



**Hospitals Ratings Survey 2008  
Analysis and Comparison of Tertiary/Teaching Hospitals**

**Introduction:**

In early 2008 Hospital Ratings Survey's were sent out to WA Junior Doctors to seek their opinions/views regarding a range of issues e.g. pay, leave entitlements, term allocations, education/supervision, rosters, safe hours, hospital administration, security and workplace and study facilities.

305 doctors responded.

The respondents were made up of the following junior doctors:

Registrars/Senior Registrars	69.7%
Resident Medical Officers	24.7%
Interns	1.7%
Other	4.2%

Of the above 68.6% were members of the AMA (WA) and 28.2% were non-members.

Whilst the majority of respondents were employed at the tertiary/teaching hospitals of Royal Perth, Sir Charles Gairdner, Fremantle, Princess Margaret and King Edward Memorial Hospitals there were a number of respondents who were currently employed at the secondary public hospitals such as Armadale, Osborne Park, Rockingham and Swan Districts plus country hospitals such as Albany and Bunbury and the private hospitals such as Hollywood and St John of God Hospital (Subiaco).

The main analysis performed was of the responses from the tertiary/teaching hospitals. It was also possible to analyse how three of these hospitals i.e. Royal Perth, Sir Charles Gairdner and Fremantle Hospitals had changed since the last survey in 2004.

Audit Teams were established for each of the teaching hospitals who analysed the raw data and comments made by the respondents. From the raw data and comments analysis reports were developed which assisted in reaching the conclusions which are presented in the Ratings Reports. The "star" rating provides for the following:

- ★★★★★ Excellent
- ★★★★ Good
- ★★★ Average
- ★★ Poor
- ★ Very Poor

Whilst the "star" rating approach has been utilised to provide a numerical assessment this cannot be used in isolation of the comments made by the respondents and it is the combination of both of these factors that have been reviewed to reach the conclusions detailed within this report.

**Overall Rating:**

As an average across the range of questions each Hospital i.e. Fremantle, Royal Perth, Sir Charles Gairdner, Princess Margaret and King Edward Memorial Hospitals scored a 3.5 star rating i.e. just above

average. It should be noted that the overall score is an average across all questions and therefore some hospitals have achieved above average results in some areas whereas others achieved below average assessments and when this is coupled with comments made the respondents there are still significant areas of concern. The Association will seek to address these areas of concern in the coming months. Therefore as an overall assessment there was no clear "winner" and each Hospital has areas where improvements are necessary.

### **Positive Outcomes:**

For the most part across each of the Hospitals the terms allocated and their capacity to meet training requirements has been viewed as good (4 star rating) by respondents. Likewise the Quality/Regularity of Formal Teaching, Access to Advice from Supervising Consultants has also rated well with good to excellent ratings (4 to 4.5 stars).

### **Improvements Required:**

There were a range of areas where the ratings and comments made demonstrate a consistent theme of poor performance according to the survey respondents. These areas are detailed below:

- Ease of understanding payslips/Accuracy of Pay
- Adherence to timelines for confirmation of leave
- If leave is cancelled then the communication re the cancellation is very poor
- Adherence to safe working hours principles
- Access to taxi vouchers or reimbursement of expenses
- Access to secure lockers
- Administration work area for each individual doctor

### **Hospital by Hospital**

#### *Fremantle*

Fremantle respondents clearly identified problem areas with ease of understanding payslips, accuracy of pay, time allocated to teach junior colleagues or medical students, access to secure lockers and appropriate administrative work area and facilities.

In addition to those areas already identified as being positively reported, respondents identified the following as being good to excellent at Fremantle i.e. Access to medical administration, service provided by Hospital administration, Hospital Security and access to a security guard as escort at night.

#### *Royal Perth Hospital*

Royal Perth Hospital respondents clearly identified problem areas with ease of understanding pay slips, adherence to timelines for confirmation of leave, if leave was cancelled there was little notice or communication, access to part time or job sharing, adherence to safe working hours principles, access to taxi vouchers, access to secure lockers and their administrative work area and facilities.

In addition to those areas already detailed as being positively rated respondents also identified the following as being good to excellent i.e. Authorisation of unrostered overtime, Hospital Security and Lighting inside and in the immediate vicinity at night, motor vehicle parking and RPH's library facilities.

#### *Sir Charles Gairdner Hospital*

Problem areas at SCGH were identified as payslips, accuracy of pay, adherence to timelines for confirmation of leave, if leave is cancelled this is poorly communicated, access to part time or job sharing arrangements, time allocated to teach junior colleagues or medical students, motor vehicle parking, access to a quiet dedicated study area and access to secure lockers. Surprisingly the lockers

that were available in the doctors' common room had to be accessed by entering the first section of the male toilets which was clearly inappropriate for female staff members.

Positive responses were provided associated with access to study leave and sick/carer's leave, access to medical administration and access to a telephone on the ward

#### Princess Margaret Hospital

Problem areas at PMH were also payslips and accuracy of pay, access to leave, adherence to timelines for confirmation of leave, if leave cancelled communication was poor, and motor vehicle parking.

Positive responses were provided for access to part time or job sharing arrangements, notice given regarding rostered hours, access to medical administration, hospital security, access to a telephone on the ward and access to hospital library facilities over extended hours.

#### King Edward Memorial Hospital

Problem areas at KEMH were payslips/accuracy of and resolution of pay issues, access to sick/carer's leave, if leave is cancelled communication is poor, access to part time or job sharing arrangements, access to medical administration and service provided by Hospital administration, and access to taxi vouchers or reimbursement of expenses.

Positive responses were provided regarding security, access to hospital library facilities over extended hours and access to a quiet dedicated study area.

#### **Analysis with 2004 Survey Report**

Reviewing the 2008 ratings with those provided in 2004 for Fremantle, Royal Perth and Sir Charles Gairdner Hospitals it is evident that a number of areas have improved but also a number of areas have actually rated worse than in 2004. Unfortunately it has not been possible to perform an analysis of the previous survey results for King Edward Memorial and Princess Margaret Hospitals.

#### Rating Declined

At Fremantle Hospital the following areas were highlighted as of particular concern:

- Time allocated to teach junior colleagues/medical students
- Access to medical administration
- Administration work area for each individual's doctor
- Access to a quiet dedicated study area
- Ease of understanding payslips

At Royal Perth Hospital the only area that has declined is associated with leave being cancelled and there being inadequate notice or communication associated with the cancellation.

At Sir Charles Gairdner Hospital there have been two areas which have rated worse than 2004 which are:

- Access to secure lockers
- Ease of understanding Payslips

#### Ratings Improved

At Fremantle Hospital the following areas have improved:

- Access to study leave
- Access to part time or job sharing arrangements

- Quality/Regularity of Formal Teaching
- Adherence to safe working hours principles (although only 3.5 star rating i.e. just above average and the comments made by respondents identified problems)
- Access to secure lockers (again just to an average rating)
- Motor vehicle parking
- Access to hospital library facilities over extended hours (to 3.5 star rating i.e. just above average)

With respect to Royal Perth Hospital improvements have been made in the following areas:

- Authorisation of unrostered overtime
- Access to study leave (to 3.5 star rating i.e. just above average)
- Access to sick/carer's leave (4 star rating)
- Adherence to timelines for confirmation of leave (however this is still below average i.e. only rated as 2.5 stars which is poor to below average)
- Satisfaction with term allocated
- Access to part time or job sharing arrangements (to 3 star rating i.e. still average)
- Quality/Regularity of Formal Teaching (to 4 star rating)
- Time allocated to teach junior colleagues or medical students (to 3.5 star rating)
- Access to medical administration (to 3.5 star rating)
- Adherence to safe working hours principles (i.e. from 2.5 star to 3 star rating therefore still only average)
- Access to secure lockers (again only to 3 star rating i.e. average)
- Motor vehicle parking (4.5 star rating from 3)
- Administration work area and facilities (increased from 2 to 3 star rating so still average)
- Access to hospital library facilities over extended hours ( from 2 to 4 star rating – significant improvement achieved)
- Access to quiet dedicated study areas (also from 2 to 4 star rating – significant improvement achieved)

At Sir Charles Gairdner Hospital improvements have been made in the following areas:

- Access to leave (from 1.5 to a 3.5 star rating)
- Access to study leave (from 3 to a 4 star rating)
- Adherence to timelines for confirmation of leave (from 1.5 to 3 – therefore only just average)
- Satisfaction with term allocation (from 3.5 to 4 star rating)
- Access to part time or job sharing arrangements (from 1 to 2.5 therefore below average)
- Access to safe working hours principles (from 2.5 to 3.5 – therefore only just above average)
- Motor vehicle parking (from 2 to a 2.5 rating – therefore still below average)
- Access to hospital library facilities over extended period (1.5 to 3.5 star rating – just above average)
- Access to quiet dedicated study area (from 2 to 2.5 star rating – therefore still below average)

The remaining categories have all remained the same i.e. no improvements but also no decline in service.

## **Conclusions and Recommendations**

There were a number of recommendations made within the various Ratings Reports. The Association intends to implement these recommendations by liaising with Government and the respective Hospitals. The Association will also seek to ensure that as new Health Services are developed that appropriate and improved facilities are incorporated.