

SOUTH WEST HEALTHCARE
(WARRNAMBOOL)

**AMA
VICTORIA
HOSPITAL
HEALTH
CHECK 2019
REPORT**

Australian Medical Association
Victoria



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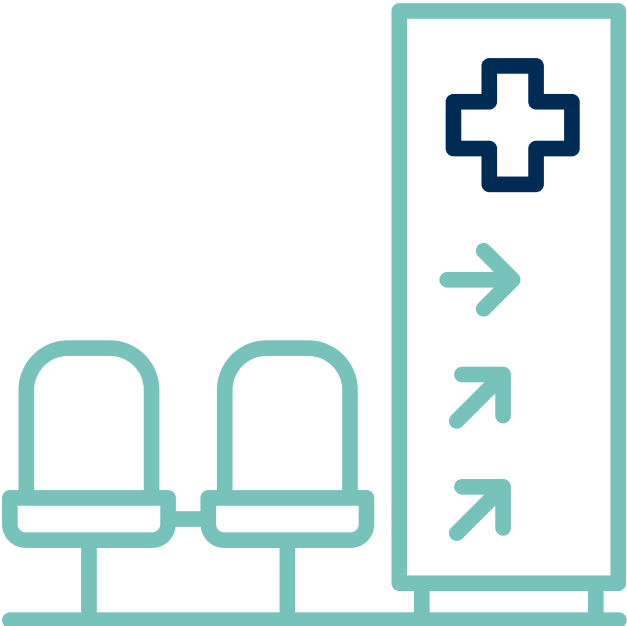


The 2019 Hospital Health Check (HHC) survey provides a snapshot of the work life experience of Victorian doctors in training. AMA Victoria is using the HHC findings to continue to advocate for urgent and longer-term changes to protect trainees and their patients. Findings pertaining to the working conditions of doctors in training are particularly concerning given they represent experiences before the COVID-19 pandemic placed additional pressure on the sector. The survey highlights that trainees feel unable to raise concerns or keep accurate records of their workloads without risking progression in competitive career pathways. Unacceptable behaviours continue to occur in our hospitals, with trainees also quoting barriers to reporting.

Fatigue, excessive workloads and staff shortages are resulting in an alarming number of clinical errors, and are adversely impacting the physical and mental wellbeing of the trainees who provide frontline and 24-hour care to Victorians

The medical profession has faced these self-perpetuating issues for several generations, and we hope that tools such as this survey will help to inspire the required solutions.

We will continue to conduct this survey on a yearly basis and hope to see improvements in all areas.



Congratulations

The Hospital Health Check Survey Results:

Congratulations to the following health services who were best ranked by their trainees in the different domains of the survey:



Best in Rostering, Workload and Overtime

Albury Wodonga Health
Goulburn Valley Health

Best in Access to Leave

Latrobe Regional Hospital
Melbourne Health
Northern Health
Peninsula Health
South West Healthcare

Best in Trainee Well-being

Northern Health

Best in Education and Training

The Royal Victorian Eye & Ear Hospital

Best in Workforce Management and Culture

Northern Health

Best in Recommendation by Trainees

Northern Health
The Royal Women's Hospital



List of Questions

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2	Trainees who feel worn out because of their work as a doctor
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4	Reasons why trainees were not paid all of the unrostered overtime they worked
5	Frequency of needing to work through their 30 minute meal break on an average week
6	Trainees whose work hours prevent important things for their physical health
7	Trainees whose work hours prevent important things for their mental well-being
8	Trainees who made a clinical error in 2019 due to fatigue
9	Trainees who made a clinical error in 2019 due to excessive workload or under staffing
10	Trainees who raised serious concerns about workload with supervisors or Medical Workforce Unit but were brushed off or ignored
11	Trainees rating of employer support for their mental health and well-being
12	Trainees who attend work despite being unwell enough to warrant staying home
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15	Registrar training time
16	Barriers to attending intern teaching or registrar training time:
17	Intern teaching or registrar training time appears correctly on roster
18	Reported ongoing breaches to the 2018-21 Doctors in Training Enterprise Agreement
19	Trainees who have experienced discrimination, harassment, sexual harassment, bullying or victimisation at work
20	Trainees who have experienced unacceptable behaviours
21	Trainees who have witnessed unacceptable behaviours
22	Trainees who have reported unacceptable behaviours
23	Barriers preventing trainees from reporting unacceptable behaviours
24	Trainees asked inappropriate questions during job interviews or pre-interviews
25	Trainees who sought flexible working arrangements
26	Trainees who have considered resigning due to workload and poor conditions
27	Trainees who would recommend their hospital to other DiTs for the coming year:

1 Workplace Morale		
	Health Service	Victorian Average
Very good	0%	10%
Good	0%	29%
Satisfactory	55%	29%
Poor	45%	22%
Very poor	0%	11%

2 How often trainees feel worn out because of their work		
	Health Service	Victorian Average
Never	0%	1%
Rarely	9%	10%
Sometimes	36%	38%
Often	45%	32%
Very often	9%	19%

3 How often trainees were paid for the unrostered overtime they worked		
	Health Service	Victorian Average
Never	0%	44%
About 25% of the time	27%	22%
About 50% of the time	27%	14%
About 75% of the time	27%	10%
Always	18%	10%

4 Reasons why trainees were not paid all of the unrostered overtime they worked	
Did not know claiming this was possible	10%
Unclear or confusing claiming process	0%
Highly obstructive or difficult claiming process	70%
Did not believe the amount of overtime worked was worth claiming	60%
Advised that unrostered overtime is only paid for stipulated reasons	70%
Advised not to claim by my Registrar	10%
Advised not to claim by my Consultant or Head of Unit	0%
Advised not to claim by peers at the same level of training	10%
Advised not to claim by hospital administration or Medical Workforce Unit	20%
Claim submitted but rejected by Medical Workforce Unit	40%
Claim submitted but rejected by Consultant or Head of Unit	0%
Hospital / workplace cultural expectations	40%
Not applicable: no unrostered overtime was performed	0%
Not applicable: all unrostered overtime worked was paid	10%

5 Frequency of needing to work through their 30 minute meal break on an average week	
Never	0%
Rarely	9%
Sometimes	0%
Often	36%
Very often	55%

6 Trainees whose work hours prevent important things for their physical health	
Never	9%
Rarely	0%
Sometimes	27%
Often	64%
Very often	0%

7 Trainees whose work hours prevent important things for their mental wellbeing	
Never	9%
Rarely	0%
Sometimes	45%
Often	45%
Very often	0%

8 Trainees who made a clinical error in 2019 due to fatigue		
	Health Service	Victorian Average
Yes	45%	56%
No	55%	44%

9 Trainees who made a clinical error in 2019 due to excessive workload or understaffing		
	Health Service	Victorian Average
Yes	73%	60%
No	27%	40%

10 Trainees who raised serious concerns about workload with supervisors or Medical Workforce Unit but were brushed off or ignored	
Yes	36%
No	64%

11 Trainees rating of employer support for their mental health and wellbeing	
Very good	0%
Good	9%
Satisfactory	27%
Poor	55%
Very poor	9%

12	Trainees who attend work despite being unwell enough to warrant staying home	
Never		0%
Rarely		9%
Sometimes		45%
Often		36%
Always		9%

13	Barriers faced by trainees when needing to use sick leave	
Health service does not provide adequate coverage for absence		91%
Lack of support from supervisors or senior medical staff		0%
Lack of adequate after-hours support from the Medical Workforce Unit		36%
There is a culture of not calling in sick		36%
Do not want to burden colleagues with extra work		82%
Work would pile up if take sick leave		64%

14	Intern teaching *	
	Health Service	Victorian Average
Receive entitlement fully	20%	43%
Teaching available but not free from clinical duties	80%	57%
No formal intern teaching offered	0%	0%

15	Registrar training time *	
	Health Service	Victorian Average
Receive entitlement fully	80%	48%
Training time available but not free from clinical duties	0%	33%
No registrar training time offered	20%	19%

16 Barriers to attending intern teaching or registrar training time *	
Lack of advertisement	0%
Not appropriately rostered	56%
Not offered consistently	78%
Lack of coverage by registrars or consultants to allow attendance	56%
Excess workload	33%
No barriers	0%
Other	44%

17 Intern teaching or registrar training time appears correctly on roster *	
Yes	33%
No	67%

18 Reported ongoing breaches to the 2018-21 Doctors in Training Enterprise Agreement	
Working shifts with less than a 10-hour break between them (including telephone calls, being recalled into the hospital, being on-call for sick leave etc.)	82%
Working shifts greater than 16 hours	9%
Less than 48 hours off duty when moving from night shifts to any other shift arrangement	18%
Less than a whole calendar day clear from duty (including on-call and overtime) between your final shift at Hospital 1 and your first shift at Hospital 2	0%
None of these options have occurred	9%

19 Trainees who have experienced discrimination, harassment, sexual harassment, bullying or victimisation at work	
Yes	45%
No	55%

20 Trainees who have experienced unacceptable behaviours	
Discrimination	27%
Harassment	36%
Sexual harassment	0%
Bullying	18%
Victimisation	0%
Not applicable	45%

21 Trainees who have witnessed unacceptable behaviours	
Discrimination	36%
Harassment	36%
Sexual harassment	18%
Bullying	55%
Victimisation	36%
Not applicable	9%

22 Trainees who have reported unacceptable behaviours	
Discrimination	9%
Harassment	9%
Sexual harassment	0%
Bullying	27%
Victimisation	0%
Not applicable	73%

23 Barriers preventing trainees from reporting unacceptable behaviours	
Fear of negative career consequences	55%
Unsure of reporting process	55%
Fear of disrupting team dynamic	18%
Reporting is not in the “ethos” of the unit/hospital	0%
Don't have time to make an appointment	27%
Process is too difficult	18%
Criticism from colleagues	9%
Lack of capacity for anonymous reporting	45%
I would be judged by my colleagues as not being resilient enough	36%
Lack of senior colleague to report to	0%
Intimidation from colleagues/management	18%
No barriers to reporting	0%

24 Trainees asked inappropriate questions during job interviews or pre-interviews	
Sexual orientation	0%
Family Plans and/or Marriage/Partnerships	9%
Religion	0%
Location of residence	9%
Health and Mental Health (not including questions regarding pre-existing injuries/medical conditions/disability that would affect performance of inherent requirements of the job)	9%
No inappropriate questions asked	73%

25 Trainees who sought flexible working arrangements	
Did not seek	82%
Sought and was successful	9%
Sought and applied but was unsuccessful	9%
Sought but was unable to apply	0%

26	Trainees who in the preceding 6 months had considered resigning due to workload and poor working conditions	
Never		27%
Rarely		36%
Sometimes		18%
Often		0%
Very often		18%

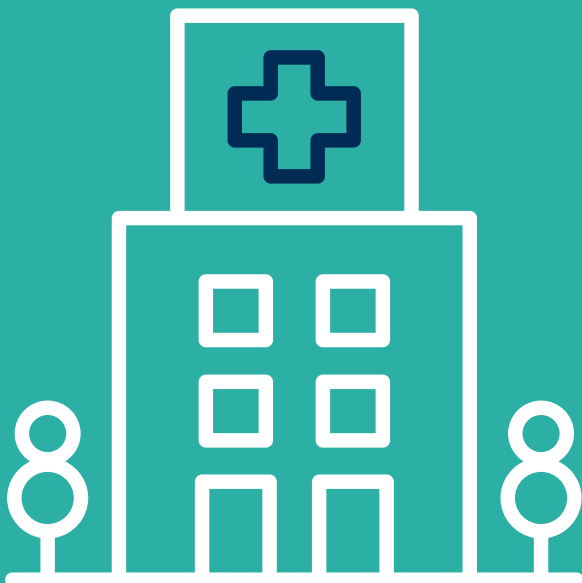
27	Trainees who would recommend their hospital to peers	
	Health Service	Victorian Average
Strongly agree	9%	17%
Agree	9%	37%
Neutral	45%	26%
Disagree	18%	11%
Strongly disagree	18%	9%

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Disclaimer

The AMA Victoria Doctors in Training (DiT) Sub-Division Hospital Health Check survey was completed on a voluntary basis by Victorian doctors in training covered by the DiT Enterprise Agreement 2018-2021.

The purpose of this document is to assist graduating medical students as well as current interns and residents with their decision making process when deciding on which Health Services to apply for in the future.

This information is provided in good faith and should only be used as a guide, it is intended to be general in nature and is made available on the understanding that the AMA Victoria and the AMA Victoria's DiT Sub-Division do not make any comment or assertion that the information provided by participants is correct, or reflects the experiences of doctors who did not participate in the survey.

Before relying on the information contained in the survey results provided, users should carefully evaluate its accuracy, currency, completeness and relevance for their purposes, personal objectives and career goals, and should make their own enquiries, including consulting with the relevant Health Service and staff at the relevant Health Service.

Whilst every effort has been made to ensure the accuracy of the collation of the information in this survey, AMA Victoria, its employees and the AMA DiT Sub-Division cannot be held responsible for the information provided by participants in the survey and cannot be responsible for any loss or damage arising from any person or organisation as a result of the publication of this survey of information. AMA Victoria and the AMA Victoria DiT Sub-Division do not take any responsibility for the outcomes published in the survey.

Comparison of results among Health Services must be made with caution, as the survey did not involve a probabilistic sampling frame, but instead was open to the entire Victorian DiT population. Further, as DiTs were not randomly allocated to Health Services, differences in attitudes and expectations of respondents cannot be adequately controlled. This introduces biases into the results which cannot be accounted for.

Thus, all differences among health services should be interpreted as specific only to the survey respondents and must not be interpreted as representative of the experiences of all junior doctors in Victoria.

***Stage of Training**

Survey Respondents	Number	Percentage
Intern	265	23.92%
HMO	324	29.24%
Unaccredited/ Non-Training Registrar	98	8.84%
Accredited Registrar	270	24.37%
Advanced Trainee/Fellow (final year of training)	133	12.00%
Career Medical Officer	1	0.09%
Prefer to not disclose	17	1.53%
Total	1,108	100%