



***“Better Workplaces”* – Continuous improvement to workplace culture within Queensland Health**

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Queensland Government

“betterworkplaces”
Workplace Culture & Leadership Centre



***“Better Workplaces”* Initiative**

**To improve workplace culture
in Queensland Health and
increase the capabilities of
leaders.**

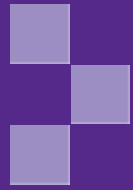




Continuous improvement



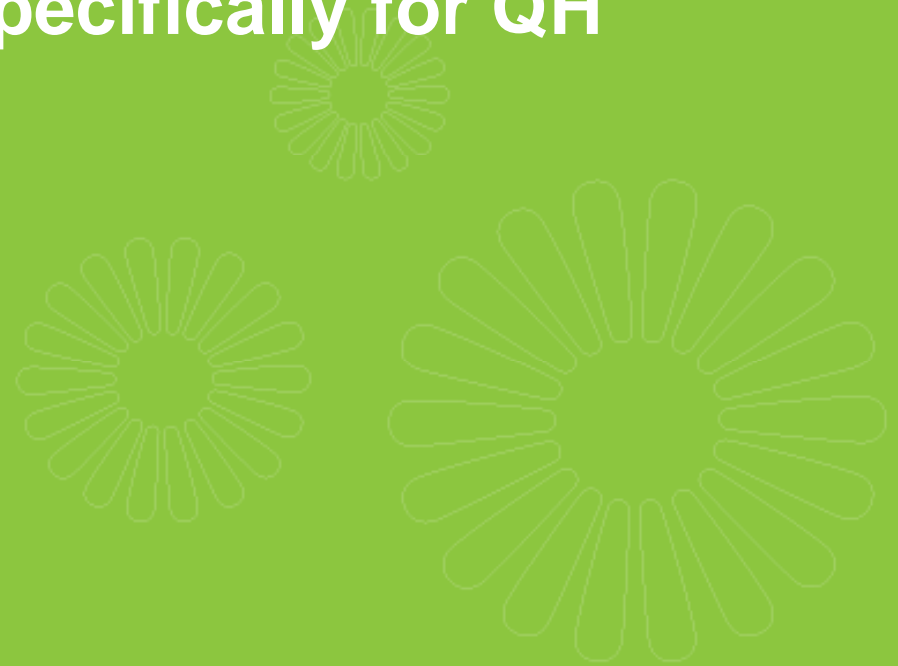
- Survey tool
 - Methodology
 - Reporting of results
 - Performance reporting
 - Action plans
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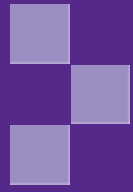


Survey tool



- Queensland Public Agency Staff Survey (QPASS)
- Questions designed specifically for QH
- Free text comments
- Future direction



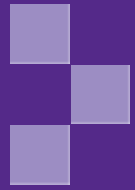


Methodology



- **Measurement of Outcomes Index**
- **Measures change over time**
- **More targeted information**
- **Improved database**





Reporting of results



- **New report format**
- **Survey feedback**

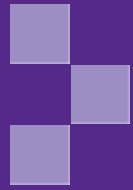




Performance Reporting



- **District CEO and DDG Performance Agreements**
 - **Hot spot reporting**
 - **Balanced Scorecard**
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Action plans



- Local focus
- Tools / support
- Accountability and monitoring
- Funding
- Feedback loop





Additional Activities Adding Value

- **Research – workplace culture driving patient outcomes**
 - **Articles in Australian Health Review**
 - **Presentations at conferences/forums**
 - **Case studies: booklet and web site**
 - **Leximancer**
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Current Engagement and Success



- **Increased response rates**
- **Improved executive engagement**
- **Increased medical engagement**



Caped “Better Workplaces” Survey Man

