

Promoting Psychological Health and Safety in Canadian Healthcare Organizations

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TABLE 2:
How items in the GWS measure the Standard’s 13 workplace characteristics that affect psychological health and safety

Workplace characteristics defined in the Standard	HSO GWS measures	Response scale
1. Organizational culture	(Senior management) Can be trusted.	% Agree/Strongly Agree 61.6 %
	Communication is open and honest.	% Agree/Strongly Agree 70.7%
2. Psychological and social support	We work well with other units to deliver the best patient care.	% Agree/Strongly Agree 78.2%
	(Senior management) Is committed to providing a healthy and safe workplace.	% Agree/Strongly Agree 67.1%
3. Clear leadership and expectations	(Senior management) Promotes high-quality care.	% Agree/Strongly Agree 67.9%
	I understand what is expected of me in my job.	% Agree/Strongly Agree 92.2%
	I am told about changes resulting from incident reports on my unit/ team/work area.	% Agree/Strongly Agree 59.4%

Workplace characteristics defined in the Standard	HSO GWS measures	Response scale
4. Civility and respect	We treat patients with dignity and respect.	% Agree/Strongly Agree 92.5%
	The people I work with treat me with respect.	% Agree/Strongly Agree 84.3%
	The people I work with treat each other with respect, regardless of race, ethnicity, gender, disability, or age.	% Agree/Strongly Agree 81.8%
	People from all backgrounds are treated fairly.	% Agree/Strongly Agree 81.8%
	In the past 12 months, have you witnessed any kind of unfair treatment or discrimination at work directed at patients/residents/clients or their family/friends?	% None/No 80.5%
5. Psychological demands	I have enough time to do what is expected of me in my job.	% Agree/Strongly Agree 55.6%
	In the past 12 months, how many times have you had to care for more patients than you can safely care for?	% None 46.5%
	In the past 12 months, would you say that most days at work were...?	% Not At All Stressful/Somewhat Stressful 64.1%
	In a typical week, how many hours do you work in this organization?	% More Than 40 Hours 21.4%
6. Growth and development	I receive the training I need to do my job.	% Agree/Strongly Agree 73.0%
	I have opportunities for personal growth and development.	% Agree/Strongly Agree 63.5%
7. Recognition and reward	(Your supervisor or manager) Provides me feedback on how well I do my job.	% Agree/Strongly Agree 63.2%
	(Your supervisor or manager) Provides me with positive recognition.	% Agree/Strongly Agree 64.0%
	My manager provides me with positive recognition for following correct patient safety procedures when an incident has occurred.	% Agree/Strongly Agree 60.3%
8. Involvement and influence	I can make improvements in how I do my job.	% Agree/Strongly Agree 72.8%
	(Your supervisor or manager) Considers my suggestions for improving the workplace.	% Agree/Strongly Agree 63.0%
	My manager considers my suggestions for improving patient safety.	% Agree/Strongly Agree 64.4%
	If I report a patient safety incident, management follows up to get more information.	% Agree/Strongly Agree 73.4%

Workplace characteristics defined in the Standard	HSO GWS measures	Response scale
9. Workload management	I can decide how to do my job.	% Agree/Strongly Agree 65.2%
	I have the materials, supplies, and equipment I need to do my job.	% Agree/Strongly Agree 74.3%
	We have enough time during shift transitions to exchange patient care information.	% Agree/Strongly Agree 63.6%
10. Engagement	My job makes good use of my skills.	% Agree/Strongly Agree 80.2%
	Overall, how satisfied are you with your job?	% Satisfied/Very Satisfied 65.9%
	I often think about leaving my job.	% Disagree/Strongly Disagree 43.3%
	I feel burned out from my work.	% Never/Few Times A Year/ Once A Month Or Less 45.5%
	I would recommend this organization as a place to work.	% Agree/Strongly Agree 58.2%
11. Work–Life Balance	I can balance my family and personal life with work.	% Agree/Strongly Agree 69.7%
12. Psychological protection	My current work area is psychologically healthy and safe.	% Agree/Strongly Agree 60.0%
	If I make a mistake, it will not be held against me.	% Agree/Strongly Agree 54.2%
	(Senior management) Takes effective action to prevent racism and discrimination in the workplace.	% Agree/Strongly Agree 68.0%
13. Protection of physical safety	My current work area is physically healthy and safe.	% Agree/Strongly Agree 73.1%
	(Senior management) Takes effective action to prevent harassment, abuse, and violence in the workplace.	% Agree/Strongly Agree 62.7%

GWS = Global Workforce Survey; HSO = Health Standards Organization; The Standard = The National Standard of Canada for Psychological Health and Safety in the Workplace.