Organizational Review for Paramedic Organizations

PF 1: Psychological and Social Support

- Supervisors would say or do something helpful if a worker looked distressed while at work.

- Workers feel supported when they are dealing with personal or family issues.

- Workers have a good understanding of the importance of employee mental health.

- Our organization provides appropriate services to support workers' psychological health (e.g peer support programs, Employee Assistance Programs, stress management training).

PF 2: Organizational Culture

- People at work show sincere respect for others' ideas, values and beliefs.

- Difficult situations at work are addressed effectively.

- In our organization, management and their representatives (e.g. union representatives) exhibit mutual trust.

- PSO workers, their representatives (e.g. union representatives) and management interact with a high degree of respect.

PF 3: Clear Leadership and Expectations

- Leadership in our workplace is effective.
- Workers are informed about important changes at work in a timely manner.
- Our organization provides clear and consistent communication.
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PF 4: Civility and Respect

- People in our PSO treat each other with respect and consideration.
- All people are treated fairly in our organization.
- Our workplace has effective ways of addressing inappropriate behavior by co-workers, patients, patients' family members or the public.

PF 5: Psychological Job Demands

- Hiring/promotion decisions consider the "people skills" necessary for specific positions.
- Workers are supported where errors occur.
- Our organization takes action to minimize the psychological risks of workers' jobs.

PF 6: Growth and Development

- Workers receive feedback at work that helps them grow and develop.
- Workers have opportunities to take on new roles and challenges within their PSO.
- Our company values workers' ongoing growth and development.
- Flexible scheduling is available to allow completion of training and education programs.

PF 7: Recognition and Reward

- Immediate supervisors in our organization value their employees' work.
- Workers are paid fairly for the work they do.
- Our organization demonstrate appreciation of workers' commitment to their work.
- Our organization provides meaningful recognition of employee work.

PF 8: Involvement and Influence

- Workers are able to talk to their supervisors about how they do their work.
- Workers' opinions and suggestions are valued by the organization.
- Workers have reasonable control over how their work is done.

PF 9: Workload Management

- The amount of work expected of workers to do is reasonable.
- Workers have the equipment and resources needed to do their jobs well.
- Workers can safely discuss their workload with their supervisor.

PF 10: Engagement

- Workers enjoy their work.
- In our organization, people's work is an important part of who they are.
- Workers are proud of the work they do.

PF 11: Balance

- Workers have energy left at the end of most work days for their personal life.
- Our organization demonstrates support for work-life balance in a tangible way.
- Workers can talk to their direct supervisors when they are having trouble maintaining work-life balance.

PF 12: Psychological Protection

- Our organization is committed to minimizing unnecessary stress at work.
- Supervisors care about the emotional well-being of workers.
- Our workplace deals effectively with situations that may threaten or harm workers (e.g. bullying, harassment, discrimination, violence).

PF 13: Protection of Physical Safety

- Our organization takes appropriate action to protect workers' physical safety at work.
- Supervisors respond appropriately when workers raise concerns about their physical safety.
- Workers are not afraid to refuse tasks they believe are unsafe.

PF 14: Other Chronic Stressors as Identified by Workers

- Our organization seeks input from workers to identify chronic stressors.
- Our organization tries to limit the impact of chronic stressors.
- Our organization provides tools and training that helps workers cope with chronic stress.
- Our organization monitors compassion fatigue and burnout.

PF 15: Cumulative Exposure to Critical or Stressful Events

- Workers feel comfortable reporting stressful incidents.
- Workers are able to do their job in a way that meets their personal and professional standards.
- Our organization supports workers in dealing with vicarious (secondary) trauma from learning about critical events.
- Our organization supports workers in dealing with events which create moral conflict. (A moral conflict occurs when a PSO worker knows the morally right thing to do, but institutional, procedural or social constraints make doing the right thing nearly impossible.)