



AMA
WESTERN AUSTRALIA

HHC +

Hospital Health Check 2024



RECORD NUMBER HAVE THEIR SAY

A record-breaking 1,110+ Junior Doctors completed this year's Hospital Health Check (HHC), with PathWest included in the survey for the very first time.

We wrote to each Employer when the 2024 HHC was launched, asking them to encourage and facilitate participation, and consider rostering admin time for junior doctors to complete the survey. We acknowledge and thank all Employers who undertook this, which contributed to the record-breaking number of responses.

This year's results have again been published as a stand-alone report for AMA (WA) members, distributed to Employer/Health Service Providers (HSPs) and published online, with all Employers/HSPs invited to provide commentary on their results, to be published in the June edition of *Medicus*.

As in 2023, this year's survey was dominated by Interns and RMOs, accounting for 59% of the sample. Respondents predominantly identified as female (63%), with 42% aged 26-30.

At a glance, it is encouraging to see even more A and B scores than last year, with 2023's results also being a notable improvement over 2022's dismal results. We would note that there has been ongoing advocacy and specific efforts undertaken by HSPs following last year's HHC results, factoring into these improvements, as was also evident after last year's survey.

When we examine the results more closely however, there are still areas of concern, and still plenty of room for improvement, with some Employers even going slightly backwards in the results in some areas.

LEADING INTO THIS YEAR'S HHC

Preparations for this year's HHC commenced late last year, with the AMA (WA) Doctor in Training (DiT) Practice Group establishing a subcommittee of diverse DiT volunteers to review and improve the annual survey. We want to acknowledge and thank our subcommittee volunteers for their input into improving this year's HHC.

Taking on board previous feedback regarding the length of the survey and time taken to complete, we streamlined and reduced the length of the survey, whilst also introducing some important additional questions specifically for International Medical Graduates (IMGs) and part-time DiTs. We also reviewed the overall process and commenced preparations earlier, to ensure this Report was released prior to 2025 Intern applications opening, with the survey opening in early March.

This year's HHC has kept the same structure as last year, with data being reported by Employer/HSP as opposed to individual hospitals, with the exception of Women and Newborn Health Service (WNHS) incorporating King Edward Memorial Hospital (KEMH), noting as we did last year, that whilst WNHS technically sits within North Metropolitan Health Service (NMHS), it is unique in that it is a specialty service, can be applied to directly by DiT, and has its own distinct and separate Executive and medical workforce teams to NMHS.

DiT - Doctor in Training or Junior Doctor

RMO - Resident Medical Officer

IMG - International Medical Graduate

DG - Director General or System Manager

CMO - Chief Medical Officer

AL - Annual Leave

PDL - Professional Development Leave

Employers/Health Service Providers (HSPs):

CAHS - Child and Adolescent Health Service, including Perth Children's Hospital (PCH)

EMHS - East Metropolitan Health Service, including Royal Perth Hospital (RPH), Armadale Health Service, Bentley Health Service, and Kalamunda Hospital

NMHS - North Metropolitan Health Service, including Sir Charles Gairdner Hospital (SCGH), Osborne Park Hospital, and Graylands Hospital

PathWest - located within all major metro hospitals & regionally
(Note: PathWest included in 2024 for first time)

SMHS - South Metropolitan Health Service, including Fiona Stanley Hospital (FSH), Fremantle Hospital, and Rockingham Hospital

WACHS - WA Country Health Service
(Note: WACHS excluded in 2022 due to inadequate sample size)

WNHS - Women and Newborn Health Service which incorporates King Edward Memorial Hospital (KEMH)

RAMSAY - Ramsay Health Care, including Joondalup Health Campus (JHC) and Hollywood Private Hospital (HPH)

SJOG - St John of God Health Care, including SJOG Midland (SJGM), Subiaco, Murdoch, Mt Lawley, Bunbury & Geraldton

2023 HHC Results

2023's HHC results, which overall saw significant improvements compared to 2022's dismal results, were released in early July last year, following a significant amount of DiT-related advocacy, including specific improvements being introduced within NMHS and ongoing monitoring of roster compliance by the AMA (WA) industrial team, all of which had a noticeable positive impact on results. Monitoring of rosters and term allocations, and subsequently addressing compliance issues with HSPs continued throughout 2023, which did see notable improvement in this area for the majority of HSPs.



Following the release of 2023's HHC results, AMA (WA) Industrial and DiT representatives, along with AMA (WA) President Dr Michael Page, met with the majority of the Employers' chief and medical executive to discuss the results and what initiatives were being taken to address the areas of concern highlighted. The latter part of 2023 saw many HSPs, including CAHS, EMHS and SMHS, take a leaf out of NMHS and SJOG's book and introduce streamlined overtime claim processes as well as implement initiatives to improve leave access.

Discussions on the 2023 HHC results also highlighted concerningly poor scores across the board in the areas of teaching and training, as well as DiTs being provided with sufficient work time to complete mandatory training - that is training required by their Employer, which includes important Work, Health and Safety (WHS) training, with this being specifically surveyed for the first time in 2023. Following this, in early 2024, NMHS commenced rostering specific dedicated Teaching, Training and Research (TTR) time across the board, an important measure we hope to see replicated across the rest of WA Health.

Agreement Negotiations

Partway through 2023 also saw the AMA (WA) commence negotiations with SJOG for a replacement Enterprise Bargaining Agreement (EBA), with the EBA expiring in September and negotiations continuing into 2024.

Key junior doctor-specific claim items sought included modernisation of rostering, hours, and overtime arrangements, as well as a number of provisions to align to WA Health conditions.

After years of a restrictive Government Wages Policy framing a difficult bargaining environment in the face of rising inflation and cost of living increases, a new principle-based Wages Policy was **announced** in December last year, a return to genuine bargaining with a specific focus on attraction and retention, and no monetary cap.

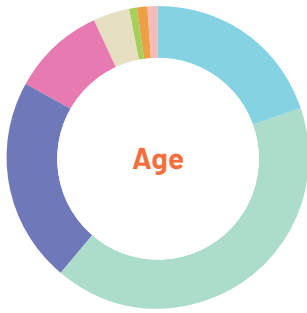
The latter part of 2023 also saw preparations commence for negotiations to replace the WA Health Industrial Agreement, with the **AMA (WA) Log of Claims** being served upon WA Health in mid-December, and formal bargaining meetings kicking off in January 2024. The Log of Claims has a strong focus on DiT-specific condition improvements including seeking changes to hours, rostering, on-call and overtime provisions, as well as aiming to improve access to leave and non-clinical time. This was to address related concerns, including workload, work-life balance, fatigue management, and fair pay for hours worked, as well as improve attraction and retention.



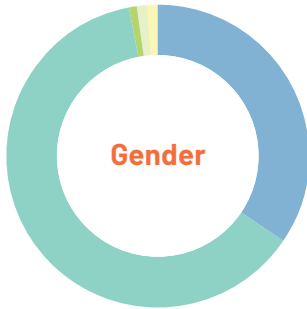
	CAHS	EMHS	NMHS	PathWest	SMHS	WACHS	WNHS	Ramsay	SJOG
MORALE & CULTURE	C	B	A	C	C	B	C	A	A
Morale	58%	79%	91%	72%	59%	83%	62%	81%	90%
Culture	48%	74%	88%	69%	55%	76%	53%	71%	89%
Satisfaction with work	70%	82%	91%	97%	74%	79%	77%	85%	85%
Employer supports DiT wellbeing	55%	75%	85%	59%	51%	80%	65%	79%	81%
Workplace safety is a priority	81%	87%	92%	88%	81%	93%	82%	91%	91%
No fear of speaking up on workplace issues	45%	60%	74%	25%	48%	67%	45%	80%	81%
WELLBEING	C	C	B	D	D	C	D	D	C
Feel able to take sick leave when unwell	56%	43%	60%	66%	41%	47%	41%	40%	54%
Did not experience bullying, discrimination or harassment	68%	70%	79%	62%	62%	78%	53%	69%	73%
Did not witness bullying, discrimination or harassment	57%	60%	66%	62%	57%	61%	38%	65%	76%
Access to debrief after stressful event	69%	68%	76%	44%	65%	75%	70%	71%	75%
TERMS, ROSTERS & WORKLOAD	B	B	A	B	C	B	D	A	A
Term allocations released with required notice	84%	87%	90%	100%	77%	85%	64%	90%	85%
No more than 1 leave relief, after hours, or TBA term	83%	86%	88%	94%	88%	75%	68%	84%	67%
Rosters are released at least 2 weeks in advance	84%	84%	89%	94%	77%	86%	62%	93%	94%
Rosters are compliant with standards	77%	82%	90%	71%	72%	81%	51%	95%	94%
Rosters reflect actual expected working hours	63%	70%	73%	76%	57%	70%	45%	89%	80%
Unrostered overtime <5hrs per week	78%	69%	72%	93%	57%	77%	54%	80%	82%
DiTs claim all unrostered overtime	36%	49%	63%	12%	47%	36%	49%	63%	64%
ACCESS TO LEAVE	D	C	A	C	D	B	C	B	A
Rating of access to annual leave	48%	65%	91%	62%	46%	83%	60%	81%	91%
All annual leave applications were approved	73%	80%	94%	82%	76%	88%	86%	89%	93%
Annual leave applications processed within 2 weeks	30%	54%	85%	25%	43%	66%	46%	65%	76%
Rating of access to Professional Development Leave	50%	69%	92%	70%	49%	77%	60%	75%	84%
PDL application processed within 4 weeks	53%	80%	95%	73%	74%	94%	82%	92%	91%
WORKPLACE ENTITLEMENTS & FLEXIBILITY	F	F	D	D	F	D	F	D	D
No errors in the last 5 payslips	15%	13%	10%	12%	10%	22%	19%	14%	8%
Able to access employment entitlements without adverse pressure	59%	77%	93%	81%	63%	83%	72%	90%	91%
Allocated work time for mandatory training	34%	31%	55%	38%	26%	41%	24%	40%	58%
Can access parental leave without concern for job security	65%	66%	68%	79%	58%	63%	59%	67%	70%
TEACHING & TRAINING	C	C	C	B	D	C	D	C	B
Adequate formal teaching provided	62%	69%	77%	91%	56%	71%	50%	67%	83%
Able to attend formal hospital teaching	46%	49%	55%	34%	37%	75%	36%	66%	74%
Adequate informal teaching provided	58%	62%	64%	88%	52%	68%	57%	67%	68%
Supported to prepare for exams	64%	59%	65%	91%	44%	61%	50%	60%	65%
Supported to pursue research goals	52%	51%	60%	72%	46%	63%	42%	50%	63%
Job prepares DiTs to apply for or progress training	74%	76%	80%	100%	65%	78%	79%	77%	76%
RECOMMENDED	D	A	A	C	C	A	C	A	A
DiTs encourage others to choose this employer	59%	80%	91%	62%	60%	85%	67%	80%	91%

NOTE: All items were framed as positive, meaning a higher score is better (range 0-1)
 Item scores were averaged to give a domain score, which was then graded as: A=80+, B=70-79, C=60-69, D=50-59, F<50

WHO WE ARE



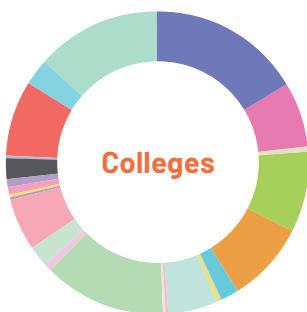
Up to 25 **20%** 26-30 **42%** 31-35 **22%** 36-40 **10%**
 41-45 **4%** 46-50 **1%** Over 50 **1%** Prefer not to answer **1%**



Man or male **35%** Woman or female **63%** Non-binary **1%**
 I use a different term **1%** Prefer not to answer **1%**



Intern **22%** RMO **37%** Registrar (Service) **13%**
 Registrar (Trainee) **15%** Registrar (AT/Fellow) **9%**
 Senior Registrar **3%** Other **1%**



Adult medicine **16.4%** Anaesthesia **7.0%** Dermatology **0.5%**
 Emergency medicine **8.7%** General practice **8.4%**
 Intensive care medicine **2.2%** Medical administration **0.4%**
 Obstetrics and gynaecology **5.3%** Occupational medicine **0.3%**
 Ophthalmology **0.3%** Paediatrics and child health **12.9%**
 Palliative medicine **1.0%** Pathology **2.2%** Psychiatry **5.5%**
 Public health medicine **0.4%** Radiation oncology **0.2%**
 Radiology **0.9%** Rehabilitation medicine **0.9%**
 Rural and remote medicine **2.0%**
 Sport and exercise medicine **0.4%** Surgery **7.9%**
 Other **3.0%** Unsure, I'm yet to decide **13.3%**

JOB SAFETY & SECURITY



30%

reported experiencing bullying, discrimination or sexual harassment



39%

reported witnessing bullying, discrimination or sexual harassment



51%

feared negative consequences reporting inappropriate behaviour



36%

felt unsafe returning to work following being on-call overnight



81%

feel safety is always or often a priority at their workplace

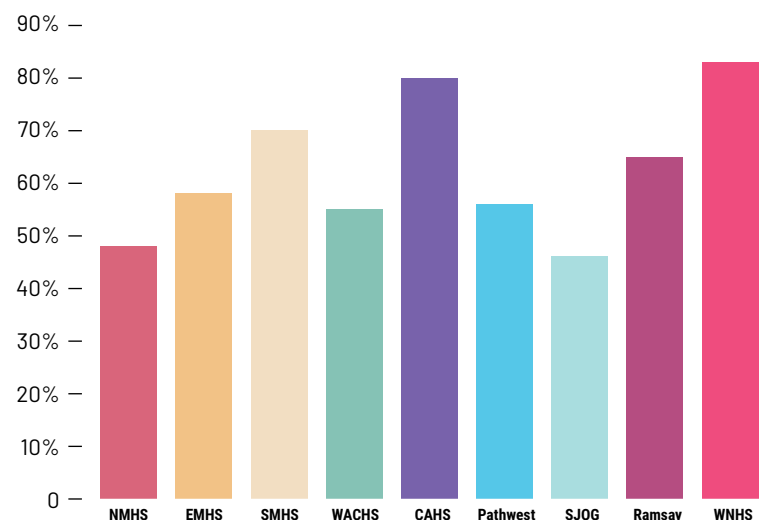


39%

believe job is secure when accessing parental leave

BURNOUT

Moderate/High burnout by hospital



MORALE & CULTURE

	CAHS	EMHS	NMHS	SMHS	WACHS	WNHS	Ramsay	SJOG
2024	C	B	A	C	B	C	A	A
2023	D	B	A	C	B	D	C	A
	PCH	RPH	SCGH	FSH	WACHS	KEMH	JHC	SJGM
2022	F	C	C	F	N/A	F	C	B
2021	B	A	C	D	C	D	B	B

WELLBEING

	CAHS	EMHS	NMHS	SMHS	WACHS	WNHS	Ramsay	SJOG
2024	C	C	B	D	C	D	D	C
2023	C	D	C	D	C	D	D	B
	PCH	RPH	SCGH	FSH	WACHS	KEMH	JHC	SJGM
2022	C	D	C	D	N/A	F	C	C
2021	C	D	C	D	C	C	C	C

TERMS, ROSTERS & WORKLOAD

	CAHS	EMHS	NMHS	SMHS	WACHS	WNHS	Ramsay	SJOG
2024	B	B	A	C	B	D	A	A
2023	C	B	B	C	B	D	B	B
	PCH	RPH	SCGH	FSH	WACHS	KEMH	JHC	SJGM
2022	F	F	F	F	N/A	F	F	F
2021	F	F	D	F	F	F	D	D

ACCESS TO LEAVE

	CAHS	EMHS	NMHS	SMHS	WACHS	WNHS	Ramsay	SJOG
2024	D	C	A	D	B	C	B	A
2023	F	C	A	D	B	C	B	A
	PCH	RPH	SCGH	FSH	WACHS	KEMH	JHC	SJGM
2022	F	F	F	F	N/A	F	F	F
2021	F	C	C	D	F	C	B	D

TEACHING & TRAINING

	CAHS	EMHS	NMHS	SMHS	WACHS	WNHS	Ramsay	SJOG
2024	C	C	C	D	C	D	C	B
2023	D	D	C	D	C	F	D	B
	PCH	RPH	SCGH	FSH	WACHS	KEMH	JHC	SJGM
2022	D	D	D	F	N/A	F	D	C
2021	B	B	D	D	C	A	B	B

WORKPLACE ENTITLEMENTS & FLEXIBILITY

	CAHS	EMHS	NMHS	SMHS	WACHS	WNHS	Ramsay	SJOG
2024	F	F	D	F	D	F	D	D
2023	F	F	D	F	F	F	D	C

RECOMMENDED

	CAHS	EMHS	NMHS	SMHS	WACHS	WNHS	Ramsay	SJOG
2024	D	A	A	C	A	C	A	A
2023	D	B	A	C	A	C	B	A

TAKING A CLOSER LOOK AT THE RESULTS

In addition to measuring levels of morale, culture, burnout, and adequate teaching and training, HHC also reviews a number of issues that are governed by specific provisions within the respective Industrial Agreements (**the Agreements**) being the *WA Health System – Medical Practitioners – AMA Agreement 2022 (WA Health Agreement)*, or for SJOG-based DiTs, the *St John Of God Health Care – AMA (WA) – Medical Practitioners Enterprise Agreement 2021 (SJOG EBA)*, as well as overarching legislation.

Roster requirements including notice, payment of overtime, access to annual leave and professional development leave are all governed by specific provisions within the Agreements that provide DiTs with clear entitlements, timeframes, and protections to ensure they are paid for the work they do appropriately, can access leave, and maintain autonomy over their work-life balance. The right to a safe work environment and obligations on an Employer to take all practicable measures to address safety issues, including fatigue, and provide a safe working environment are governed by WHS legislation in WA. The right for a DiT to be paid for all hours worked is enshrined within various provisions within the Agreement, as well as industrial legislation, and this includes the right to be paid for any training that an Employer requires.

An Employer also has recordkeeping obligations under relevant industrial legislation to accurately record when a DiT is starting and finishing work – failing to do this is not only a breach of industrial legislation but also has other implications with respect to WHS obligations and adequately managing workload/fatigue, as well as supporting effective workforce planning.

Whilst the 2023 HHC results saw noticeable improvements, following 2022’s concerningly poor results indicating wide spread compliance issues, there were still plenty of areas of concern and room for improvement in key areas. Let’s take a closer look at this year’s results to see how they shape up in comparison, particularly considering changes made to improve overtime claims and leave processes within many Employers occurring over this period.

MORALE & CULTURE

Ramsay stands out as most improved, going from a C grade in 2023 to an A grade in 2024, followed by both WNHS (KEMH) and CAHS improving their 2023 D score to a C score in 2024.

Rating of Morale & Culture

After seeing improvements across the board for morale and culture last year, it’s encouraging that all HSPs/ Employers have improved further in this area in 2024, with WNHS (KEMH) and Ramsay having the biggest percentage improvements between 2023 and 2024, and SJOG continuing to be the most consistently high performer in this area over the respective years. Whilst the improvements are notable, the scores are still lower than we would like to see for the likes of CAHS, SMHS and WNHS.

	CAHS	EMHS	NMHS	SMHS	WACHS	WNHS	Ramsay	SJOG
2024	53%	77%	90%	57%	80%	58%	76%	90%
2023	48%	70%	82%	54%	77%	46%	63%	88%
	PCH	RPH	SCGH	FSH	WACHS	KEMH	JHC	SJGM
2022	41%	71%	62%	39%	N/A	17%	65%	80%
2021	69%	84%	65%	53%	63%	42%	79%	79%

Support for Wellbeing of DiTs

In reviewing the results for whether an Employer is considered to support the wellbeing of DiTs, we also note improvements across the board with Ramsay again being the stand-out for most improved in this area for 2024. Whilst there are some minor improvements for CAHS and SMHS in this area there is still much room for improvement with both going from scoring below 50% in 2023 (F grade) to just over 50% in 2024 (D grade).

	CAHS	EMHS	NMHS	SMHS	WACHS	WNHS	Ramsay	SJOG
2024	55%	75%	85%	51%	80%	65%	79%	81%
2023	43%	65%	76%	47%	80%	55%	56%	80%
	PCH	RPH	SCGH	FSH	WACHS	KEMH	JHC	SJGM
2022	43%	63%	58%	36%	N/A	32%	60%	73%
2021	71%	78%	63%	48%	64%	69%	68%	66%

Safety & Speaking Up on Workplace Issues

We are pleased to note that the results for whether DiTs feel that safety is always or often a priority at their workplace have improved in 2024, with the total average across all Employers increasing from 74% in 2023 to 81% in 2024.

Whether a DiT feels able to speak up on workplace issues (without fear of retribution) was captured in the HHC survey for the first time last year, and it is disappointing that almost all Employers have scored lower in this area in 2024 compared to 2023, with only Ramsay having improved significantly, scoring 62% in 2023 and 80% in 2024, and PathWest scoring the lowest at 25%.

International Medical Graduates (IMGs)

IMGs are integral to the functioning of the WA health system. Specific questions for IMGs were added to this year's survey for the first time, guided by feedback from voluntary IMG members of the DiT HHC Subcommittee, with over 200 IMG respondents.

Conscious of concerns around adequate inductions / orientations and initial training specifically for IMGs, IMGs were surveyed on how well supported they felt in joining the Australian Healthcare workforce, with 64% of IMGs responding they felt very or quite well supported.

Given IMGs often will be moving from their home country to Australia for the first time, and sometimes working in regional locations as well, IMGs who arrived in the past 12 months were surveyed on the support provided settling into their work location, with 64% of IMGs responding they felt very or quite well supported in this regard.

IMGs were also surveyed on whether they felt secure in their employment status, with 87% of IMGs confirming they did feel secure.

“ I think progress is being made but there needs to be a change in the attitude from exec. Junior doctors often feel scared to raise issues as it's so quickly dismissed as 'not being true' and I feel there is a disconnect between the top level (exec) and things happening on the ground

WELLBEING

Both NMHS and EMHS have improved overall, with NMHS going from a C grade in 2023 to a B grade this year (being the top performer overall in this area), and EMHS achieving a C grade this year, compared to a D grade in 2023. All other Employers have maintained their same overall grade score, with the exception of SJOG going backwards from a B grade to a C grade in this category. PathWest, SMHS, WNHS and Ramsay all scored a D in this area.

Sick Leave & Access to Debrief

We note that all Employers have scored relatively low (40-66%) with respect to whether a DiT feels able to take sick leave when unwell. However, when examining the survey results as to the reasons why DiTs didn't always call in sick, the main reasons appear related to staffing levels and workload, with DiTs indicating they feel guilty for not attending or highlighting a lack of leave cover, as opposed to any other reason such as management pressure.

In reviewing the results for access to a debrief (hot or cold) after a stressful event occurs, it is concerning to note the majority of Employers have performed worse in this area compared to last year, with only EMHS and NMHS improving upon their 2023 results.

Bullying, Discrimination and Sexual Harassment

After pinpointing WNHS (KEMH) as the worst performer overall in 2023, across all respective years, when looking at prevalence of bullying, discrimination and harassment, it is encouraging to see improvement with respect to either DiTs not experiencing (53% compared to 48% in 2023) or not witnessing (38% compared to 24% in 2023) these behaviours. However, WNHS has still scored the lowest out of all Employers in these areas, indicating a need for continued focus on improvement in this area. After highlighting SJOG as the most continuously improved in this area over respective years in 2023, it is both surprising and disappointing to note that SJOG has scored lower in 2024 (73% compared to 81% in 2023) for DiTs not experiencing these behaviours. However, scores for DiTs not witnessing these have improved (76% compared to 71% in 2023).

When looking at the results for either witnessing or experiencing these behaviours, we note improvement overall across the majority of Employers, with both Ramsay and WACHS having improved the most in this area compared to last year. Results across all Employers have improved in 2024, with 30% of respondents reporting experiencing these behaviours (compared to 31% in 2023), and 39% of respondents reporting witnessing these behaviours (compared to 46% in 2023).

Did not experience or witness bullying, discrimination or harassment

	CAHS	EMHS	NMHS	SMHS	WACHS	WNHS	Ramsay	SJOG
2024	63%	65%	73%	60%	70%	46%	67%	75%
2023	59%	60%	68%	59%	58%	36%	49%	76%
	PCH	RPH	SCGH	FSH	WACHS	KEMH	JHC	SJGM
2022	61%	60%	60%	54%	N/A	29%	65%	72%
2021	67%	57%	64%	57%	58%	59%	62%	62%

This year we had a closer look at the overall results across all Employers for respondents either experiencing or witnessing bullying, sexual harassment or discrimination, and the prevalence of whether this was formally reported or not. As detailed in the table below, Bullying was the behaviour most commonly either experienced (23%) or witnessed (33%), followed by Discrimination (14% experienced and 21% witnessed), with Sexual Harassment being the behaviour least experienced or witnessed (4% experienced and 7% witnessed).

We note with concern that across the board, the likelihood of these behaviours being unreported is significantly higher than being reported, with these behaviours being at least twice (or more) likely to go unreported. We also note it was more likely for those who witnessed these behaviours to formally report them, as opposed to those who directly experienced them.

We would hope that the introduction of Below the Line reporting pathways across the board, such as those introduced at NMHS last year, as well as appropriate action subsequently taken by Employers to investigate and address such reported behaviour, would help improve the likelihood of these behaviours being reported, and therefore the ability for the Employer/HSP to improve in these areas.

Experienced: Reported vs Unreported

	Bullying	Sexual Harassment	Discrimination
Yes & Reported	5%	1%	2%
Yes & Unreported	18%	3%	12%
Total Yes	23%	4%	14%

Witnessed: Reported vs Unreported

	Bullying	Sexual Harassment	Discrimination
Yes & Reported	8%	2%	3%
Yes & Unreported	25%	5%	18%
Total Yes	33%	7%	21%

“ RPH has a strong focus on culture and wellbeing. Staff are very supported, leave process is efficient and reporting overtime is encouraged.”

TERMS, ROSTERS & WORKLOAD

There have been numerous improvements overall, with NMHS, Ramsay and SJOG all improving from a B grade in 2023 to an A grade this year, and CAHS also improving from a C grade last year to a B grade. WNHS stands out as the poorest performer overall in this category with a D grade, compared to all others scoring a C grade or above. Whilst it is great to see the majority of Employers scoring relatively well on rostering and term allocation measures after concerted efforts undertaken previously by the AMA (WA) to address these areas, we would pay close attention to other areas within this category.

Rostering & Work Hours

As mentioned last year, rosters are effectively utilised as timesheets within WA Health, so any score below 100% for whether rosters reflect actual expected working hours is cause for concern, and indicates a potential likelihood of unpaid work hours (particularly also considering the prevalence of unrostered overtime being claimed).

Whilst we note the majority of Employers have improved their scores this year for rosters reflecting accurate working hours, the scores overall are still concerningly low and fall well short of 100%, noting with concern that CAHS, WACHS, WNHS and SJOG have all scored lower in this area in 2024 compared to last year.

As part of negotiations to replace the WA Health Industrial Agreement which expires in September this year, the AMA (WA) is seeking a number of DiT specific items including improvements to hours, rostering and overtime. Bargaining discussions on changes sought to rostering and overtime highlighted ongoing concerns around inaccurate rostering, fatiguing hours of work, and difficulties with claiming unrostered overtime. The AMA (WA) has proposed a number of changes to improve fatigue management, including mandatory breaks following night-shifts and increasing the required break between shifts.

Rosters reflect actual working hours

	CAHS	EMHS	NMHS	SMHS	WACHS	WNHS	Ramsay	SJOG
2024	63%	70%	73%	57%	70%	45%	89%	80%
2023	74%	64%	67%	52%	75%	59%	64%	75%
	PCH	RPH	SCGH	FSH	WACHS	KEMH	JHC	SJGM
2022	65%	58%	67%	61%	N/A	41%	70%	73%
2021	61%	61%	66%	55%	76%	58%	65%	66%

“ I would say that while there are issues at KEMH we have a new DCS and it’s still filled with really good people and the future looks a lot brighter. This year I’ve actually claimed overtime for the first time ever and had it paid and been encouraged to be ‘paid what I’m worth’ and that was heartening

Unrostered Overtime

On a related note, the percentage of DiTs claiming all unrostered overtime continues to be a concern. There are some significant improvements to be noted, particularly within Employer/HSPs that have introduced improved streamlined overtime processes within the past year, with CAHS, EMHS, SMHS, Ramsay, SJOG and WNHS all improving their scores in this area. WNHS stands out as the most improved in 2024, improving from 21% in 2023 to 49% in 2024, most likely attributable to NMHS Executive more recently introducing a similar centralised overtime claim process at KEMH, that was introduced at SCGH last year. Concerningly, WACHS have gone significantly backwards, scoring 36% this year compared to 55% last year. Dishonourable mention goes to PathWest for the lowest score of 12% for DiTs claiming all unrostered overtime (although interestingly they scored relatively well in other areas within this category, achieving a rarely seen 100% for term allocations being provided with the required notice). Despite improvements overall as noted above, the overall percentage of unrostered overtime being claimed is concerningly low, with scores ranging from 12 - 64% indicating a significant amount of unrostered overtime hours worked continuing to go unpaid.

DiTs claim all unrostered overtime

	CAHS	EMHS	NMHS	SMHS	WACHS	WNHS	Ramsay	SJOG
2024	36%	49%	63%	47%	36%	49%	63%	64%
2023	26%	36%	63%	38%	55%	21%	52%	53%

In examining the 2024 results as to the specific barriers to claiming all unrostered overtime reported by DiTs, and comparing to last year, we note that the prevalence of DiTs not claiming due to the claim process being difficult or complicated has significantly reduced in 2024 compared to 2023, which we would attribute to many HSPs introducing more streamlined, overtime claim processes as mentioned earlier. However, the prevalence of DiTs not claiming due to workplace cultural expectations remain concerningly high, noting this has been highlighted previously with ongoing advocacy efforts underway to address this historical issue. In reviewing some of the optional comments for this question, we note there seems to be a fairly common misconception that only overtime that is an hour or longer can be claimed which is definitely not the case.

As part of the WA Health Agreement negotiations, the AMA (WA) has proposed that overtime changes include overtime rates being payable for all unrostered hours worked, in order to encourage accurate rostering of expected work hours and therefore reduce the occurrence of DiTs having to specifically claim for unrostered overtime (particularly where it was known to be required beforehand).

On-Call & Fatigue Management

The AMA (WA) has also proposed to modernise current on-call provisions within the WA Health Agreement, with bargaining discussions highlighting a significant prevalence of teleconsult work being undertaken, including by DiTs whilst on call, with some DiTs frequently contacted repeatedly for advice, interrupting sleep and daily activities. Not only is this teleconsult work currently undertaken without appropriate remuneration (other than the standard on-call rate), this raises significant concerns from a WHS perspective of a lack of adequate fatigue management protections in this regard. In this year's survey, we asked DiTs who work on-call overnight whether they feel safe returning to work the following day – only 38% stated they always have the day off after being on-call overnight, with a highly concerning 36% responding they did not feel safe returning to work the following day after being on-call overnight. Clearly, there is a need for immediate change to address this concerning issue.

ACCESS TO LEAVE

Overall grade scores remain relatively similar to 2023, with special mention to CAHS for achieving an improved D score after having scored an F every year between 2020 and 2023 in this category. It is still disappointing to note there wasn't further improvement, given CAHS implemented a number of initiatives throughout 2023 to try and improve leave access. It is also disappointing that SMHS scored a D in this area, as in 2023.

“ SJOG Midland and Subiaco are some of the best hospitals I have worked in. I have always been heard, had my leave approved and encouraged to progress in my career by both the senior doctors and admin staff.”

“ The efforts by Exec and Med Workforce to make Charlie's an attractive place to work and train are working! Access to leave, adequate staffing, a strong teaching program and accessible Exec has made a huge difference.”

In contrast, NMHS, followed by SJOG, stand out as the highest performers overall within all areas in this category. We note ongoing staffing shortages have continued to play a significant factor in the ability of DiTs to access adequate leave, which in turn also negatively influences the potential for burnout to occur.

Access to AL & PDL

In reviewing the results for access to leave (including both annual leave and professional development leave) as detailed in the table below, there are improvements across the board, with only WNHS (KEMH) having gone backwards from 66% in 2023 to 60% this year.

AL Application Processing

When looking at the specific results for whether annual leave applications were processed within two weeks, which is a clear requirement within the WA Health Agreement, there are some concerning low results, indicating fairly widespread non-compliance with this requirement, including CAHS (30%), PathWest (25%), SMHS (43%) and WNHS (46%).

Rating of access to Leave (inc AL & PDL)

	CAHS	EMHS	NMHS	SMHS	WACHS	WNHS	Ramsay	SJOG
2024	49%	67%	92%	48%	80%	60%	78%	88%
2023	42%	60%	87%	45%	79%	66%	75%	84%
	PCH	RPH	SCGH	FSH	WACHS	KEMH	JHC	SJGM
2022	11%	27%	34%	26%	N/A	24%	33%	22%
2021	25%	49%	64%	49%	38%	59%	58%	57%

WORKPLACE ENTITLEMENTS & FLEXIBILITY

It is really disappointing to see poor scores, with D and F grades across the board. Only WACHS managed to improve their overall score with a D grade in 2024, following an F grade in 2023, with SJOG going backwards from a C grade in 2023 to a D grade in 2024.

“ It is absolute rubbish that we continue to experience wage theft because a large company can't work out how to pay their doctors properly. ”

Pay Errors

As we have noted previously, pay errors have consistently been an issue across the respective years primarily within WA Health, and this year this has also extended to Ramsay (14% in 2024, 59% in 2023) and SJOG (8% in 2024, 42% in 2023), with both scoring significantly lower in this area, factoring into the poor scores overall in this category.

Accessing Employment Entitlements

Whether a DiT feels able to access their employment entitlements without adverse pressure was surveyed for the first time in 2023, and it is encouraging to note the majority of Employers have improved in this area, with CAHS having the greatest improvement (43% in 2023, 59% in 2024) followed by Ramsay (76% in 2023, 90% in 2024). When examining the survey results closer, which asks respondents whether they ever felt pressured to not access their employment entitlements, it is interesting to note that for those who responded yes, it was twice (or more) likely that pressure came from medical workforce or administration, as opposed to more senior Doctors – which is also reinforced by some of the optional survey comments we have reviewed.

Mandatory Training

Last year we highlighted significant concerns around a lack of adequate work time being provided for mandatory training across the board and this posing a potential WHS risk. It is encouraging to see that all Employers have improved in this area, with CAHS being the most improved (13% in 2023, 34% in 2024), followed by NMHS (41% in 2023, 55% in 2024). However, the scores overall are still concerningly low, indicating either a significant prevalence of mandatory training not being completed, or DiTs undertaking this in their own time without appropriate pay – anything less than

100% is cause for review and potential concern. In relation to this issue, the AMA (WA) is in negotiations to tighten up the existing WA Health Agreement provisions, to ensure adequate rostered time is provided for mandatory training or payment of overtime penalties where this work cannot be facilitated during ordinary working hours.

Allocated work time for mandatory training

	CAHS	EMHS	NMHS	SMHS	WACHS	WNHS	Ramsay	SJOG
2024	34%	31%	55%	26%	41%	24%	40%	58%
2023	13%	19%	41%	16%	30%	14%	39%	57%

Job Security & Parental Leave Access

As highlighted last year, job security continues to remain a concern, with only 39% of total respondents feeling that their job would be secure if they accessed parental leave, unchanged from last year. Whilst we note, as we reported last year, there has been commitment from WA Health Executive and the Chief Medical Officer to provide nominal training-length contracts to DiTs where desired (instead of 12-month contracts) which would hopefully improve this issue, this is still being worked through with all relevant stakeholders and yet to be implemented. Looking at the results specific across the Employers in this area, it is interesting to note that the results across the board are significantly worse from 2023 onwards than they were in prior years. Whilst we note improvements in the scores for the majority of Employers, the results overall are still alarmingly poor – in a modern workplace, nobody should feel concerned that they may not have a job to return to if they take parental leave.

Can access Parental Leave without concern for job security

	CAHS	EMHS	NMHS	SMHS	WACHS	WNHS	Ramsay	SJOG
2024	65%	66%	68%	58%	63%	59%	67%	70%
2023	55%	55%	67%	53%	67%	50%	62%	72%

	PCH	RPH	SCGH	FSH	WACHS	KEMH	JHC	SJGM
2022	80%	76%	79%	74%	79%	71%	80%	83%
2021	81%	77%	89%	73%	77%	85%	83%	76%

Part-time & Flexible Work Arrangements

As mentioned earlier, there were some additional questions added in this year’s survey relating to part-time or flexible work arrangements. Relevant to the availability of part-time and amount of flexibility offered, and cognisant of issues raised previously that some Employers would only offer 0.5 part-time contracts for example, respondents were asked whether they felt there were sufficient FTE options for part-time DiTs in their workplace, noting only 64% responded in the positive. Part-time DiTs were also asked if they had access to equally-good terms and educational opportunities compared to their full-time colleagues, with only 51% answering in the affirmative. WA Health Agreement bargaining discussions have also highlighted the need to modernise current part-time provisions, and the difficulties many part-time DiTs experience with the inability to secure fixed working days, and the subsequent impact and increased costs incurred with childcare arrangements. These results indicate the potential for improvements to be made across the board to provide both greater flexibility and equity in work arrangements, which would hopefully have a positive impact upon attraction and retention, and subsequently staffing levels.

TEACHING & TRAINING

After highlighting alarmingly poor scores overall in this category last year, given the critical aspect of adequate teaching and training to a DiT’s career progression and professional development, it is encouraging to see some improvement compared to last year for many Employers, with WNHS going from an F grade in 2023 to a D grade, and CAHS, EMHS and Ramsay all improving from a D grade in 2023 to a C grade. Despite this, the overall scores are still concerningly low for the majority of Employers, with PathWest performing the best overall, followed by SJOG maintaining their B grade from last year. We would note that similar to leave, ongoing staffing shortages have likely played a factor in DiTs being able to attend formal teaching sessions (noting the scores for this are generally lower across the board compared to other measures in this category), as well as there being adequate time dedicated to other important aspects of training including exam preparation.

Adequate Formal Teaching

Reviewing the specific results for adequate formal teaching provided, we would note the majority of Employers have improved upon their 2023 scores in this area, including SJOG, NMHS, EMHS, Ramsay and CAHS, although unfortunately both WNHS and SMHS have scored lower in this area compared to last year. PathWest is the highest performer overall in this area with a score of 91%.

Adequate formal teaching provided

	CAHS	EMHS	NMHS	SMHS	WACHS	WNHS	Ramsay	SJOG
2024	62%	69%	77%	56%	71%	50%	67%	83%
2023	54%	63%	73%	64%	74%	55%	64%	78%
	PCH	RPH	SCGH	FSH	WACHS	KEMH	JHC	SJGM
2022	71%	60%	63%	47%	N/A	58%	60%	77%
2021	80%	76%	69%	62%	57%	90%	72%	78%

RECOMMENDED

Introduced for the first time last year, the HHC survey also asked DiTs whether they would encourage other DiTs to choose their Employer. NMHS and SJOG are the top performers overall, with NMHS maintaining their score of 91% from last year, and SJOG improving from 89% in 2023 to 91% in 2024. CAHS have scored the lowest overall with 59% (although have improved slightly from 57% in 2023), followed closely by SMHS at 60%, who have gone backwards from a score of 65% in 2023, then PathWest with a score of 62%, followed by WNHS, who have maintained their 2023 score of 67%. Ramsay are the most improved, achieving an A grade and 80% (from 71% in 2023), with EMHS also improving from 78% in 2023 to also achieve an A grade and 80% this year.

DiTs would recommend others to choose this Employer

	CAHS	EMHS	NMHS	PathWest	SMHS	WACHS	WNHS	Ramsay	SJOG
2024	59%	80%	91%	62%	60%	85%	67%	80%	91%
2023	57%	78%	91%	N/A	65%	86%	67%	71%	89%

BURNOUT

The HHC also measures burnout data calculated using the ProQoL scale validated tool, commonly used for health professionals when investigating burnout and compassion fatigue. This year, we have reported the combined moderate/high burnout levels, including a comparison to last year, given awareness of moderate indicative levels of burnout is important to ensure appropriate action can be taken to prevent those DiTs from ending up severely burnt out.

After flagging concerns last year on the prevalence of burnout levels overall, and specifically within CAHS and KEMH, it is alarming to note this has not improved, with WNHS (KEMH) performing the poorest overall in this area, followed by CAHS and then SMHS. Similar to last year, both NMHS and SJOG have performed the best in this area, noting EMHS, WACHS, Ramsay, SJOG and SMHS have all improved on their scores last year.

“I feel that chronic understaffing is at the core of many of the issues faced by DiTs. Patient care and safety is compromised when staff are overworked with resulting burnout on the part of health care staff”.

Moderate/High Burnout

	CAHS	EMHS	NMHS	Pathwest	SMHS	WACHS	WNHS	Ramsay	SJOG
2024	80%	58%	48%	56%	70%	55%	83%	65%	46%
2023	79%	64%	46%	N/A	75%	58%	71%	71%	52%

CONCLUSION

More than ever, the HHC continues to be one of the most powerful tools in the AMA (WA)'s advocacy arsenal, with the results continuing to be instrumental to many final-year medical students choosing their first Employer, influencing positive changes at HSPs, factoring into Agreement negotiations, and helping to shape the DiT Practice Group plans and advocacy efforts going forward.

We have written to each Employer/HSP with a copy of this report, inviting them to May - June edition of *Medicus* to their results and the areas of concern highlighted and also offering to meet with Chief and Medical Executive to discuss the results in more detail.

The AMA (WA) and DiT Practice Group representatives look forward to engaging collaboratively with the System Manager and all Employers to understand and address some of the key issues highlighted in this years' HHC, continue to improve DiT working conditions and culture, and ensure the DiT journey continues to be a safe, positive and empowering experience.

Look out for the May – June Edition of *Medicus* which will include responses from Employers/HSPs to their 2024 HHC results



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