



2013 VCH People First Survey (Gallup):

Overall Vancouver Coastal Health Results (by Statement type)

ENGAGEMENT		SAFETY	
Grandmean		3.54	Index (average)
			3.77
Q1: I know what is expected of me at work	50	S1: VCH effectively balances the need for safety and the need for productivity	18
Q2: I have the materials and equipment I need to do my work right	24	S2: I am rewarded for taking quick action to identify a serious error	14
Q3: At work, I have the opportunity to do what I do best every day	27	S3: My supervisor/manager seriously considers staff suggestions for improving safety	30
Q4: In the last 7 days, I have received recognition for doing good work	18	S4: If I made a serious error, my manager would be supportive	25
Q5: My supervisor, or someone at work, seems to care about me as a person	34	S5: Staff are given feedback about changes put into place based on incident reports	20
Q6: There is someone at work who encourages my development	21	S6: If I report a safety incident, someone follows up to get more information from me	27
Q7: At work, my opinions seem to count	19	S7: We discuss safety at work	32
Q8: The mission or purpose of my organization makes me feel my job is important	26	S8: Individuals involved in safety incidents have a way to report what happened	51
Q9: My associates or fellow employees are committed to doing quality work	38	S9: In my area, after an incident has happened, we think about how it came about and how to prevent the same mistake in the future	35
Q10: I have a best friend at work	22	S10: Changes are made to reduce re-occurrence of major events	32
Q11: In the last 6 months, someone at work has talked to me about my progress (page 3)	15	S11: Safety is a high priority in my work area	44
Q12: In the last year, I have had opportunities to learn and grow	28	S12: I feel I can speak up about safety issues	47
ACCOUNTABILITY			
C1	I received feedback on my 2011 Survey (accountability item)	24	S13: I think my suggestions for safety improvements would be listened to
C2	My workgroup participated in an effective action planning session following the 2011 Survey (accountability item)	15	S14: feel safe in my work area
C3	My workgroup has made progress on the goals set in our action planning process after the 2011 Survey (accountability item)	11	S15: I feel I am respected in my workplace
How satisfied are you with Vancouver Coastal Health as a place to work?			Top box %13