

ALBURY WODONGA HEALTH

**AMA  
VICTORIA  
HOSPITAL  
HEALTH  
CHECK 2019  
REPORT**

Australian Medical Association  
Victoria



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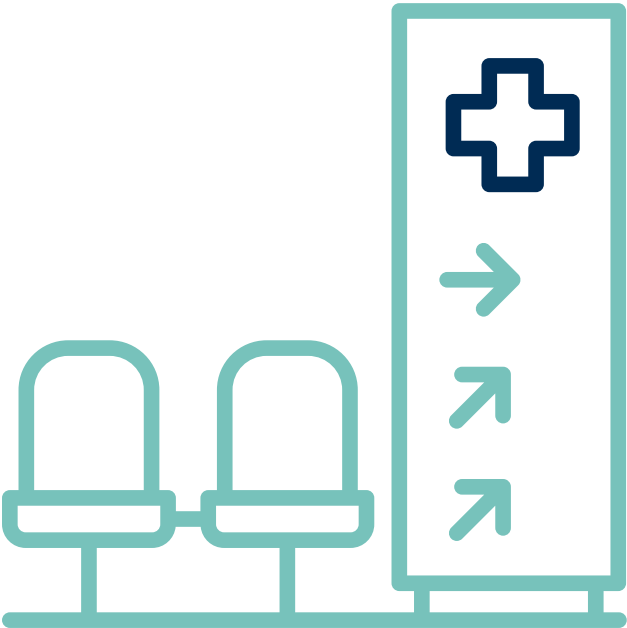


**The 2019 Hospital Health Check (HHC) survey** provides a snapshot of the work life experience of Victorian doctors in training. AMA Victoria is using the HHC findings to continue to advocate for urgent and longer-term changes to protect trainees and their patients. Findings pertaining to the working 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

1	Workplace morale
2	Trainees who feel worn out because of their work as a doctor
3	How often trainees were paid for the unrostered overtime they worked
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
13	Barriers faced by trainees when needing to use sick leave
14	Intern teaching
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:

<b>1 Workplace Morale</b>		
	<b>Health Service</b>	<b>Victorian Average</b>
Very good	5%	10%
Good	30%	29%
Satisfactory	55%	29%
Poor	10%	22%
Very poor	0%	11%

<b>2 How often trainees feel worn out because of their work</b>		
	<b>Health Service</b>	<b>Victorian Average</b>
Never	5%	1%
Rarely	10%	10%
Sometimes	45%	38%
Often	40%	32%
Very often	0%	19%

<b>3 How often trainees were paid for the unrostered overtime they worked</b>		
	<b>Health Service</b>	<b>Victorian Average</b>
Never	17%	44%
About 25% of the time	22%	22%
About 50% of the time	17%	14%
About 75% of the time	11%	10%
Always	33%	10%

4 Reasons why trainees were not paid all of the unrostered overtime they worked	
Did not know claiming this was possible	0%
Unclear or confusing claiming process	0%
Highly obstructive or difficult claiming process	17%
Did not believe the amount of overtime worked was worth claiming	56%
Advised that unrostered overtime is only paid for stipulated reasons	33%
Advised not to claim by my Registrar	11%
Advised not to claim by my Consultant or Head of Unit	0%
Advised not to claim by peers at the same level of training	6%
Advised not to claim by hospital administration or Medical Workforce Unit	6%
Claim submitted but rejected by Medical Workforce Unit	0%
Claim submitted but rejected by Consultant or Head of Unit	0%
Hospital / workplace cultural expectations	22%
Not applicable: no unrostered overtime was performed	0%
Not applicable: all unrostered overtime worked was paid	33%

5 Frequency of needing to work through their 30 minute meal break on an average week	
Never	5%
Rarely	10%
Sometimes	35%
Often	25%
Very often	25%

6 Trainees whose work hours prevent important things for their physical health	
Never	10%
Rarely	5%
Sometimes	50%
Often	30%
Very often	5%

7	Trainees whose work hours prevent important things for their mental wellbeing	
Never		5%
Rarely		10%
Sometimes		50%
Often		30%
Very often		5%

8	Trainees who made a clinical error in 2019 due to fatigue		
	Health Service	Victorian Average	
Yes	50%	56%	
No	50%	44%	

9	Trainees who made a clinical error in 2019 due to excessive workload or understaffing		
	Health Service	Victorian Average	
Yes	44%	60%	
No	56%	40%	

10	Trainees who raised serious concerns about workload with supervisors or Medical Workforce Unit but were brushed off or ignored	
Yes		33%
No		67%

11	Trainees rating of employer support for their mental health and wellbeing	
Very good		10%
Good		10%
Satisfactory		40%
Poor		35%
Very poor		5%

12	Trainees who attend work despite being unwell enough to warrant staying home	
Never		0%
Rarely		17%
Sometimes		33%
Often		33%
Always		17%

13	Barriers faced by trainees when needing to use sick leave	
Health service does not provide adequate coverage for absence		61%
Lack of support from supervisors or senior medical staff		11%
Lack of adequate after-hours support from the Medical Workforce Unit		28%
There is a culture of not calling in sick		33%
Do not want to burden colleagues with extra work		94%
Work would pile up if take sick leave		44%

14	Intern teaching *	
	Health Service	Victorian Average
Receive entitlement fully	60%	43%
Teaching available but not free from clinical duties	40%	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	20%	33%
No registrar training time offered	0%	19%



16 Barriers to attending intern teaching or registrar training time *	
Lack of advertisement	0%
Not appropriately rostered	18%
Not offered consistently	9%
Lack of coverage by registrars or consultants to allow attendance	36%
Excess workload	73%
No barriers	0%
Other	9%

17 Intern teaching or registrar training time appears correctly on roster *	
Yes	83%
No	17%

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.)	44%
Working shifts greater than 16 hours	6%
Less than 48 hours off duty when moving from night shifts to any other shift arrangement	28%
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	6%
None of these options have occurred	56%

19 Trainees who have experienced discrimination, harassment, sexual harassment, bullying or victimisation at work	
Yes	44%
No	56%

20	Trainees who have experienced unacceptable behaviours	
Discrimination		11%
Harassment		11%
Sexual harassment		17%
Bullying		44%
Victimisation		17%
Not applicable		39%

21	Trainees who have witnessed unacceptable behaviours	
Discrimination		33%
Harassment		6%
Sexual harassment		6%
Bullying		39%
Victimisation		11%
Not applicable		50%

22	Trainees who have reported unacceptable behaviours	
Discrimination		0%
Harassment		6%
Sexual harassment		0%
Bullying		17%
Victimisation		0%
Not applicable		83%

23 Barriers preventing trainees from reporting unacceptable behaviours	
Fear of negative career consequences	50%
Unsure of reporting process	33%
Fear of disrupting team dynamic	39%
Reporting is not in the “ethos” of the unit/hospital	0%
Don't have time to make an appointment	6%
Process is too difficult	6%
Criticism from colleagues	17%
Lack of capacity for anonymous reporting	39%
I would be judged by my colleagues as not being resilient enough	39%
Lack of senior colleague to report to	0%
Intimidation from colleagues/management	11%
No barriers to reporting	28%

24 Trainees asked inappropriate questions during job interviews or pre-interviews	
Sexual orientation	0%
Family Plans and/or Marriage/Partnerships	17%
Religion	0%
Location of residence	22%
Health and Mental Health (not including questions regarding pre-existing injuries/medical conditions/disability that would affect performance of inherent requirements of the job)	11%
No inappropriate questions asked	61%

25 Trainees who sought flexible working arrangements	
Did not seek	89%
Sought and was successful	11%
Sought and applied but was unsuccessful	0%
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		50%
Rarely		20%
Sometimes		20%
Often		5%
Very often		5%

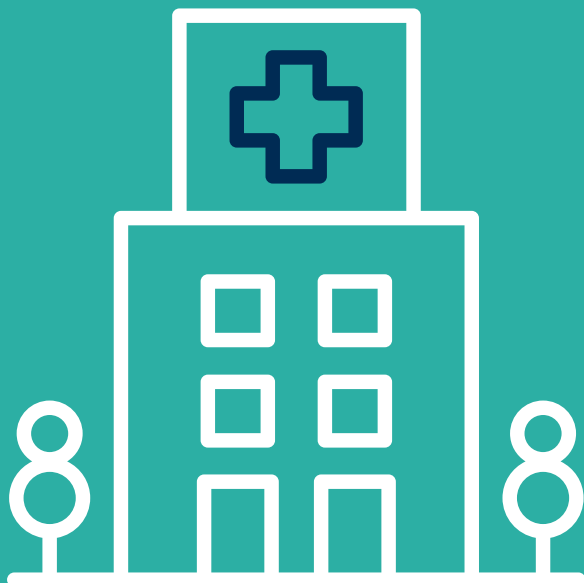
27	Trainees who would recommend their hospital to peers	
	Health Service	Victorian Average
Strongly agree	5%	17%
Agree	40%	37%
Neutral	45%	26%
Disagree	5%	11%
Strongly disagree	5%	9%

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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**

<b>Survey Respondents</b>	<b>Number</b>	<b>Percentage</b>
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%
<b>Total</b>	<b>1,108</b>	<b>100%</b>