



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON HEALTH AND COMMUNITY WELLBEING

Mr Johnathan Davis MLA (Chair), Mr James Milligan MLA (Deputy Chair), Mr Michael Pettersson MLA

Inquiry into ACT Budget 2021–22
ANSWER TO QUESTION TAKEN ON NOTICE
21 October 2021

QToN No - 16

Asked by Mrs Jones on 21 October 2021: Minister Stephen-Smith took on notice the following question(s):

Ref: Hansard Transcript 21 October 2021 PAGE 96

In relation to:

- 1) Provide results of the pulse surveys since November 2019.

MINISTER STEPHEN-SMITH: The answer to the Member's questions are as follows:–

- 1) In 2020, Canberra Health Services (CHS) committed to conducting quarterly Pulse Surveys.

The Pulse Surveys' breadth and depth of questions don't necessarily measure the impact of all culture improvement activities undertaken since 2019, nor do they measure the implementation of the Review recommendations completed to date or those in progress. The Pulse Surveys were not designed to do this, but rather were designed to be a 'temperature' check for CHS.

Three pulse surveys have been conducted since November 2019 – November 2020, March 2021, and June 2021.

November 2020 results:

- Achieved a 40% response rate
- 41% engagement score, placing CHS in a Consolidation Type of Culture
- The Net Promoter Scores:
 - I would recommend CHS as a good place to work = -6.2
 - I would recommend CHS as the best choice for the type of service provided = +5.7
- 64% of staff agreed they are actively encouraged to look for new and better ways of managing client safety or quality of care.

March 2021 results:

- Achieved a 43% response rate
- 40% engagement score, placing CHS in a Consolidation Type of Culture

- The Net Promoter Scores:
 - I would recommend CHS as a good place to work = -11.9
 - I would recommend CHS as the best choice for the type of service provided = +0.2
- 62% of staff agreed they are actively encouraged to look for new and better ways of managing client safety or quality of care.

June 2021 results:

- Achieved a 45% response rate
- 38% engagement score, placing CHS in a Reaction Type of Culture
- The Net Promoter Scores:
 - I would recommend CHS as a good place to work = -16.5
 - I would recommend CHS as the best choice for the type of service provided = -2.7
- 61% of staff agreed they are actively encouraged to look for new and better ways of managing client safety or quality of care.

It is not uncommon for survey results to be impacted by external and internal factors being experienced by staff during the survey census period, in particular March and June 2021. With the acuity of the hospital, responding to the COVID-19 pandemic and key personnel changes happening at the time of the survey census periods, adverse impact on the pulse survey results was anticipated.

Approved for circulation to the Standing Committee on Health and Community Wellbeing

Signature:



Date:

1 / 11 / 21

By the Minister for Health, Rachel Stephen-Smith MLA