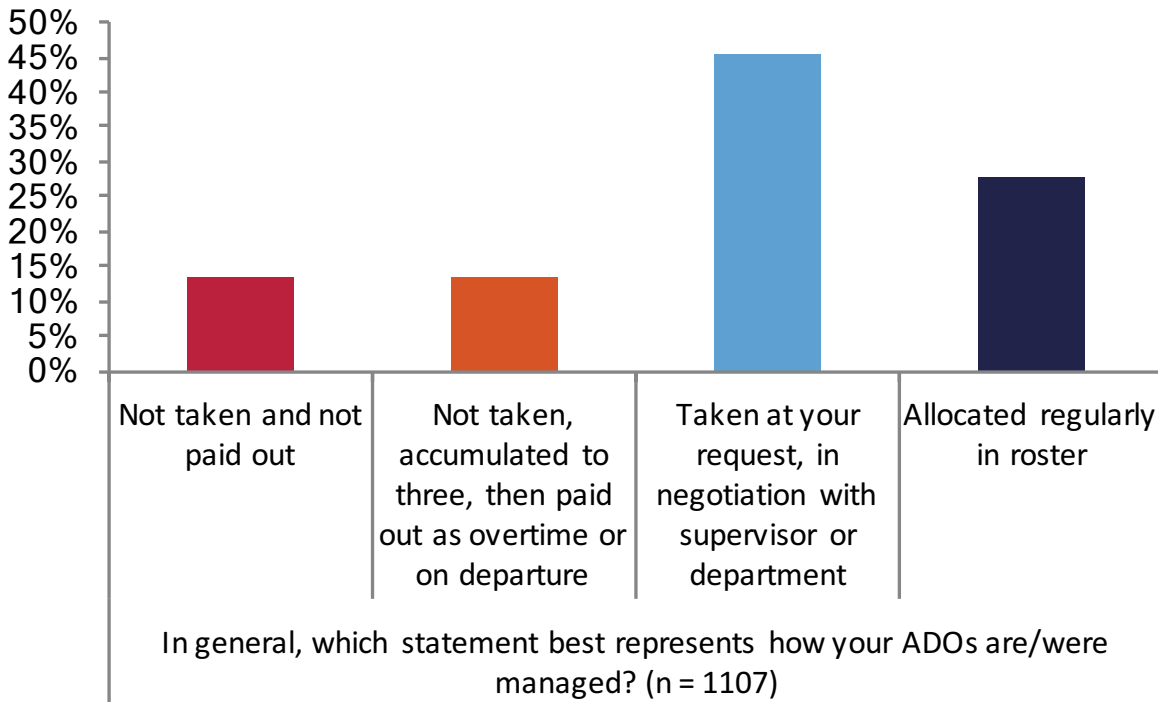
Not taken and not paid out	Not taken, accumulated to three, then paid out as overtime or on departure	Taken at your request, in negotiation with supervisor or department	Allocated regularly in roster
13%	14%	45%	28%

ANNUAL LEAVE

Question: How many weeks of annual leave did you take last year?

**Results:** 48% of respondents took their full complement of annual leave last year.

How many weeks of annual leave did you take last year? (n = 1107)
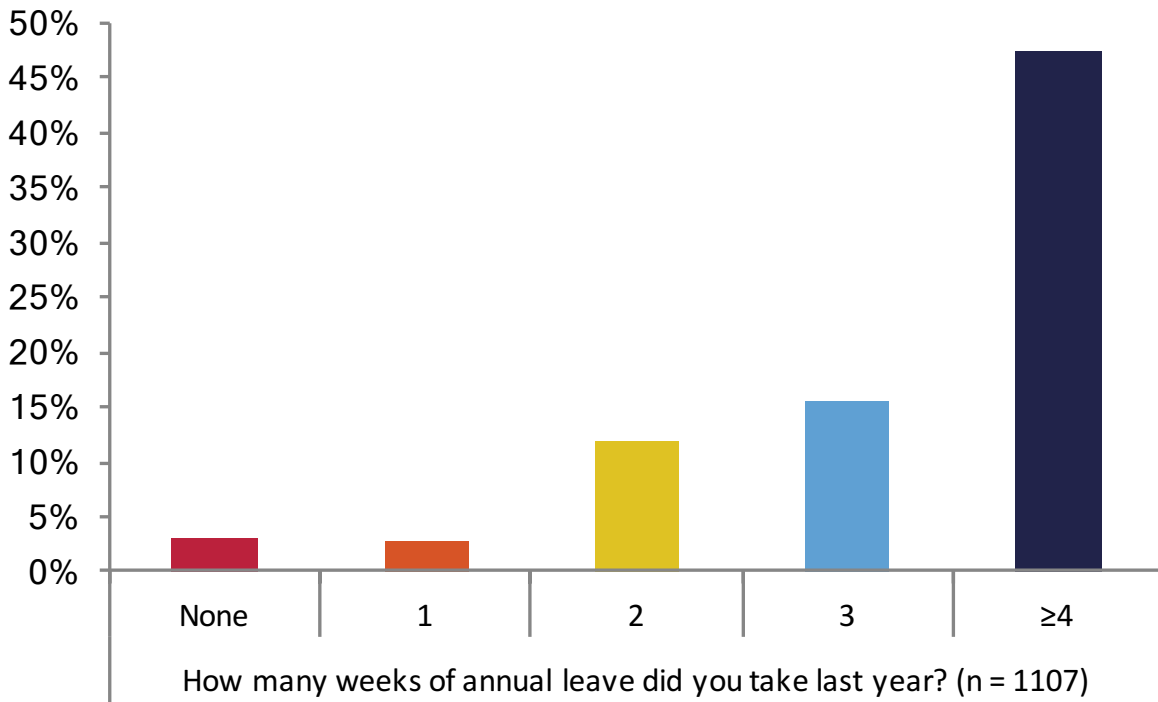
None	1	2	3	≥4
3%	3%	12%	16%	48%

ANNUAL LEAVE ALLOCATION

Question: Do you feel that your preferences for annual leave allocation are/were taken into consideration?

Results: 70% of respondents felt that their preferences for annual leave allocation were taken into account 'ususally' or 'always'.

Do you feel that your preferences for annual leave allocation are/were taken into consideration? (n = 1088)
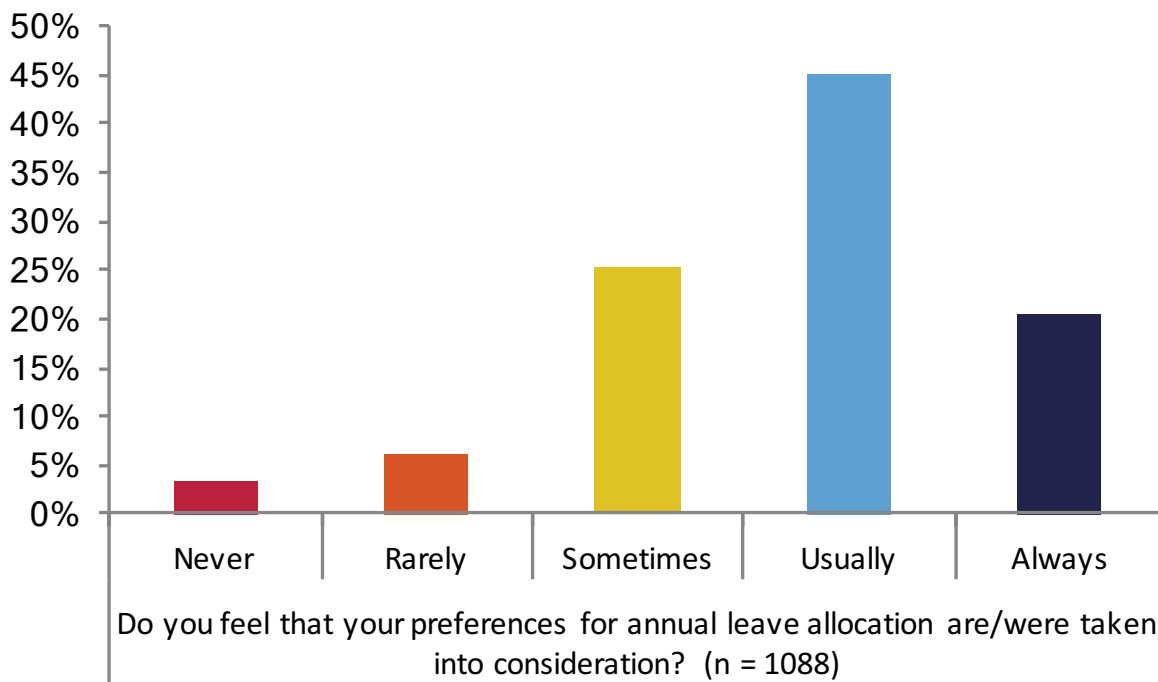
Never	Rarely	Sometimes	Usually	Always
3%	6%	25%	45%	20%

ACCESS TO OTHER LEAVE TYPES

Question: Have you applied for any of the following types of leave in the last 12 months? Please rate your access.

Results: While few respondents had recently applied for other varying types of leave, access was generally more positive than negative, but still quite variable.

Access to other leave types
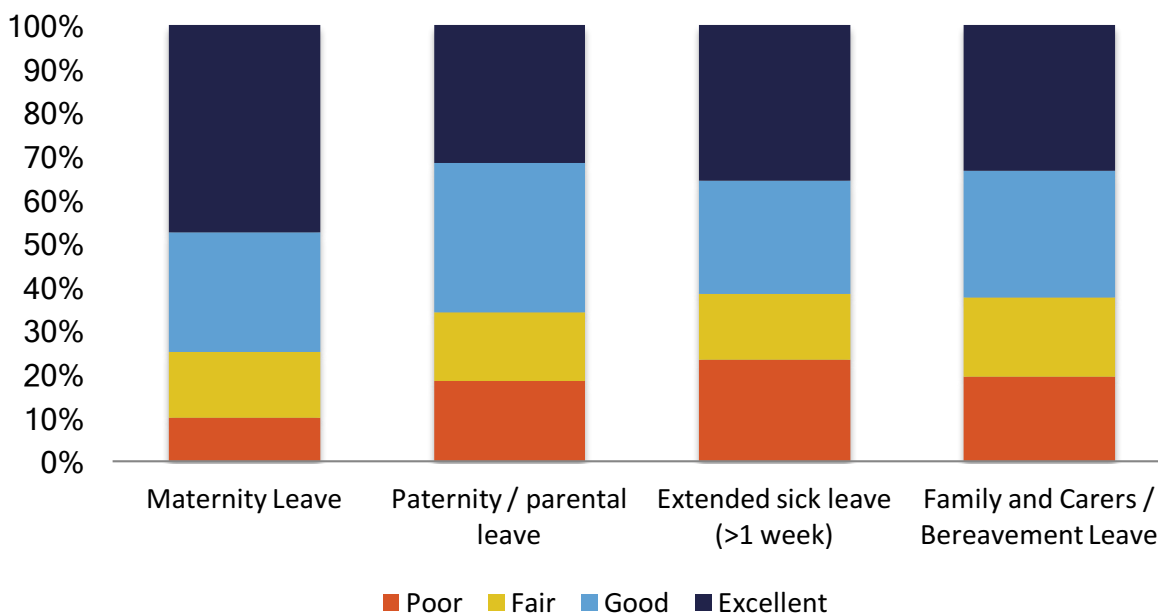
	Poor	Fair	Good	Excellent	N/A
Maternity Leave	4	6	11	19	1067
Paternity / parental leave	7	6	13	12	1069
Extended sick leave (>1 week)	17	11	19	26	1034
Family and Carers / Bereavement Leave	28	26	42	48	963

DOMAIN 3: WELLBEING

SUPPORT FOR MENTAL HEALTH AND WELLBEING

Question: Overall how would you rate your hospital's support for your mental health and wellbeing?

Results: The largest group of respondents said that their hospital had fair support for their mental health, with roughly equal groups saying that it was good/excellent or poor/very poor (29% and 31% respectively).


Overall how would you rate your hospital's support for your mental health and wellbeing? (n = 1107)
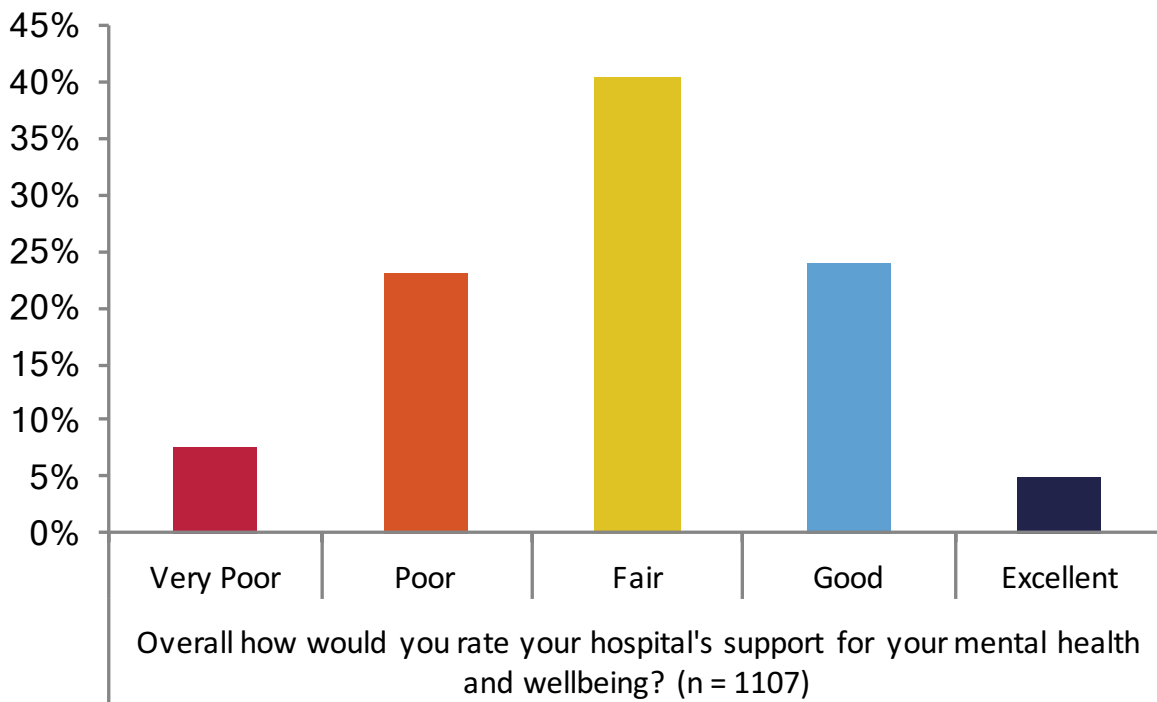
Very Poor	Poor	Fair	Good	Excellent
8%	23%	41%	24%	5%

THREATS AND INTIMIDATION

Question: Have you ever felt unsafe at work, due to verbal or physical intimidation or threats from patients or staff?

**Results:** 32% of respondents have felt unsafe due to threats or intimidation from patients or staff.

Have you ever felt unsafe at work, due to verbal or physical intimidation or threats from patients or staff? (n = 1107)
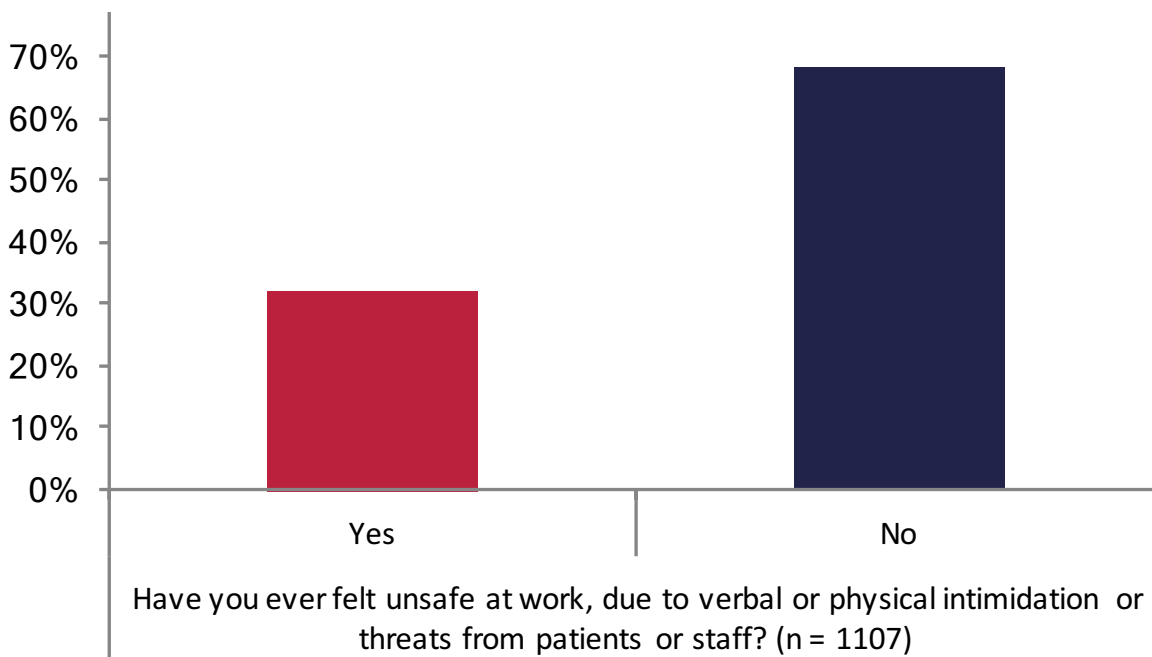
Yes	No
32%	68%

KNOWLEDGE OF REPORTING STRUCTURES

Question: Do you know how or to whom to report inappropriate workplace behaviours such as bullying or harassment?

**Results:** 34% of respondents didn't know how to report inappropriate workplace behaviour.

Do you know how or to whom to report inappropriate workplace behaviours such as bullying or harassment? (n = 1107)
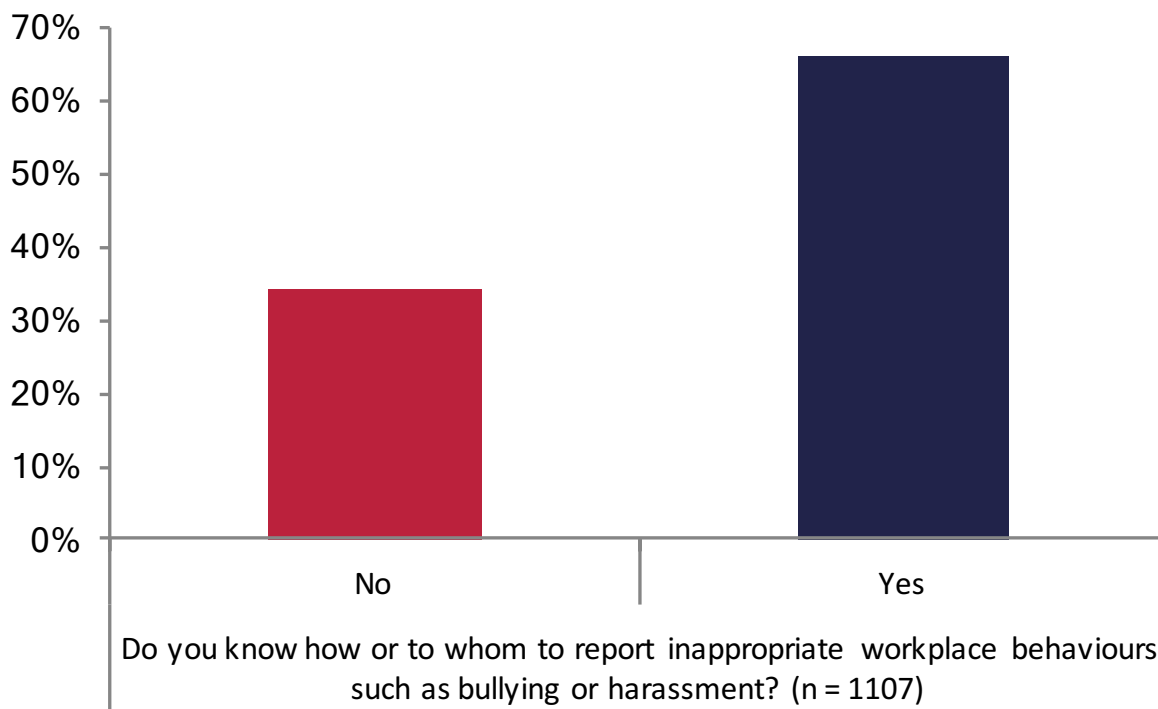
Yes	No
66%	34%

NEGATIVE CONSEQUENCES OF REPORTING

Question: Are you concerned that there might be negative consequences for you in your workplace if you reported inappropriate workplace behaviours?

Results: Worryingly, two-thirds of respondents felt that there would be negative consequences if they reported inappropriate workplace behaviours.


Are you concerned that there might be negative consequences for you in your workplace if you reported inappropriate workplace behaviours? (n = 1107)
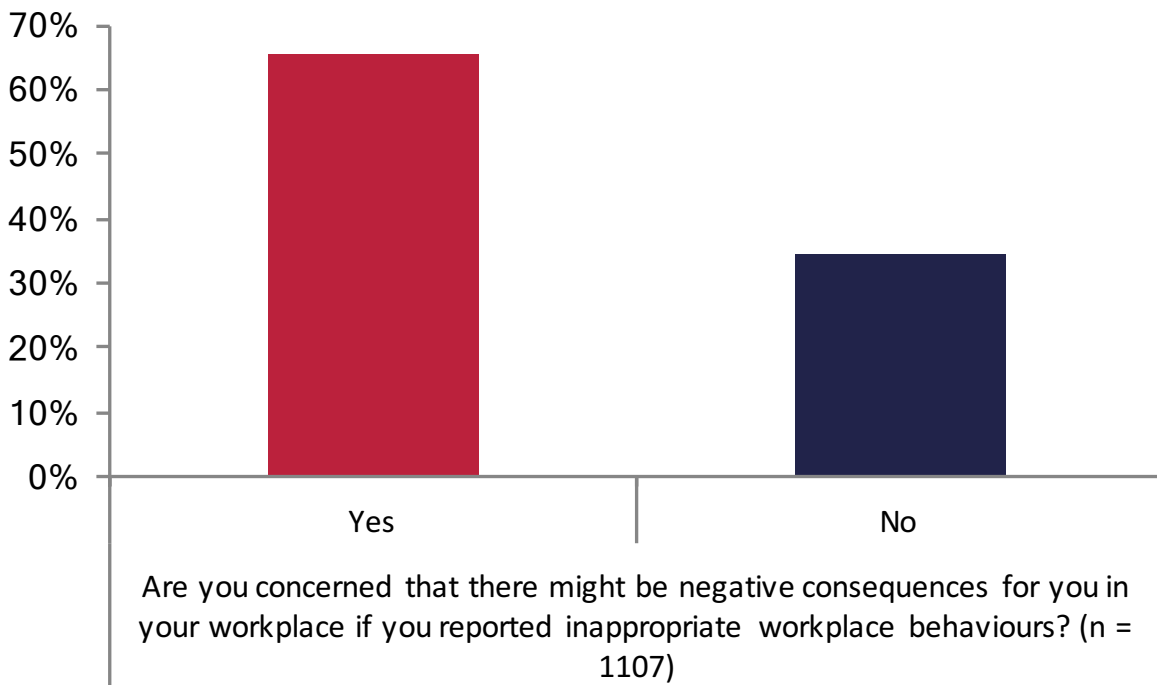
Yes	No
66%	34%

BULLYING OR HARASSMENT

Question: Have you experienced bullying or harassment from another staff member in your hospital?

Results: 42% of respondents had experienced bullying from another staff member.

Have you experienced bullying or harassment from another staff member in your hospital? (n = 1107)
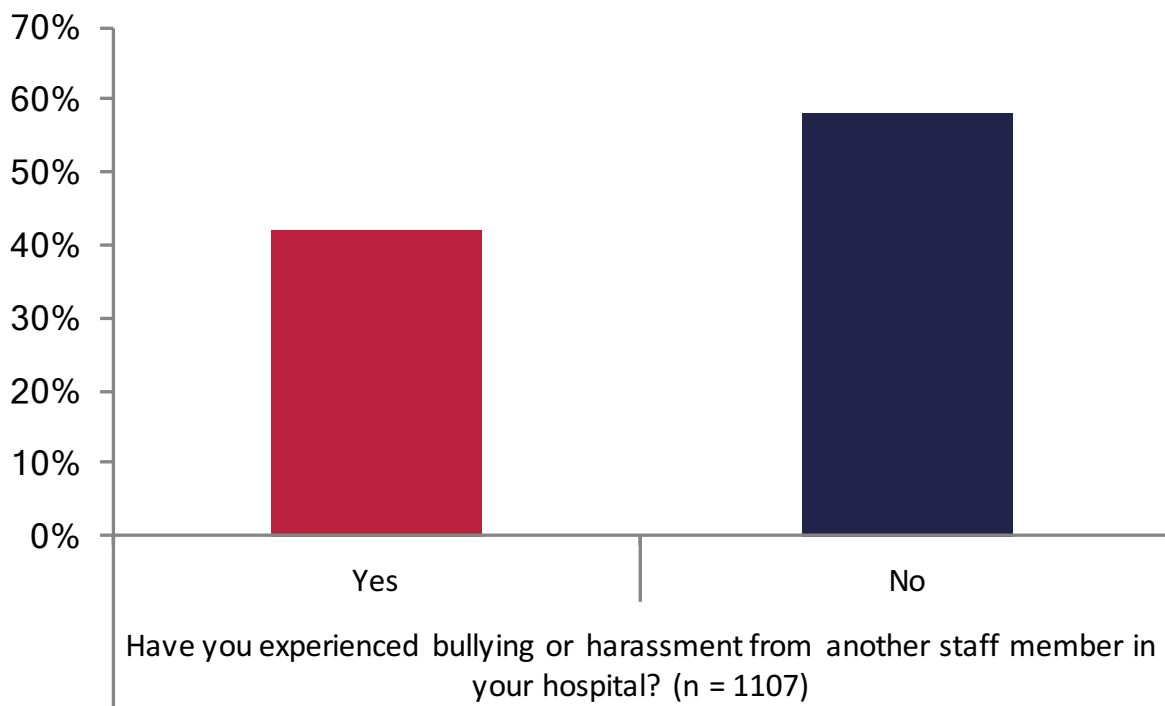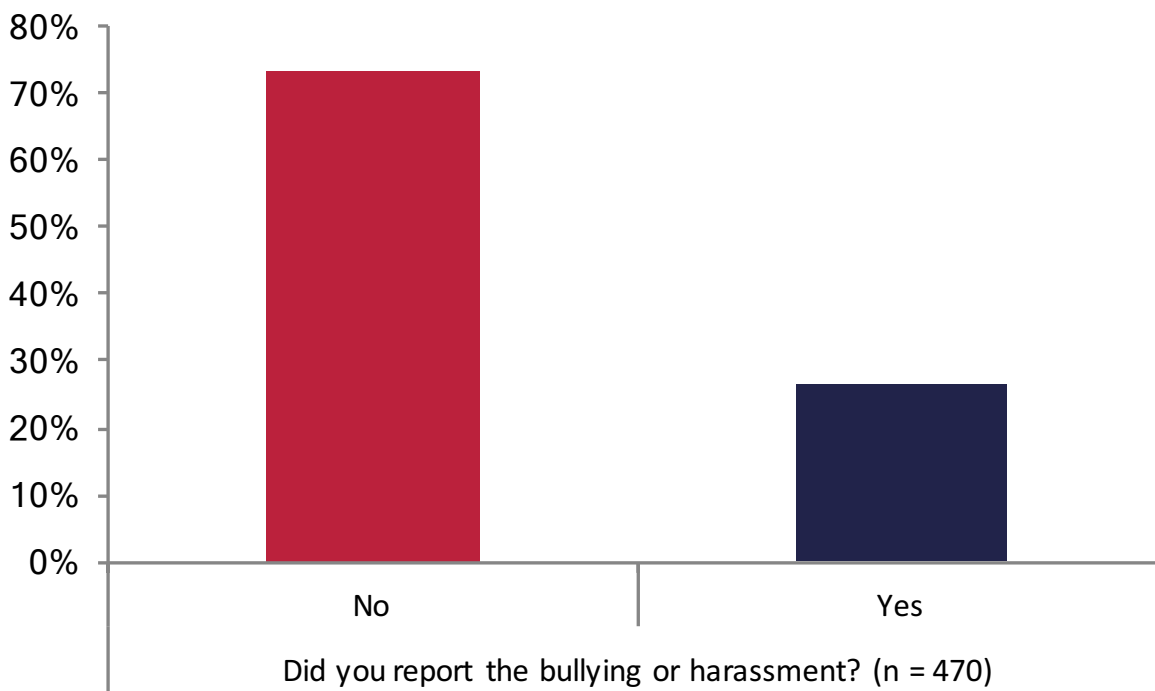
Yes	No
42%	58%

OWN BULLYING REPORTING

Follow on question: Did you report the bullying or harassment?

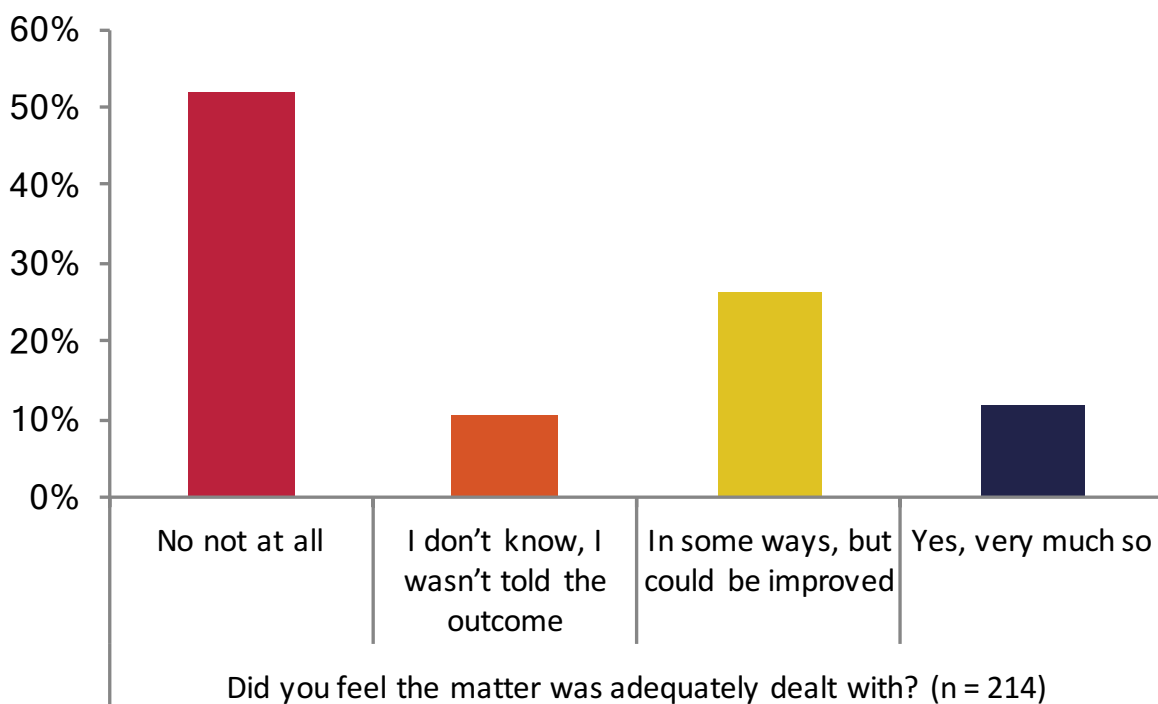**Results:** Only 26% of bullied respondents reported their harassment.

Yes	No
26%	74%

OWN BULLYING RESOLUTION

Follow on question: Did you feel the matter was adequately dealt with?

Results: Of those that did report their bullying, the majority felt that matter was not dealt with adequately at all.

Did you feel the matter was adequately dealt with? (n = 214)

No not at all	I don't know, I wasn't told the outcome	In some ways, but could be improved	Yes, very much so
52%	10%	26%	12%

WITNESSING BULLYING

Question: Have you witnessed a colleague being bullied or harassed at your hospital?

Results: The majority of respondents (53%) have witnessed a colleague being bullied or harassed.

Have you witnessed a colleague being bullied or harassed at your hospital? (n = 1107)
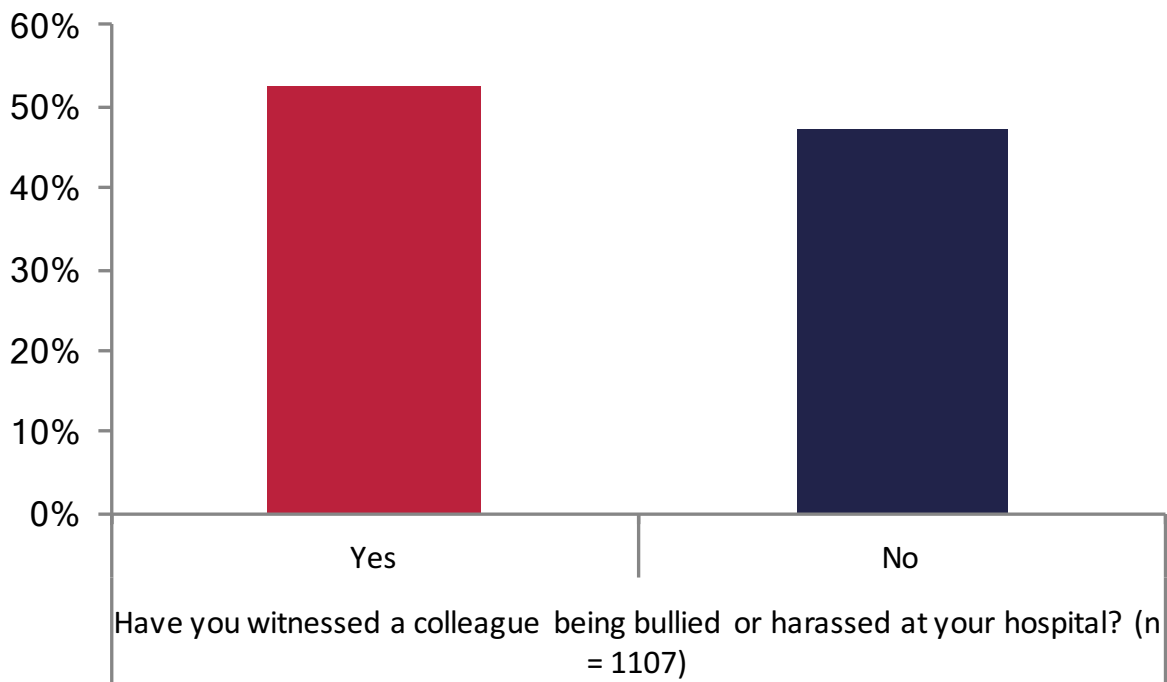
Yes	No
53%	47%

REPORTING OTHERS BEING BULLIED

Follow on question: Did you report it?

Results: Only 14% of those that witnessed others being bullied reported it.

No	Yes
86%	14%

OTHERS BEING BULLIED RESOLUTION

Follow on question: Did you feel the matter was adequately dealt with?

Results: The largest group did not feel that the bullying of a colleague had been adequately dealt with.

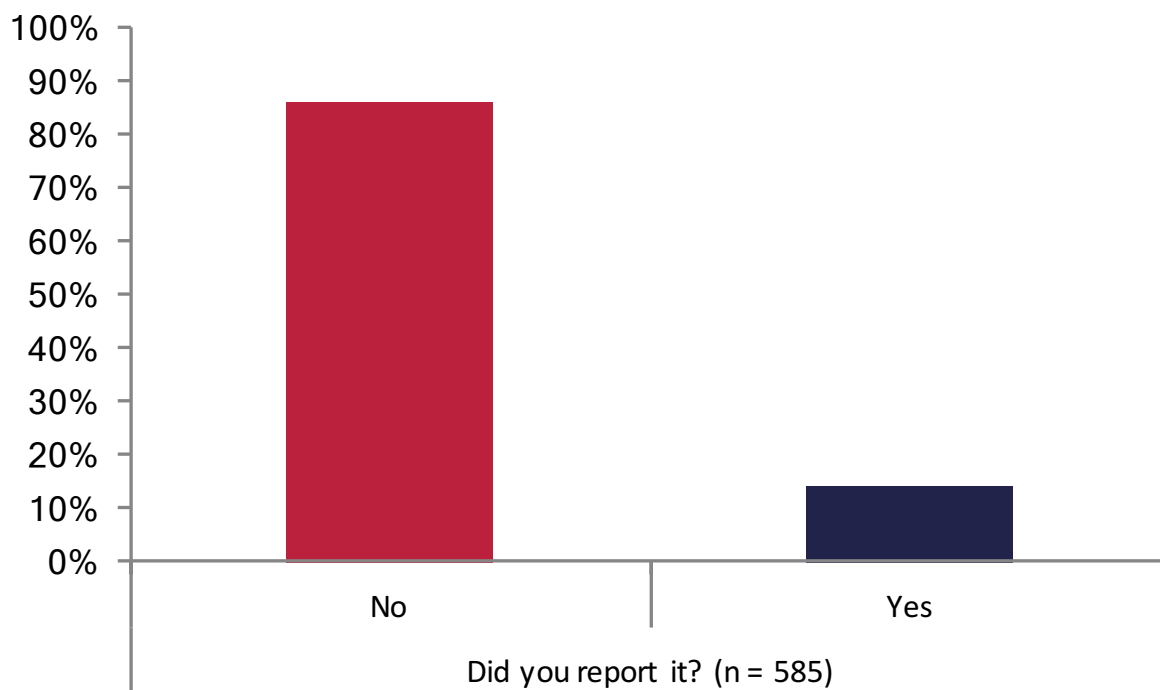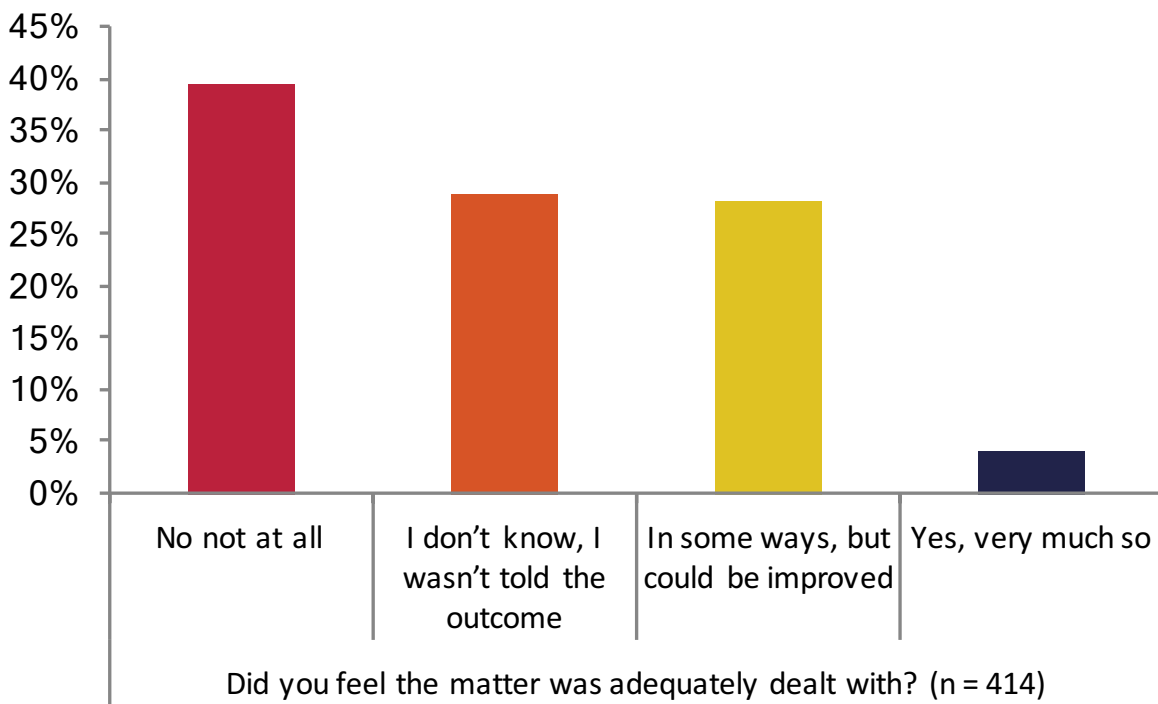Did you feel the matter was adequately dealt with? (n = 414)

No not at all	I don't know, I wasn't told the outcome	In some ways, but could be improved	Yes, very much so
52%	10%	26%	12%

DOMAIN 4: QUALITY TEACHING AND EDUCATION

PROTECTED TEACHING TIME

Question: Do you have protected teaching time for formal teaching (ie. no clinical duties expected or requested of you during this time)?

Results: The majority of respondents (61%) reported having protected teaching time

Do you have protected teaching time for formal teaching (ie. no clinical duties expected or requested of you during this time)? (n = 1107)
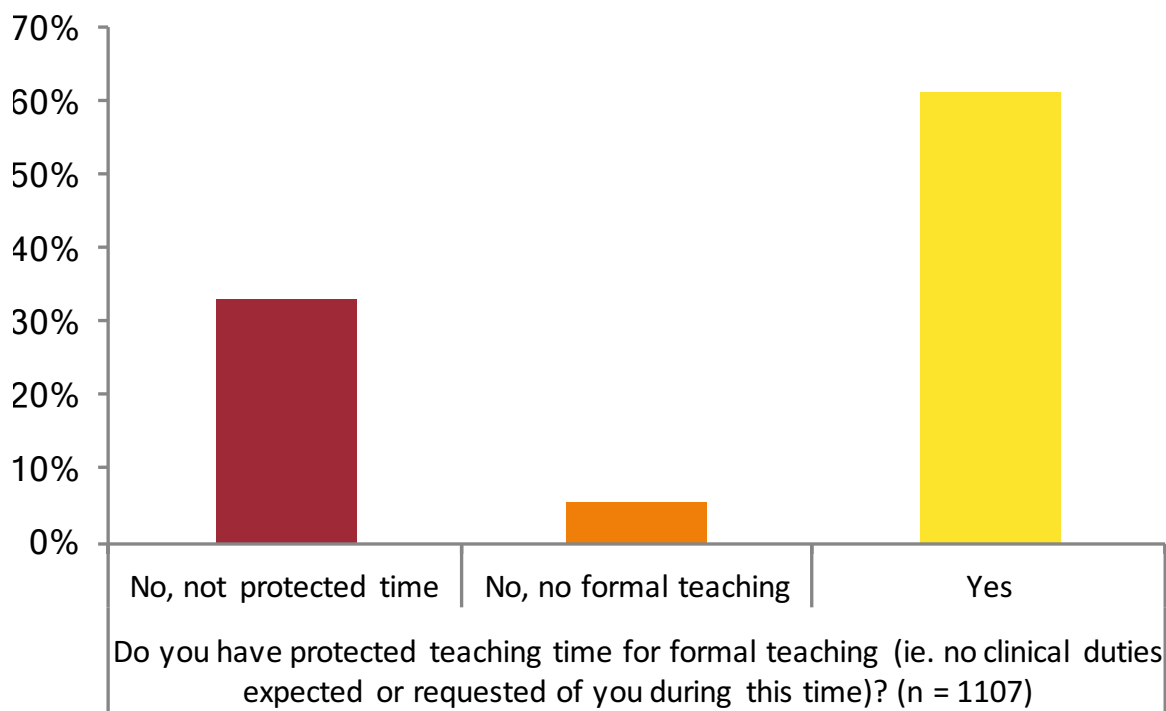
No, not protected time	No, no formal teaching	Yes
33%	5%	61%

CULTURE OF TEACHING ATTENDANCE

Question: Is there a culture of attending JMO teaching at your hospital?

Results: Three-quarters of those that were eligible reported that there was a culture of attending JMO teaching.

Is there a culture of attending JMO teaching at your hospital? (n = 526)
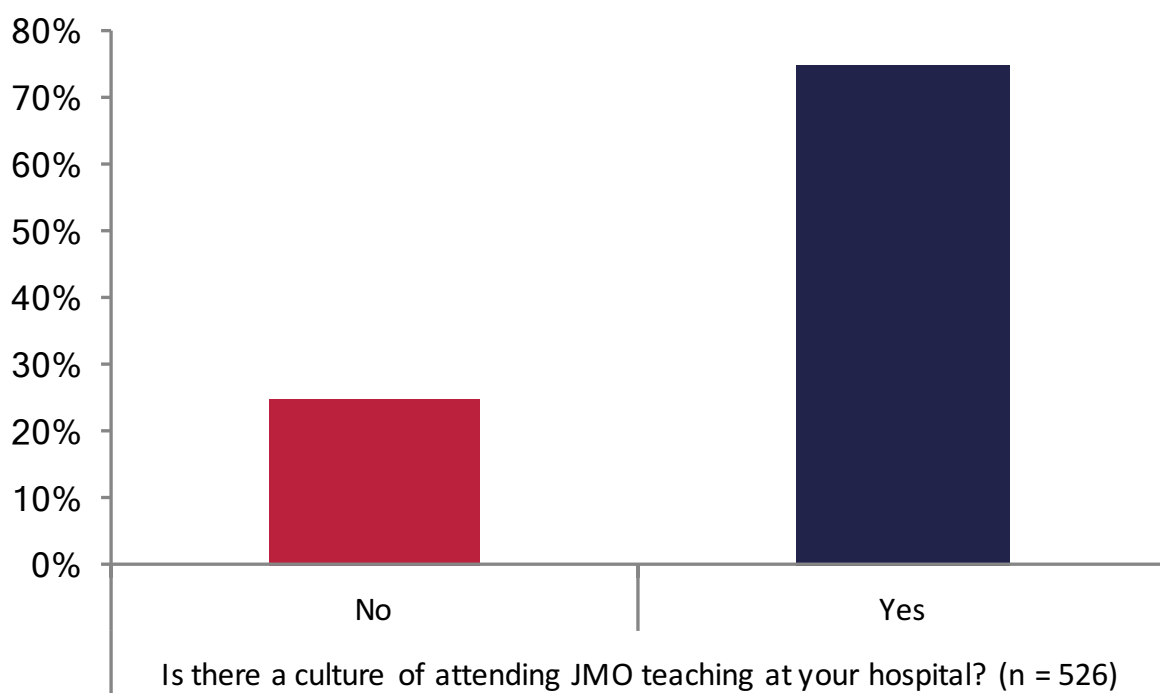
No	Yes
25%	75%

QUALITY OF FORMAL TEACHING

Question: How would you rate the overall quality of formal teaching provided at your hospital?

Results: The majority of respondents (50%) rated the quality of formal teaching at their hospital as good or excellent.

How would you rate the overall quality of formal teaching provided at your hospital? (n = 1107)

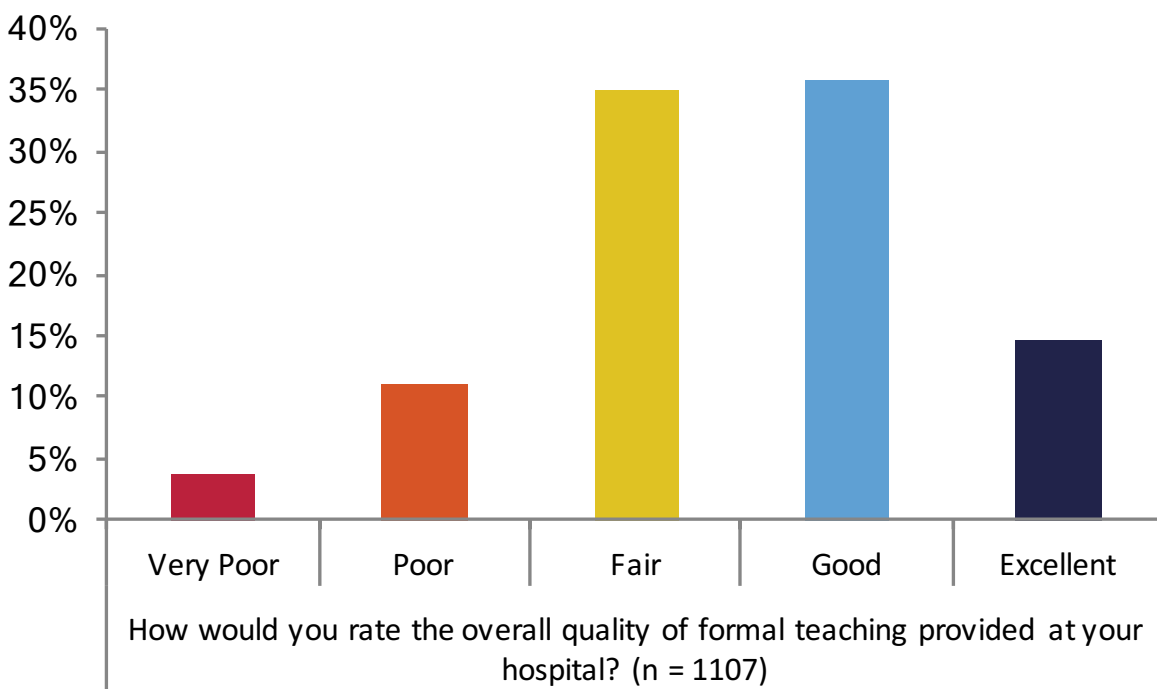| Very Poor	Poor	Fair	Good	Excellent
4%	11%	35%	36%	14%

QUALITY OF WARD-BASED TEACHING

Question: How would you rate the overall quality of ward-based teaching provided at your hospital?

Results: In contrast, the largest group of respondents called ward-based teaching at their hospitals fair.

How would you rate the overall quality of ward-based teaching provided at your hospital? (n = 1107)
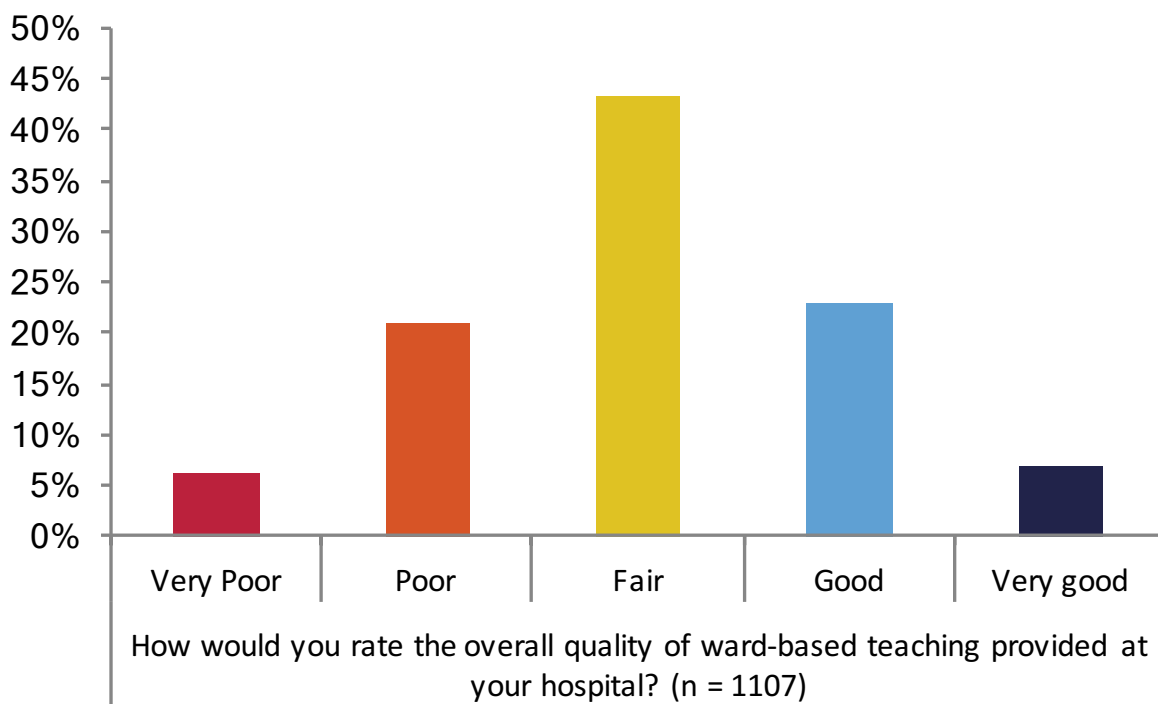
Very Poor	Poor	Fair	Good	Excellent
6%	21%	43%	23%	7%

UNACCREDITED REGISTRAR TRAINING

Question: Compared with accredited registrars working in your discipline, do you feel that unaccredited (or 'service') registrars receive...

Results: Of those eligible, the largest group of respondents felt that unaccredited registrars received fewer or inadequate training opportunities compared to accredited registrars.

Compared with accredited registrars working in your discipline, do you feel that unaccredited (or 'service') registrars receive... (n = 346)

Fewer or inadequate training opportunities	More or better training opportunities	Just the right amount of training opportunities
55%	2%	43%

HOSPITAL MORALE

Question: How would you rate staff morale at your hospital?

Results: The largest group of respondents rated morale at their hospital as good, though a few (8%) rated it as excellent.

How would you rate staff morale at your hospital? (n = 1107)
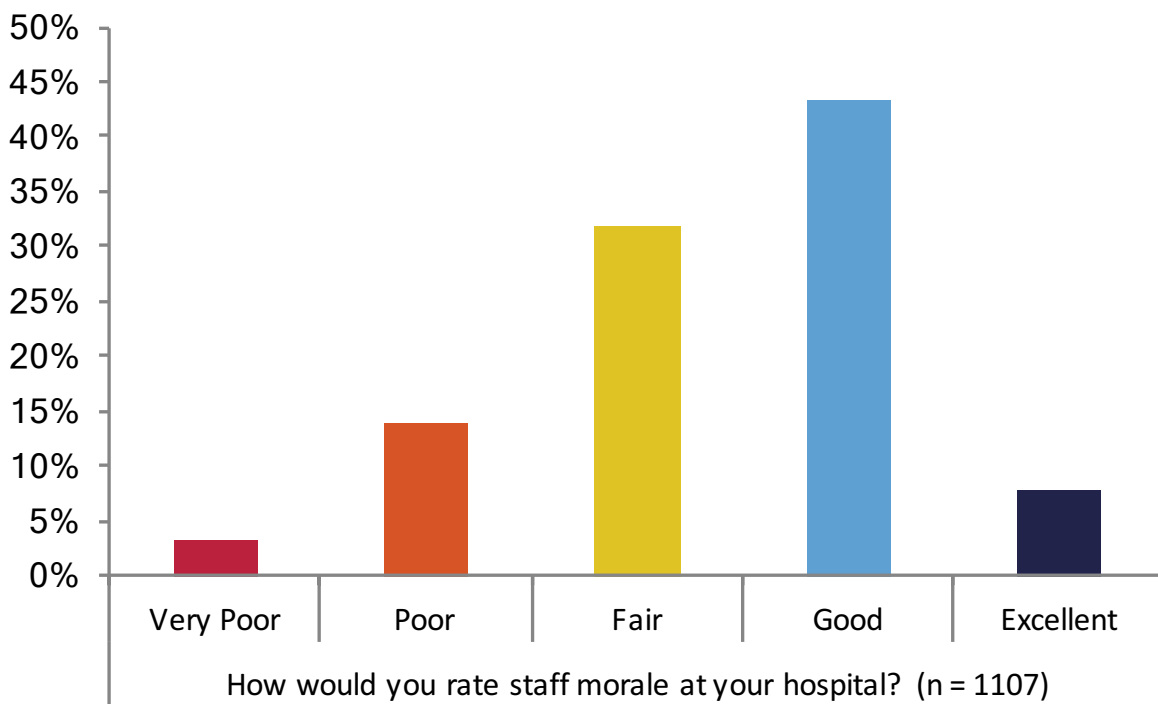
Very Poor	Poor	Fair	Good	Excellent
3%	14%	32%	43%	8%

HOSPITAL CULTURE

Question: How would you rate the culture at your hospital?

Results: Similarly, the largest group of respondents rated the culture at their hospital as good, although a few (10%) rated it as excellent.


How would you rate the culture at your hospital? (n = 1107)
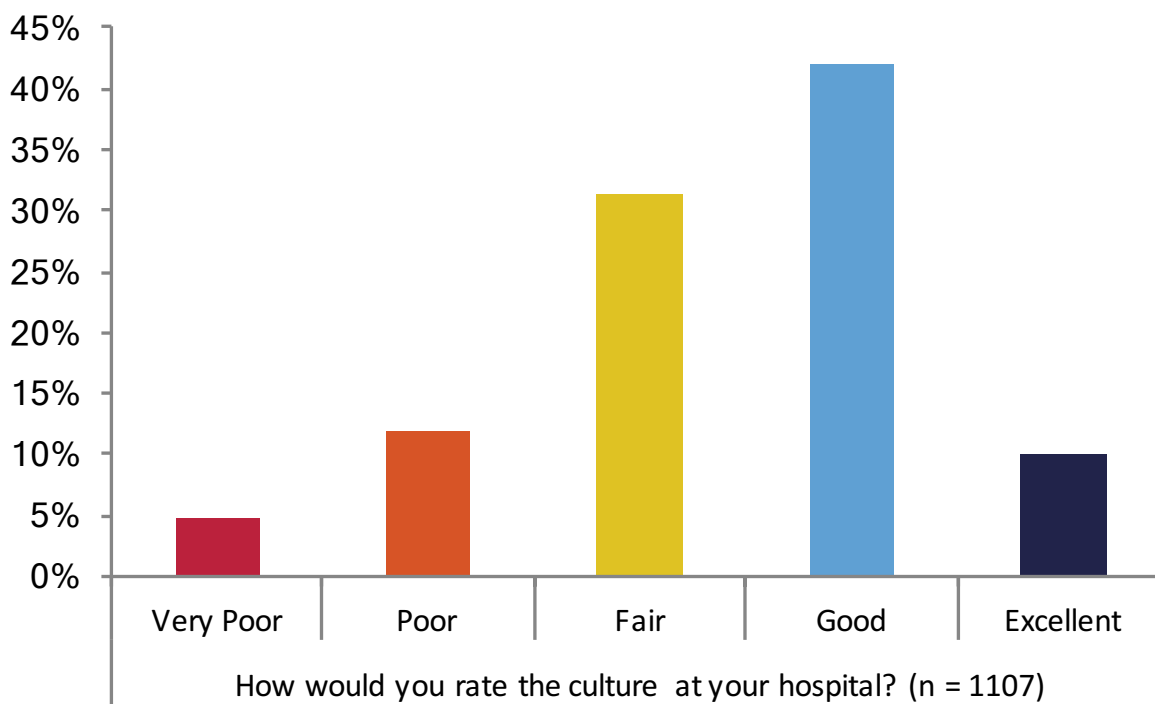
Very Poor	Poor	Fair	Good	Excellent
5%	12%	31%	42%	10%

EXPERIENCE AS A DOCTOR IN TRAINING

Question: Overall, how would you rate the experience as a doctor-in-training at your hospital?

Results: Most respondents considered their experience to be positive, with 56% rating their experience as good or better.

Overall, how would you rate the experience as a Doctor in Training at your hospital? (n = 1107)
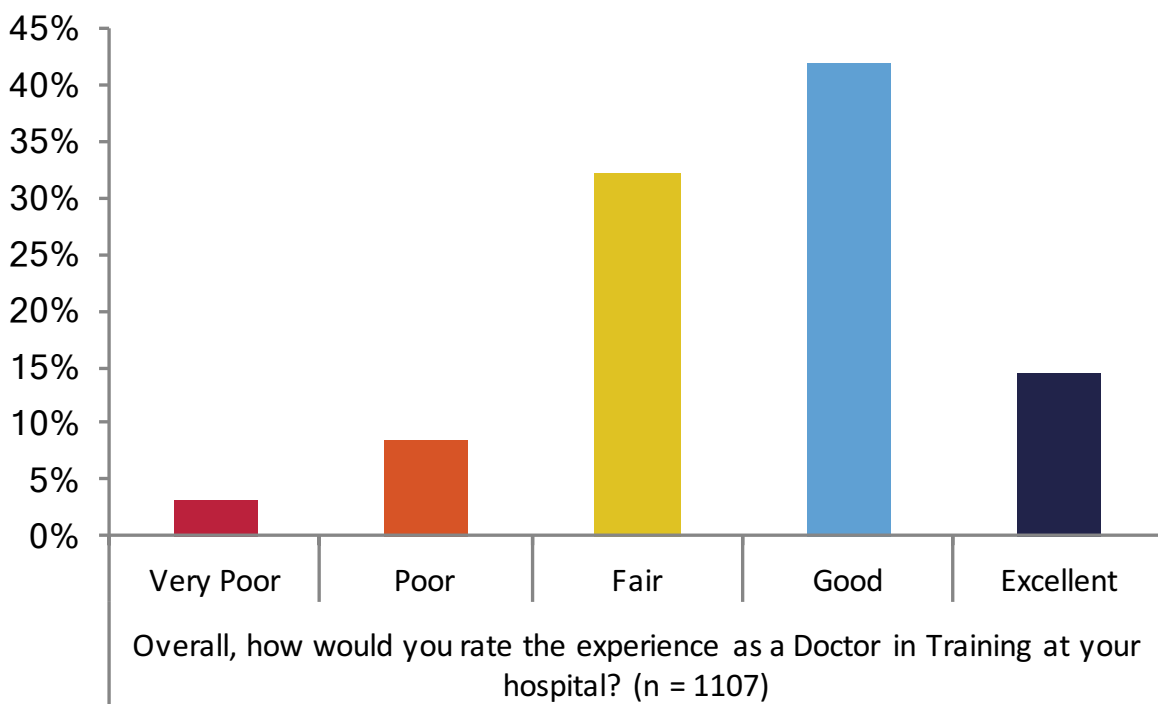
Very Poor	Poor	Fair	Good	Excellent
3%	8%	32%	42%	14%

HOSPITAL RECOMMENDATION

Question: Would you recommend your Network / Hospital to other doctors-in-training?

Results: Four-fifths of respondents would recommend their hospital to other doctors-in-training.

Would you recommend your Network / Hospital to other Doctors in Training?
(n = 1107)
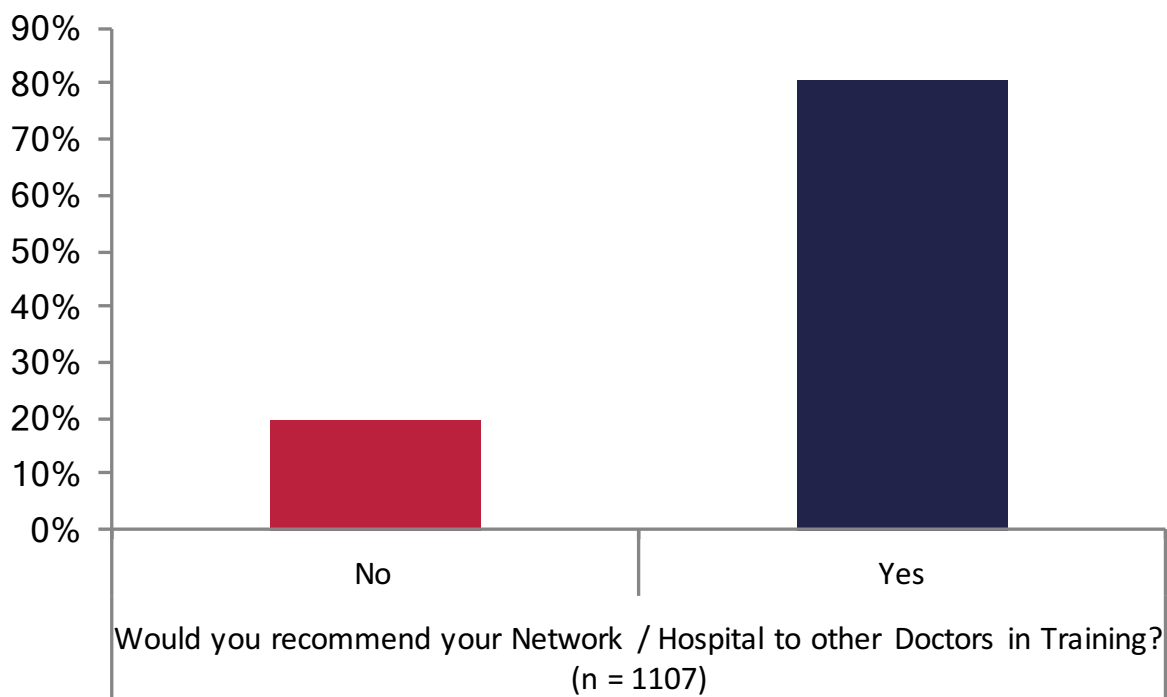
No	Yes
20%	80%

RESULTS BY HOSPITAL

Responses to key questions were allocated a score 0-100.
Grades then assigned based on arithmetic mean of scores for each question in a given domain.
For more details, please visit www.alliancensw.com.au

HOSPITAL(S)	DOMAIN 1: Rostering & Overtime	DOMAIN 2: Access to Leave	DOMAIN 3: Wellbeing	DOMAIN 4: Quality Teaching Education	DOMAIN 5: Culture	OVERALL
NSW Health Hospitals	C	A	C	B	B	C
Bankstown-Lidcombe	D	B	D	C	C	C
Blacktown	C	B	D	C	C	C
Calvary Mater Newcastle	C	A	C	B	B	B
Campbelltown/ Camden	C	B	C	B	B	C
Coffs Harbour	C	A	B	B	A	B
Concord / Canterbury	D	B	C	B	A	C
Gosford / Wyong	C	B	C	B	B	C
Hornsby / Manly / Mona Vale	B	A	C	B	A	B
John Hunter	D	A	D	C	C	C
Lismore Base / Tweed	C	A	C	C	B	C
Liverpool / Fairfield	D	B	C	C	C	C
Maitland / Manning / Belmont / Armidale	C	A	D	C	C	C
Nepean	C	B	C	B	B	C
Orange / Dubbo Base	C	A	C	C	C	C
Port Macquarie Base	C	B	C	C	B	C
Royal North Shore	C	A	C	B	A	B
Royal Prince Alfred	D	B	D	B	B	C
St George / Sutherland	D	A	D	B	C	C
St Vincent's	D	A	D	B	B	C
Sydney Children's Randwick	D	A	C	C	B	C
Tamworth Rural Referral	C	B	C	B	C	C
The Children's at Westmead	C	A	B	C	B	C
The Prince of Wales	C	B	C	B	B	C
Wagga Wagga / Albury	C	A	B	B	A	B
Westmead	D	B	D	C	C	C
Wollongong / Shellharbour / Shoalhaven	D	B	D	B	C	C