



# Organizational Review for Healthcare

## PF 1: Psychological Support

- Our supervisors would say or do something helpful if an employee looked distressed while at work.
- Employees feel supported in our workplace when they are dealing with personal or family issues.
- People in our workplace have a good understanding of the importance of employee mental health.

## PF 2: Organizational Culture

- People at work show sincere respect for others' ideas, values and beliefs.
- Difficult situations at work are addressed effectively.
- In our organization, management and staff trust one another.

## PF 3: Clear Leadership and Expectations

- Leadership in our workplace is effective.
- Staff are informed about important changes at work in a timely manner.
- Our organization provides clear, effective communication.

## PF 4: Civility and Respect

- People treat each other with respect and consideration in our workplace.
- Our workplace has effective ways of addressing inappropriate behavior by patients, staff, family members of visitors.
- People from diverse backgrounds are treated fairly in our workplace.

## PF 5: Psychological Job Fit

- Hiring/promotion decisions consider the "people skills" necessary for specific positions.
- Leaders in our organization believe that social skills are as valuable as other skills.
- Positions in our organization make good use of staff-members' personal strengths.

## PF 6: Growth and Development

- Staff receive feedback at work that helps them grow and develop.
- Staff have opportunities to advance within the organization.
- Our organization values ongoing growth and development by healthcare staff.

### **PF 7: Recognition and Reward**

- Immediate supervisors in our organization demonstrate appreciation of the work done by staff.
- Staff in our organization are paid fairly for the work they do.
- Our workplace values staff commitment and passion for their work.

### **PF 8: Involvement and Influence**

- Staff are able to talk to their immediate supervisors about how they do their work.
- Staff opinions and suggestions are considered at work.
- Staff are informed of important changes that may impact how their work is done.
- All staff participate in decisions about patient care.

### **PF 9: Workload Management**

- The amount of work healthcare staff is expected to do is reasonable for their positions.
- Staff have the equipment and resources needed to do their jobs well.
- Staffs' work is free from unnecessary interruptions and disruptions.
- Our organization has policies to prevent and manage staff fatigue.

### **PF 10: Engagement**

- Employees enjoy their work.
- Employees are willing to give extra effort at work if needed.
- Employees are proud of the work they do.

### **PF 11: Balance**

- Staff are able to reasonably balance the demands of work and personal life.
- Our workplace promotes work-life balance.
- Staff can talk to their supervisors when they are having trouble maintaining work-life balance.
- Staff have sufficient control of their work schedule.
- Our workplace is committed to minimizing unnecessary stress at work.

### **PF 12: Psychological Protection**

- Supervisors care about the emotional well-being of staff.
- Our organization deals effectively with situations that may threaten or harm staff (e.g., harassment, discrimination, violence).

### **PF 13: Protection of Physical Safety**

- Management takes appropriate action to protect the physical safety of staff while at work.
- Our organization takes appropriate action to protect employees from violence by patients, staff, family members or visitors.
- Healthcare staff have the equipment and tools they need to do their jobs in a physically safe way.
- When physical accidents occur, or physical risks are identified, our organization responds effectively.

### **PF 14: Protection from Moral Distress**

- Our organization provides support to staff when critical patient care incidents occur.
- Our organization supports staff when errors occur in the provision of patient care.
- Healthcare staff are able to do their job in a way that meets their professional and ethical standards.
- Work teams in organization support staff when they have to make ethically-difficult decisions related to patient care.

### **PF 15: Support for Psychological Self-Care**

- Our organization provides self-care tools to help staff look after their own psychological well-being.
- Our organization provides training to prevent burnout and promote resilience.
- Leaders in our organization support psychological self-care.