



STAR

SURVEY OF TEAM ATTITUDES AND RELATIONSHIPS

STAR HOSPICE

Summary of Results

11/28/2007

This Report provides a summary of STAR survey results based upon responses submitted by your staff. The report is presented in the following sections:

- * High and Low Performance Areas
- * Domain Scores
- * Question by Question Response Frequencies

Report Interpretation Guide

A. STAR Scoring and Analysis

STAR is comprised of 45 questions that assess hospice staff job satisfaction. Forty of the items are relevant to all hospice staff and 5 questions are relevant only to clinical staff. In order to make the results of STAR more useful in guiding interventions in specific areas, the survey items are divided among six domains: individual work rewards, teamwork, management support, organizational support, workload issues, and global job satisfaction.

Each question on the survey has a set of 5 possible responses ranging from strongly agree to strongly disagree. Each response is assigned a value, ranging from 0 for the worst possible response to 4 for the best possible response.

STAR is scored by calculating an overall score and a score for each domain. The overall score is calculated as the average of the scores for all possible questions (45 items for clinical employees, 40 items for non-clinical).

B. Domain Scores

Domain subscale scores are calculated as the average of scores for questions included in each domain. The questions included in the domains are as follows:

- Individual Work Rewards = Questions 1, 2, 3, 4, 5, 6, 7, 17, 28
- Teamwork = Questions 8, 9, 10, 11, 12, 13, 14, 15
- Management Support = Questions 16, 18, 19, 23
- Organizational Support = Questions 20, 21, 22, 24, 25, 26, 27
- Workload Issues = Questions 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39
- Global Job Satisfaction = Questions 40, 41, 42, 43, 44, 45

C. Staff Categories

The STAR report includes results for all staff combined. The report also presents results for some sub-groups of staff (e.g. all non-clinical staff). In order to ensure confidentiality, no results are reported for a sub-group comprised of less than 5 individuals. Sub-groups without reported results are denoted by a ** in tables and 0 in bar graphs.

The following table presents the staff jobs that make up the sub-groups. The jobs listed in the table correspond to the response options in Question 51 in the demographic section of the survey.

GROUPS	STAFF INCLUDED IN GROUP
All Staff	All clinical and non-clinical staff
All Clinical Staff	Non-Administrative Clinical and Administrative Clinical Staff categories
Non-Administrative Clinical Staff	RN LVN/LPN Advanced Practice Nursing Assistant Medical Director Assistant Medical Director Other Physician Physicians Assistant Pharmacist Social Worker Chaplain, Pastoral Counselor, etc. Allied Therapist Bereavement Counselor
Administrative Clinical Staff	Director Clinical Services Director of Social Services Director of Nursing Bereavement Services Director/Coordinator Volunteer Coordinator Supervisor/Manager/Coordinator clinical area/team
Direct Clinical - Nursing	RN LVN/LPN Nursing Assistant
Direct Clinical – Psychosocial	Social Worker Chaplain, Pastoral Counselor, etc. Bereavement Counselor
Direct Clinical -Other	Medical Director Assistant Medical Director Other Physician Physicians Assistant Advanced Practice Nurse Pharmacist Allied Therapist
Non-Clinical Staff	CEO/Executive Director/President Chief Operating Officer Director of Education/Staff Development Director of Quality Improvement Compliance Officer Director of Human Resources Director of Development Director of PR/Marketing Chief Financial Officer Chief of Information Systems Medical Records Staff Clerical Staff Administrative Assistant Information Systems Staff Billing/Accounting Staff Other Support Staff Development/PR/Marketing Staff Development/Education Staff Quality Improvement Staff

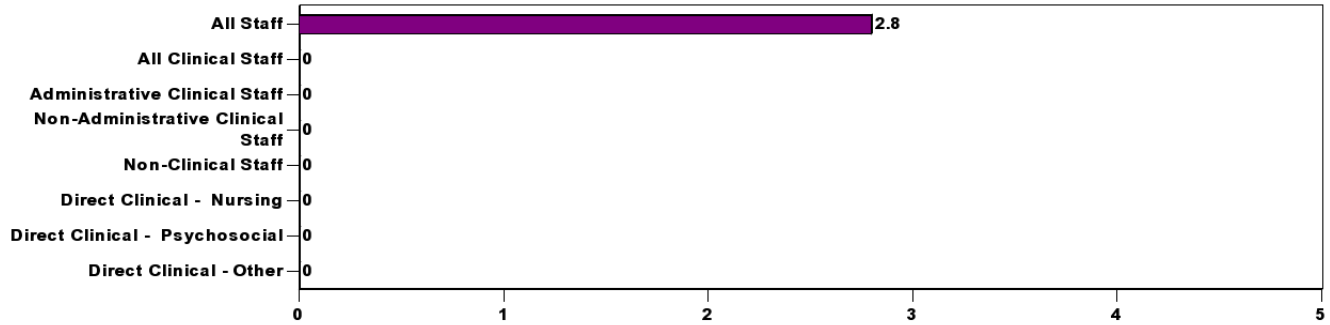
Highest and Lowest Scoring Questions

Highest Results							
Questions (sorted from high to low)	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
8. My team members believe that my contributions are important.	3.60	0%	0%	0%	40%	60%	5
14. Other people in the organization willingly help me when I need it.	3.40	0%	0%	0%	60%	40%	5
18. I have a good working relationship with the person(s) who I report to.	3.40	0%	0%	0%	60%	40%	5
3. My job challenges me to solve problems creatively.	3.40	0%	0%	0%	60%	40%	5
27. I am making a difference through my work for this organization.	3.40	0%	0%	0%	60%	40%	5
16. The person(s) who I report to knows what is happening on a day to day basis.	3.40	0%	0%	0%	60%	40%	5
9. I have a good working relationship with my team members.	3.20	0%	0%	0%	80%	20%	5
22. My organization is concerned about my safety on the job.	3.20	0%	0%	0%	80%	20%	5
43. I am seldom bored with my job.	3.20	0%	0%	0%	80%	20%	5
25. I feel that I contribute to the organization's success.	3.20	0%	0%	0%	80%	20%	5

Lowest Results							
Questions (sorted from low to high)	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
23. My organization does not appreciate the work that I do.	1.00	40%	40%	0%	20%	0%	5
17. I feel that I am supervised more closely than necessary.	1.60	0%	80%	0%	0%	20%	5
2. My tasks are not clearly defined.	1.60	0%	60%	20%	20%	0%	5
34. I believe that my vacation time is adequate.	1.80	40%	0%	20%	20%	20%	5
33. I have enough flexibility during work hours to attend to my personal needs.	2.00	0%	40%	20%	40%	0%	5
39. My job requires me to do too much driving.	2.20	0%	40%	20%	20%	20%	5
41. I would not consider taking another job in health care.	2.20	0%	0%	80%	20%	0%	5
20. My organization offers enough opportunities for career advancement.	2.20	0%	20%	40%	40%	0%	5
37. Administrative decisions interfere too much with patient care.	2.40	0%	40%	0%	40%	20%	5
38. I am given enough opportunities to process difficult patient deaths.	2.40	0%	40%	0%	40%	20%	5

** = Less than 5 Responses (Min. needed to display data)

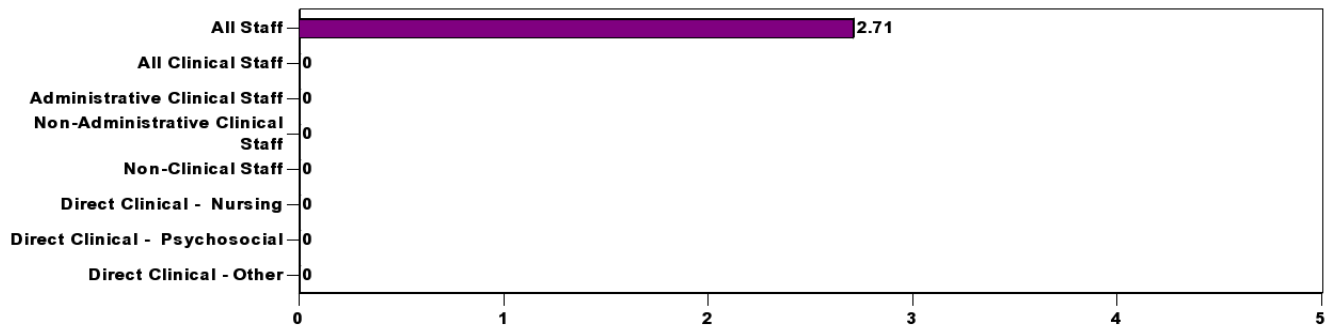
Overall		
	Average	Responses
All Staff	2.80	5
All Clinical Staff	**	4
Administrative Clinical Staff	**	1
Non-Administrative Clinical Staff	**	3
Non-Clinical Staff	**	1
Direct Clinical - Nursing	**	1
Direct Clinical - Psychosocial	**	1
Direct Clinical - Other	**	1



** = Less than 5 Responses (Min. needed to display data)

Domain Results

Domain: Individual Work Rewards		
	Average	Responses
All Staff	2.71	5
All Clinical Staff	**	4
Administrative Clinical Staff	**	1
Non-Administrative Clinical Staff	**	3
Non-Clinical Staff	**	1
Direct Clinical - Nursing	**	1
Direct Clinical - Psychosocial	**	1
Direct Clinical - Other	**	1



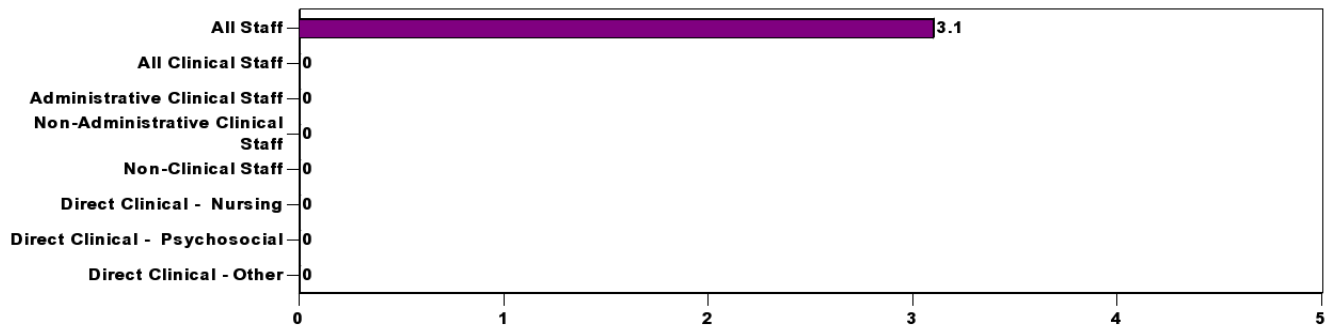
Domain: Teamwork		
	Average	Responses
All Staff	2.95	5
All Clinical Staff	**	4
Administrative Clinical Staff	**	1
Non-Administrative Clinical Staff	**	3
Non-Clinical Staff	**	1
Direct Clinical - Nursing	**	1
Direct Clinical - Psychosocial	**	1
Direct Clinical - Other	**	1



** = Less than 5 Responses (Min. needed to display data)

Domain Results

Domain: Management Support		
	Average	Responses
All Staff	3.10	5
All Clinical Staff	**	4
Administrative Clinical Staff	**	1
Non-Administrative Clinical Staff	**	3
Non-Clinical Staff	**	1
Direct Clinical - Nursing	**	1
Direct Clinical - Psychosocial	**	1
Direct Clinical - Other	**	1



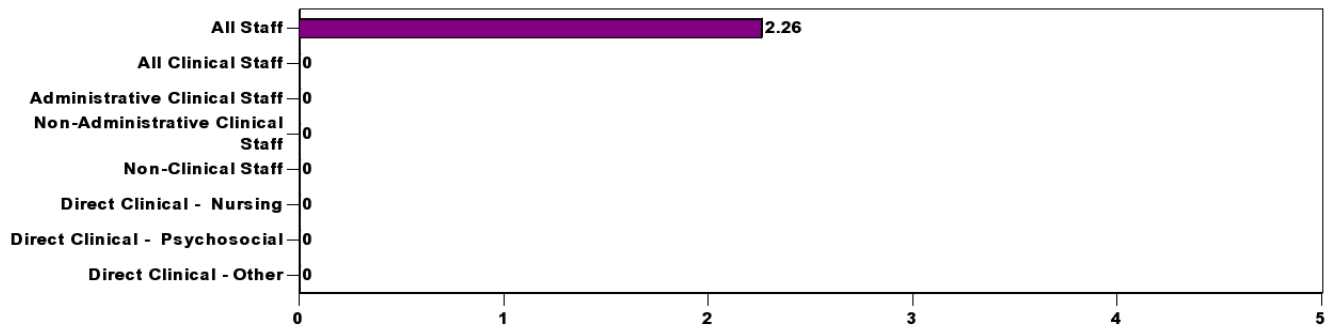
Domain: Organizational Support		
	Average	Responses
All Staff	3.03	5
All Clinical Staff	**	4
Administrative Clinical Staff	**	1
Non-Administrative Clinical Staff	**	3
Non-Clinical Staff	**	1
Direct Clinical - Nursing	**	1
Direct Clinical - Psychosocial	**	1
Direct Clinical - Other	**	1



** = Less than 5 Responses (Min. needed to display data)

Domain Results

Domain: Workload Issues		
	Average	Responses
All Staff	2.26	5
All Clinical Staff	**	4
Administrative Clinical Staff	**	1
Non-Administrative Clinical Staff	**	3
Non-Clinical Staff	**	1
Direct Clinical - Nursing	**	1
Direct Clinical - Psychosocial	**	1
Direct Clinical - Other	**	1

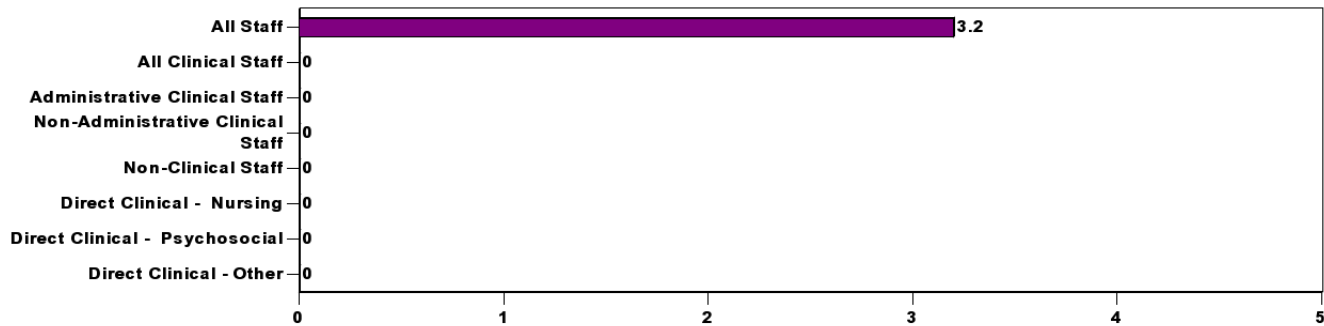


Domain: Global Job Satisfaction		
	Average	Responses
All Staff	2.77	5
All Clinical Staff	**	4
Administrative Clinical Staff	**	1
Non-Administrative Clinical Staff	**	3
Non-Clinical Staff	**	1
Direct Clinical - Nursing	**	1
Direct Clinical - Psychosocial	**	1
Direct Clinical - Other	**	1

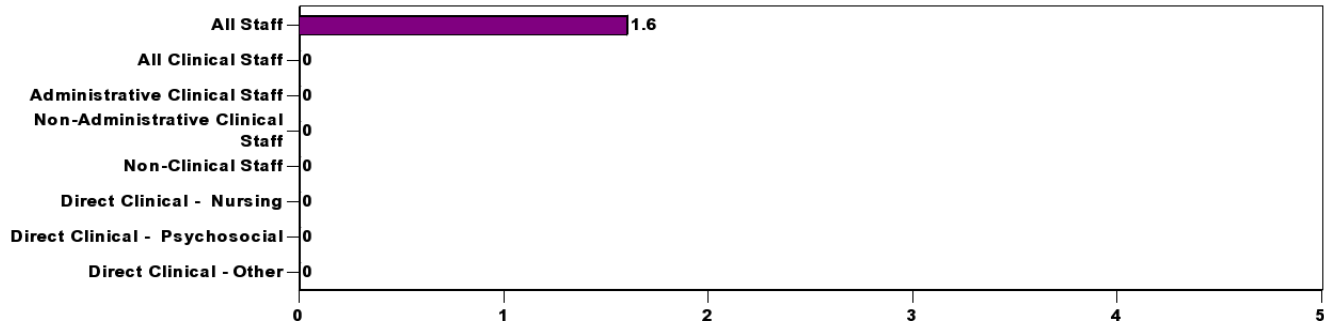


** = Less than 5 Responses (Min. needed to display data)

1. My job enhances my personal life.							
Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	3.20	0%	0%	0%	80%	20%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



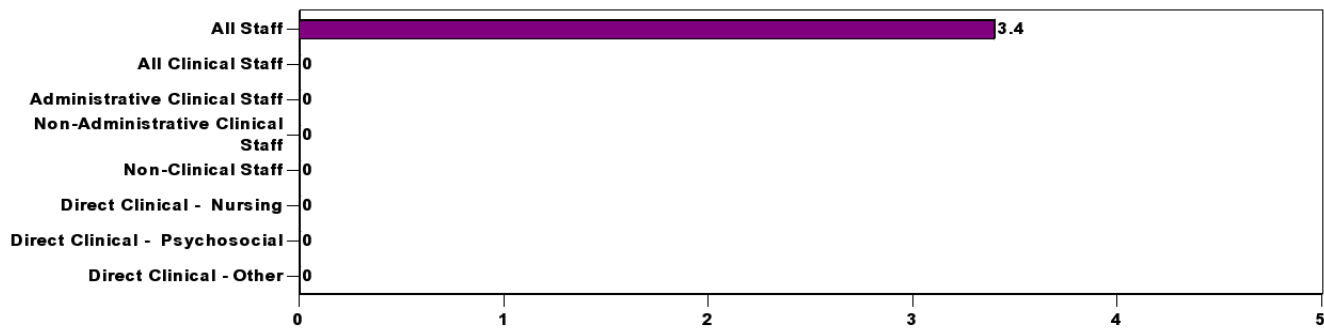
2. My tasks are not clearly defined.							
Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	1.60	0%	60%	20%	20%	0%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



** = Less than 5 Responses (Min. needed to display data)

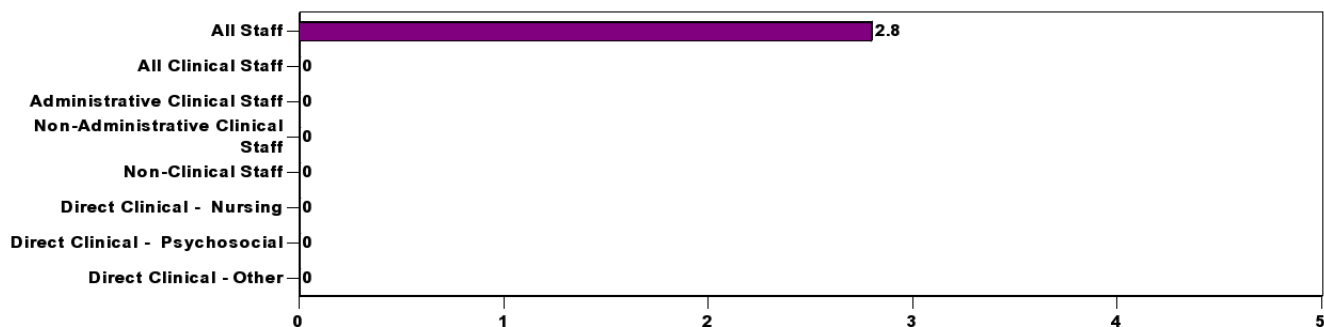
3. My job challenges me to solve problems creatively.

Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	3.40	0%	0%	0%	60%	40%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



4. My work gives me as much variety as I want.

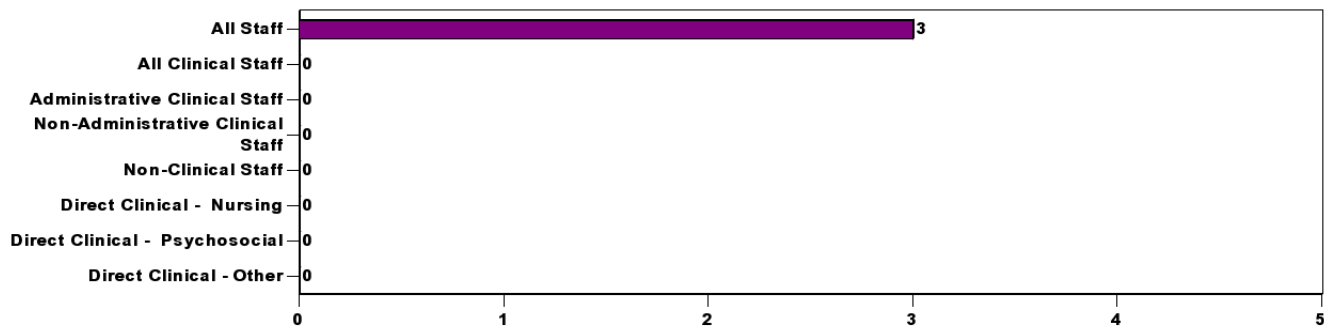
Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	2.80	0%	20%	20%	20%	40%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



** = Less than 5 Responses (Min. needed to display data)

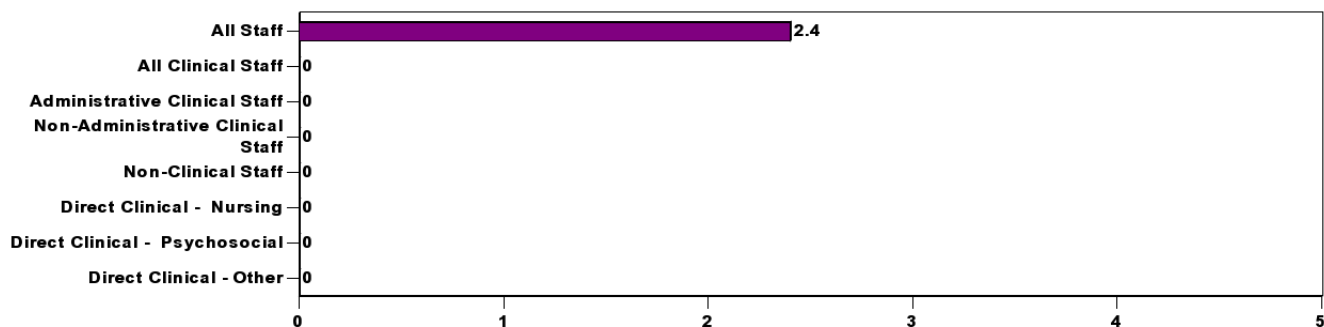
5. I have the right skills to do my work.

Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	3.00	0%	0%	0%	100%	0%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



6. I have enough educational opportunities for me to develop professionally.

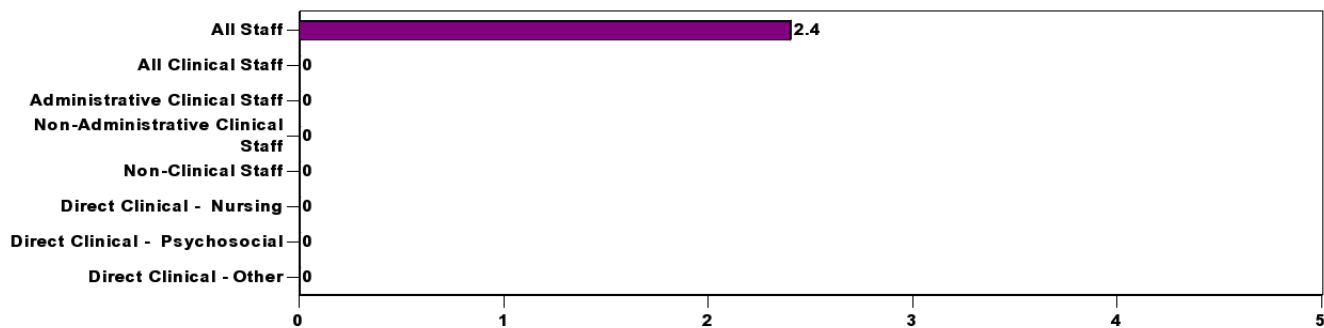
Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	2.40	0%	20%	40%	20%	20%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



** = Less than 5 Responses (Min. needed to display data)

7. I believe that health care providers outside of hospice value the work that we do to help patients.

Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	2.40	0%	40%	0%	40%	20%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



8. My team members believe that my contributions are important.

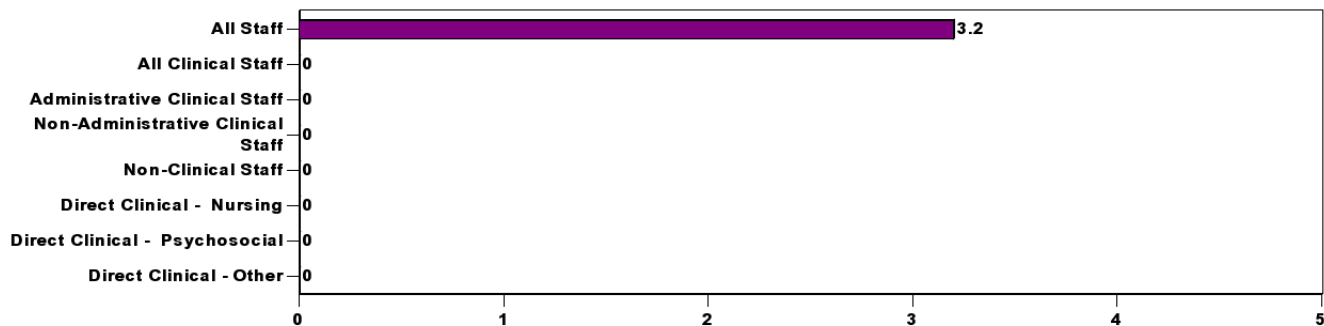
Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	3.60	0%	0%	0%	40%	60%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



** = Less than 5 Responses (Min. needed to display data)

9. I have a good working relationship with my team members.

Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	3.20	0%	0%	0%	80%	20%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



10. I feel that my team members make every effort to work towards the same goals.

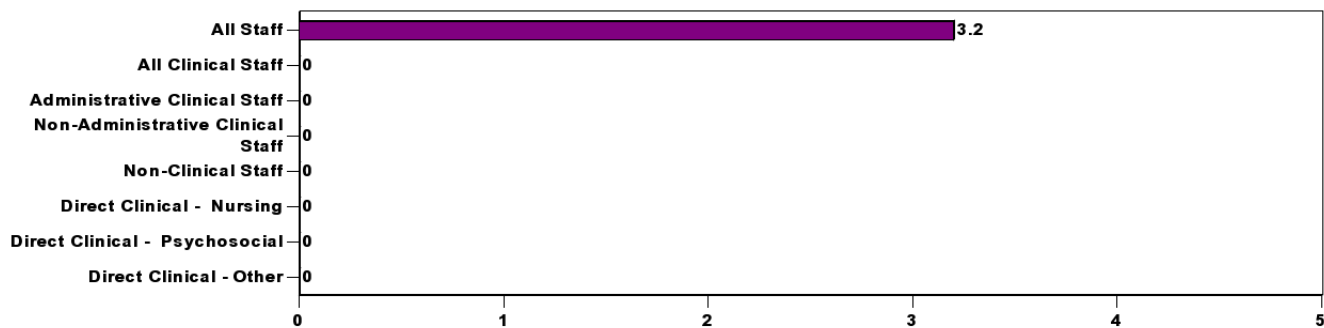
Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	2.80	0%	0%	20%	80%	0%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



** = Less than 5 Responses (Min. needed to display data)

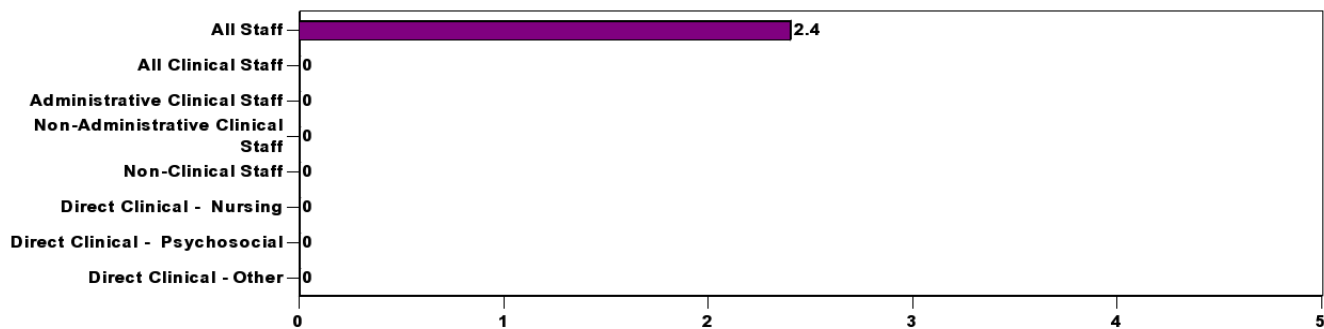
11. My team members show respect for patients and colleagues from different cultural and ethnic backgrounds.

Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	3.20	0%	0%	0%	80%	20%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



12. Some of my team members try to do work that is better left to another discipline.

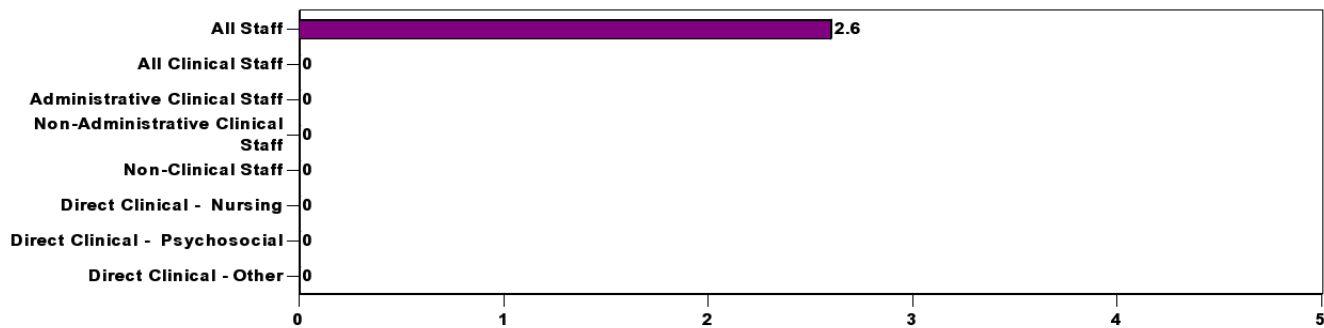
Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	2.40	0%	20%	20%	60%	0%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



** = Less than 5 Responses (Min. needed to display data)

13. My team members care about my emotional well being.

Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	2.60	0%	0%	60%	20%	20%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



14. Other people in the organization willingly help me when I need it.

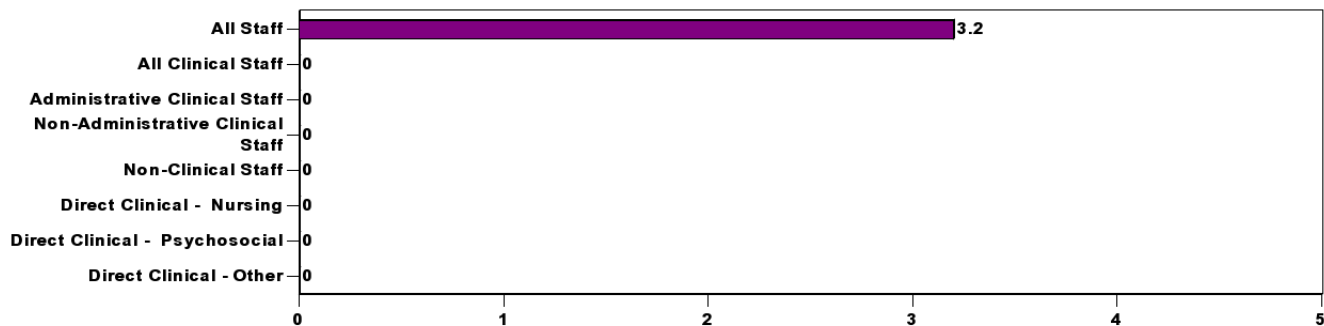
Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	3.40	0%	0%	0%	60%	40%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



** = Less than 5 Responses (Min. needed to display data)

15. Overall, people from different disciplines in my hospice work well together.

Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	3.20	0%	0%	0%	80%	20%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



16. The person(s) who I report to knows what is happening on a day to day basis.

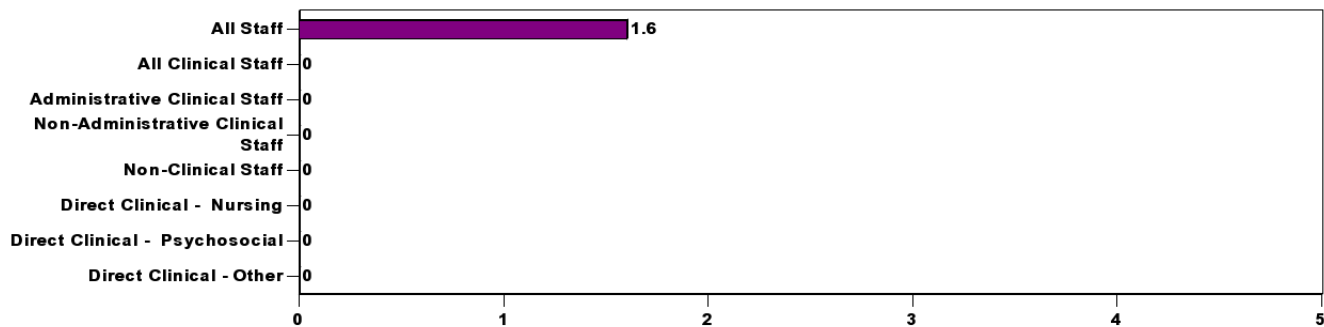
Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	3.40	0%	0%	0%	60%	40%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



** = Less than 5 Responses (Min. needed to display data)

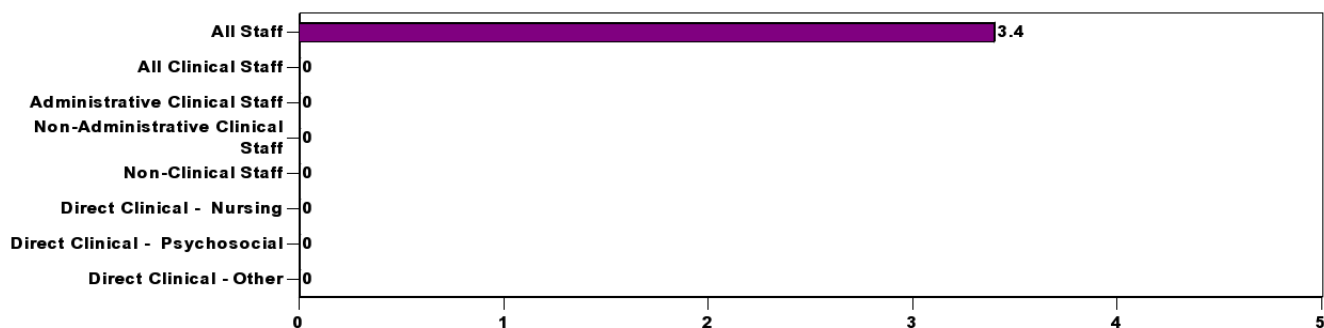
17. I feel that I am supervised more closely than necessary.

Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neutral	3 - Agree	4 - Strongly Agree	Responses
All Staff	1.60	0%	80%	0%	0%	20%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



18. I have a good working relationship with the person

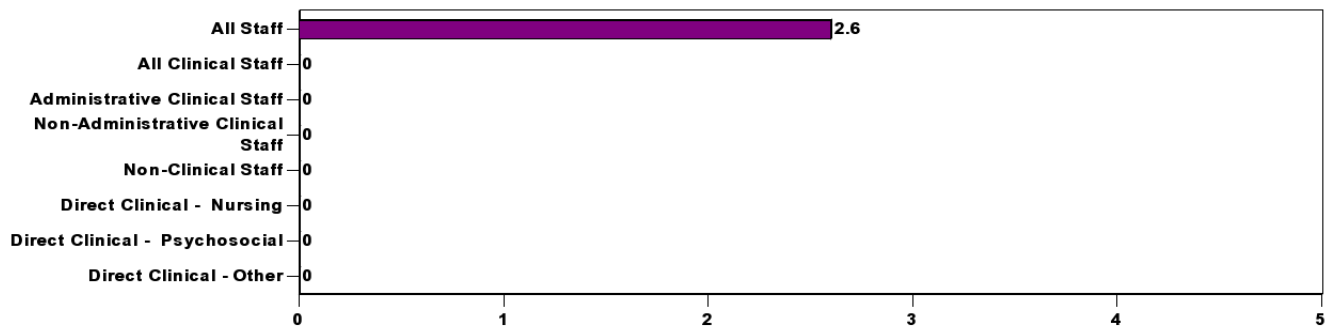
Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	3.40	0%	0%	0%	60%	40%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



** = Less than 5 Responses (Min. needed to display data)

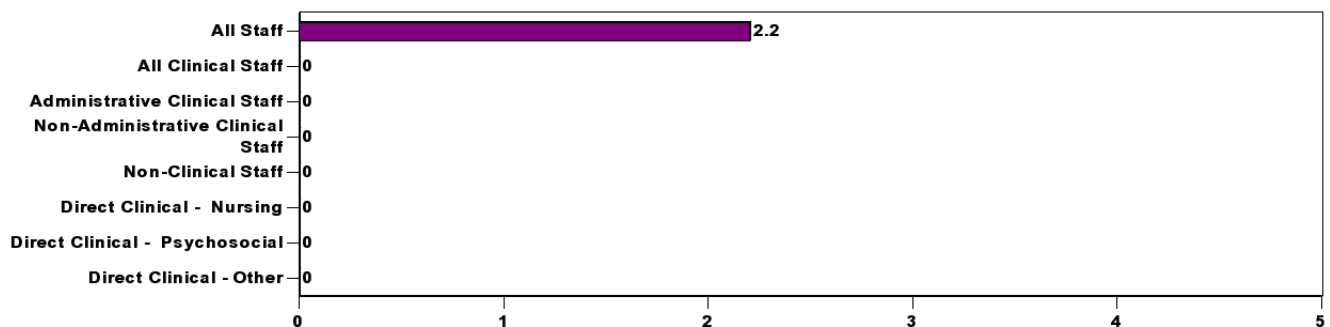
19. My organization's primary focus is attending to patients' and families' needs.

Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	2.60	0%	20%	20%	40%	20%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



20. My organization offers enough opportunities for career advancement.

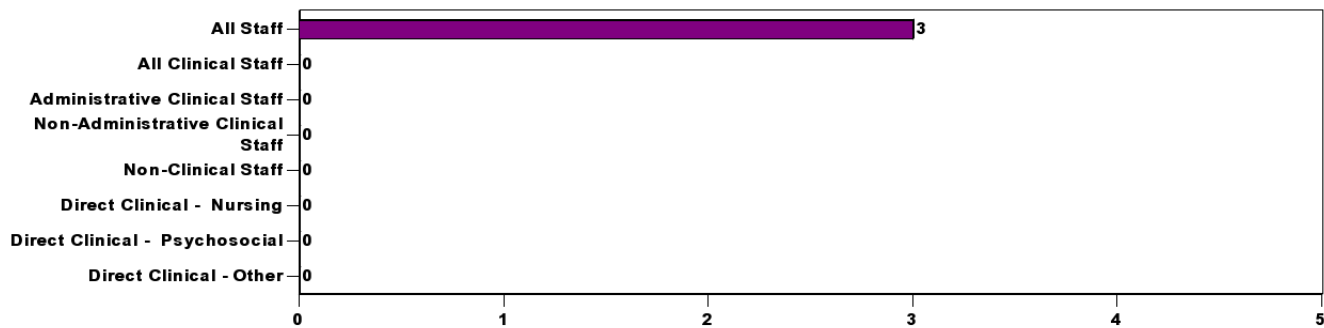
Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	2.20	0%	20%	40%	40%	0%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



** = Less than 5 Responses (Min. needed to display data)

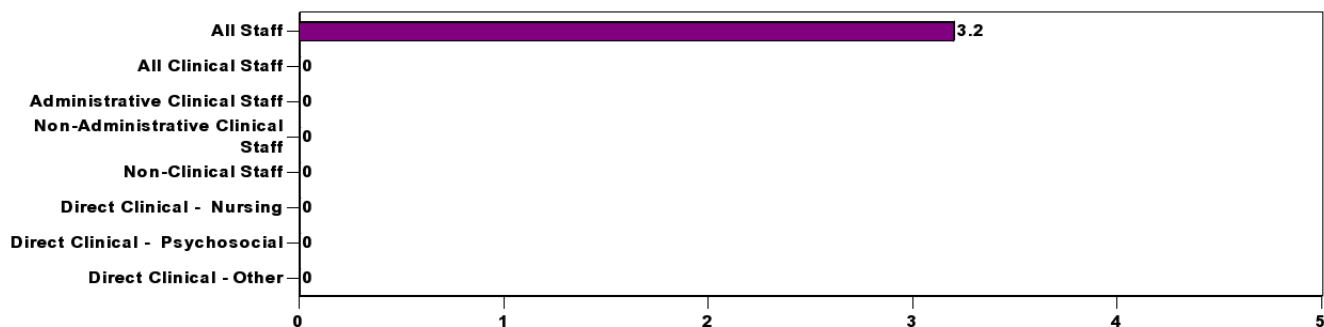
21. My organization gives me useful feedback about my performance.

Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	3.00	0%	0%	0%	100%	0%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



22. My organization is concerned about my safety on the job.

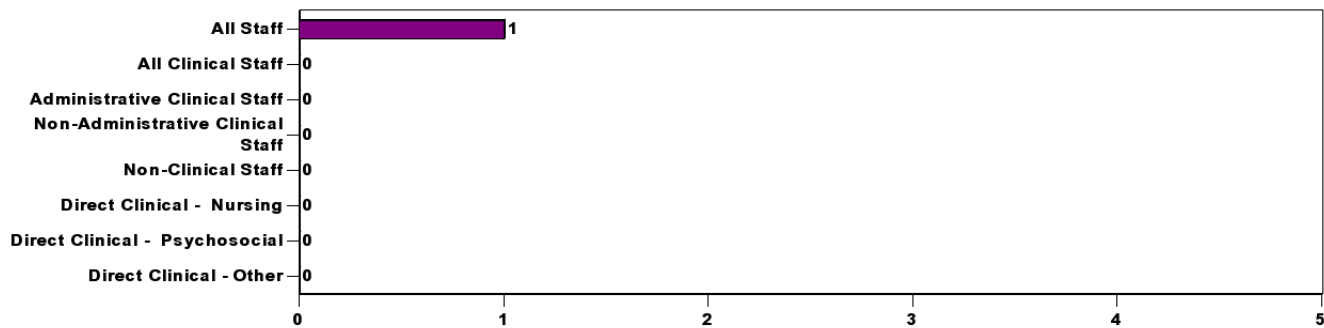
Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	3.20	0%	0%	0%	80%	20%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



** = Less than 5 Responses (Min. needed to display data)

23. My organization does not appreciate the work that I do.

Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	1.00	40%	40%	0%	20%	0%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



24. I feel that our organizational reporting structure is clearly defined.

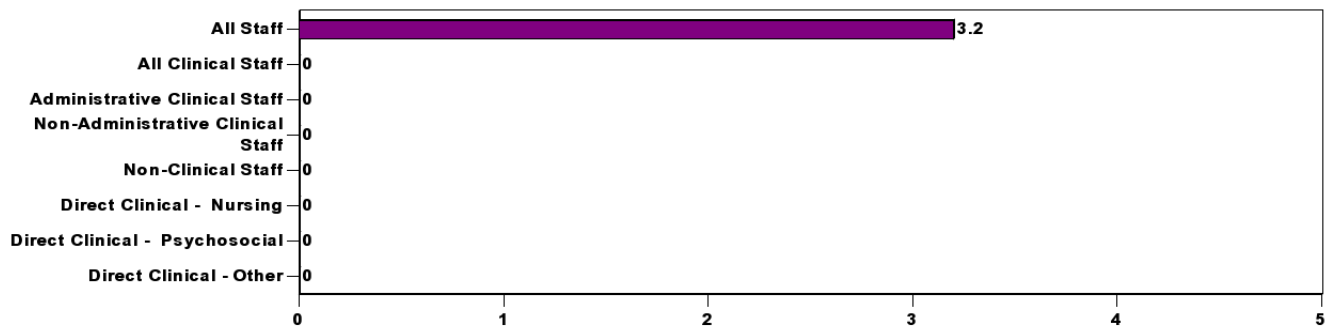
Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	3.20	0%	0%	0%	80%	20%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



** = Less than 5 Responses (Min. needed to display data)

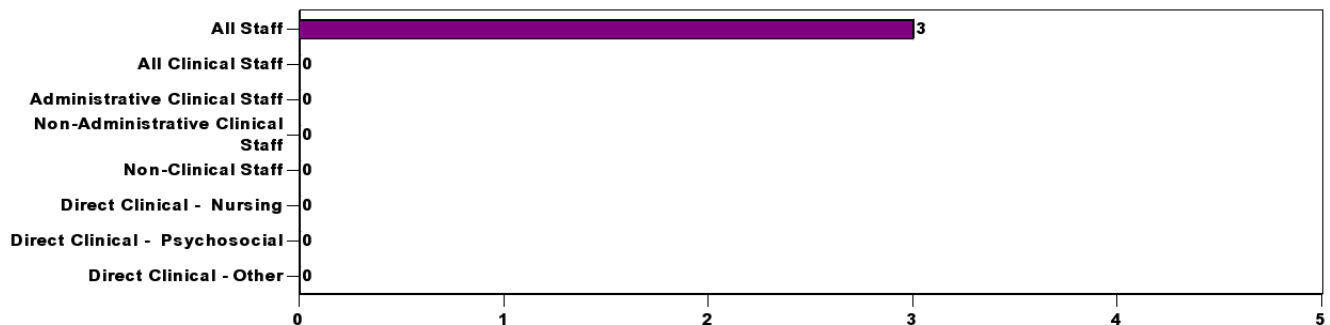
25. I feel that I contribute to the organization's success.

Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	3.20	0%	0%	0%	80%	20%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



26. I feel that organizational policies are enforced fairly.

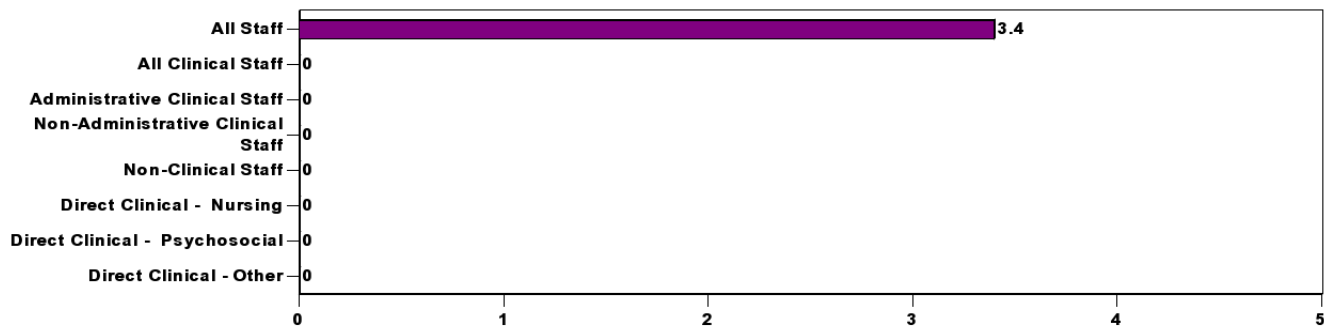
Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	3.00	0%	0%	0%	100%	0%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



** = Less than 5 Responses (Min. needed to display data)

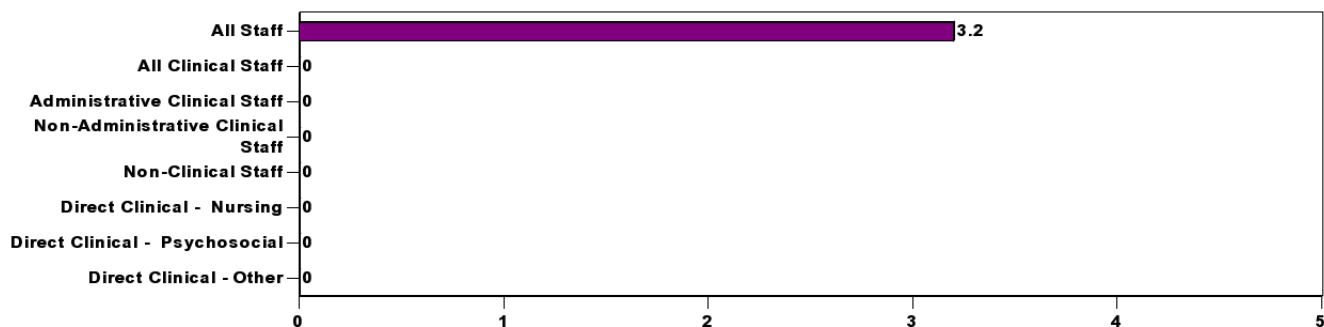
27. I am making a difference through my work for this organization.

Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	3.40	0%	0%	0%	60%	40%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



28. I have the autonomy to do my job well.

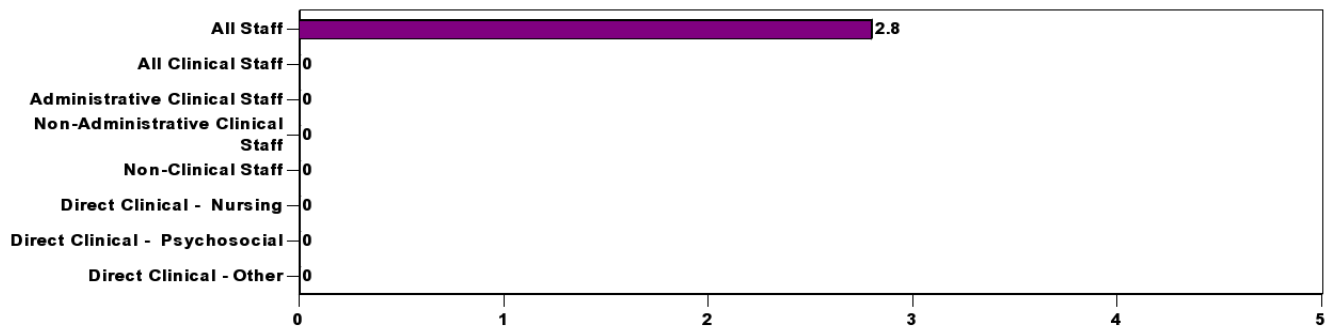
Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	3.20	0%	0%	0%	80%	20%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



** = Less than 5 Responses (Min. needed to display data)

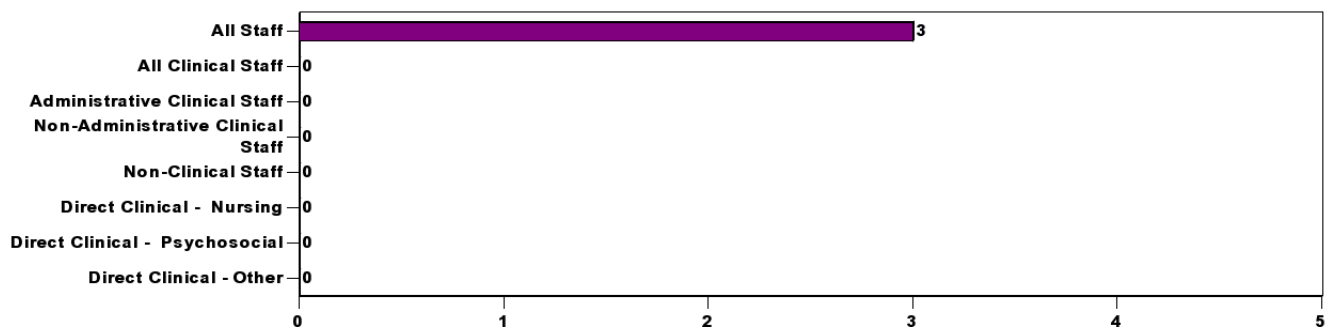
29. I have a manageable workload.

Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	2.80	0%	20%	0%	60%	20%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



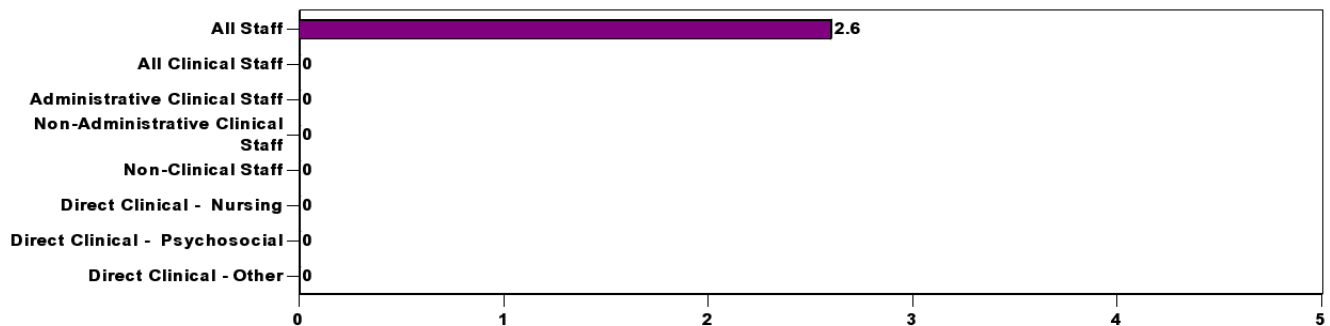
30. I am often overwhelmed by the paperwork I have to do.

Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	3.00	0%	20%	0%	40%	40%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1

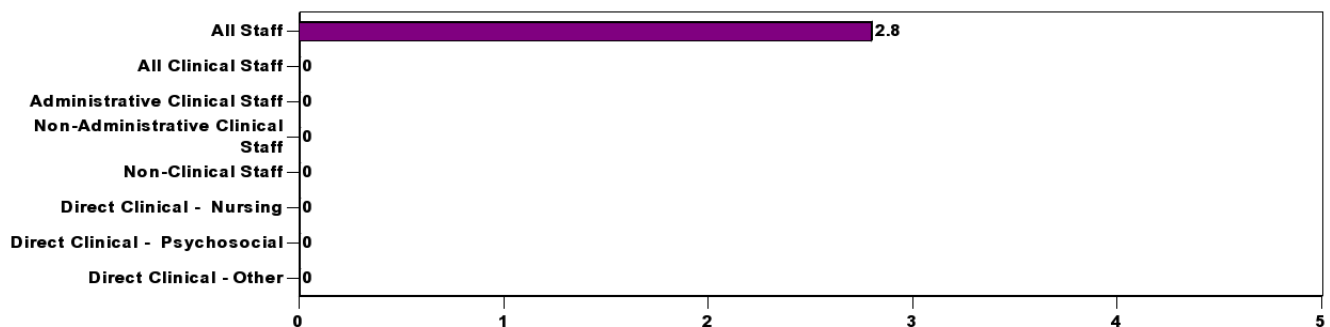


** = Less than 5 Responses (Min. needed to display data)

31. I am being paid fairly for the work that I do.							
Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	2.60	0%	40%	0%	20%	40%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



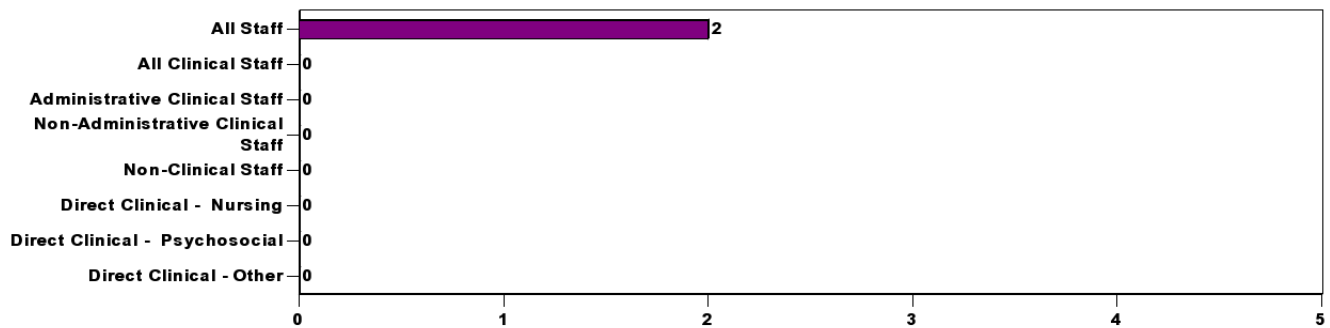
32. My daily work hours are reasonable.							
Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	2.80	0%	20%	20%	20%	40%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



** = Less than 5 Responses (Min. needed to display data)

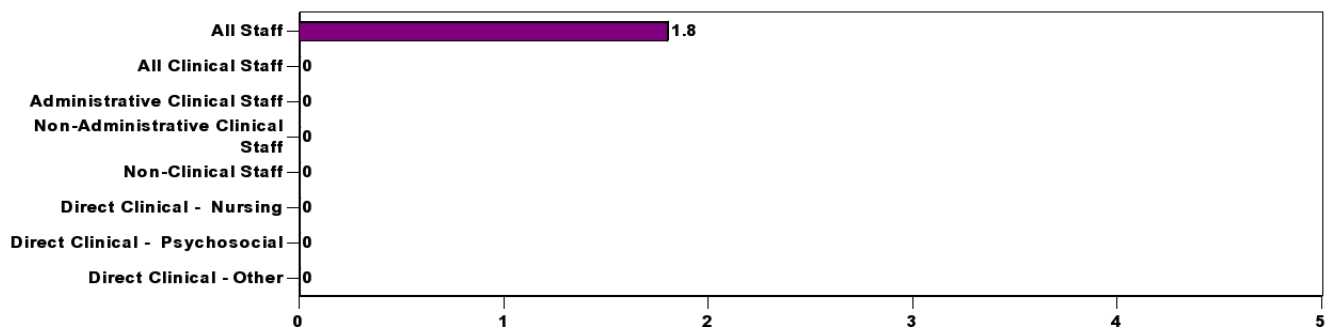
33. I have enough flexibility during work hours to attend to my personal needs.

Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	2.00	0%	40%	20%	40%	0%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



34. I believe that my vacation time is adequate.

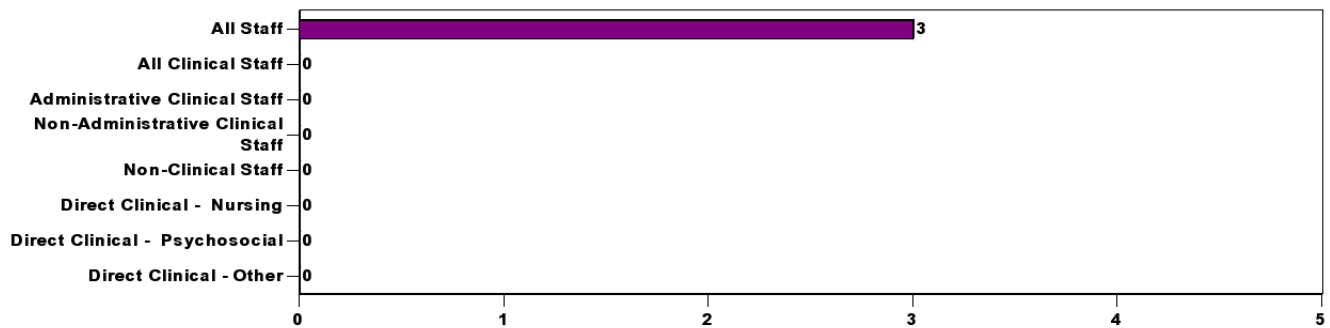
Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	1.80	40%	0%	20%	20%	20%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



** = Less than 5 Responses (Min. needed to display data)

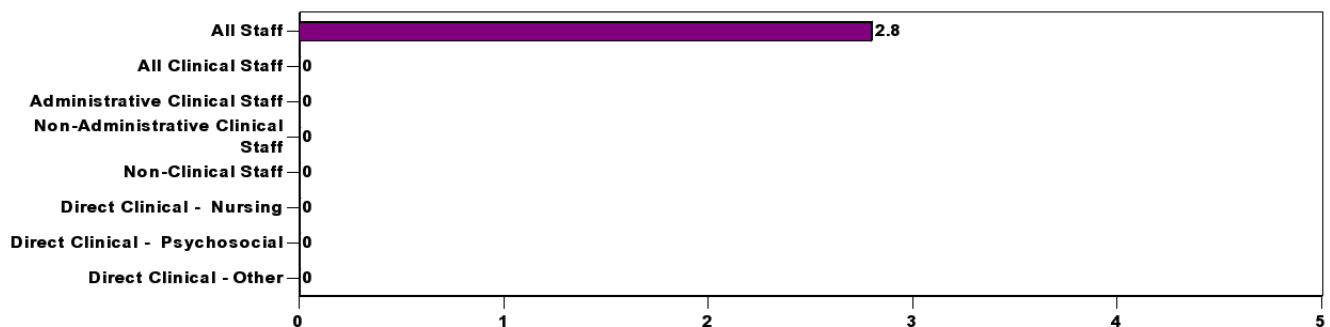
35. I am able to work with patients as much as I would like.

Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	3.00	0%	20%	0%	40%	40%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



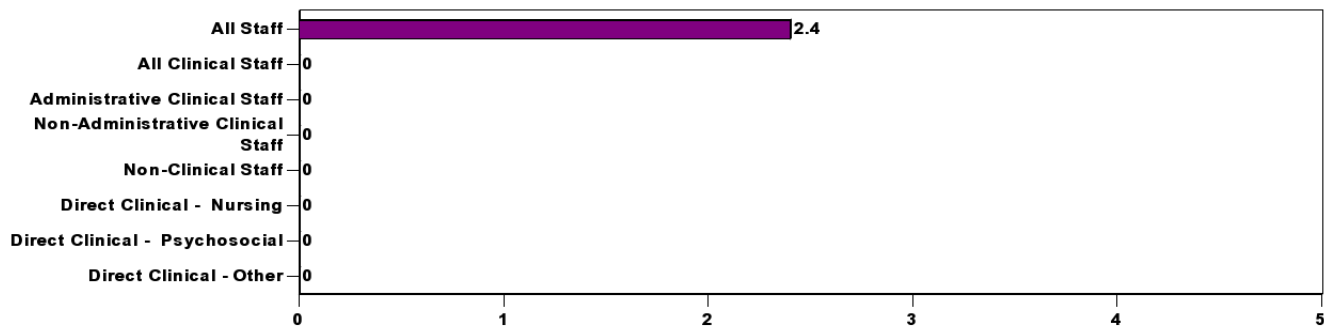
36. I am able to voice my ethical concerns about a patient's plan of care.

Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	2.80	0%	0%	20%	80%	0%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



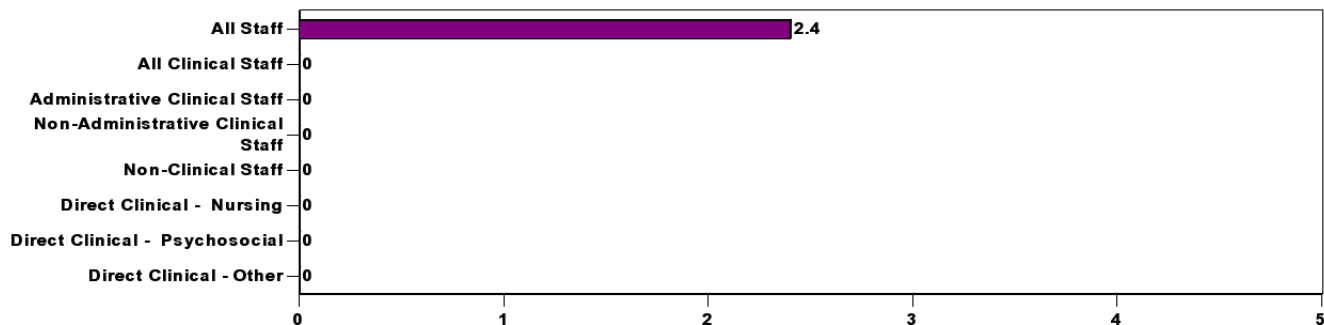
37. Administrative decisions interfere too much with patient care.

Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	2.40	0%	40%	0%	40%	20%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



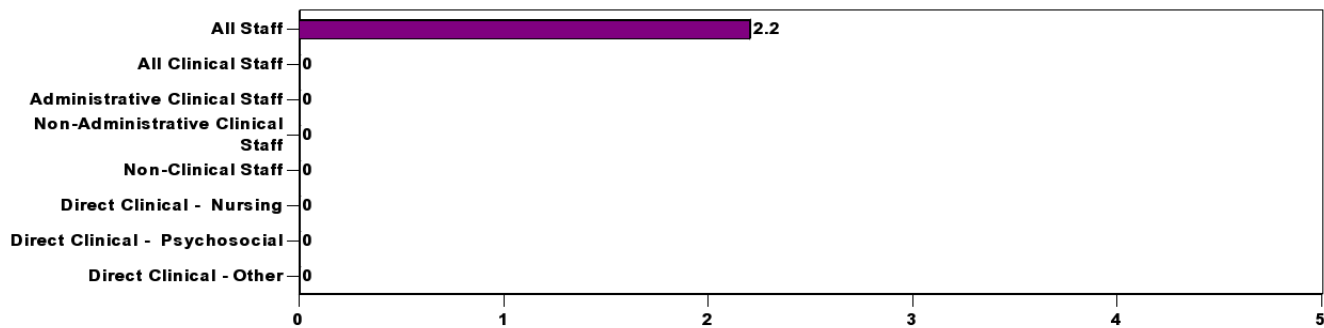
38. I am given enough opportunities to process difficult patient deaths.

Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	2.40	0%	40%	0%	40%	20%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1

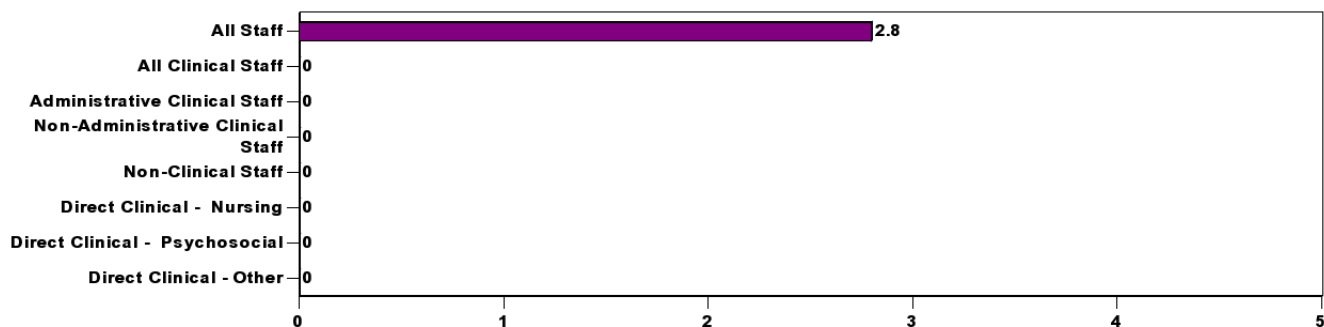


** = Less than 5 Responses (Min. needed to display data)

39. My job requires me to do too much driving.							
Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	2.20	0%	40%	20%	20%	20%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



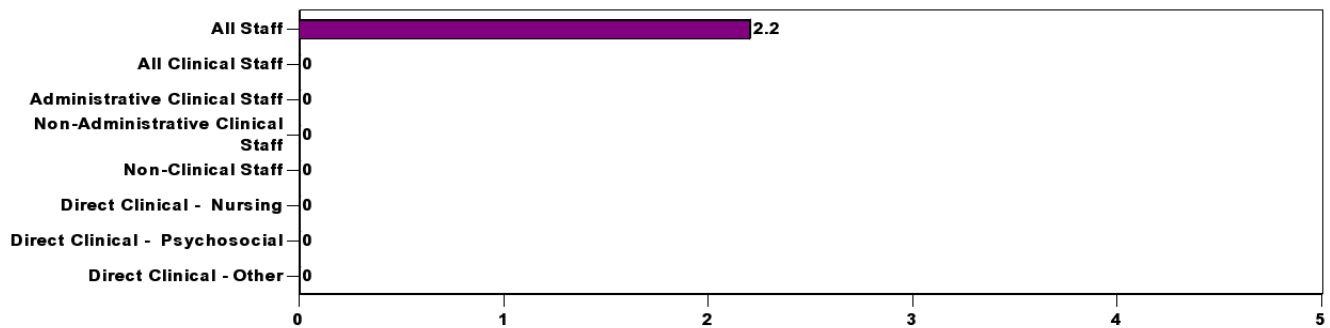
40. I like my job better than the average health care worker.							
Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	2.80	0%	0%	40%	40%	20%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



** = Less than 5 Responses (Min. needed to display data)

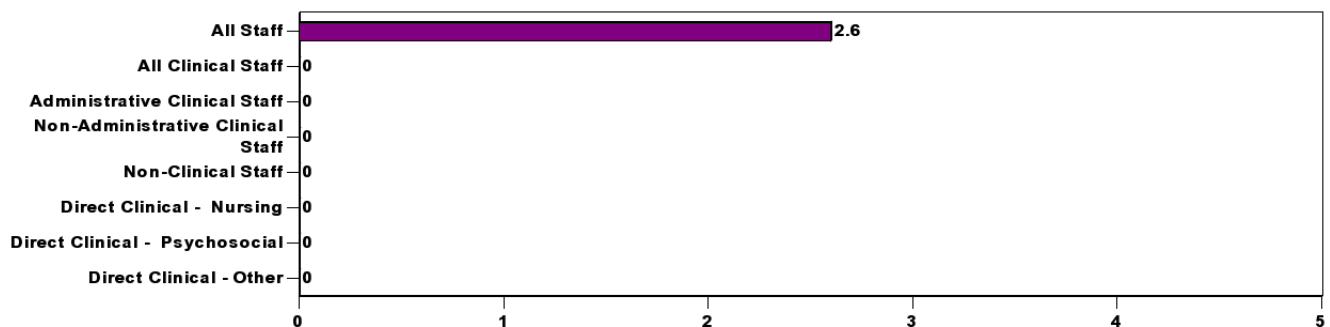
41. I would not consider taking another job in health care.

Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	2.20	0%	0%	80%	20%	0%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



42. I feel quite satisfied with my job.

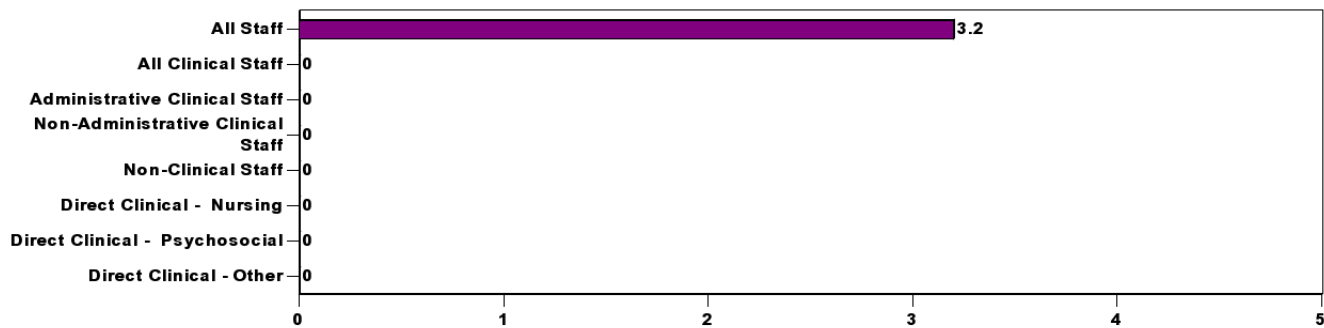
Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	2.60	0%	0%	40%	60%	0%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



** = Less than 5 Responses (Min. needed to display data)

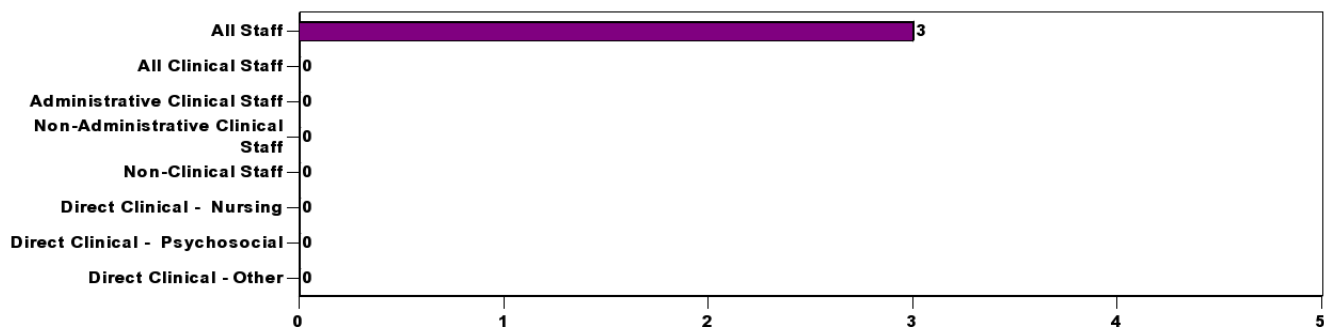
43. I am seldom bored with my job.

Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	3.20	0%	0%	0%	80%	20%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



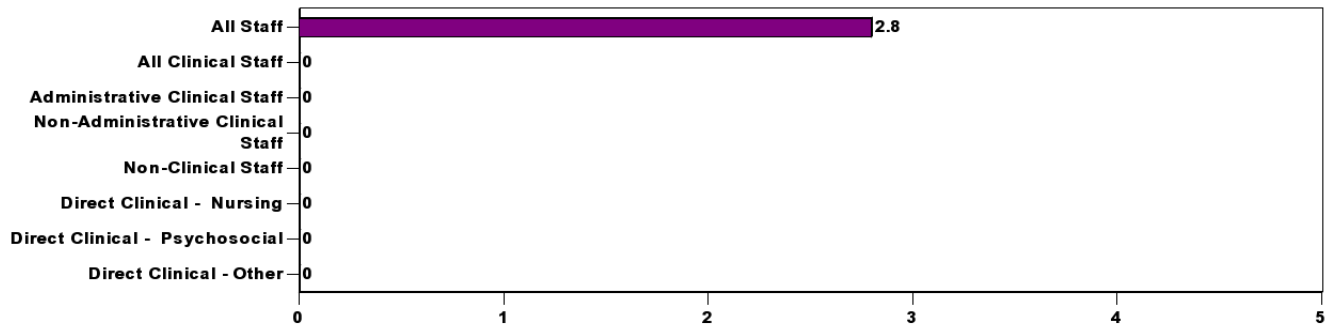
44. Most days I am passionate about my job.

Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	3.00	0%	0%	20%	60%	20%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



** = Less than 5 Responses (Min. needed to display data)

45. I find real pleasure in my job.							
Questions	Average	0 - Strongly Disagree	1 - Disagree	2 - Neither Agree Nor Disagree	3 - Agree	4 - Strongly Agree	Responses
All Staff	2.80	0%	0%	40%	40%	20%	5
All Clinical Staff	**	**	**	**	**	**	4
Administrative Clinical Staff	**	**	**	**	**	**	1
Non-Administrative Clinical Staff	**	**	**	**	**	**	3
Non-Clinical Staff	**	**	**	**	**	**	1
Direct Clinical - Nursing	**	**	**	**	**	**	1
Direct Clinical - Psychosocial	**	**	**	**	**	**	1
Direct Clinical - Other	**	**	**	**	**	**	1



** = Less than 5 Responses (Min. needed to display data)