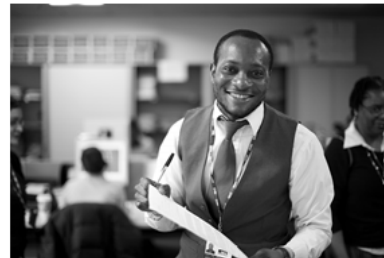




# **NHS Partnership with Virginia Mason Institute**

## **Culture Metrics**



## Introduction

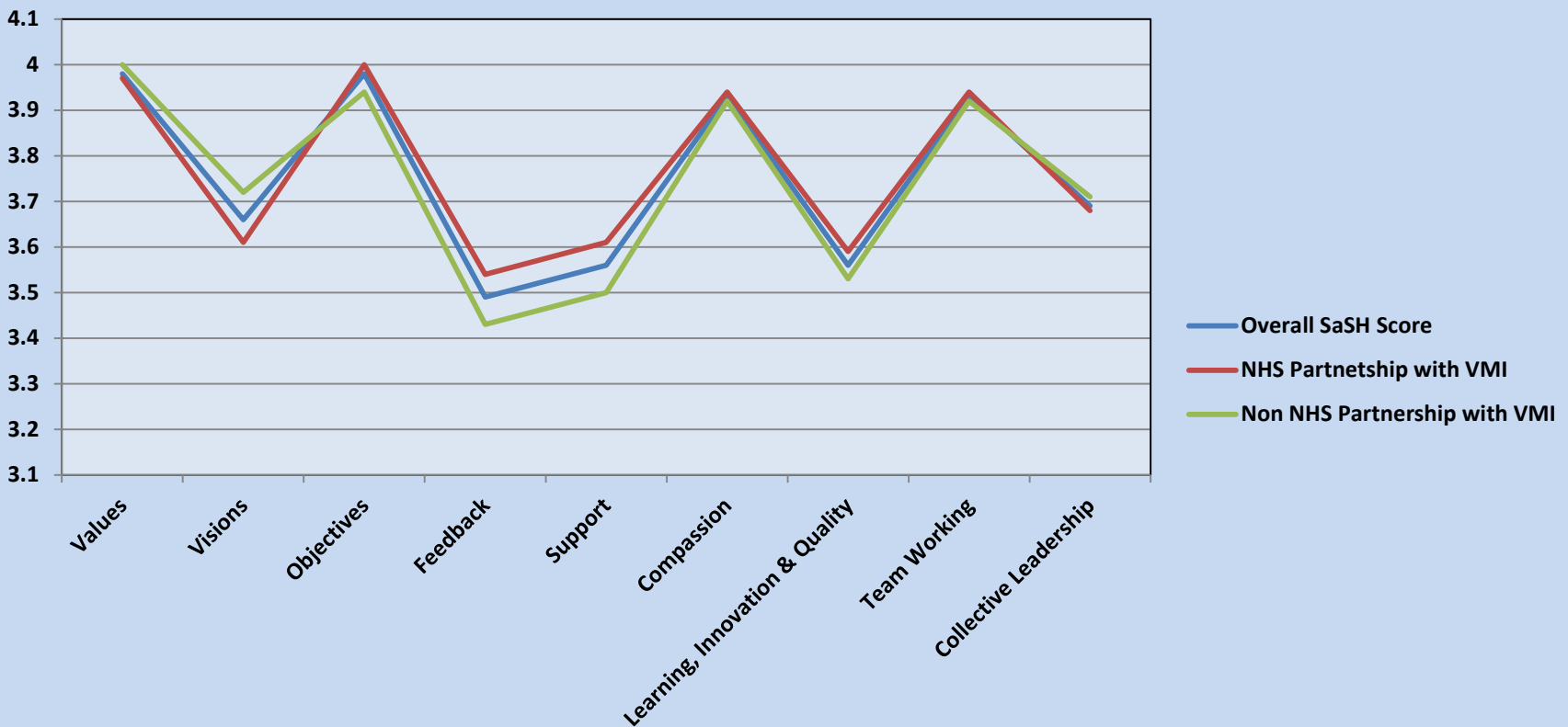
- As part of the formal collaboration with VMI, each Trust is undertaking an assessment of key culture indicators during the five years of the partnership
- The assessments will be based on the following culture indicators:
  - Culture Assessment Tool (run by the Kings Fund)
  - National Staff Survey
  - GMC Survey
- The culture assessments will take place in years 1, 3 and 5 of the partnership to understand how cultures are changing as VMI methodology is more widely embedded in each Trust
- This will allow each organisation to understand the impact of the partnership on their Trust

# Culture Assessment Tool

The Culture Assessment Tool (CAT) was designed by the King's Fund to assess and understand changing organisational culture over the five years of the formal VMI collaboration.

The figures below were taken as at May 2016 (ie year 1 data).

The 'NHS Partnership with VMI' (red line) shows the scores for staff who have been involved in work-streams, or are members of the Trust Guiding Team, or attended workshops in relation to VMI work at SaSH. The 'Non NHS Partnership' (green line), those staff who are yet to engage with VMI.



# National Staff Survey Indicators

The scores indicated below are taken from the 2015 National Staff Survey. This is an annual survey and scores will be assessed against the relevant Key Findings year on year.

National Staff Survey Key Finding (KF)	SaSH 2015	2015 National Average	SaSH 2016	2016 National Average
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.98	3.76		
KF2. Staff satisfaction with the quality of work and patient care they are able to deliver	4.04	3.93		
KF4. Staff motivation at work	4.04	3.94		
KF5. Recognition and value of staff by managers and the organisation	3.59	3.42		
KF7. % able to contribute towards improvements at Work	72%	69%		
KF8. Staff satisfaction with level of responsibility and involvement	3.98	3.91		
KF9. Effective team working	3.79	3.73		
KF17. % suffering work related stress in last 12 months	29%	36%		
KF11. % appraised in last 12 months	77%	86%		
KF20. % experiencing discrimination at work in last 12 months	13%	10%		
KF22. % experiencing physical violence from patients, relatives or the public in last 12 months	18%	14%		
KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months	31%	28%		
KF26. % experiencing harassment, bullying or abuse from staff in last 12 months	22%	26%		
KF27. % reporting most recent experience of harassment, bullying or abuse	36%	37%		
KF28. % witnessing potentially harmful errors, near misses or incidents in last month	30%	31%		
KF29. % reporting errors, near misses or incidents witnessed in the last month	90%	90%		
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.75	3.70		
KF31. Staff confidence and security in reporting unsafe clinical practice	3.69	3.62		

Above Outlier  
 In upper quartile but not an outlier  
 In lower quartile but not an outlier  
 Below Outlier  
 Less than 3 responses



	Overall Satisfaction	Adequate Experience	Clinical Supervision	Feedback	Handover	Supportive environment	Induction	Work Load
<b>Trust Level</b>	77.1	79.24	87.07	74.33	69.98	84.39	73.57	35.14

### Specialty level

Acute Internal Medicine	89.71	90	94.21	85.83	66.67	72.86	81.43	30.36
Anaesthetics	88	87.86	90.05	82.44	72.76	91.07	84.29	45.54
Cardiology	70.67	71.67	87	58.33	70	63.33	69.17	30.21
Emergency Medicine	79.81	81.43	92.36	65.56	75.21	92.86	76.9	28.87
Gastroenterology	96	90	95.25	87.5	70.83	97.5	86.25	43.75
General (internal) medicine	74	72.86	83.79	68.56	77.08	89.29	74.64	30.36
General psychiatry	85	80	96.5	97.22		87.5	86.25	66.67
General surgery	62.93	70	81.12	64.77	58.33	75.33	64	17.92
Geriatric medicine	75.73	76	86.27	81.55	62.5	85.33	79	30.28
Intensive care medicine	89.14	97.14	94.86	82.14	68.75	92.14	87.86	51.19
Obstetrics and gynaecology	62.4	68	78.73	67.56	69.72	75.67	48.67	31.39
Ophthalmology	77	87.5	75	79.17		93.75	72.5	48.44
Otolaryngology	78.4	82	82	72.22	54.17	73	68	52.5
Paediatrics	77.26	78.42	89.39	76.92	78.73	87.89	71.84	32.24
Respiratory Medicine	85.33	80	94.33	69.45	63.89	95	75	31.25
Trauma and orthopaedic surgery	73.14	85.71	75.79	69.05	75	71.43	71.43	47.32
Urology	84	86.67	92		50	95	73.33	43.75

# Trust Commentary

- The figures presented are for Year 1 of the 5 year partnership and provide a useful baseline for future assessments (ie in Years 3 and 5)
- Results for year 1 for the CAT and the relevant National Staff Survey (2015) Key Findings are broadly positive for SaSH
- Through on-going Trust initiatives (eg Lean for Leaders, etc), more SaSH staff will become involved with the SaSH+ work-streams during the five year partnership
- This should lead to a wider understanding and embedding, Trust-wide, of VMI methodology and practice
- This should therefore be reflected in future assessments of SaSH culture (ie at Years 3 and 5)
- Due to the VMI Trust's different cultures, benchmarking the culture assessments will only provide a general guide, however it is useful to note that where Trusts have a lower starting point in Year 1, they may have more scope to add value around the culture metrics over the five years than those with a higher 'starting point'