



Washington State
Department of Social
& Health Services



2015 DSHS Employee Survey

Conducted by Research and Data Analysis of DSHS
Coordinated by WSH Quality Management Department

What is the DSHS Employee Survey?

- ▶ It is the DSHS-conducted survey assessing DSHS employees' thoughts regarding communication, job satisfaction, etc. within their agency/hospital
- ▶ This survey is conducted every 2 years
- ▶ The purpose of the survey is to identify strengths and opportunities for improvement within the different agencies/divisions of DSHS and to use that information to make improvements where needed

DSHS Employee Survey Methods

- ▶ Contained 20 multiple choice questions and open-ended questions
 - ▶ Multiple choice questions were rated on a 5 point scale (Almost always/always, usually, occasionally, seldom, almost never/never)
- ▶ Administered via Survey Monkey and hard-copy surveys in October and November 2015 with the help of the Employee Survey Team (Thanks, Team!)
- ▶ Survey responses were anonymous

DSHS Employee Survey Response Rate

- ▶ 66% of WSH employees (i.e., 1198 employees) completed the survey
- ▶ This is an increase from the 44% response rate for the 2013 Employee Survey
- ▶ Thank you to everyone who completed the survey and to everyone who helped to administer the survey!!!! 😊

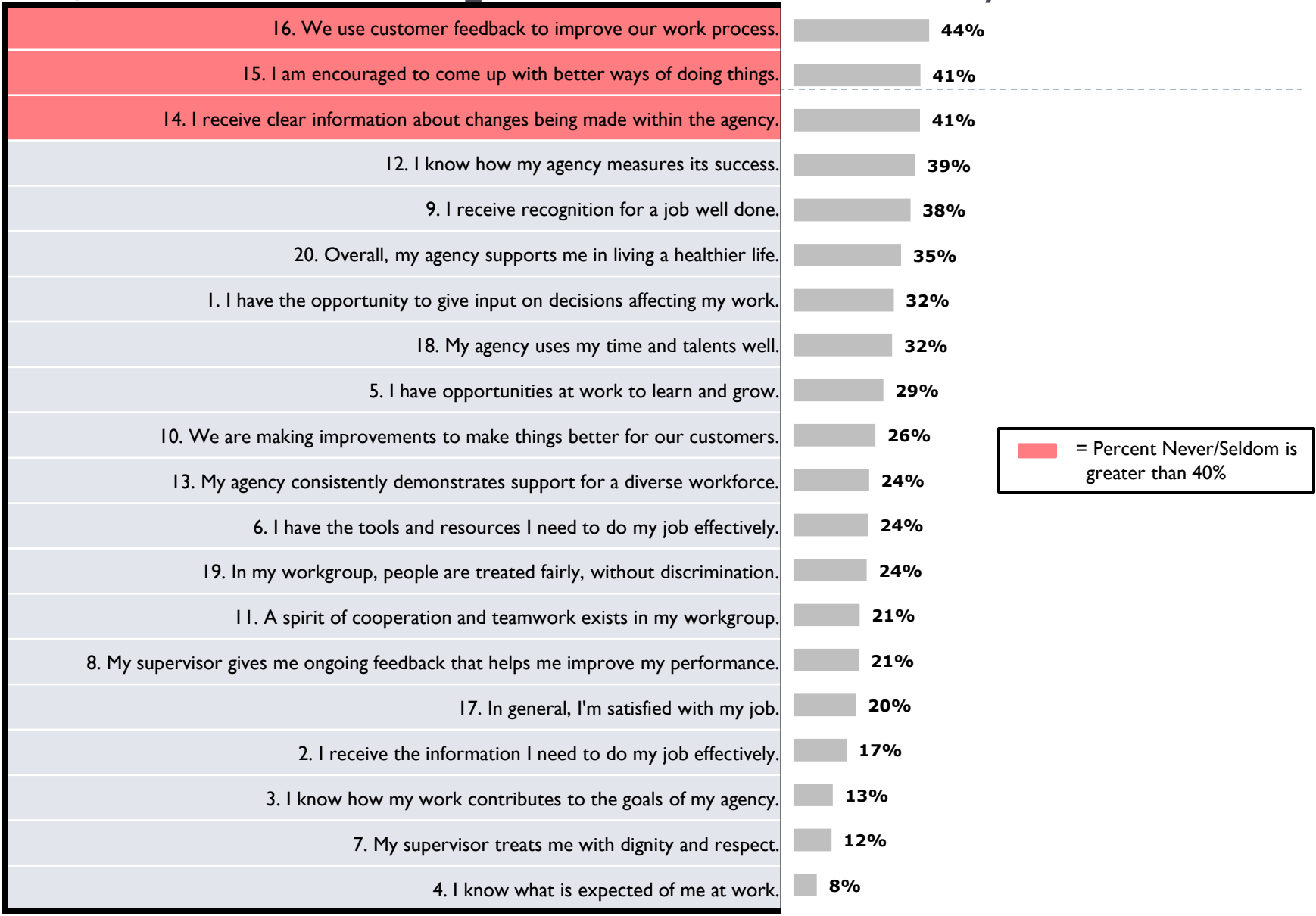


RESULTS

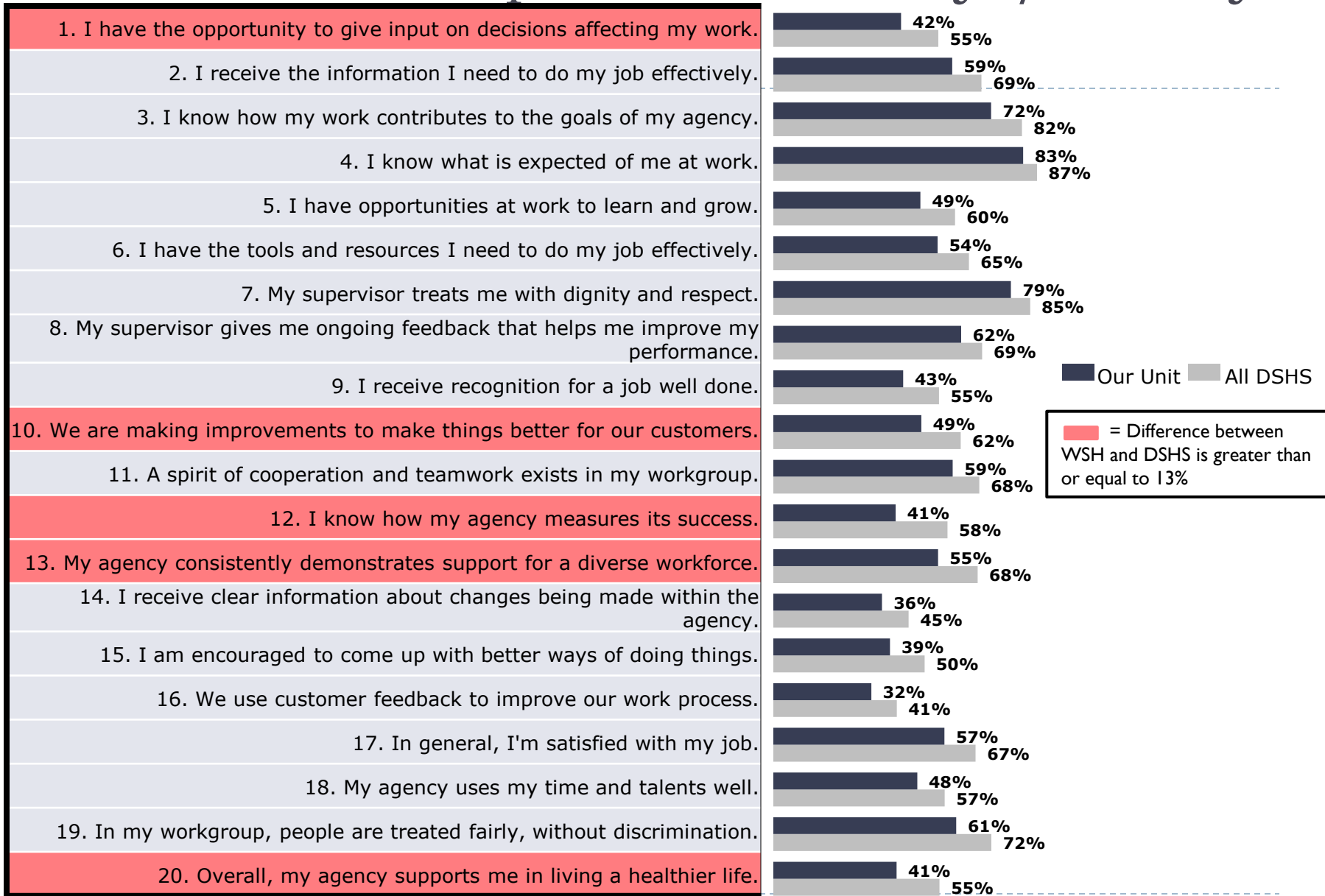
Question Responses: % Always/Usually

QUESTION		Number of Responses						Average ¹	Percent Always or Usually ²
		Almost Always or Always	Usually	Occasionally	Seldom	Almost Never or Never	Missing		
1	I have the opportunity to give input on decisions affecting my work.	196	312	303	214	174	14	3.12	42%
2	I receive the information I need to do my job effectively.	217	491	281	143	61	20	3.55	59%
3	I know how my work contributes to the goals of my agency.	476	386	180	92	59	20	3.95	72%
4	I know what is expected of me at work.	594	389	114	56	33	27	4.23	83%
5	I have opportunities at work to learn and grow.	297	279	263	181	161	32	3.31	49%
6	I have the tools and resources I need to do my job effectively.	235	410	255	180	104	29	3.42	54%
7	My supervisor treats me with dignity and respect.	626	314	107	75	71	20	4.13	79%
8	My supervisor gives me ongoing feedback that helps me improve my performance.	431	308	199	146	103	26	3.69	62%
9	I receive recognition for a job well done.	262	248	228	219	228	28	3.08	43%
10	We are making improvements to make things better for our customers.	268	309	288	176	134	38	3.34	49%
11	A spirit of cooperation and teamwork exists in my workgroup.	327	381	228	137	117	23	3.56	59%
12	I know how my agency measures its success.	198	277	236	239	221	42	2.99	41%
13	My agency consistently demonstrates support for a diverse workforce.	277	367	248	165	122	34	3.43	55%
14	I receive clear information about changes being made within the agency.	159	270	276	252	233	23	2.89	36%
15	I am encouraged to come up with better ways of doing things.	206	254	243	240	247	23	2.94	39%
16	We use customer feedback to improve our work process.	182	195	276	240	268	52	2.81	32%
17	In general, I'm satisfied with my job.	280	390	274	154	83	32	3.53	57%
18	My agency uses my time and talents well.	233	327	240	191	182	40	3.20	48%
19	In my workgroup, people are treated fairly, without discrimination.	367	354	187	143	137	25	3.56	61%
20	Overall, my agency supports me in living a healthier life.	223	258	288	203	206	35	3.08	41%

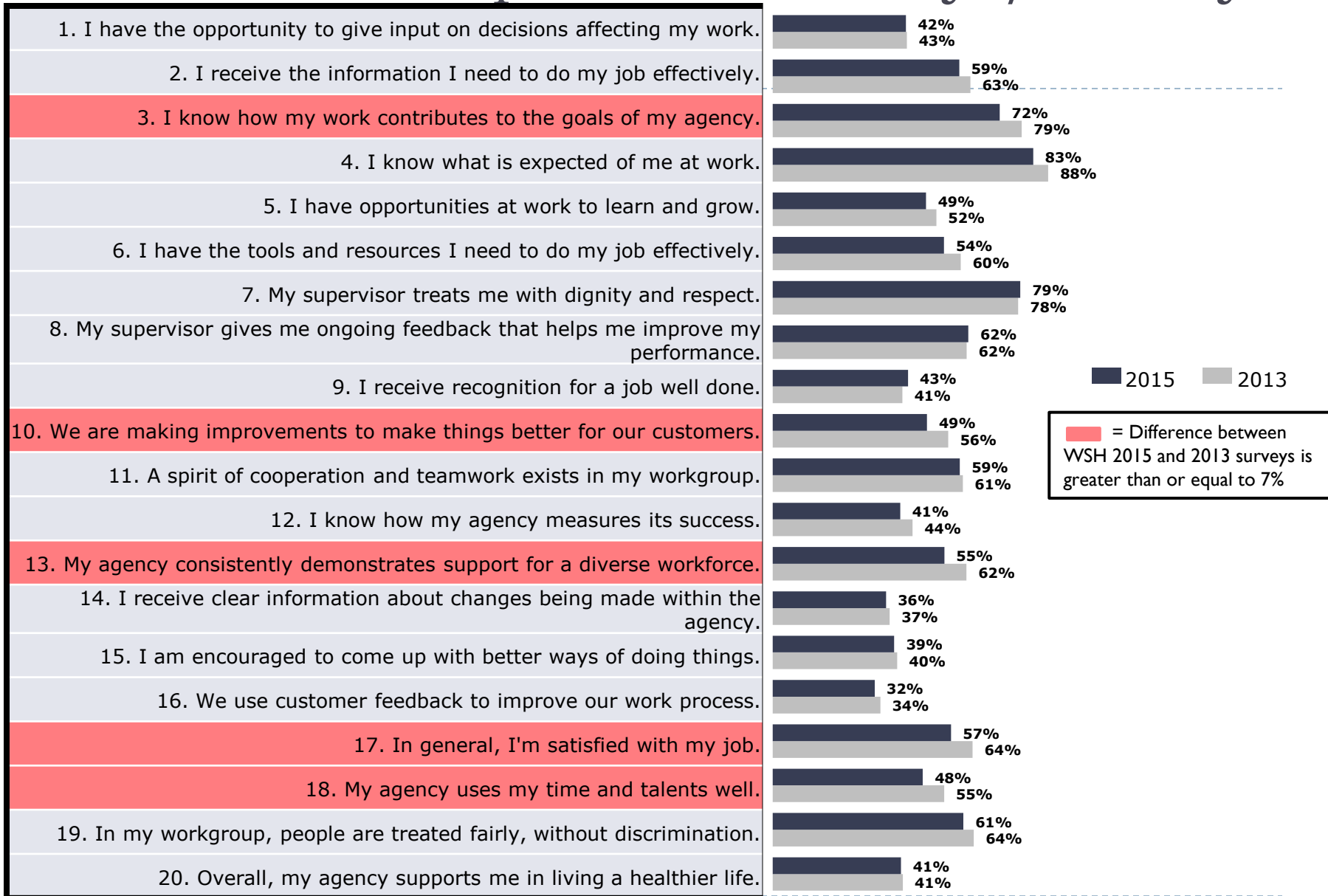
Question Responses: % Never/Seldom




WSH-DSHS Comparison: % Always/Usually



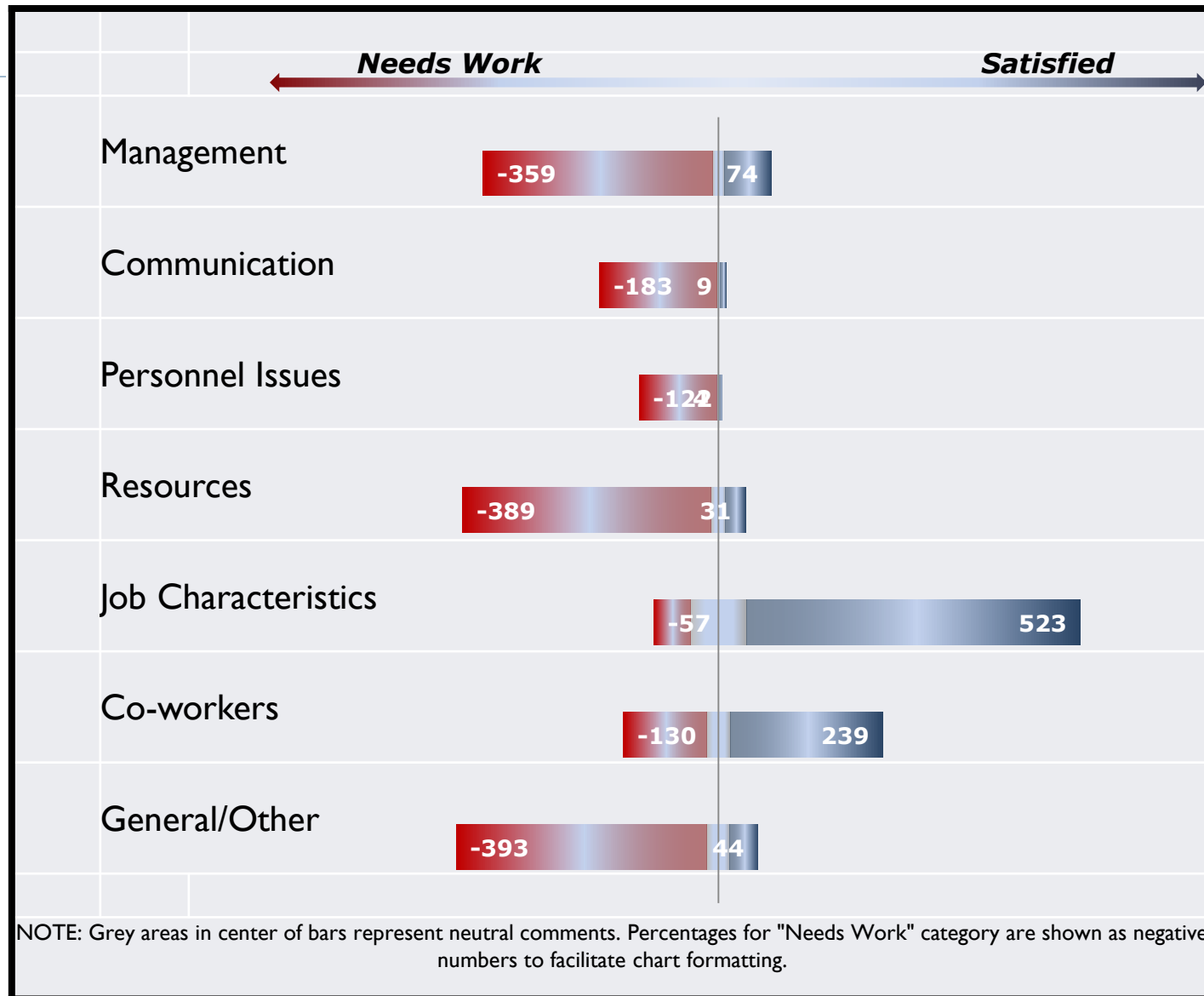
2015-2013 Comparison: % Always/Usually



Survey Comparisons: % Always/Usually

	 = Difference between WSH 2015 and 2013 surveys is statistically significant ($p < 0.05$)	2006	2007	2009	2011	2013	2015	Change 06 - 15	Change 13 - 15
1	I have the opportunity to give input on decisions affecting my work.	36%	49%	37%	40%	43%	42%	6% **	0%
2	I receive the information I need to do my job effectively.	49%	61%	61%	60%	63%	59%	10% **	-4%
3	I know how my work contributes to the goals of my agency.	67%	77%	73%	71%	79%	72%	5% **	-7% *
4	I know what is expected of me at work.	76%	85%	83%	83%	88%	83%	6% **	-5% *
5	I have opportunities at work to learn and grow.	37%	53%	44%	42%	52%	49%	12% **	-3%
6	I have the tools and resources I need to do my job effectively.	39%	57%	56%	57%	60%	54%	15% **	-5% *
7	My supervisor treats me with dignity and respect.	67%	78%	73%	74%	78%	79%	11% **	1%
8	My supervisor gives me ongoing feedback that helps me improve my performance.	48%	62%	57%	57%	62%	62%	14% **	1%
9	I receive recognition for a job well done.	34%	47%	37%	38%	41%	43%	9% **	2%
10	We are making improvements to make things better for our customers.	N/A	N/A	N/A	N/A	56%	49%	N/A	-7% *
11	A spirit of cooperation and teamwork exists in my workgroup.	55%	63%	58%	57%	61%	59%	4% **	-1%
12	I know how my agency measures its success.	32%	44%	37%	39%	44%	41%	9% **	-4%
13	My agency consistently demonstrates support for a diverse workforce.	N/A	56%	52%	53%	62%	55%	N/A	-7% *
14	I receive clear information about changes being made within the agency.	N/A	N/A	42%	29%	37%	36%	N/A	-1%
15	I am encouraged to come up with better ways of doing things.	39%	48%	39%	36%	40%	39%	0%	-1%
16	We use customer feedback to improve our work process.	37%	44%	39%	39%	34%	32%	-4% **	-2%
17	In general, I'm satisfied with my job.	N/A	64%	58%	58%	64%	57%	N/A	-7% *
18	My agency uses my time and talents well.	38%	53%	46%	46%	55%	48%	10% **	-7% *
19	In my workgroup, people are treated fairly, without discrimination.	52%	66%	58%	58%	64%	61%	8% **	-3%
20	Overall, my agency supports me in living a healthier life.	N/A	N/A	34%	37%	41%	41%	N/A	-1%

Major Comment Themes





CONCLUDING REMARKS

Summary of DSHS Employee Survey Results

- ▶ **Strengths Demonstrated by the Survey (i.e., greater than 70% of staff responded always or usually)**
 - ▶ Staff know how their work contributes to WSH goals
 - ▶ Staff know what is expected of them
 - ▶ Staff believe that their supervisors treat them with dignity and respect

Summary of DSHS Employee Survey Results

▶ Opportunities for Improvement

- ▶ 10 items where less than 50% of survey participants responded always or usually including 3 items with less than 40% always/usually responses
 - ▶ I receive clear information about changes being made within the agency.
 - ▶ I am encouraged to come up with better ways of doing things.
 - ▶ We use customer feedback to improve our work process.
- ▶ To help focus our efforts in developing action plans, RDA recommends initially examining items that meet 3 criteria:
 - ▶ High % of Seldom/Never Responses
 - ▶ % of Always/Usually Responses was Lower than DSHS
 - ▶ % of Always/Usually Responses was Lower than 2013

Summary of DSHS Employee Survey Results

- ▶ Opportunities for Improvement (including items that meet the 3 criteria and/or have less than 40% always/usually responses)
 - ▶ I know how my agency measures its success.
 - ▶ I receive clear information about changes being made within the agency.
 - ▶ We use customer feedback to improve our work process.
 - ▶ My agency uses my time and talents well.
 - ▶ I am encouraged to come up with better ways of doing things.

Outline of Follow-up Steps for Survey

- ▶ Hospital-wide results presented to Quality Council on March 30, 2016
- ▶ Distributed to all staff via email and the Electronic Bulletin Board on April 1, 2016
- ▶ A more detailed analysis will be presented and discussed in Quality Council on April 6, 2016 to inform action plans based on the survey
- ▶ Comment themes will be used to inform action plans

QUESTIONS OR COMMENTS?

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