



**Monash  
Health**

People Matter 2022 Results  
Monash Health Manager Forum

1,974 of our people gave their views and thoughts on how we are going.

It is important to remember the environment during the June survey period:

- Accreditation pending
- Organisation Management Restructure
- Operational Pressures



We believe these results are reflective of the sentiment of our people.

And we are actively considering how and what we do to address the results.





People who responded to the survey said they:

- Feel a high level of achievement and accomplishment in their work
- Believe their contribution is worthwhile
- Understand how their job helps us to achieve our goals
- Feel culturally safe at work
- Believe organisational communication has been very good



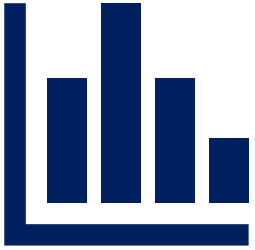
- The Be Well, Be Safe initiatives have supported their health and wellbeing



# What do we need to keep doing to maintain or improve on these positive results?

- A high level of achievement and accomplishment
- Belief that their contribution is worthwhile
- Demonstrate how their job helps us to achieve our goals
- Feel culturally safe at work
- Further improve organisational communication
- Support health and wellbeing





This year the People Matter survey is being treated as a pulse check

The survey was set up to capture site, professional group and clinical program details from our employees.

Therefore, reports will be only available by:

- organisational level

and where sufficient responses allow:

- professional group
- site level

Due to the recent internal structure changes at Monash Health, clinical program data is no longer representative.

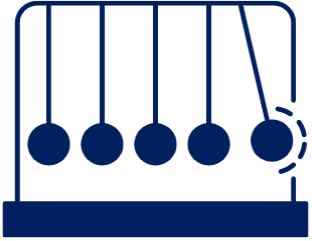




Overall, people who responded to the survey said they feel:

- Less engaged
  - being inspired to do your best, motivated to help achieve organisational goals, proud to tell others who you work for
- Less satisfied
  - a sense of work/life balance, career development, general satisfaction
- Less confident of our climate for patient safety
  - how we manage suggestions for improvement, handle errors, train new and existing employees, supervise trainees
- Less inclined to recommend a friend or relative be treated here
- Less inclined to recommend us as a good place to work





People who responded to the survey are telling us we need to address:

- The high to severe stress due to workload and time pressure
- The need for more support around psychological safety
- The priority we place on career development and training
- How proud employees feel to tell others who they work for



### **Support for our people (wellbeing, psychological safety, career etc):**

- Expanded training to support improvement in:
  - Occupational Violence and Aggression, including annual risk assessments in all departments
  - Manual Handling
- Be Well, Be Safe Initiatives (food, coffee, discounted gym, massages, access to online health and wellbeing resources)
- Stronger Together Wellbeing Grants for team wellbeing
- Extended the Be Well in-house psychological support
- Enhanced Employee Assistance Program services
- Fatigue Management Resources
- Rolled out Leading Mentally Healthy Team program
- Implementation of Injury Triage Service

### **Leadership and workforce development:**

- Dedicated Workforce Planning and Retention Committee
- Targeted local and international recruitment campaigns to help address resourcing issues
- Embedding organisation structure changes
- Increase of Leadership and Team Development activity (Intentional leadership, coaching, Leadership Essentials commencing Feb 2023)





## What specific supports/decisions will help to improve the situation in your area?

- Psychological Safety
- Workload Pressure and Stress
- Training and Career Development Opportunities
- Promotion of Monash Health as a great place to work
- Patient safety

