



ORGANIZATION: General Hospital

ORGANIZATIONAL REPRESENTATIVE: Sample Account

SURVEY NAME: General Hospital Sample Survey

SURVEY CLOSE DATE: 2019-08-12 22:47:26

NUMBER OF EMPLOYEES WHO COMPLETED THIS SURVEY (TOTAL NUMBER OF EMPLOYEE RESPONDENTS): 201

REPORT GENERATION DATE: 2019-08-01 16:55:00

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1 Organization Information

Total number of workers, organization-wide	100-299
number of employees who completed this Survey (total number of employee respondents)	201
Communication officer	92
Paramedic	100
Administrative staff	9
Type of organization	Not-for-profit, Public, Mixed



2 Overall Organizational Findings

Overview

The Psychological Survey of Paramedic Organizations (PSPO) asked paramedic service organization (PSO) workers to provide their perspective on the fifteen psychosocial factors identified in the Paramedic Standard within their particular workplace. After identifying their position category and years of service, participants were asked to respond to 51 statements about common paramedic work experiences. The items cover a range of topics including responsibilities, supports, relationships and leadership. Paramedics and communication officers were then asked to respond to 14 additional, unique items that are relevant to their particular positions. Respondents had the option of indicating that they would prefer not to respond to any particular item. All statements were phrased so that higher scores indicated a more positive psychosocial environment. Results are reported in an aggregate form and any group with fewer than ten respondents is not analyzed in order to ensure confidentiality and anonymity.

Your Psychosocial Survey of Paramedic Organizations (PSPO) results are reported as level of agreement on each item: strongly agree (score=4), somewhat agree (score=3), somewhat disagree (score=2) or strongly disagree (score=1). Focusing on level of agreement makes it easy to interpret the results, identify areas of strength or concern and gain a deeper understanding of psychological health and safety in your organization.

Results for each of the 51 items are grouped under psychosocial factors. Results for the 14 additional items (administered only to paramedics and communication officers) are reported separately.

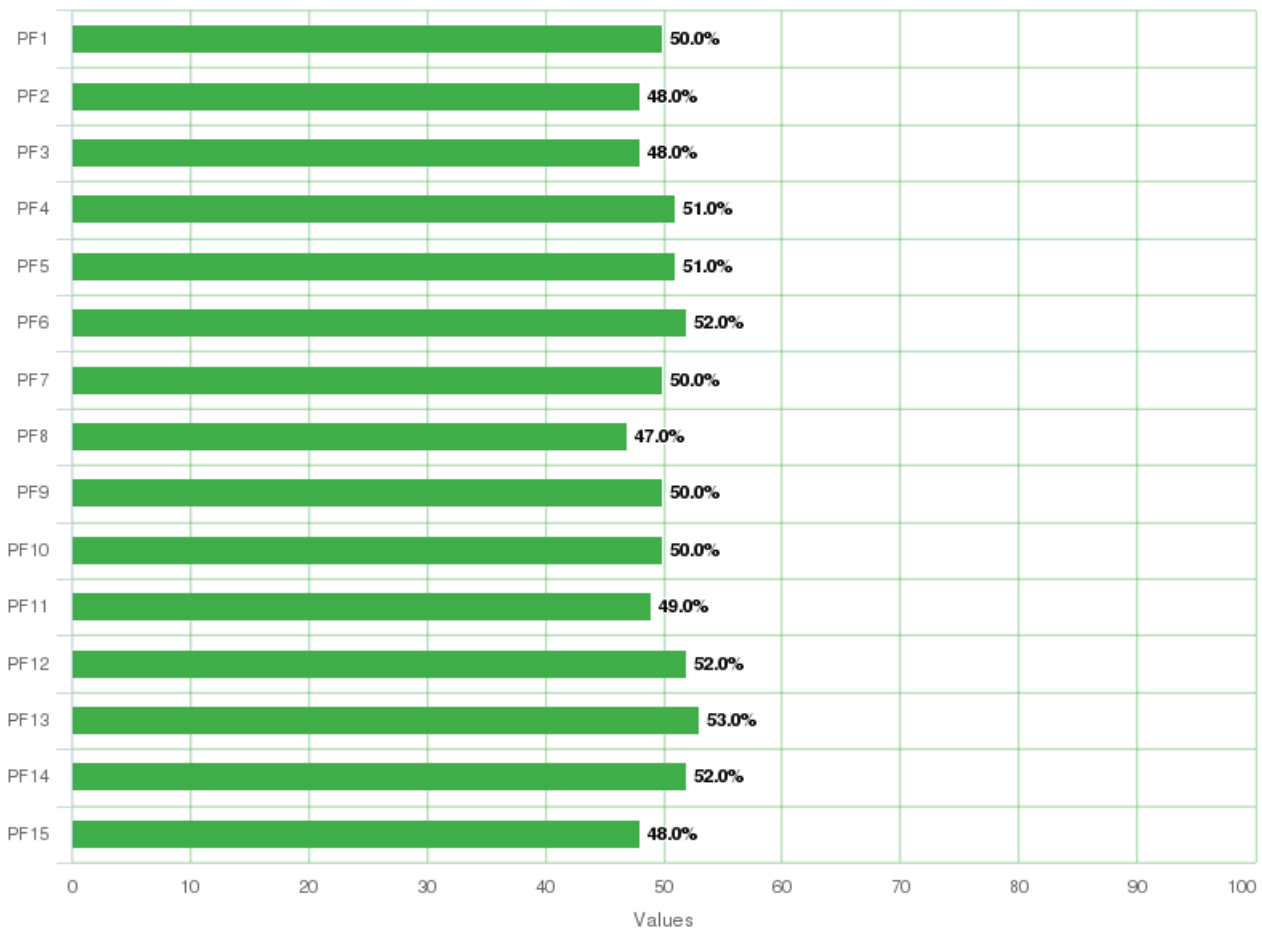
Note: if the percentage of workers within the overall organization or within a particular position that completed the PSPO is a small percentage of the workforce (e.g. under 20%) these results should be interpreted with considerable caution as they may be unrepresentative and thus lead to faulty conclusions. It will be important to explore the reasons for the low response rate and to consider other methods of gathering worker input, such as focus groups or all staff meetings.

Psychosocial Factors for the Organization

The results for the Psychosocial Factors for the whole organization are presented as Agreement Scores (proportion of respondents endorsing Strongly or Somewhat Agree, averaged across items). This metric permits comparison of the results among the factors in your organization.

Remember that there are no norms for this survey yet, so there is no comparison to other organizations' performances. Until normative data is available, **only internal comparisons are meaningful; that is, comparing the scores among Factors or Items, within your organization.** Such internal comparison makes it easy to interpret the results: identify areas of strength or concern and gain a deeper understanding of psychological health and safety in the organization.

Psychosocial Factors - General Hospital



PF1: Psychological and Social Support

A PSO work environment where coworkers and leaders are supportive of workers' psychological and mental health concerns and respond appropriately as needed.

PF2: Organizational Culture

A PSO work environment characterized by trust, honesty and fairness.

PF3: Clear Leadership and Expectations

A PSO work environment where there is effective leadership and support that helps workers know what they need to do, how their work contributes to the organization, and whether there are impending changes.

PF4: Civility and Respect

A work environment where PSO workers are respectful and considerate in their interactions with one another, as well as with patients, family members and the public.

PF5: Psychological Job Demands

A PSO work environment where the aspects of positions that may negatively impact workers' psychological health and well-being are assessed and addressed in job design and organizational change. Recruitment, training and promotion decisions recognize the importance of interpersonal competencies.

PF6: Growth and Development

A PSO work environment where workers receive encouragement and support in the development of their interpersonal, emotional and job skills.

PF7: Recognition and Reward

A PSO work environment where there is appropriate acknowledgement and appreciation of workers' efforts in a fair and timely manner.

PF8: Involvement and Influence

A PSO work environment where workers are included in discussions about how their work is done and how important decisions are made.

PF9: Workload Management

A PSO work environment where tasks and responsibilities can be accomplished successfully within the time available.

PF10: Engagement

A PSO work environment where workers feel connected to their work and are motivated to do their job well.

PF11: Balance

A PSO work environment where there is acceptance of the need for a sense of harmony between the demands of personal life, family and work.

PF12: Psychological Protection

A PSO work environment where the psychological safety of workers is ensured.

PF13: Protection of Physical Safety

Workers' psychological safety is protected from physical risks in the PSO environment.

PF14: Other Chronic Stressors as Identified by Workers

A PSO work environment that monitors and mitigates ongoing exposure to stressful situations.

PF15: Cumulative Exposure to Critical or Stressful Events

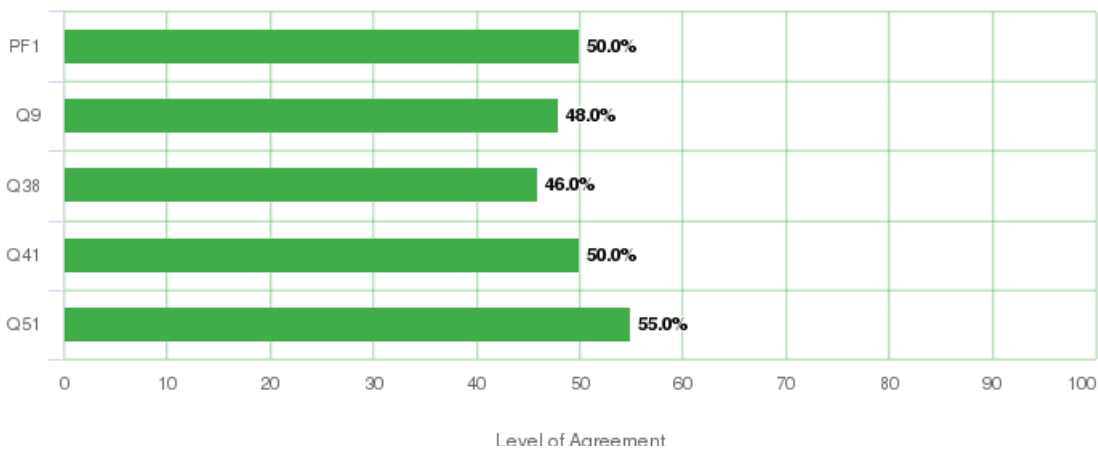
A PSO work environment which monitors the frequency and severity of paramedic exposure to critical events in order to determine the cumulative impact. The organization then takes action to mitigate the associated risks.



Psychosocial Factor Responses with Items

A more detailed picture is given by examining the rates of agreement for each of the items comprising the psychological factors. The next series of charts will show the patterns of agreement for the overall factor and then the patterns of agreement for each item making up that factor.

PF1: Psychological and Social Support



PF1 A PSO work environment where coworkers and leaders are supportive of workers' psychological and mental health concerns and respond appropriately as needed.

Survey Questions:

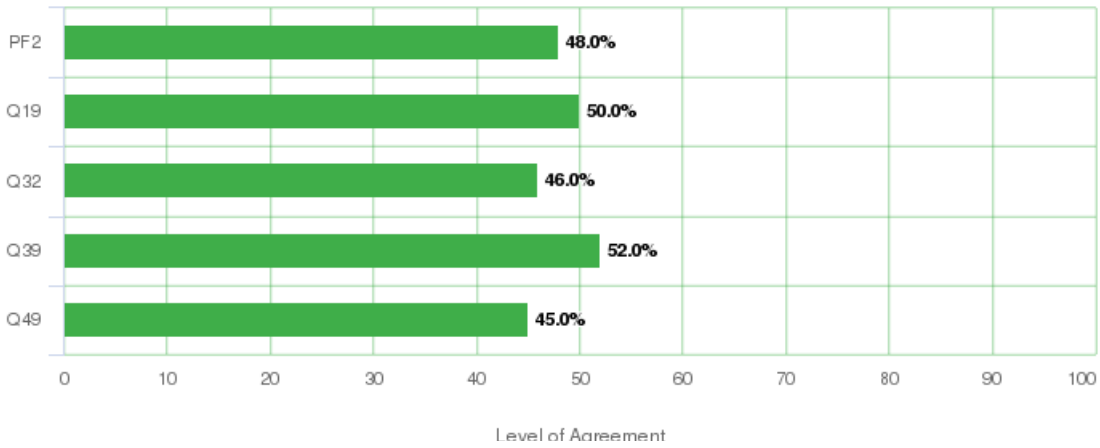
Q9. Workers in my PSO have a good understanding of the importance of employee mental health.

Q38. My workplace has effective ways of addressing inappropriate behaviour by co-workers, patients, patients' family members or the public.

Q41. I feel supported in my PSO when I am dealing with personal and family issues.

Q51. The person to whom I directly report would say or do something helpful if I looked distressed while at work.

PF2: Organizational Culture



PF2 A PSO work environment characterized by trust, honesty and fairness.

Survey Questions:

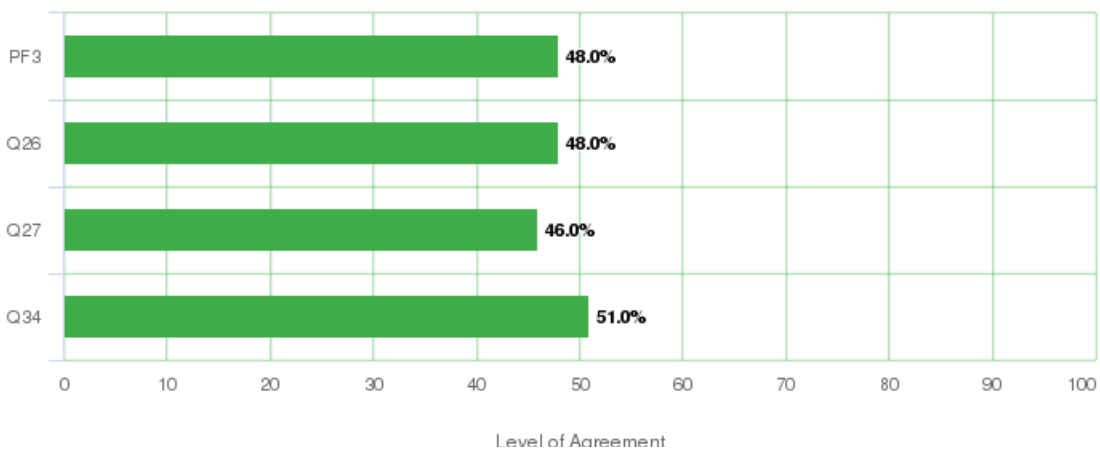
Q19. PSO workers, their representatives (e.g. union representatives) and management interact with a high degree of respect.

Q32. People at work show sincere respect for others' ideas, values and beliefs.

Q39. In my PSO, workers, management and their representatives (e.g. union representatives) exhibit mutual trust.

Q49. Difficult situations at work are addressed effectively.

PF3: Clear Leadership and Expectations



PF3 A PSO work environment where there is effective leadership and support that helps staff to know what they need to do, how their work contributes to the organization, and whether there are impending changes.

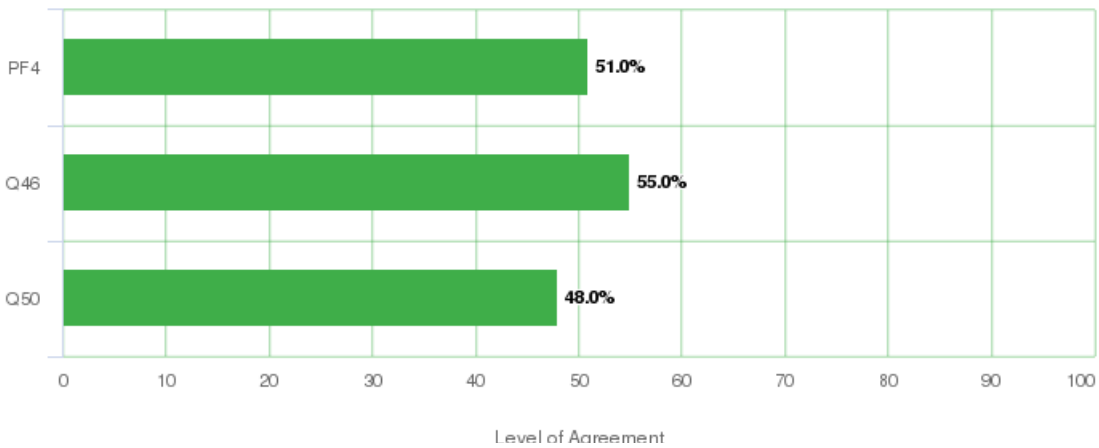
Survey Questions:

Q26. My PSO provides clear and consistent communication.

Q27. At work, I am informed about important changes in a timely manner.

Q34. In my PSO, leadership is effective.

PF4: Civility and Respect



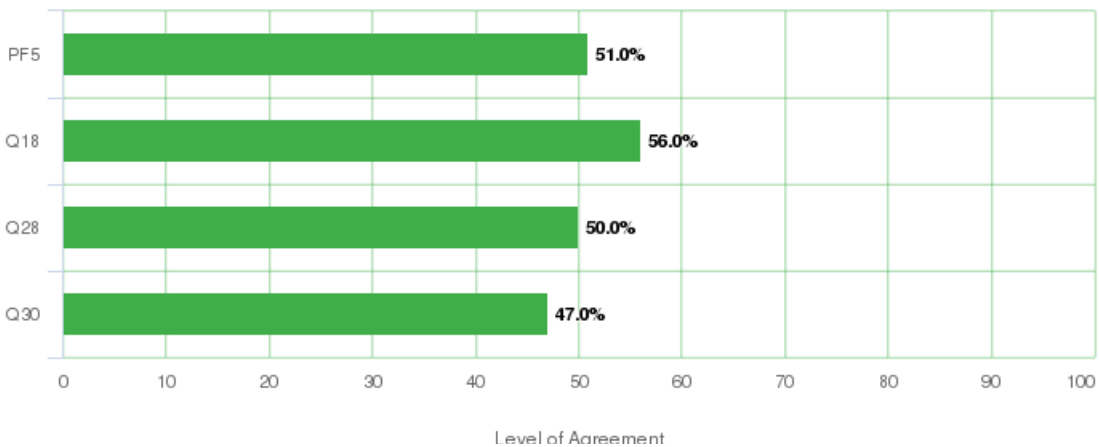
PF4 A work environment where PSO workers are respectful and considerate in their interactions with one another, as well as with patients, family members and the public.

Survey Questions:

Q46. In my PSO, people treat each other with respect and consideration.

Q50. In my PSO, all people are treated fairly.

PF5: Psychological Job Demands



PF5 A PSO work environment where the aspects of positions that may negatively impact workers' psychological health and well-being are assessed and addressed in job design and organizational change. Recruitment, training and promotion decisions recognize the importance of interpersonal competencies.

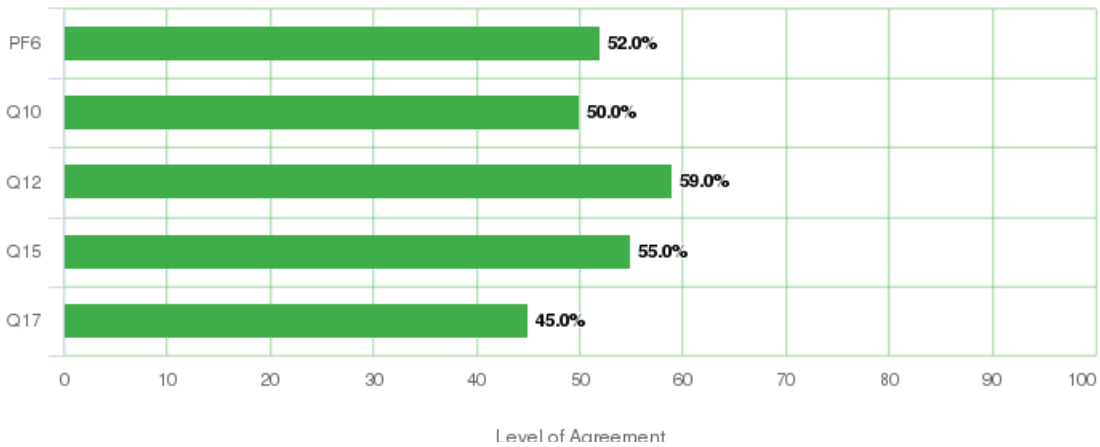
Survey Questions:

Q18. Hiring/promotion decisions consider the "people skills" necessary for specific positions.

Q28. Workers are supported when errors occur.

Q30. My PSO takes action to minimize the psychological risks of my job.

PF6: Growth and Development



PF6 A PSO work environment where workers receive encouragement and support in the development of their interpersonal, emotional and job skills.

Survey Questions:

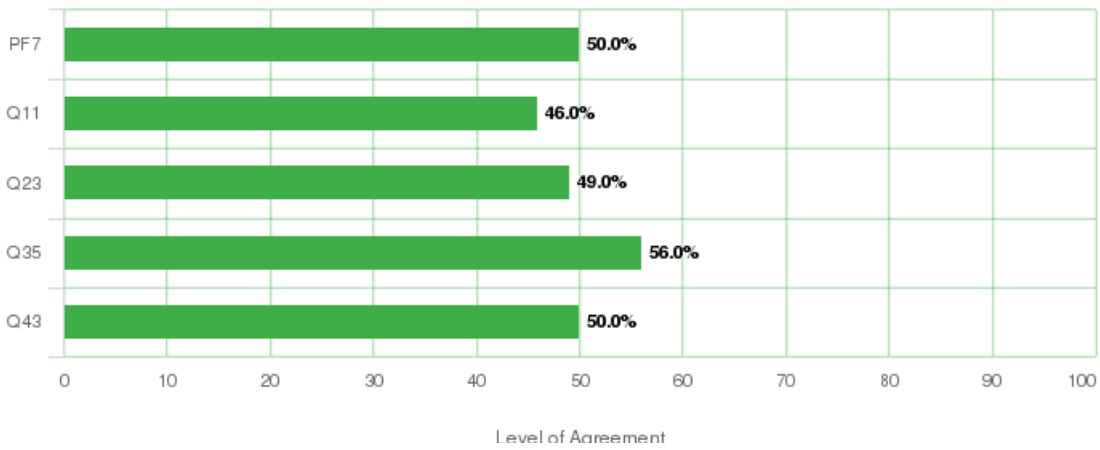
Q10. I receive feedback at work that helps me grow and develop.

Q12. I have the opportunity to take on new roles and challenges within my PSO.

Q15. Flexible scheduling is available to allow completion of training and education programs.

Q17. My PSO values workers' ongoing growth and development.

PF7: Recognition and Reward



PF7 A PSO work environment where there is appropriate acknowledgement and appreciation of workers' efforts in a fair and timely manner.

Survey Questions:

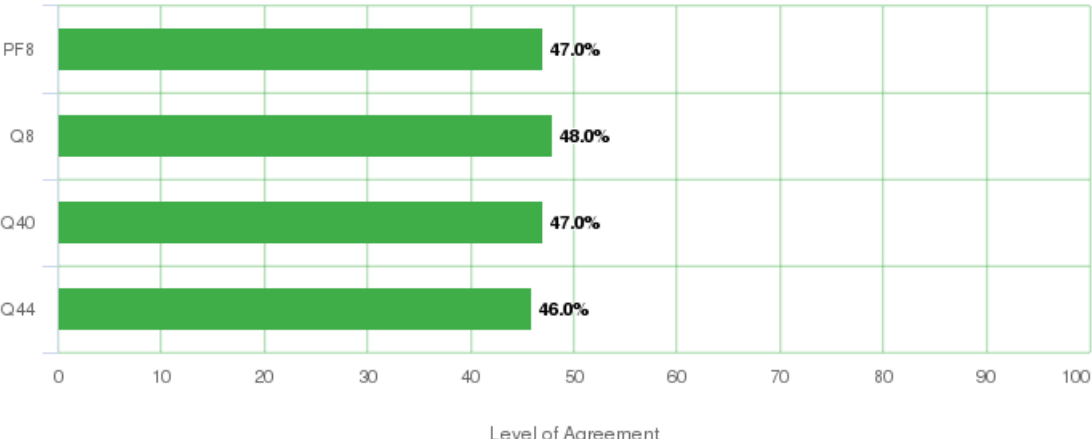
Q11. The person to whom I report values my work.

Q23. My PSO provides meaningful recognition of my work.

Q35. My PSO demonstrates appreciation of my commitment to my work.

Q43. I am paid fairly for the work I do.

PF8: Involvement and Influence

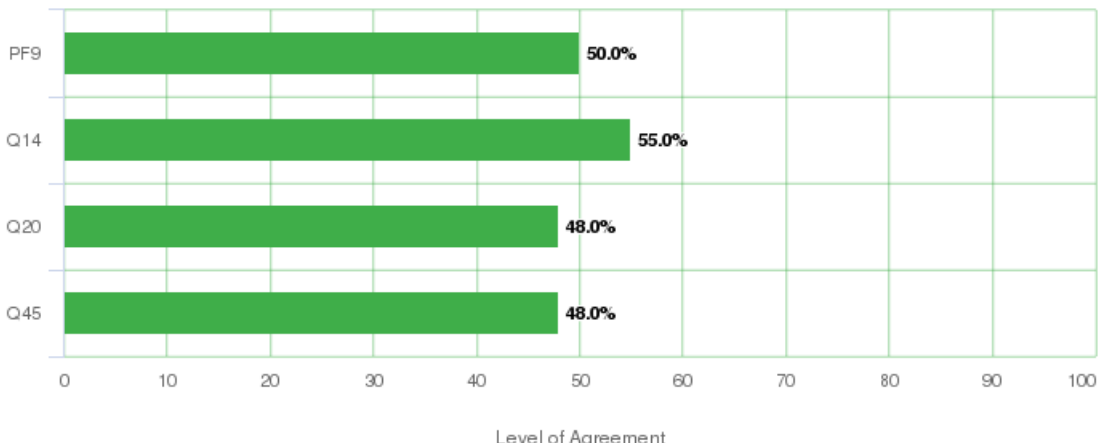


PF8 A PSO work environment where staff are included in discussions about how their work is done and how important decisions are made.

Survey Questions:

- Q8. I am able to discuss how I do my work with the person to whom I report.
- Q40. I have reasonable control over how my work is done.
- Q44. My opinions and suggestions are valued by my PSO.

PF9: Workload Management



PF9 A PSO work environment where tasks and responsibilities can be accomplished successfully within the time available.

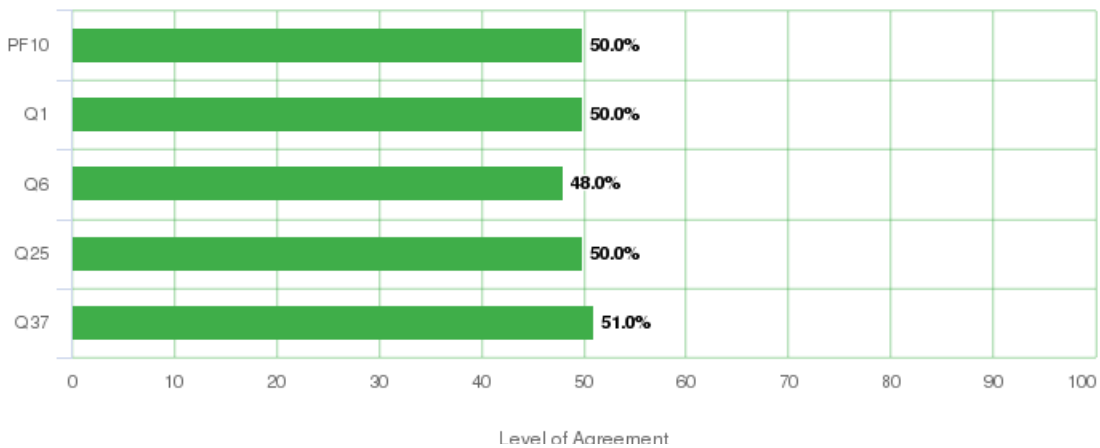
Survey Questions:

Q14. I have the equipment and resources I need to do my job well.

Q20. I can safely discuss my workload with the person to whom I report.

Q45. The amount of work I am expected to do is reasonable.

PF10: Engagement



PF10 A PSO work environment where staff feel connected to their work and are motivated to do their job well.

Survey Questions:

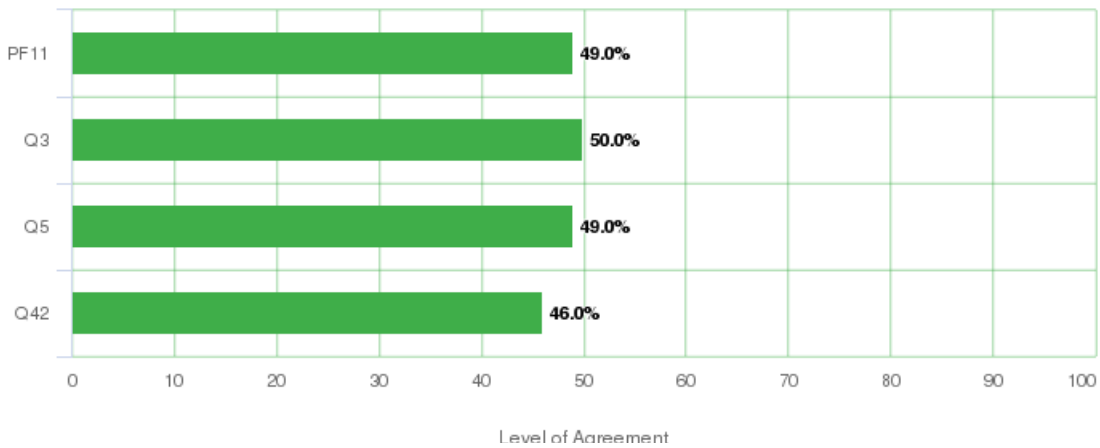
Q1. I am proud of the work I do.

Q6. I enjoy my work.

Q25. My work is an important part of who I am.

Q37. My PSO provides appropriate services to support my psychological health (e.g. peer support programs, Employee Assistance Programs, stress management training).

PF11: Balance



PF11 A PSO work environment where there is acceptance of the need for a sense of harmony between the demands of personal life, family and work.

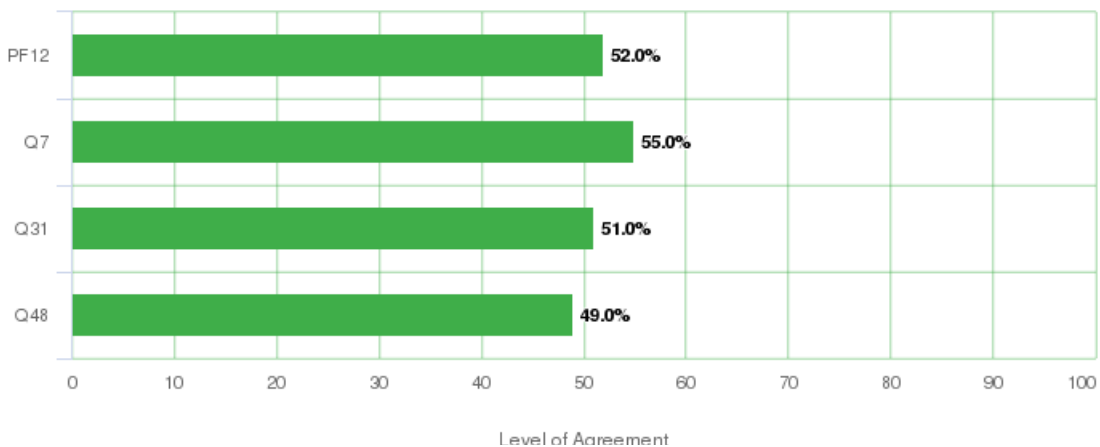
Survey Questions:

Q3. I have energy left at the end of most work days for my personal life.

Q5. My PSO demonstrates support for my work-life balance in a tangible way.

Q42. I can talk to the person to whom I report when I am having trouble maintaining work-life balance.

PF12: Psychological Protection



PF12 A PSO work environment where the psychological safety of staff is ensured.

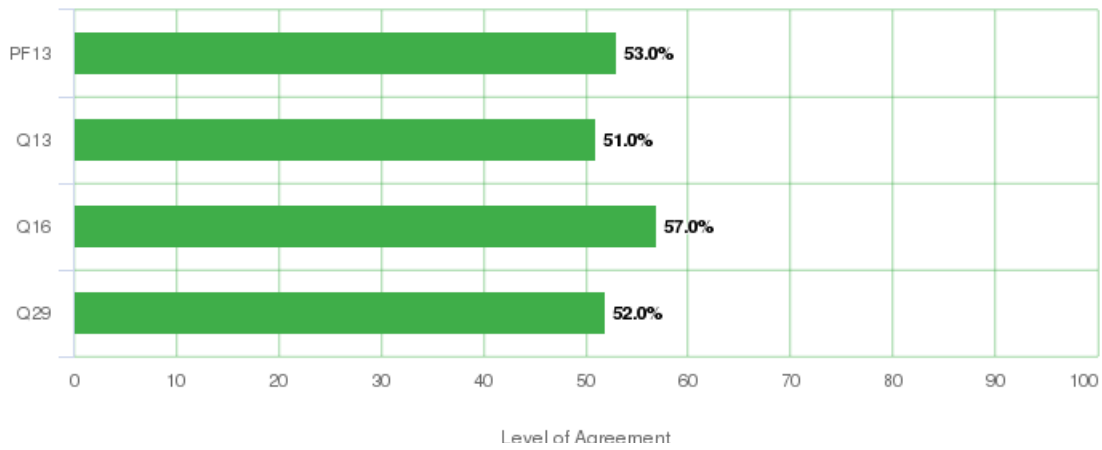
Survey Questions:

Q7. My PSO is committed to minimizing unnecessary stress at work.

Q31. The person to whom I report makes efforts to support my emotional well-being.

Q48. My PSO deals effectively with situations that may threaten or harm workers (e.g., bullying, harassment, discrimination, violence).

PF13: Protection of Physical Safety



PF13 Workers' psychological safety is protected from physical risks in the PSO environment.

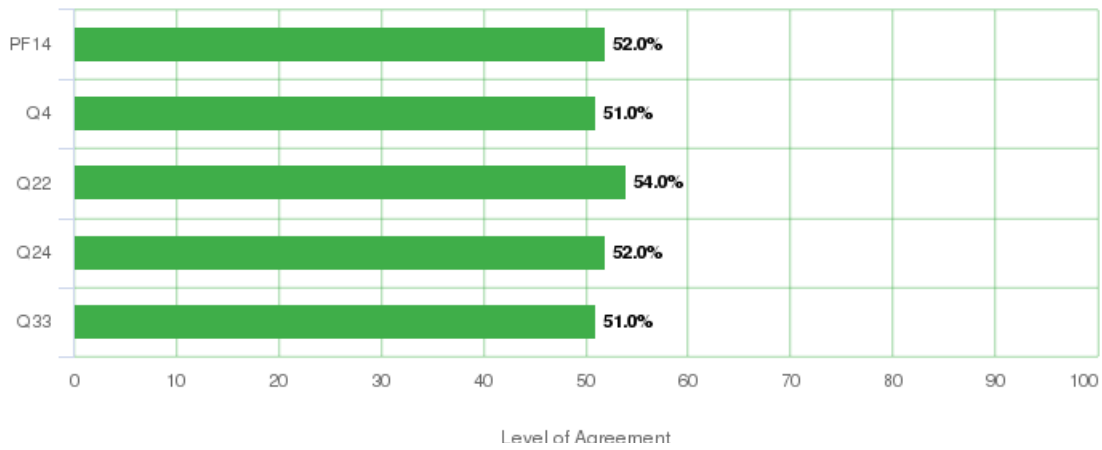
Survey Questions:

Q13. My PSO takes appropriate action to protect my physical safety at work.

Q16. The person to whom I report would respond appropriately if I raised concerns about physical safety.

Q29. I am not afraid to refuse tasks that I believe are unsafe.

PF14: Other Chronic Stressors as Identified by Workers



PF14 A PSO work environment that monitors and mitigates ongoing exposure to stressful situations.

Survey Questions:

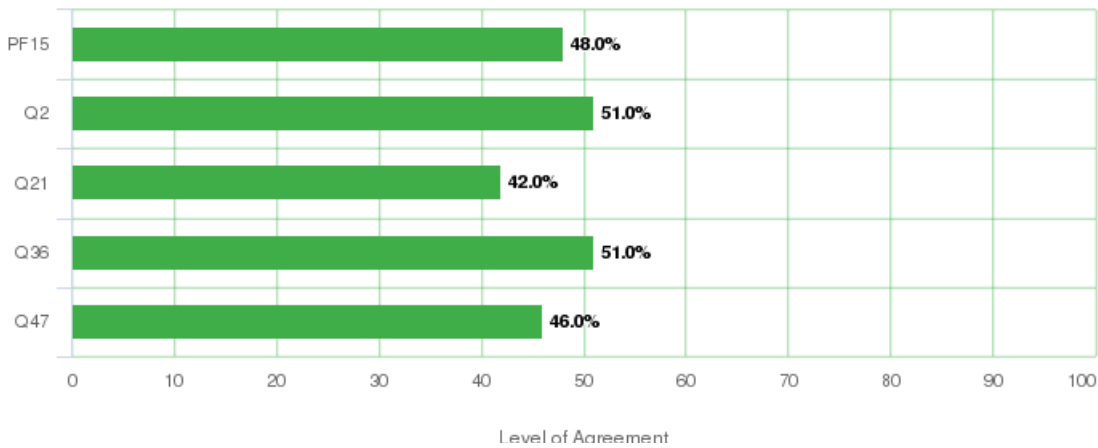
Q4. My PSO monitors compassion fatigue and burnout.

Q22. My PSO tries to limit the impact of chronic stressors.

Q24. My PSO provides tools and training that help me cope with chronic stress.

Q33. My PSO seeks input from workers to identify chronic stressors.

PF15: Cumulative Exposure to Critical or Stressful Events



PF15 A PSO work environment which monitors the frequency and severity of paramedic exposure to critical events in order to determine the cumulative impact. The organization then takes action to mitigate the associated risks.

Survey Questions:

Q2. I feel comfortable reporting stressful incidents.

Q21. My PSO supports me in dealing with events which incur a 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.)

Q36. I am able to do my job in a way that meets my personal and professional standards.

Q47. My PSO supports me in dealing with vicarious (secondary) trauma from learning about critical events, e.g. learning about events through colleagues.



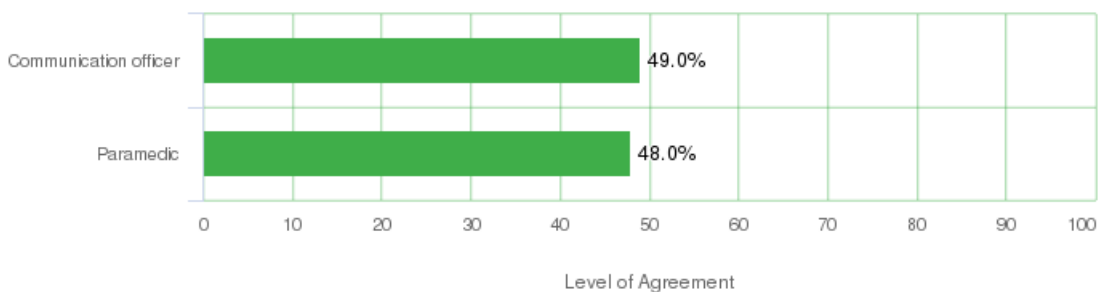
3 Segmentation Findings

It is important to note that a finding at the organization level may not be reflective of a particular segment of the workforce. The segmentation options in the PSPO are: **Primary Position** and **Years of Service** in the organization. No results are reported for segmentation groups with fewer than ten respondents.

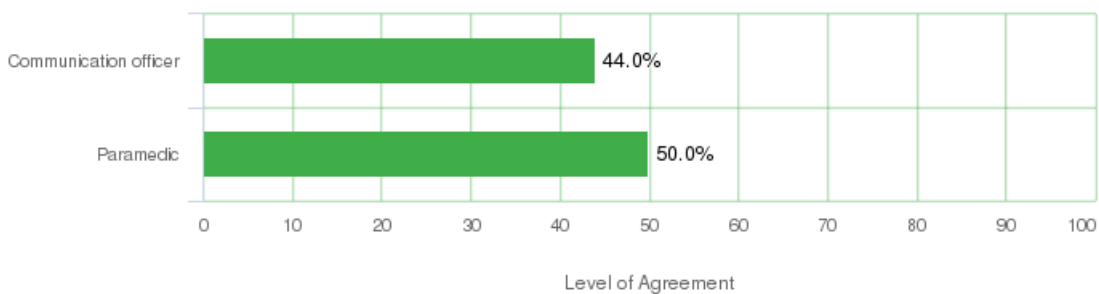
Items for Communication Officers and Paramedics

The PSPO includes 14 items that were administered only to Communication Officers and Paramedics. These items are not part of the psychosocial factors. The average level of agreement score for each item is displayed by Primary Position.

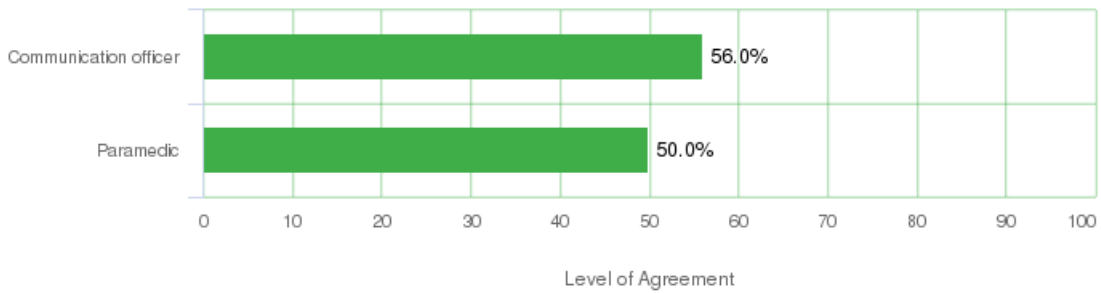
Q.52 Paramedic and communication officer fatigue due to shift pattern and duration is addressed. (by Primary Position)



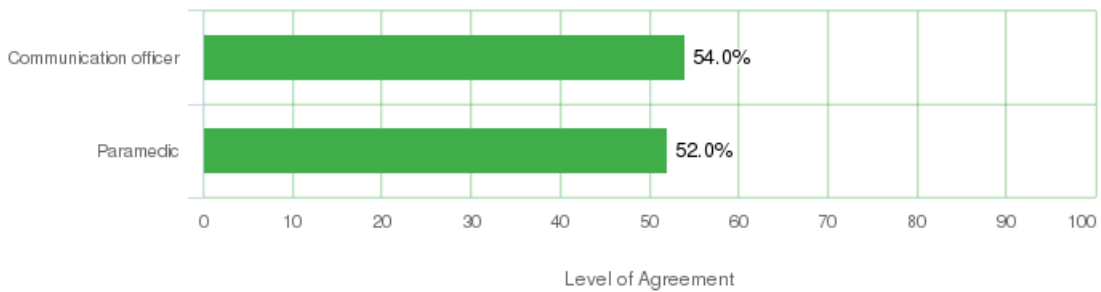
Q.53 My PSO offers access to mental health professionals who are experienced in working with paramedics and communication officers. (by Primary Position)



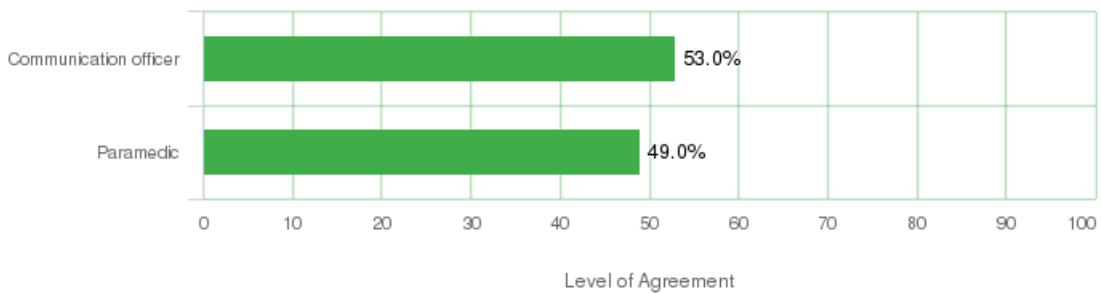
Q.54 Someone from my PSO checks in with me after exposure to critical events. (by Primary Position)



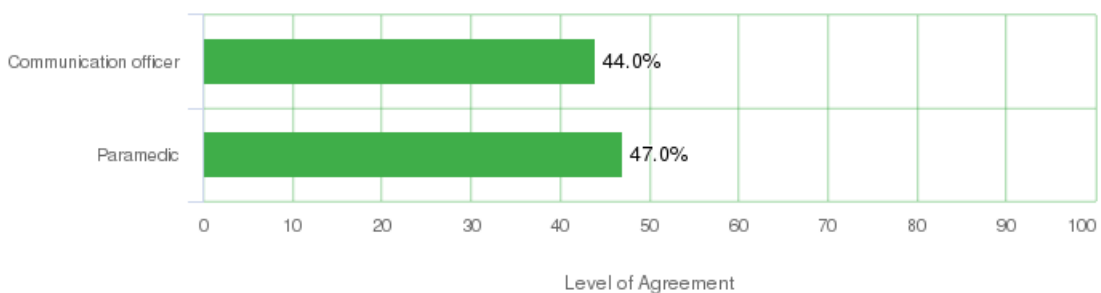
Q.55 The psychological needs of paramedics and communication officers are given priority in organizational decision making. (by Primary Position)



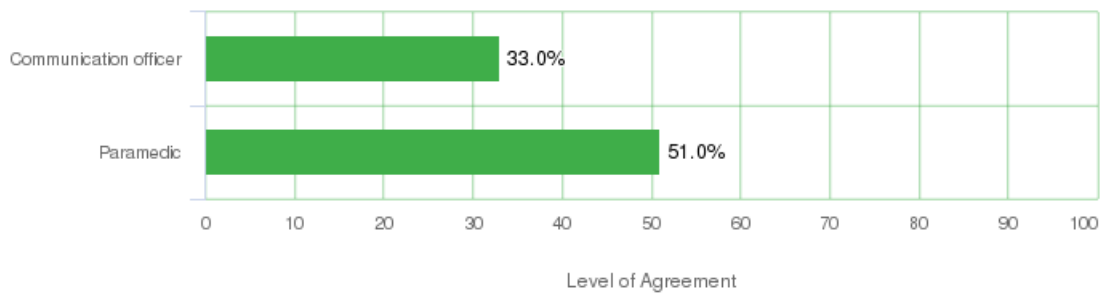
Q.56 Paramedics and communication officers are involved in strategic planning and forecasting that impacts their workload. (by Primary Position)



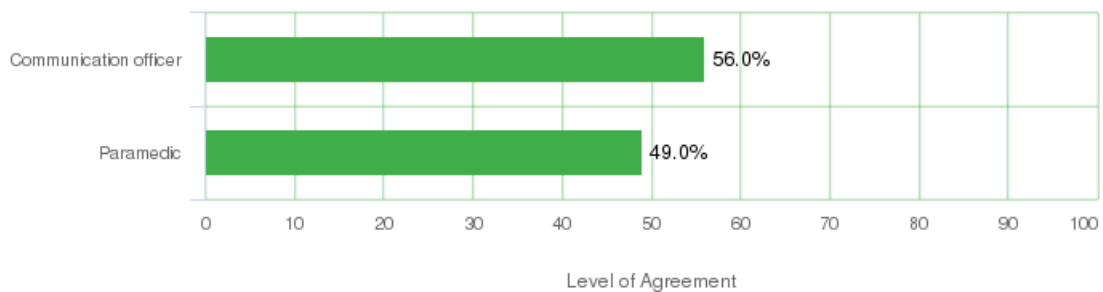
Q.57 Communication officers are able to detect and respond accordingly when a crew is in potential danger. (by Primary Position)



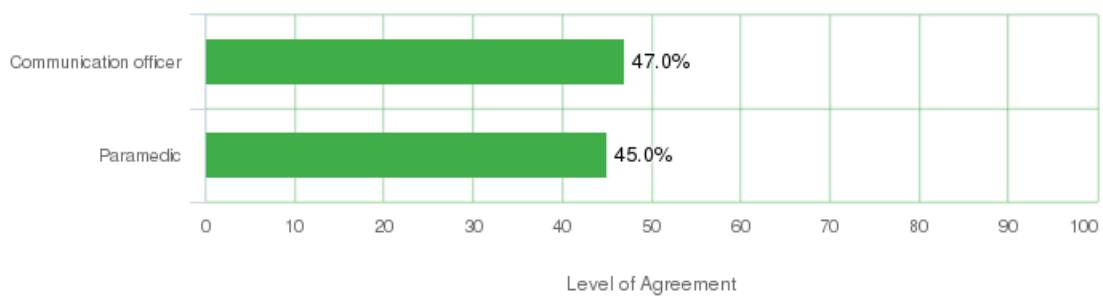
Q.58 My PSO takes appropriate action to reduce the incidence of violence by patients, their family or bystanders. (by Primary Position)



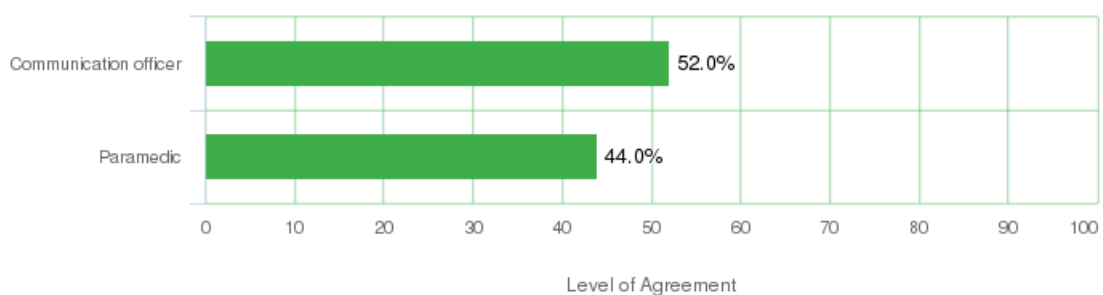
Q.59 My PSO measures the frequency and severity of exposure to critical events. (by Primary Position)



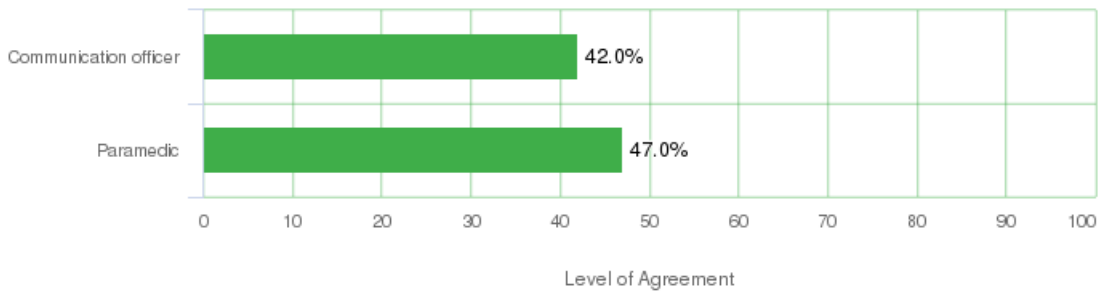
Q.60 My PSO provides tools and training in how to cope with cumulative exposure to critical events. (by Primary Position)



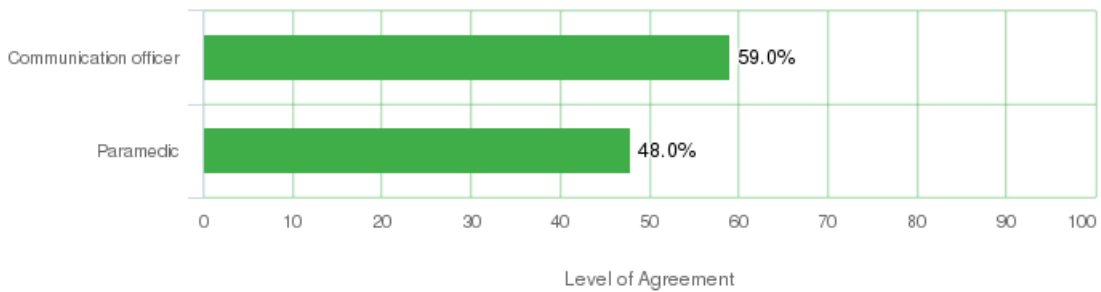
Q.61 My PSO provides me with supports to deal with environmental or extreme weather conditions (e.g. proper clothing, equipment, etc.). (by Primary Position)



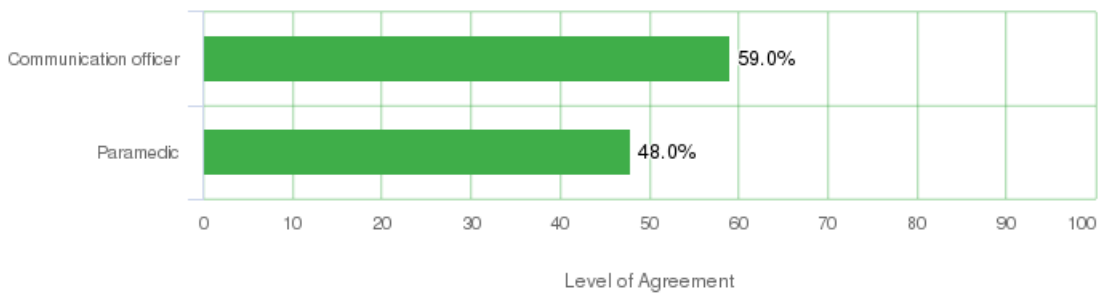
Q.62 In this organization, paramedics and communication officers have an appropriate balance of call volume vs. downtime. (by Primary Position)



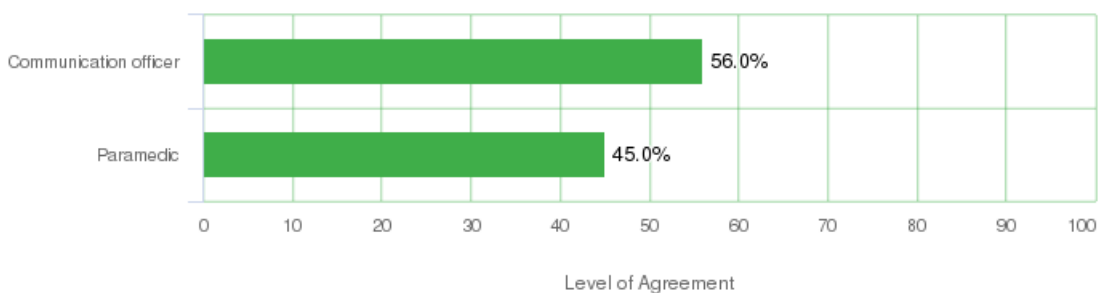
Q.63 My PSO offers support when a worker is threatened or injured in the line of duty. (by Primary Position)



Q.64 My PSO recognizes the stressful impact of responding to acutely ill or seriously injured people. (by Primary Position)



Q.65 My PSO provides appropriate support to workers after the occurrence of critical events. (by Primary Position)



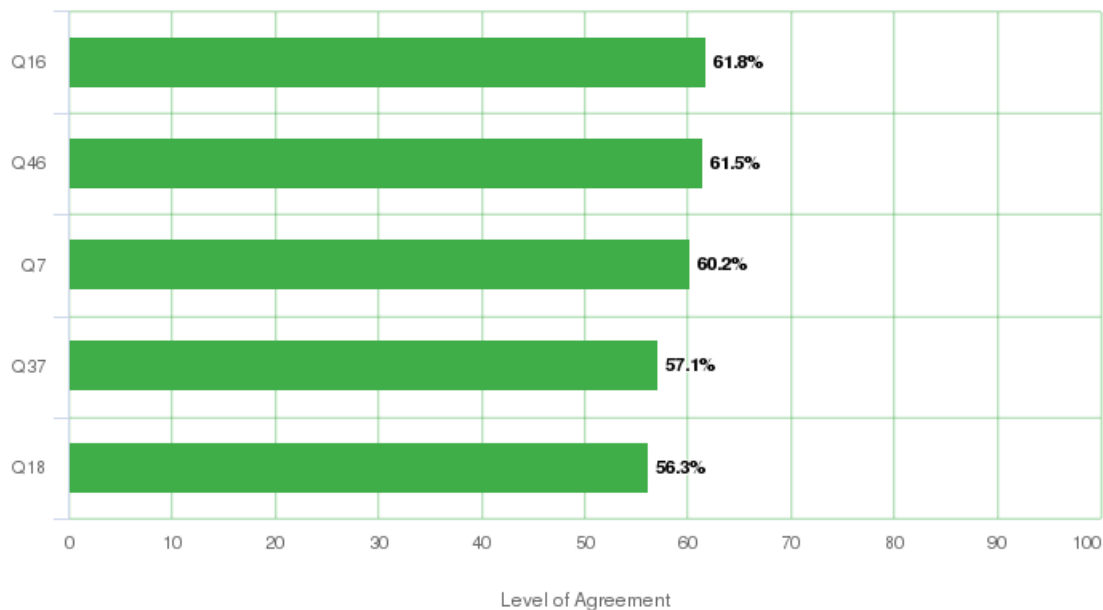


Highest and Lowest Items by Primary Position

In order to further clarify the findings for each Primary Position (paramedic, communication officers, administrative staff), the highest- and lowest-scoring five items, based on level of agreement, are presented. Exploration of these items contributes to a better understanding of concerns and strengths amongst worker groups. These results are displayed below.

Paramedic

Highest Scoring Items by Agreement – Paramedic (n=100)



Survey Questions

Q16. The person to whom I report would respond appropriately if I raised concerns about physical safety.

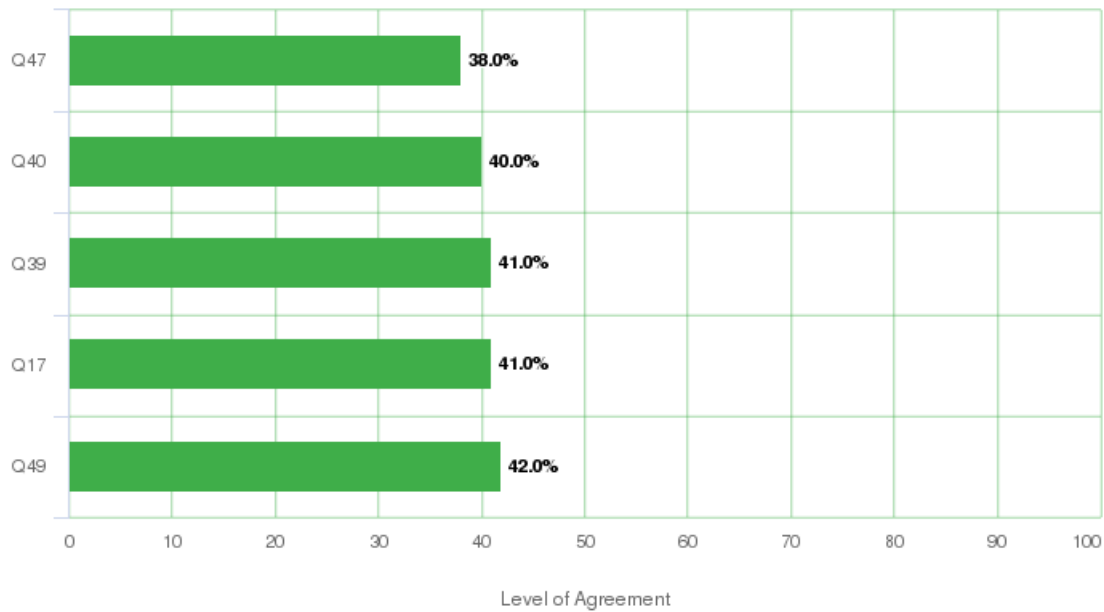
Q46. In my PSO, people treat each other with respect and consideration.

Q7. My PSO is committed to minimizing unnecessary stress at work.

Q37. My PSO provides appropriate services to support my psychological health (e.g. peer support programs, Employee Assistance Programs, stress management training).

Q18. Hiring/promotion decisions consider the “people skills” necessary for specific positions.

Lowest Scoring Items by Agreement – Paramedic (n=100)



Survey Questions

Q47. My PSO supports me in dealing with vicarious (secondary) trauma from learning about critical events, e.g. learning about events through colleagues.

Q40. I have reasonable control over how my work is done.

Q39. In my PSO, workers, management and their representatives (e.g. union representatives) exhibit mutual trust.

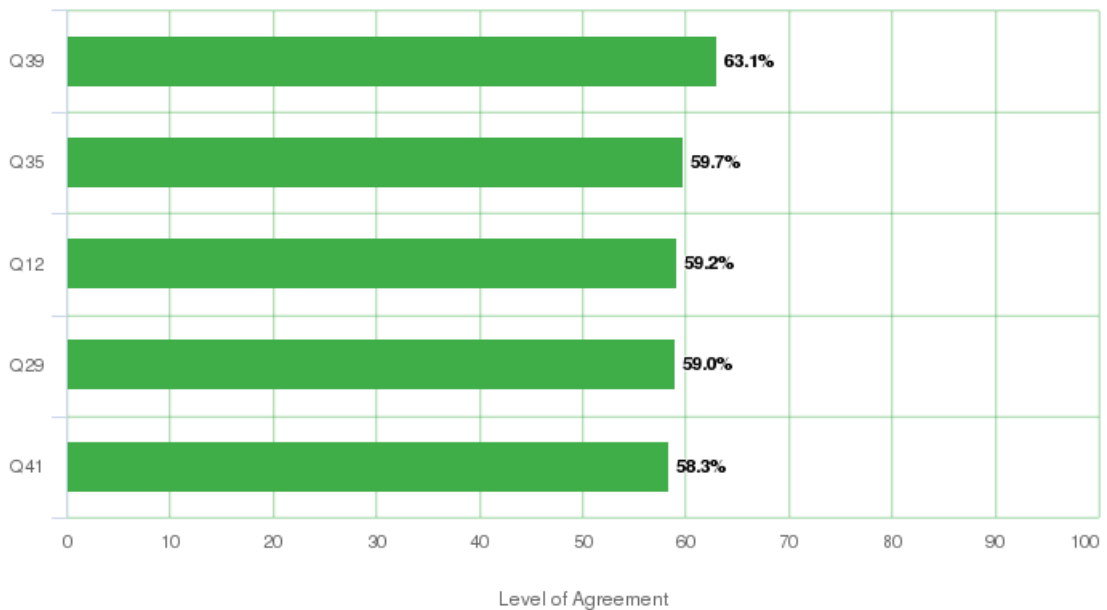
Q17. My PSO values workers' ongoing growth and development.

Q49. Difficult situations at work are addressed effectively.



Communication Officer

Highest Scoring Items by Agreement – Communication officer (n=92)



Survey Questions

Q39. In my PSO, workers, management and their representatives (e.g. union representatives) exhibit mutual trust.

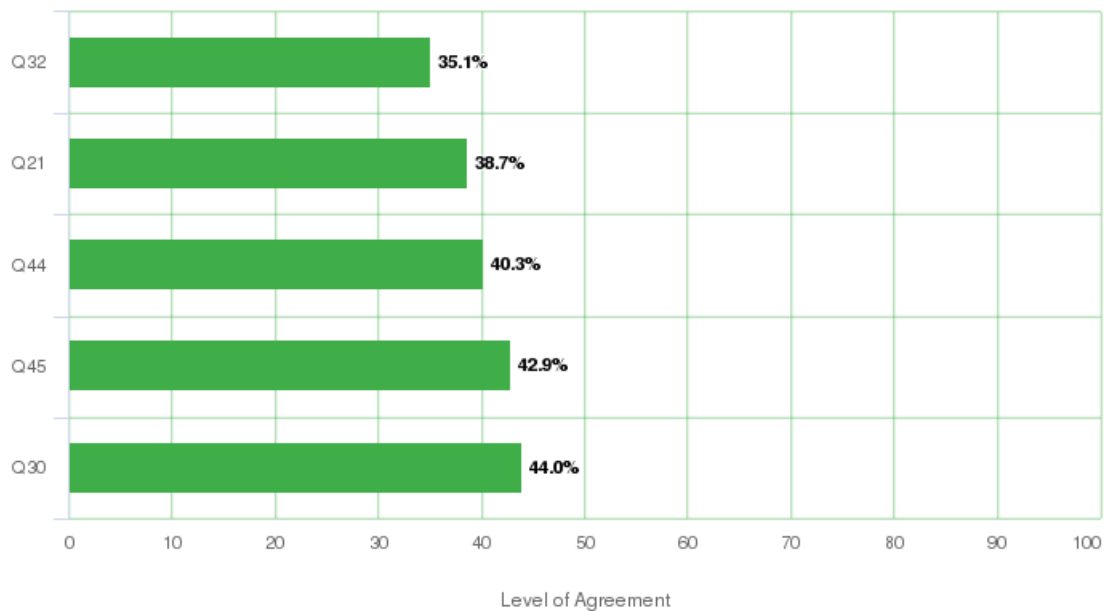
Q35. My PSO demonstrates appreciation of my commitment to my work.

Q12. I have the opportunity to take on new roles and challenges within my PSO.

Q29. I am not afraid to refuse tasks that I believe are unsafe.

Q41. I feel supported in my PSO when I am dealing with personal and family issues.

Lowest Scoring Items by Agreement – Communication officer (n=92)



Survey Questions

Q32. People at work show sincere respect for others' ideas, values and beliefs.

Q21. My PSO supports me in dealing with events which incur a 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.)

Q44. My opinions and suggestions are valued by my PSO.

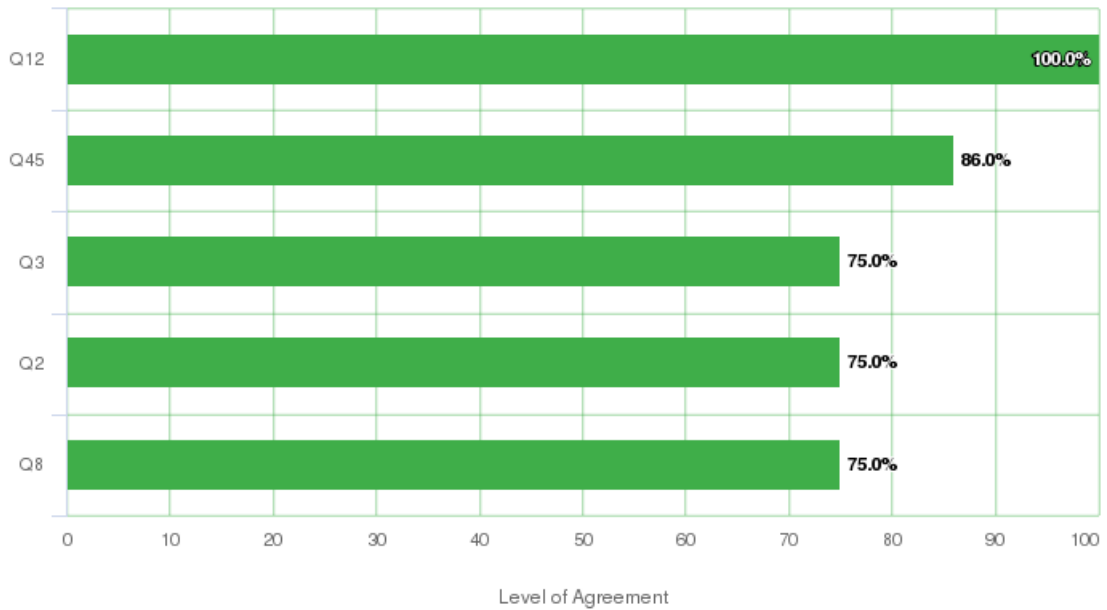
Q45. The amount of work I am expected to do is reasonable.

Q30. My PSO takes action to minimize the psychological risks of my job.



Administrative Staff

Highest Scoring Items by Agreement – Administrative (n=9)



Survey Questions

Q12. I have the opportunity to take on new roles and challenges within my PSO.

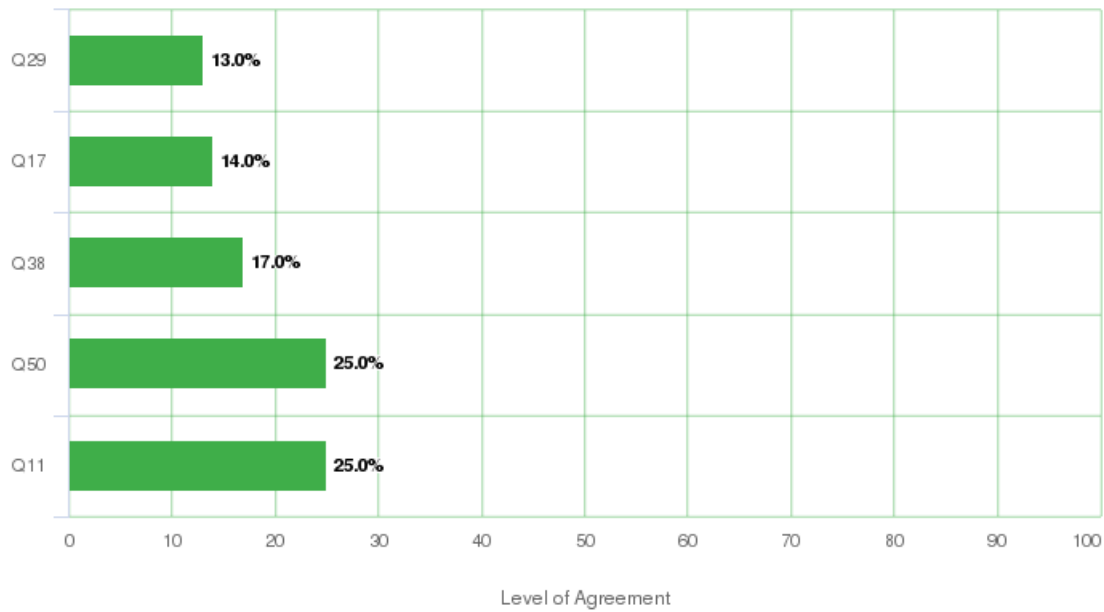
Q45. The amount of work I am expected to do is reasonable.

Q3. I have energy left at the end of most work days for my personal life.

Q2. I feel comfortable reporting stressful incidents.

Q8. I am able to discuss how I do my work with the person to whom I report.

Lowest Scoring Items by Agreement – Administrative (n=9)



Survey Questions

Q29. I am not afraid to refuse tasks that I believe are unsafe.

Q17. My PSO values workers' ongoing growth and development.

Q38. My workplace has effective ways of addressing inappropriate behaviour by co-workers, patients, patients' family members or the public.

Q50. In my PSO, all people are treated fairly.

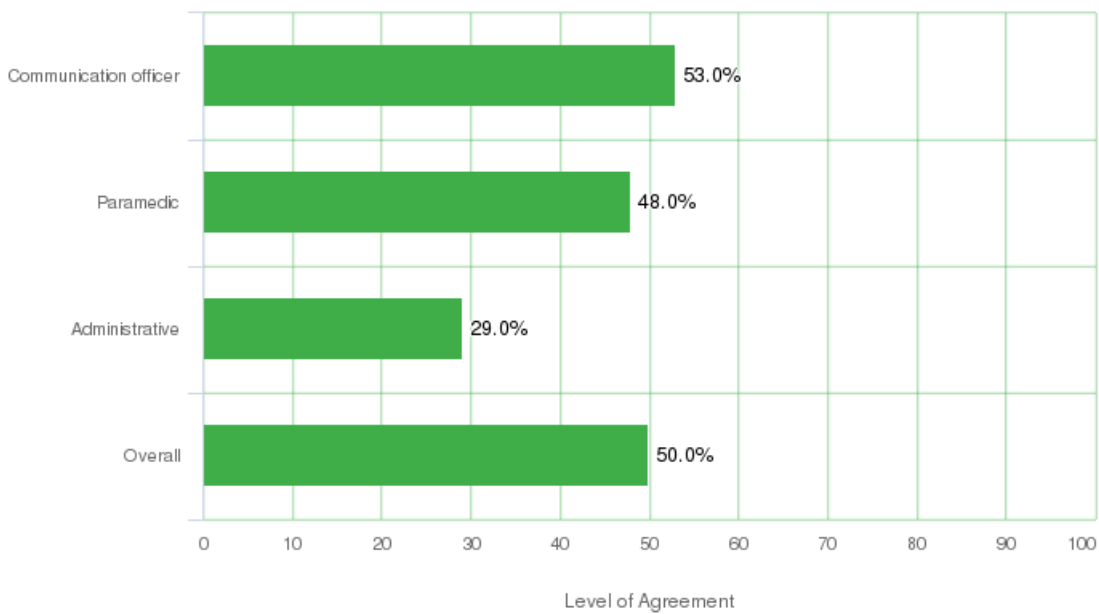
Q11. The person to whom I report values my work.



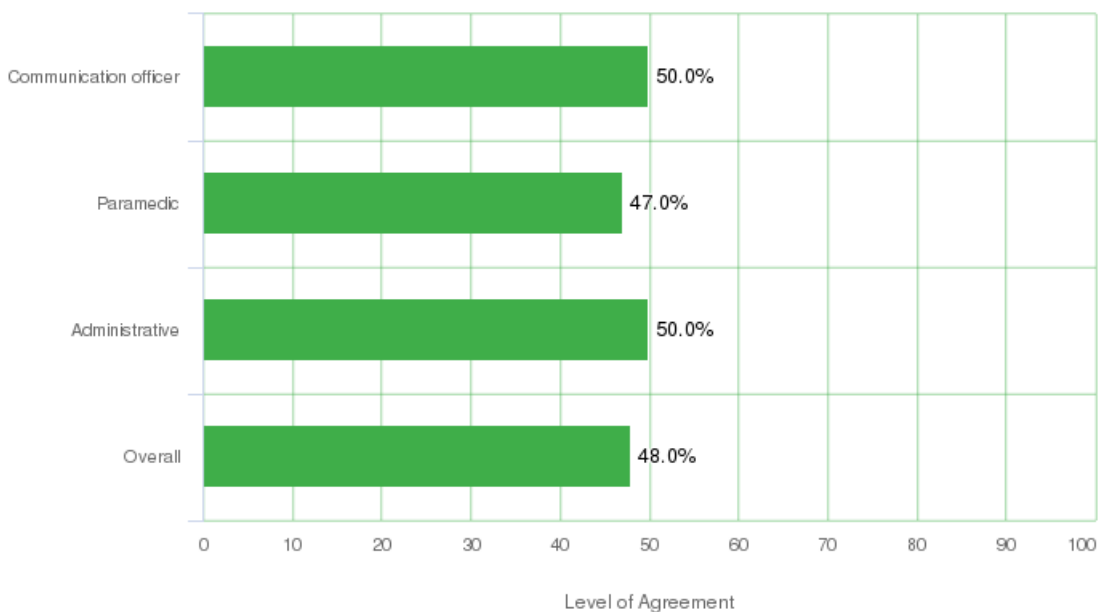
Psychosocial Factors by Primary Position

Given that workers in different positions may view their organization or work setting differently, the level of agreement scores across Primary Position were compared. Below are the breakdowns of the Primary Position by the 15 Psychosocial Factors.

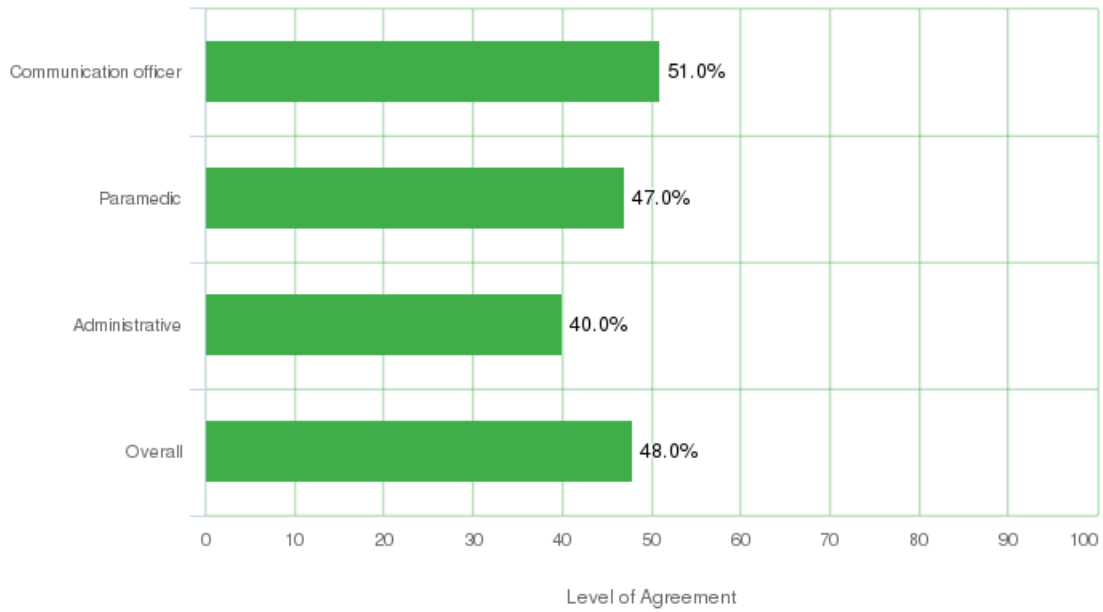
PF1: Psychological and Social Support by Primary Position



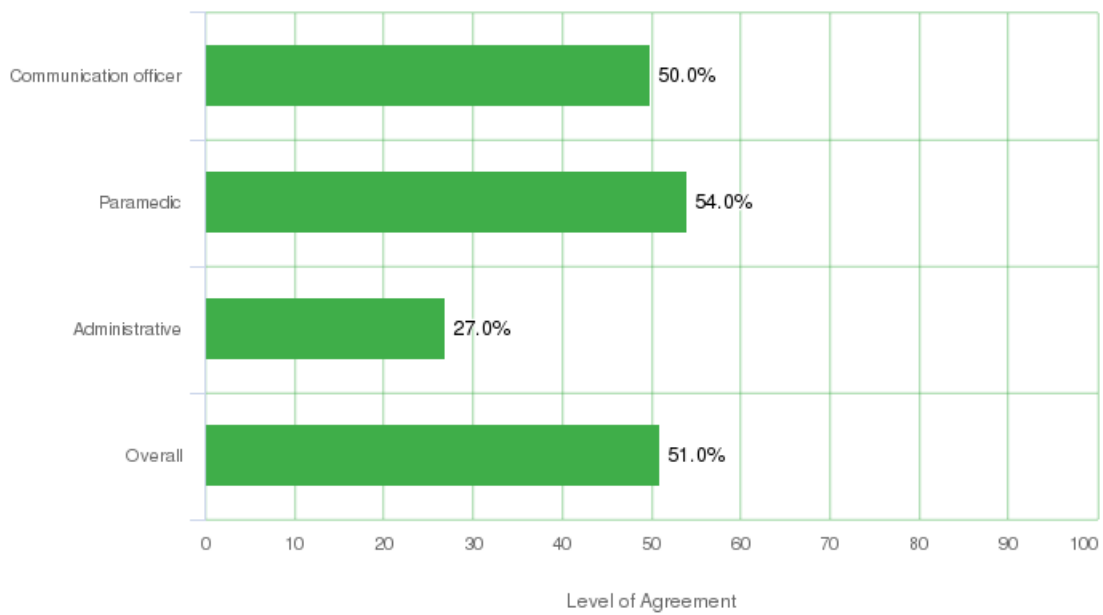
PF2: Organizational Culture by Primary Position



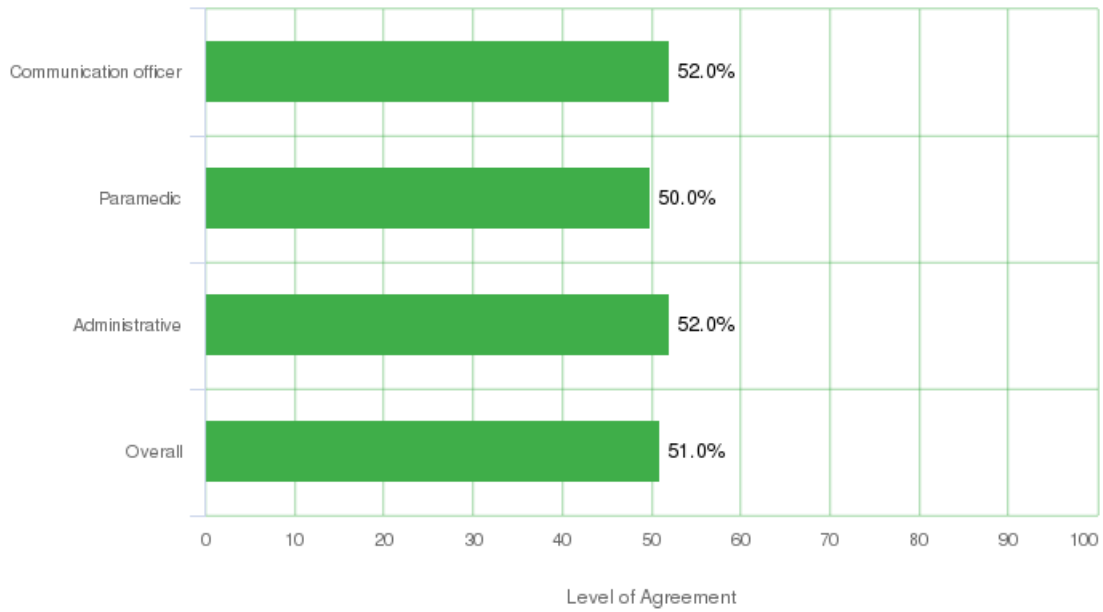
PF3: Clear Leadership and Expectations by Primary Position



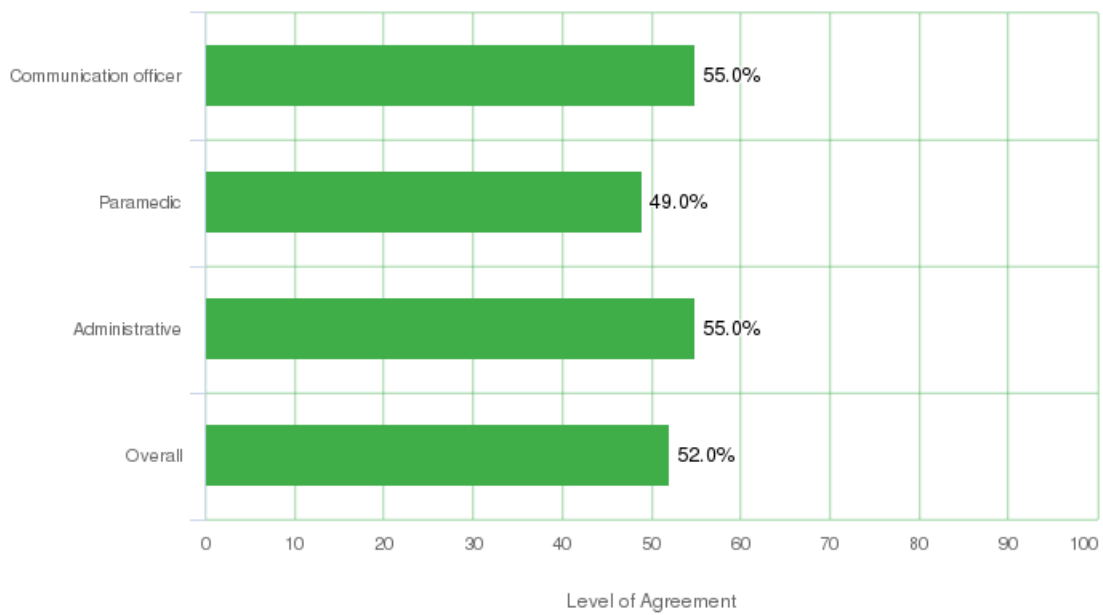
PF4: Civility and Respect by Primary Position



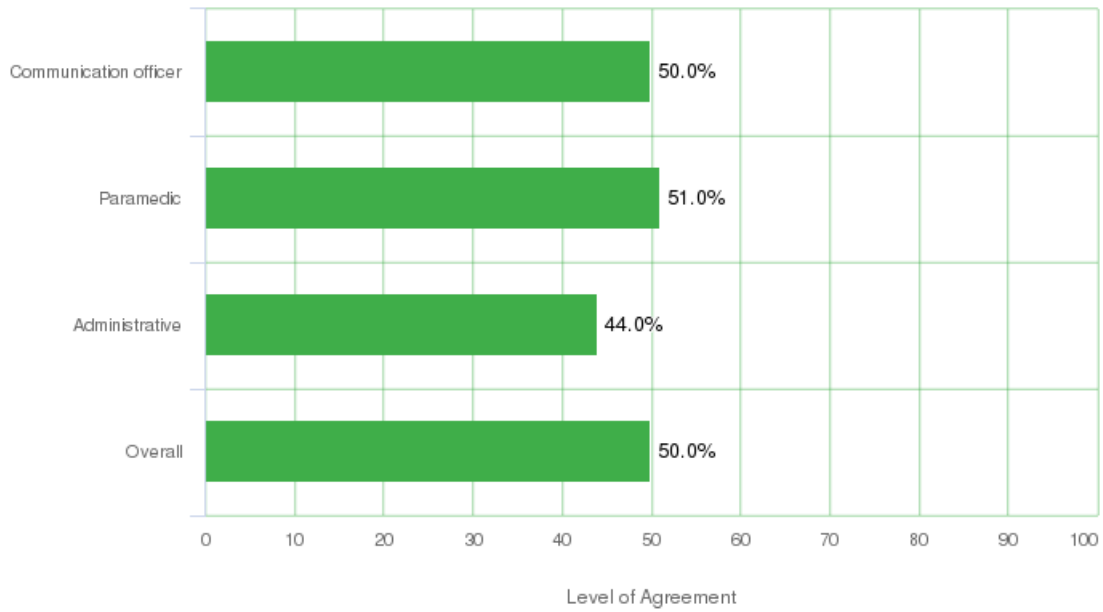
PF5: Psychological Job Demands by Primary Position



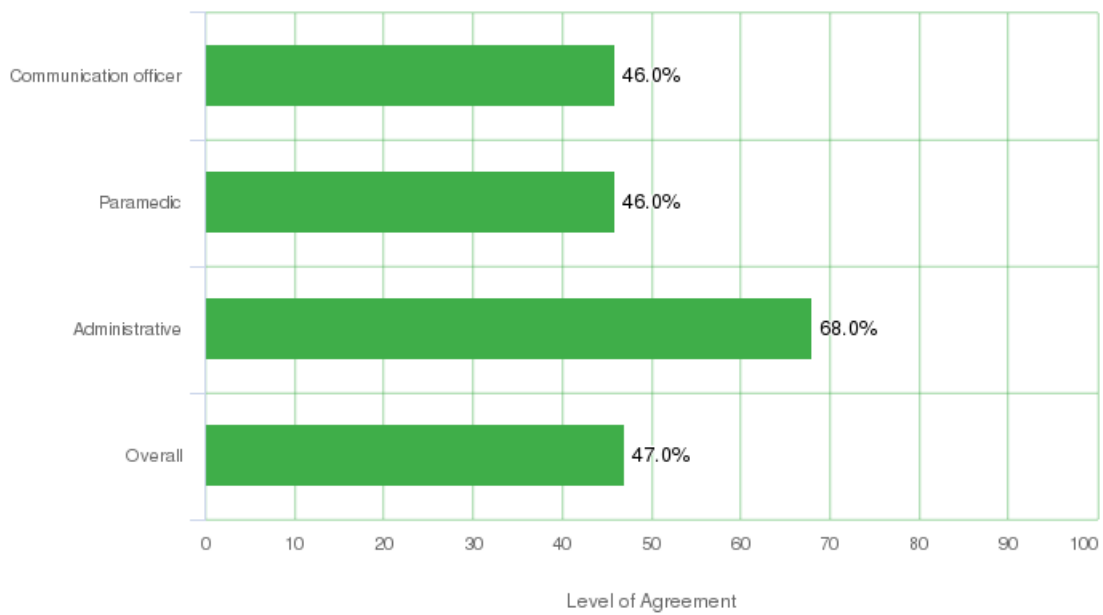
PF6: Growth and Development by Primary Position



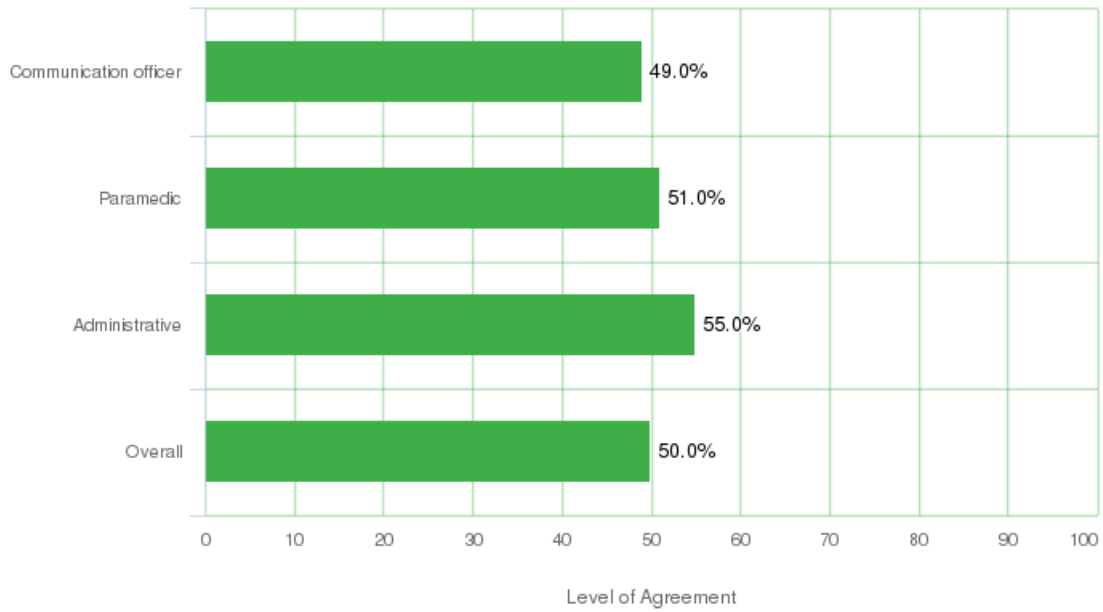
PF7: Recognition and Reward by Primary Position



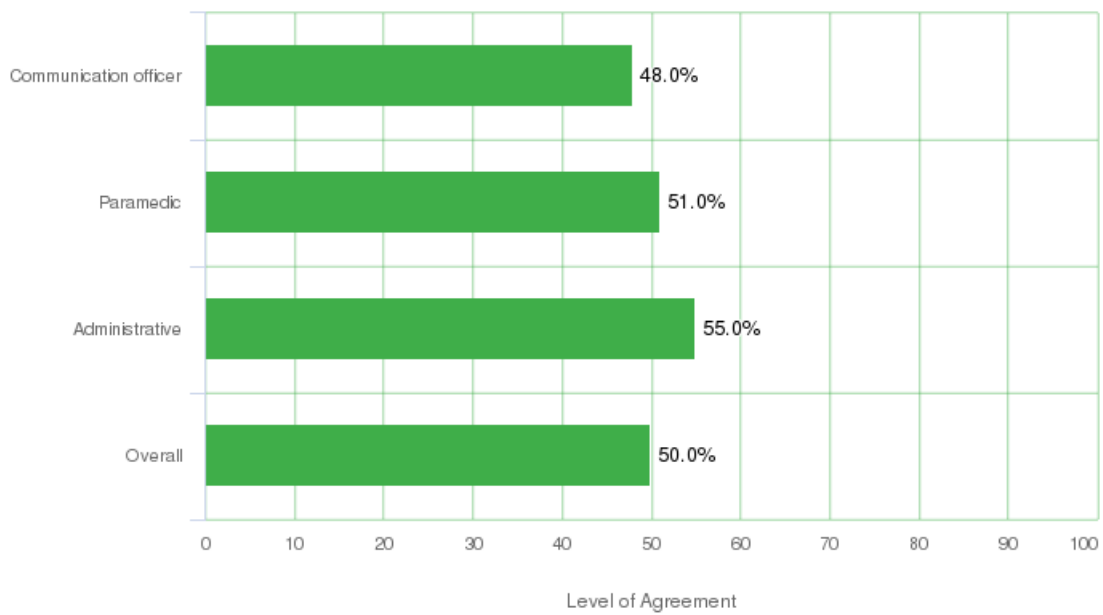
PF8: Involvement and Influence by Primary Position



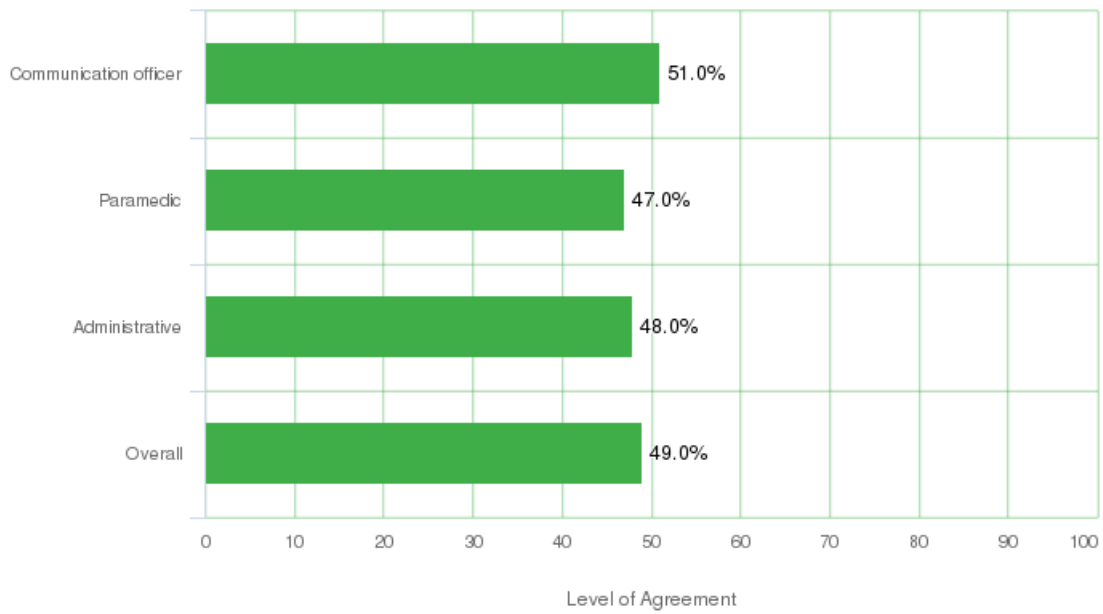
PF9: Workload Management by Primary Position



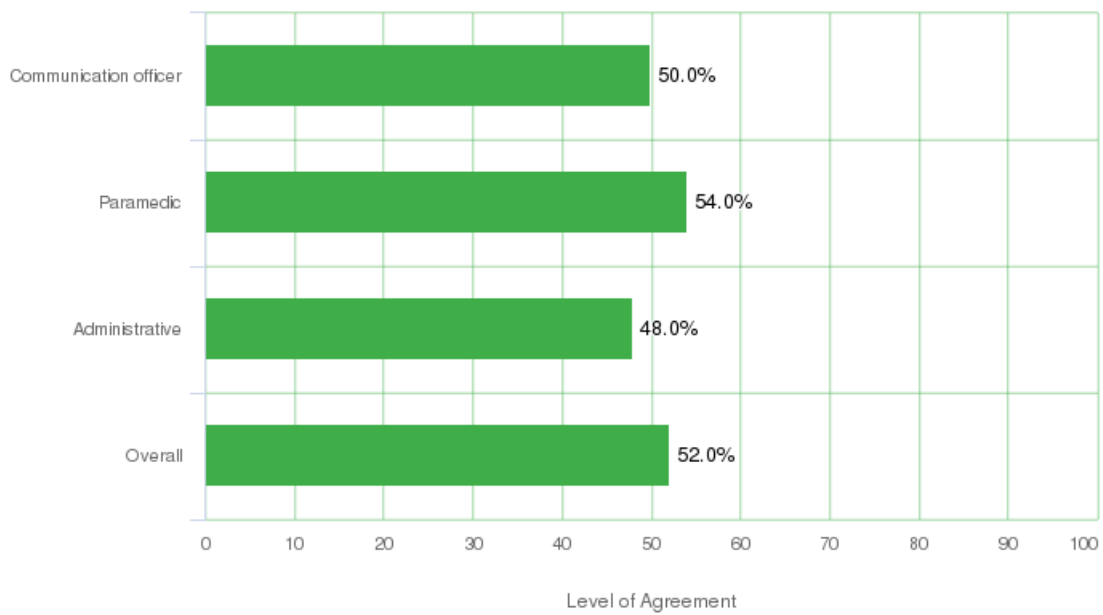
PF10: Engagement by Primary Position



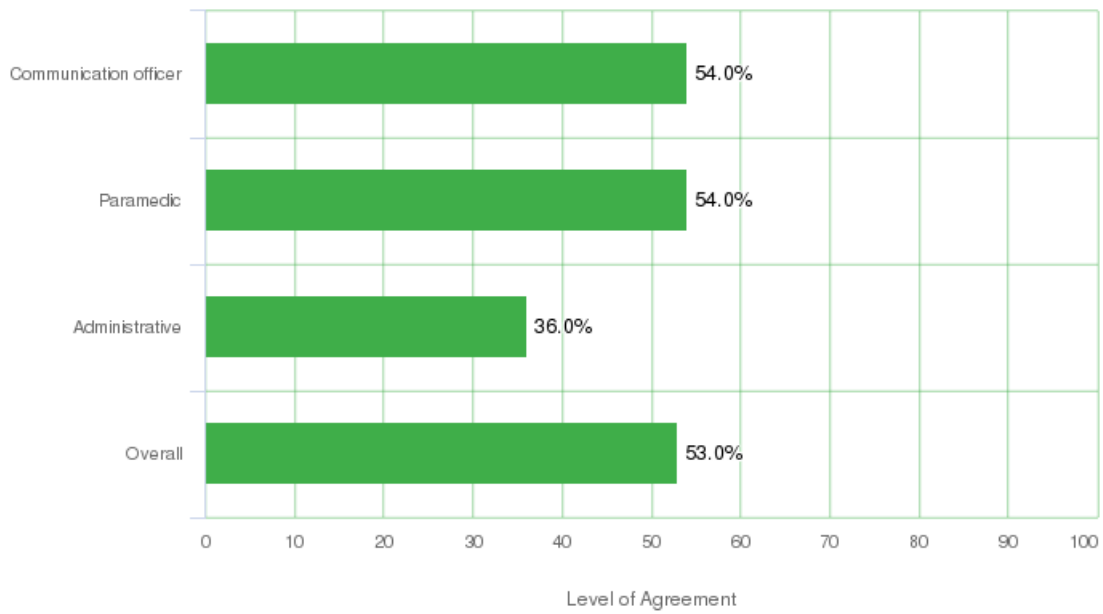
PF11: Balance by Primary Position



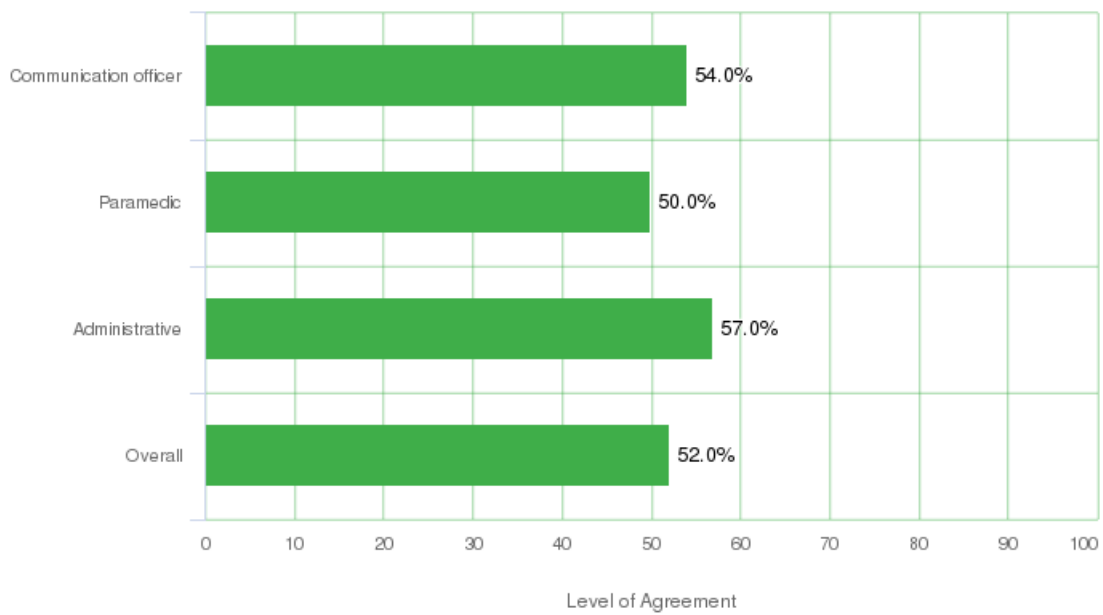
PF12: Psychological Protection by Primary Position



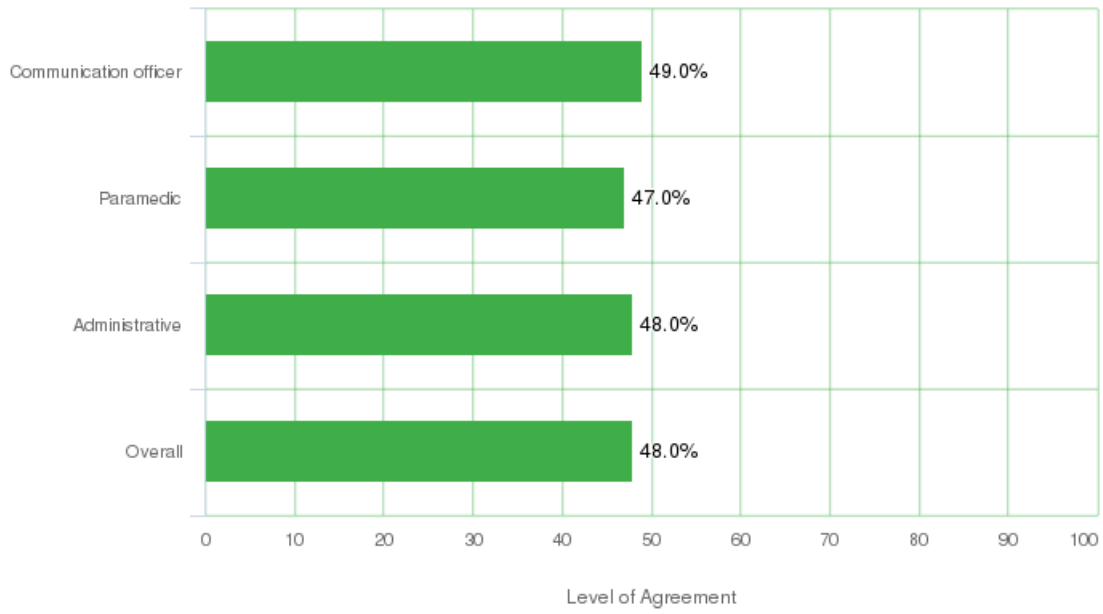
PF13: Protection of Physical Safety by Primary Position



PF14: Other Chronic Stressors as Identified by Workers by Primary Position



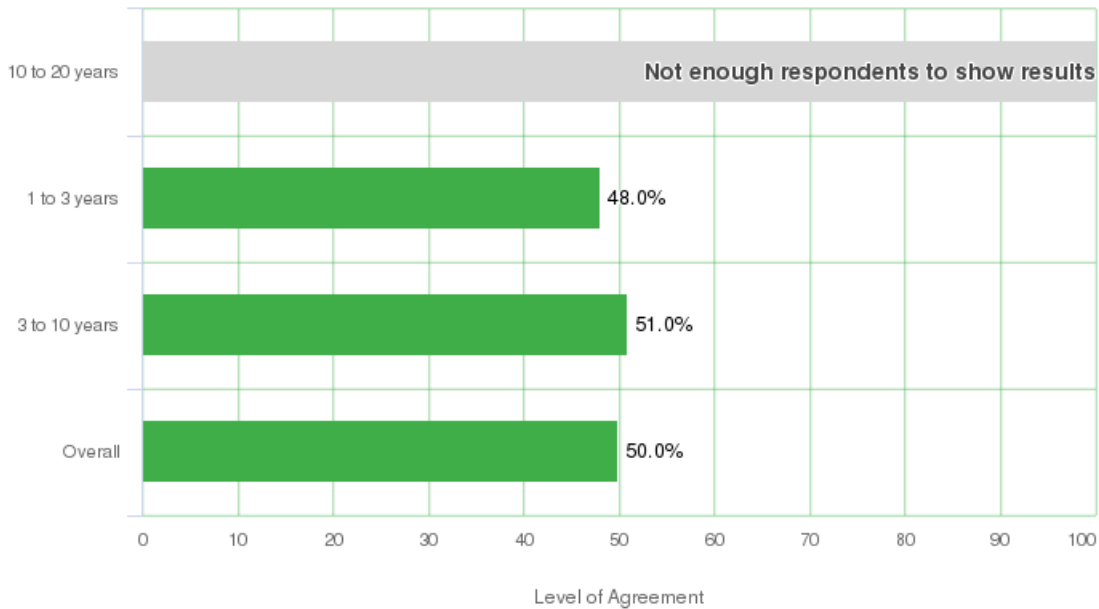
PF15: Cumulative Exposure to Critical or Stressful Events by Primary Position



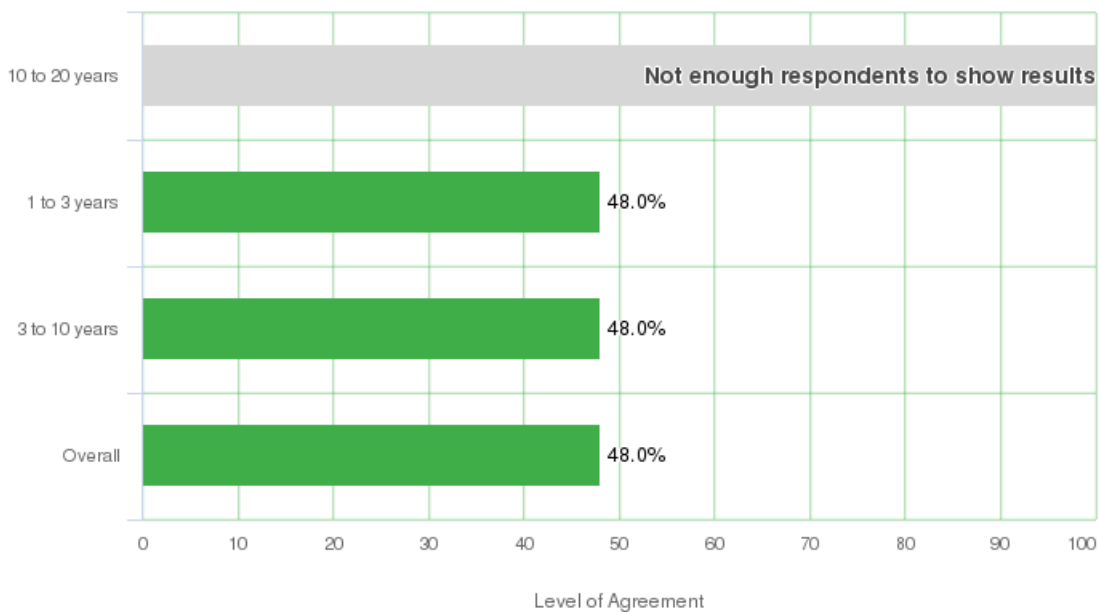
Highest and Lowest Items by Years of Service

Given that workers at different Years of Service may view their organization or work setting differently, the level of agreement scores across Years of Service were compared. Below are the breakdowns of Years of Service by the 15 Psychosocial Factors.

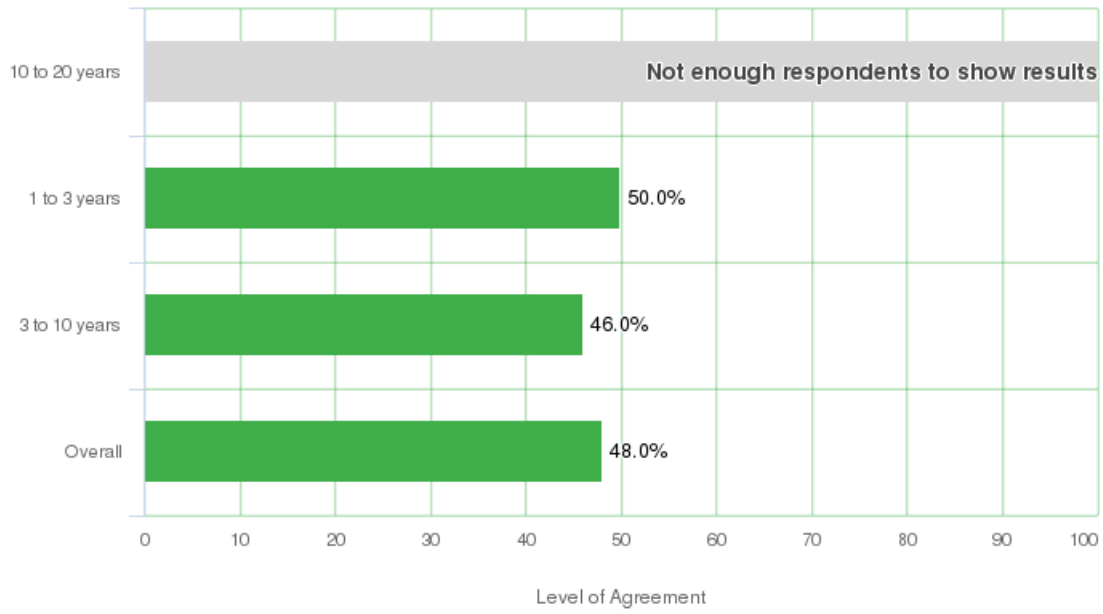
PF1: Psychological and Social Support by Years of Service



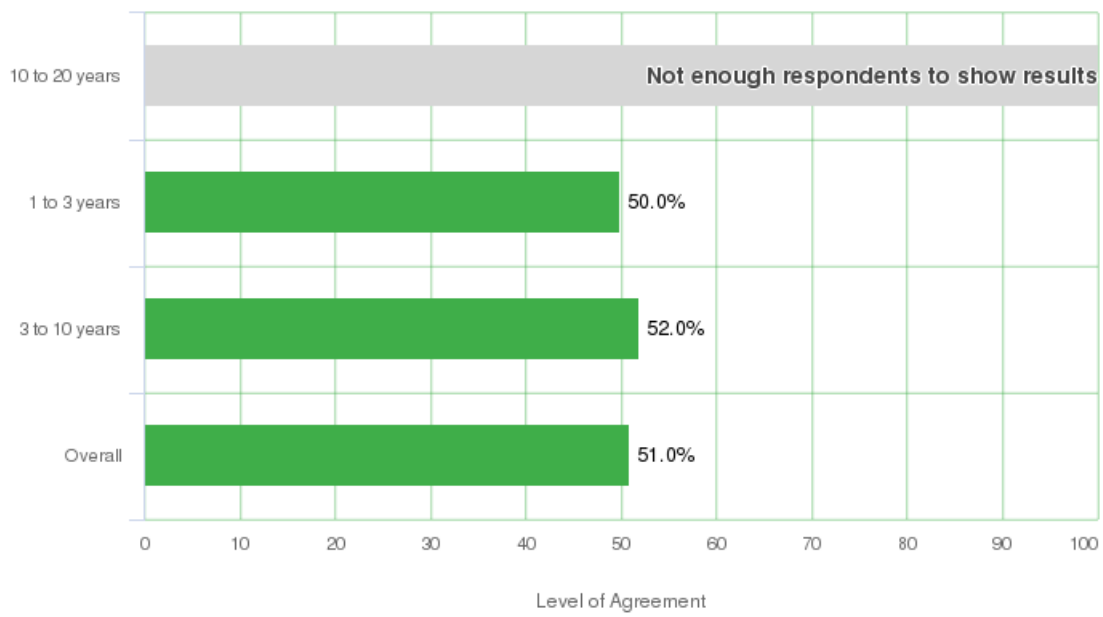
PF2: Organizational Culture by Years of Service



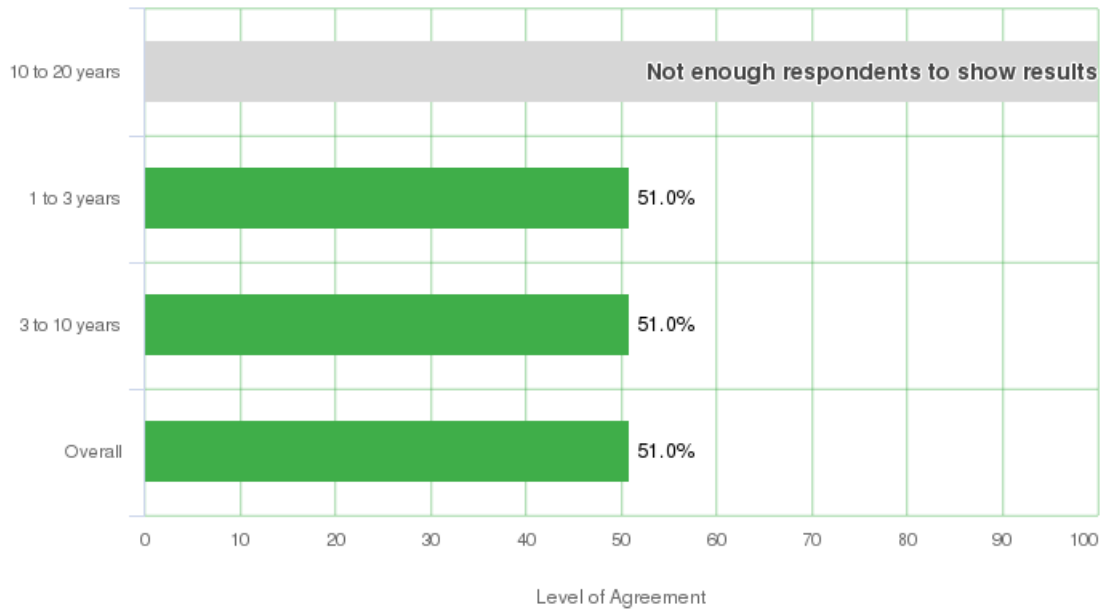
PF3: Clear Leadership and Expectations by Years of Service



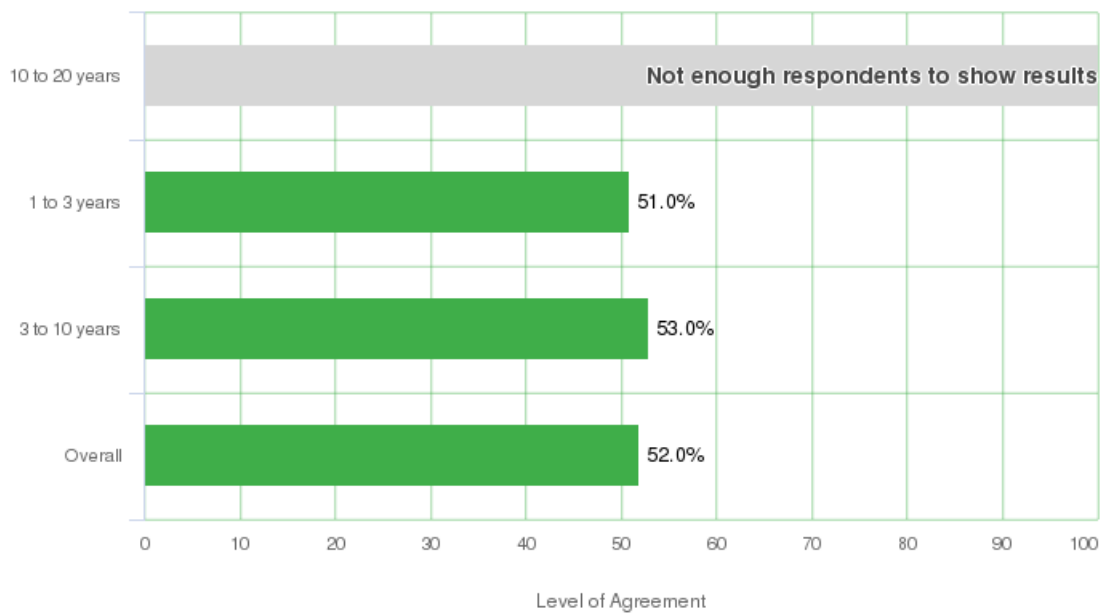
PF4: Civility and Respect by Years of Service



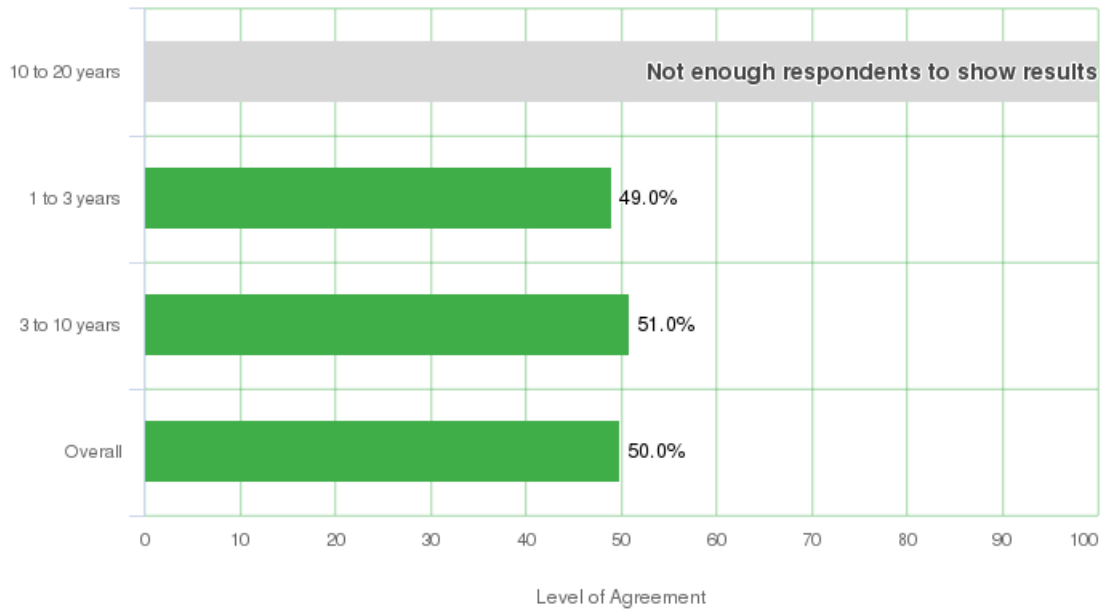
PF5: Psychological Job Demands by Years of Service



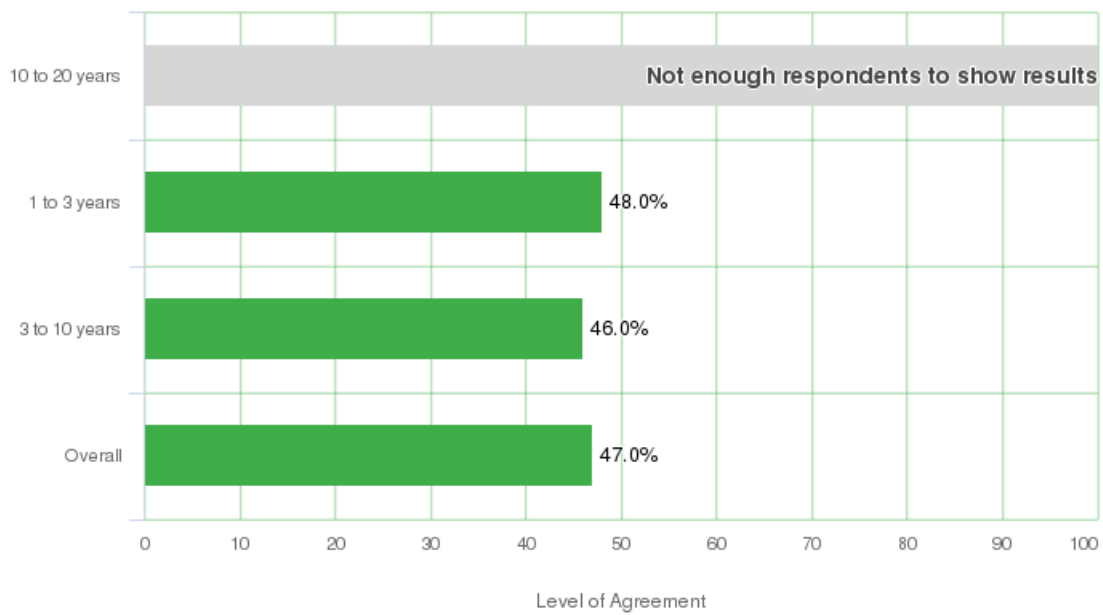
PF6: Growth and Development by Years of Service



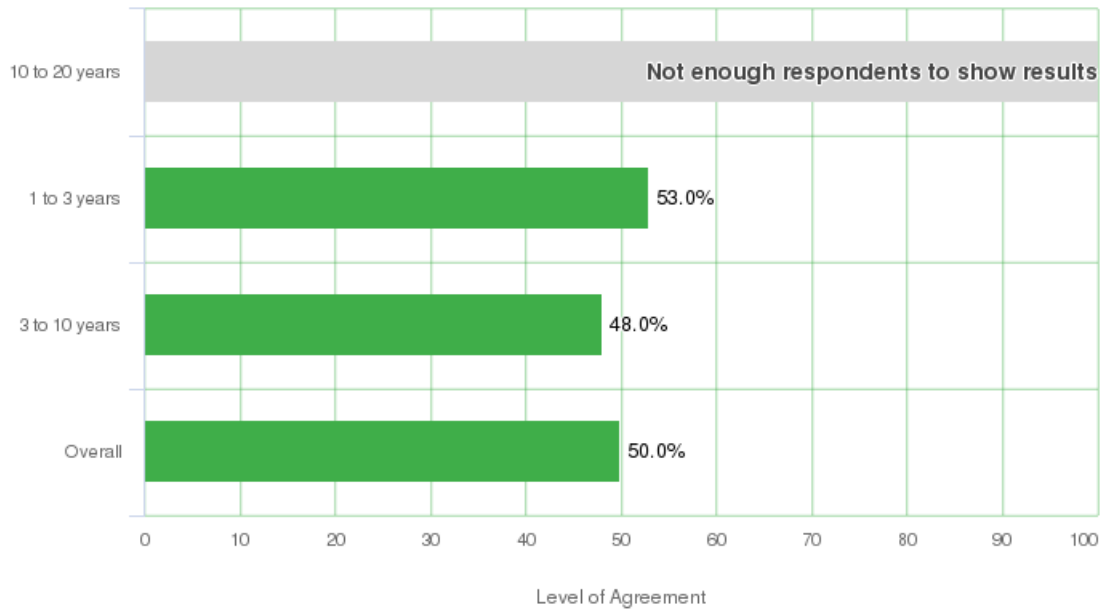
PF7: Recognition and Reward by Years of Service



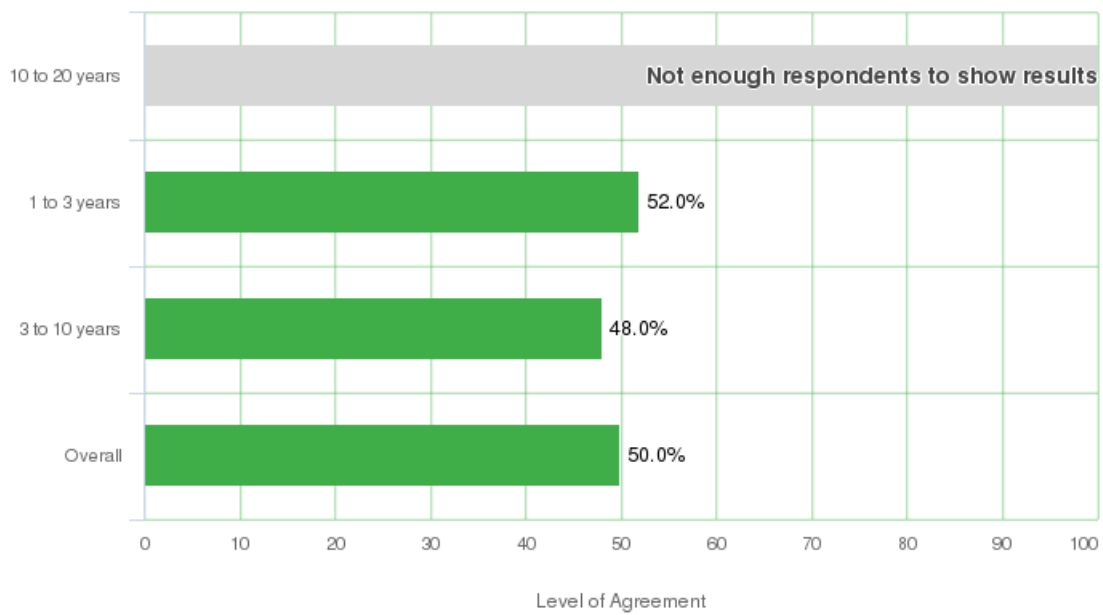
PF8: Involvement and Influence by Years of Service



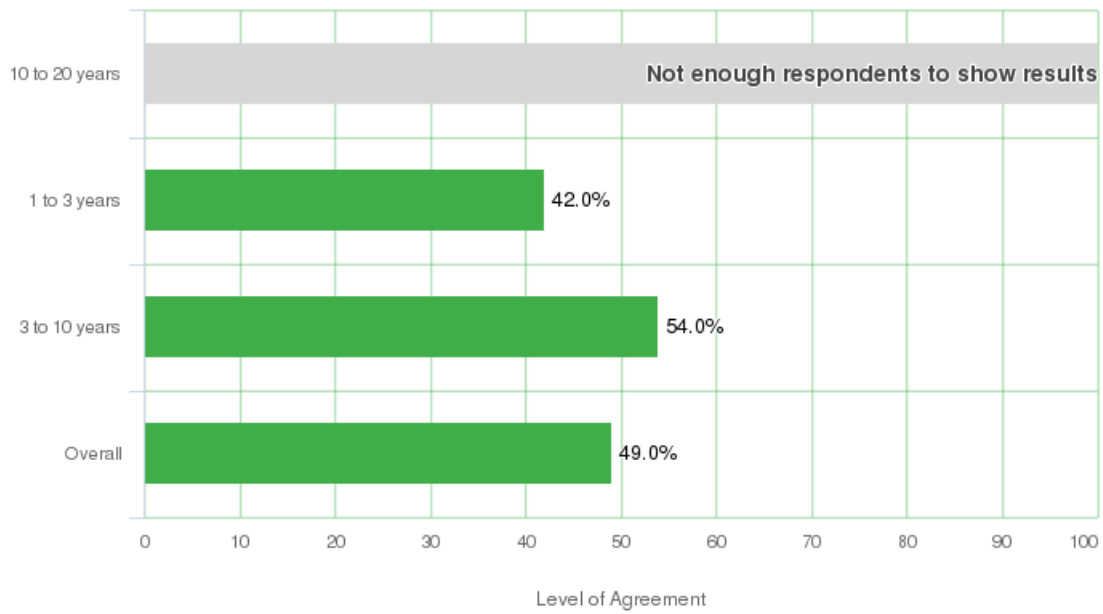
PF9: Workload Management by Years of Service



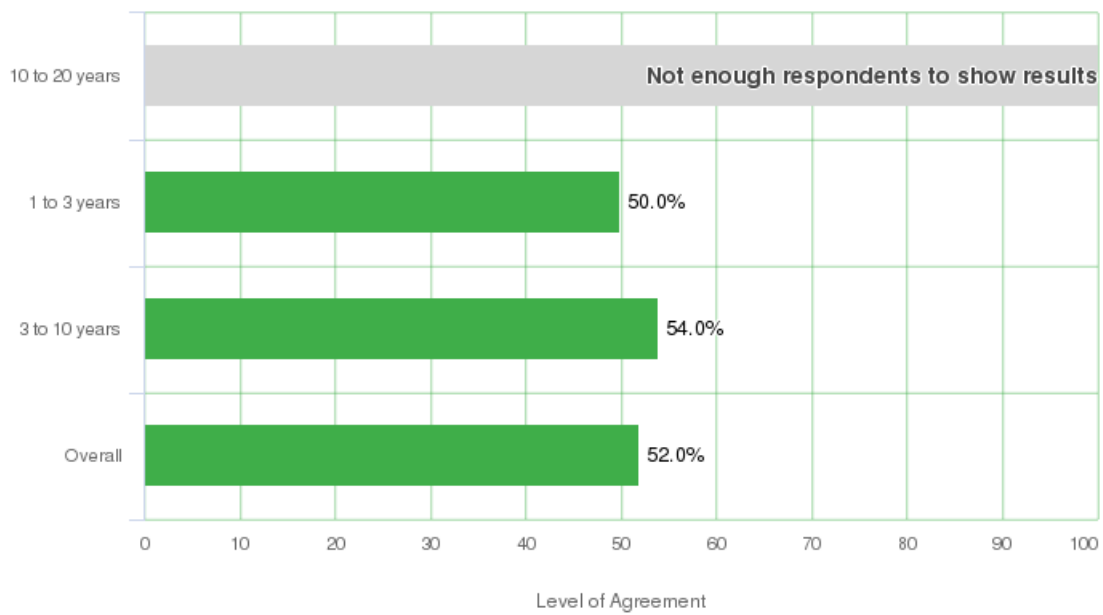
PF10: Engagement by Years of Service



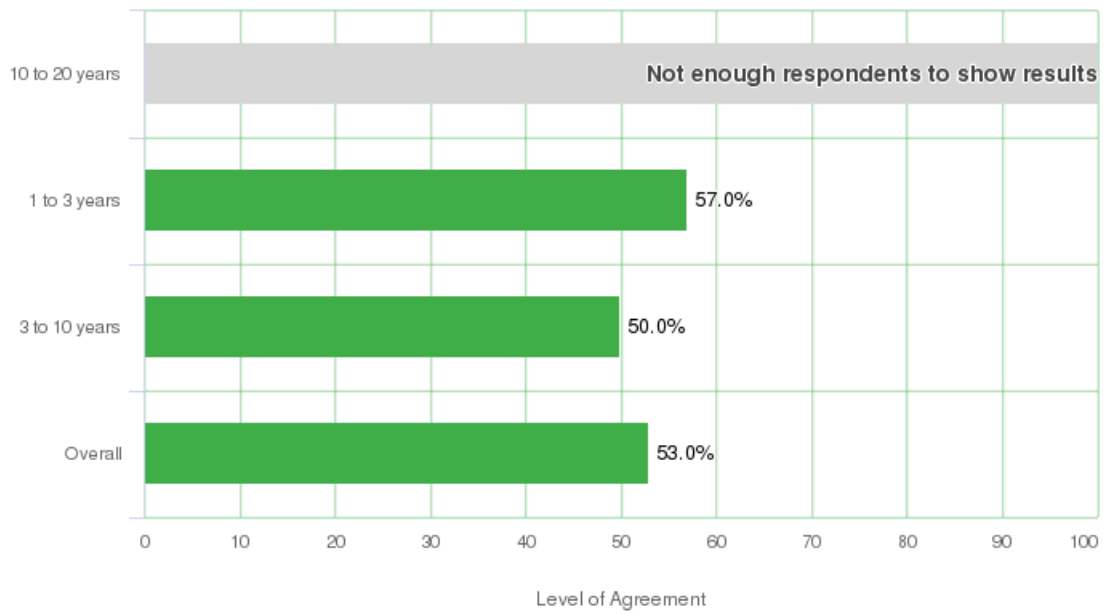
PF11: Balance by Years of Service



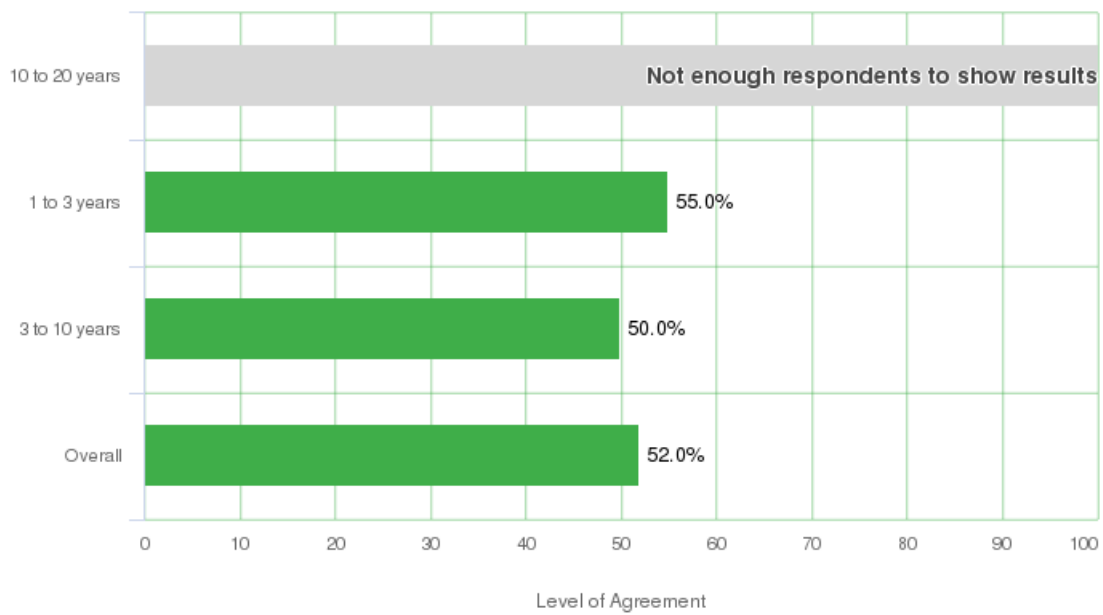
PF12: Psychological Protection by Years of Service



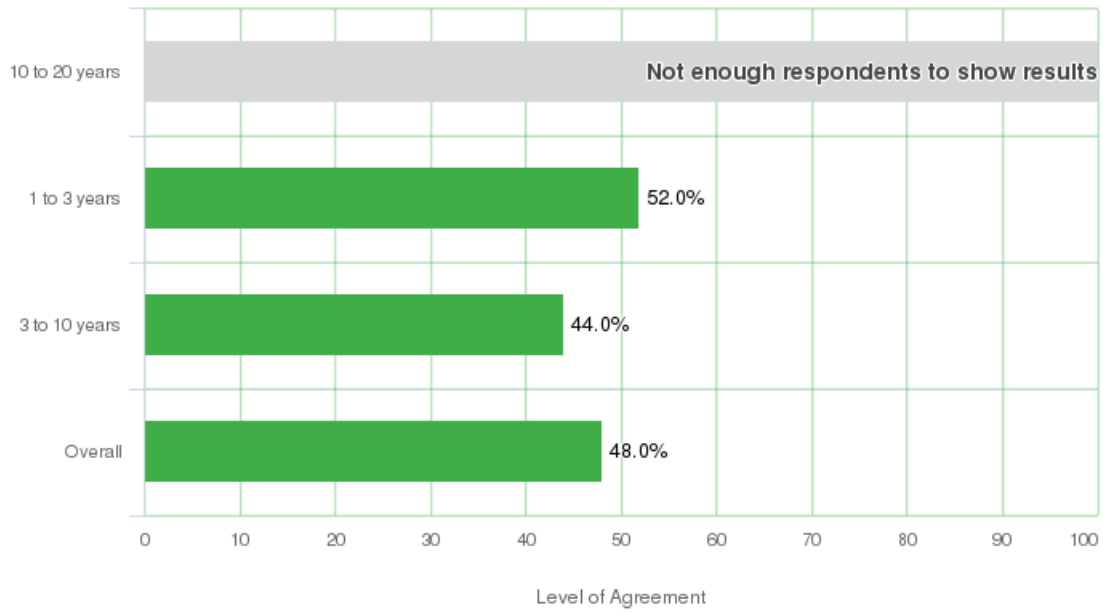
PF13: Protection of Physical Safety by Years of Service



PF14: Other Chronic Stressors as Identified by Workers by Years of Service



PF15: Cumulative Exposure to Critical or Stressful Events by Years of Service





4 Unanswered Items

The PSPO permits respondents the option of selecting “I prefer not to respond” (PNTR) for any item. It is not possible to determine why a worker chose not to respond to any item. However, it is worthwhile to consider the items for which “I prefer not to respond” were more frequent. Higher rates for particular items suggest the need for further discussion, communication or education. Items with a 4 percent or greater “I prefer not to respond” rate of response are listed below.

Survey Questions	Overall n	PNTR n	PNTR %
Q1 I am proud of the work I do.	201	43	21.4%
Q2 I feel comfortable reporting stressful incidents.	201	27	13.4%
Q3 I have energy left at the end of most work days for my personal life.	201	40	19.9%
Q4 My PSO monitors compassion fatigue and burnout.	201	43	21.4%
Q5 My PSO demonstrates support for my work-life balance in a tangible way.	201	45	22.4%
Q6 I enjoy my work.	201	35	17.4%
Q7 My PSO is committed to minimizing unnecessary stress at work.	201	35	17.4%
Q8 I am able to discuss how I do my work with the person to whom I report.	201	36	17.9%
Q9 Workers in my PSO have a good understanding of the importance of employee mental health.	201	51	25.4%
Q10 I receive feedback at work that helps me grow and develop.	201	42	20.9%
Q11 The person to whom I report values my work.	201	37	18.4%
Q12 I have the opportunity to take on new roles and challenges within my PSO.	201	46	22.9%
Q13 My PSO takes appropriate action to protect my physical safety at work.	201	40	19.9%

Survey Questions	Overall n	PNTR n	PNTR %
Q14 I have the equipment and resources I need to do my job well.	201	38	18.9%
Q15 Flexible scheduling is available to allow completion of training and education programs.	201	39	19.4%
Q16 The person to whom I report would respond appropriately if I raised concerns about physical safety.	201	45	22.4%
Q17 My PSO values workers' ongoing growth and development.	201	37	18.4%
Q18 Hiring/promotion decisions consider the "people skills" necessary for specific positions.	201	43	21.4%
Q19 PSO workers, their representatives (e.g. union representatives) and management interact with a high degree of respect.	201	36	17.9%
Q20 I can safely discuss my workload with the person to whom I report.	201	35	17.4%
Q21 My PSO supports me in dealing with events which incur a 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.)	201	39	19.4%
Q22 My PSO tries to limit the impact of chronic stressors.	201	35	17.4%
Q23 My PSO provides meaningful recognition of my work.	201	37	18.4%
Q24 My PSO provides tools and training that help me cope with chronic stress.	201	40	19.9%
Q25 My work is an important part of who I am.	201	38	18.9%
Q26 My PSO provides clear and consistent communication.	201	41	20.4%
Q27 At work, I am informed about important changes in a timely manner.	201	38	18.9%
Q28 Workers are supported when errors occur.	201	36	17.9%
Q29 I am not afraid to refuse tasks that I believe are unsafe.	201	31	15.4%

Survey Questions	Overall n	PNTR n	PNTR %
Q30 My PSO takes action to minimize the psychological risks of my job.	201	38	18.9%
Q31 The person to whom I report makes efforts to support my emotional well-being.	201	48	23.9%
Q32 People at work show sincere respect for others' ideas, values and beliefs.	201	39	19.4%
Q33 My PSO seeks input from workers to identify chronic stressors.	201	33	16.4%
Q34 In my PSO, leadership is effective.	201	36	17.9%
Q35 My PSO demonstrates appreciation of my commitment to my work.	201	41	20.4%
Q36 I am able to do my job in a way that meets my personal and professional standards.	201	43	21.4%
Q37 My PSO provides appropriate services to support my psychological health (e.g. peer support programs, Employee Assistance Programs, stress management training).	201	40	19.9%
Q38 My workplace has effective ways of addressing inappropriate behaviour by co-workers, patients, patients' family members or the public.	201	42	20.9%
Q39 In my PSO, workers, management and their representatives (e.g. union representatives) exhibit mutual trust.	201	30	14.9%
Q40 I have reasonable control over how my work is done.	201	48	23.9%
Q41 I feel supported in my PSO when I am dealing with personal and family issues.	201	45	22.4%
Q42 I can talk to the person to whom I report when I am having trouble maintaining work-life balance.	201	32	15.9%
Q43 I am paid fairly for the work I do.	201	40	19.9%
Q44 My opinions and suggestions are valued by my PSO.	201	43	21.4%
Q45 The amount of work I am expected to do is reasonable.	201	34	16.9%

Survey Questions	Overall n	PNTR n	PNTR %
Q46 In my PSO, people treat each other with respect and consideration.	201	40	19.9%
Q47 My PSO supports me in dealing with vicarious (secondary) trauma from learning about critical events, e.g. learning about events through colleagues.	201	37	18.4%
Q48 My PSO deals effectively with situations that may threaten or harm workers (e.g., bullying, harassment, discrimination, violence).	201	35	17.4%
Q49 Difficult situations at work are addressed effectively.	201	34	16.9%
Q50 In my PSO, all people are treated fairly.	201	34	16.9%
Q51 The person to whom I directly report would say or do something helpful if I looked distressed while at work.	201	28	13.9%
Q52 Paramedic and communication officer fatigue due to shift pattern and duration is addressed.	192	31	16.1%
Q53 My PSO offers access to mental health professionals who are experienced in working with paramedics and communication officers.	192	42	21.9%
Q54 Someone from my PSO checks in with me after exposure to critical events.	192	32	16.7%
Q55 The psychological needs of paramedics and communication officers are given priority in organizational decision making.	192	53	27.6%
Q56 Paramedics and communication officers are involved in strategic planning and forecasting that impacts their workload.	192	34	17.7%
Q57 Communication officers are able to detect and respond accordingly when a crew is in potential danger.	192	41	21.4%
Q58 My PSO takes appropriate action to reduce the incidence of violence by patients, their family or bystanders.	192	47	24.5%
Q59 My PSO measures the frequency and severity of exposure to critical events.	192	42	21.9%
Q60 My PSO provides tools and training in how to cope with cumulative exposure to critical events.	192	43	22.4%

Survey Questions	Overall n	PNTR n	PNTR %
Q61 My PSO provides me with supports to deal with environmental or extreme weather conditions (e.g. proper clothing, equipment, etc.).	192	43	22.4%
Q62 In this organization, paramedics and communication officers have an appropriate balance of call volume vs. downtime.	192	33	17.2%
Q63 My PSO offers support when a worker is threatened or injured in the line of duty.	192	26	13.5%
Q64 My PSO recognizes the stressful impact of responding to acutely ill or seriously injured people.	192	43	22.4%
Q65 My PSO provides appropriate support to workers after the occurrence of critical events.	192	38	19.8%



5 Recommendations

You now have the overall and segmented psychosocial risk and strength profiles for your PSO and information to support further action. On the basis of these findings we offer the following recommendations:

Complete the Organizational Review for Paramedic Organizations (ORPO)

This will help to identify relevant indicator data, policies and practices. Review the current results in the context of other information that your PSO possesses (e.g. other survey results, LTD/benefits utilization, EFAP data, call volume, etc.). Results should also be considered in view of any emerging programs, legislative changes or concurrent initiatives.

Gather input from selected staff

The results of the survey results will be complemented by discussion of the findings with workers. This is best accomplished by conducting focus groups with different groups (e.g. urban/metro, rural/remote, communication officers/paramedic/administration). Optimally, these focus groups should be led by an independent consultant to maximize meaningful conversations. The outcome of these discussions will provide a deeper understanding of findings and also contribute to solutions.

Develop a communication plan

It is important to share the results of this report widely with your workers. There are a number of positive results that speak well of the organization and its staff. These positive results should be celebrated, while areas needing attention should be identified. Failure to communicate results will undermine trust and miss an opportunity to address critical issues.

Review possible actions to address Psychosocial Factors

The Mental Health Commission of Canada provides [a variety of valuable resources](#) to assist organizations to address psychological health and safety in the workplace. Notably, [Assembling the Pieces: An implementation guide to the National Standard for Psychological Health and Safety in the Workplace](#) is a valuable resource to assist organizations to develop a comprehensive strategy and identify evidence-informed actions to address and promote psychological health in the workplace. Many of the MHCC's resources are generalized to any workplace environment. It is important to consider which actions are appropriate for your PSO's context and target specific issues as identified through the survey report.

Take action!

Address specific psychosocial factors as identified by your results with [these suggested actions](#).

It is advisable to start with a few actions rather than attempting to address all issues. Don't hesitate to consider existing programs that are underutilized or initiatives that are also being implemented for other reasons. A common approach to selecting action strategies in organizational settings involves the use of a Quality Framework (a best-practice approach to determining feasible actions PSOs can take to remedy areas of concern). Six key dimensions should guide your organization's selection and decision-making process:

1. Appropriateness (relevant to user needs and based on accepted or evidence-based practice)
2. Acceptability (respectful and responsive to user needs, preferences and expectations)
3. Accessibility (obtained in a timely manner, in a suitable setting, within a convenient distance)
4. Effectiveness (based on scientific knowledge to achieve desired outcomes)
5. Efficiency (resources are used optimally in achieving desired outcomes)
6. Safety (risks are mitigated to avoid unintended or harmful results)

Create an evaluation strategy

Create an evaluation strategy for any actions that you implement. This can include both qualitative and quantitative indicators and should focus on the process of implementation (awareness, uptake, user feedback) as well as outcomes. It is worth readministering the the Survey in a few years time to determine progress.

It is recommended that your PSO consider adoption of the [Paramedic Standard](#). This not only provides a coherent management system incorporating many of the preceding recommendations, but also serves to send a powerful message to employees that your organization is making a strong commitment to creating and enhancing a psychological safety culture.

Your PSO has strengths as a psychologically healthy and safe organization; however, there are some areas of concern. Conducting the Psychosocial Survey of Paramedic Organizations is a critical first step to identify areas of strength and opportunities for improvement. Using the findings and recommendations from this report, your organization can continue to build on their commitment to improving the psychological health and safety of the organization for all employees.