



2023 Annual Workforce Survey- Frequently Asked Questions

Click to jump to: [General FAQs](#) | [Culture of Safety FAQs](#) | [Nursing FAQs](#) | [Physician/APP FAQs](#)

General FAQs:

- **Why are we surveying the workforce? What will this information be used for?**
We need your input to make changes to improve our workplace, empower our workforce and continue our work to build a culture that supports our ability to provide the safest, highest quality care. In addition, some questions, such as those focused on safety culture or nursing, help us meet requirements for programs such as Leapfrog, Magnet and The Joint Commission.
- **What did UW Medicine do with the feedback received from the 2022 survey?**
UW Medicine leadership places tremendous value on your feedback and used last year's survey results to make changes & inform initiatives across the system. You can see your feedback in action by reading our [Action Report](#).
- **When will I see the results from the 2023 survey?**
We will receive results from Press Ganey at the end of May 2023. Plans for cascading results and action planning will be shared at that time.
- **When will the survey be available to the UW Medicine workforce?** The survey will be administered by a third-party vendor (Press Ganey) from April 3-23, 2023.

Who will take the 2023 Annual Workforce Survey?

Those in the UW Medicine Health System, including:

- Harborview Medical Center
- UW Medical Center (both campuses)
- Valley Medical Center
- Airlift Northwest
- Faculty Practice Plan Services (FPPS)
- UW Primary Care
- Shared Services
- SOM Marketing & Comms, Risk Mgmt, Compliance, and Healthcare Equity

STAFF Will Take *Attributed* Survey (~20K)

- All UW Medicine staff (clinical & non-clinical)
- All employee types - Regular, Fixed Duration, Non-Permanent, Temp/Hourly

PHYSICIANS & APPs Will Take *Unattributed* Survey (~2K)

- Faculty & Providers
- Advanced Practice Professionals*
- Students/Trainees

**Specific instructions will be provided for APRNs, who will take select portions of both the staff and Physician/APP surveys.*

• How do I take the survey?

- **Staff** – An email invitation from Press Ganey (using the email noreply@surveys.pressganey.com) will be sent to your uw.edu email address on April 3, 2023. Launch the survey using the link in your email. Having trouble finding the email? Search your email box for emails from “Press Ganey.”

Alternatively, scan the QR code provided below. If accessing the survey via the QR Code, you will be required to log in with your employee ID number and birth year, so that your responses can be saved if you can't complete your survey in one sitting.



- **Physicians, APPs, residents and fellows** – An email invitation from your Department Chair will be sent to you on April 3, 2023. Launch the survey using the link in your email.

• Can I trust that my responses are confidential? Will my manager get identifying information about me?

Your responses are completely confidential. UW Medicine leaders **will not** have access to your name or any other identifying demographic information. Our third-party administrator Press Ganey will handle all identifying information, not UW Medicine. All reports and data will be managed by Press Ganey to protect survey participants' privacy. Specifically, results will only be presented in summary (aggregate) form so that no individual can be

identified by an individual's demographic information (personal, position, department, etc.), and results for groups with fewer than 5 respondents are not shared. Managers and leaders will only receive aggregated responses and results.

- **I am part of a small team. How can I be sure that my identity won't become obvious to my leader?**

If you are part of a small team, and there are fewer than 5 responses in the group, no reports will be provided to keep your identity private. The results from your team will be included in the main survey for your department or division.

- **How long will the survey take?**

We know your time is valuable. We've carefully selected the survey questions to ensure that they are the most actionable questions and have tried to limit the overall number of questions as much as possible. The survey will take 15 to 20 minutes depending on your role.

- **If I can't complete the survey in one sitting, can I start where I left off later on?**

- **If you take the staff survey:** Yes, your responses will be saved. You can pick up where you left off.
- **If you take the Physician/APP survey:** No, your responses aren't saved. Please complete them all in one sitting.

- **What topics will the survey cover?**

We will ask you about the following topics:

- **Engagement & resilience (All Employees)**– Responses will be used to identify improvements to ensure that our workforce is resilient and supported.
- **Safety culture (Direct or Indirect Patient Care)** – Responses will help us build plans to enhance clinical outcomes, decrease preventable errors, address challenges and improve the patient, family, faculty and staff member's experience.
- **Nursing excellence (Nurses)**– Responses will be used to enhance the nursing practice environment.
- **Equity, Diversity and Inclusion (All Employees)** - Feedback from the recently completed EDI survey will be shared in the coming months. The annual survey will include a few core EDI questions to allow us to continue to monitor our progress.

- **I've lost the email – how can I take the survey?**

To take the survey, please launch the survey from the appropriate desktop icon on your workstation. Links and QR codes will also be distributed in posters, the Huddle, and various intranet sites.



Staff Survey
(Clinical and nonclinical)



Physician/APP Survey

- **I have questions. Where can I get more information?**

Please visit our [Workforce Survey](#) page on The Huddle or contact our UW Medicine survey team at annualsurvey@uw.edu.

FAQs about Culture of Safety:

- **Will I still need to fill out a culture of safety survey later this year?**
No. All safety culture questions are embedded in the 2023 Workforce Survey. You will not need to complete another survey later this year.
- **Why is my feedback on safety culture important?**
Your responses will identify patient safety issues and inform improvement efforts for individual departments and the organization as a whole.

FAQs for Nursing:

- **Are we still doing the NDNQI survey?**
This survey replaces the NDNQI RN Satisfaction survey (last completed in 2019). The questions map to the same Magnet domains as the NDNQI survey and gather the same information in fewer questions.
- **How do nurses benefit from these surveys?**
These surveys give us a chance to see where we have pockets of best practice as well as gaps in best practices. For example - from past surveys, we learned that we needed to implement mobile café units for busy nurses that couldn't get away for a snack or a beverage. We also learned that many nurses weren't aware of some of the professional development opportunities available to them, and we were able to provide nurses with the information they needed to take advantage of those offers. These are just some of the many examples of ways we were able to improve our workplace for nursing staff.
- **I'm an APRN. Do I take the staff survey (along with nursing colleagues) or the Physician/APP survey?**
Due to Magnet reporting requirements, APRNs will need to take portions of both the staff and Physician/APP surveys. If you are an APRN who received an individual email invitation to take the staff survey, please begin there. You will complete the RN Excellence and Safety Culture module portions of the Staff survey. When you finish, you will see a link to the Physician/APP survey where you will complete a short set of Engagement questions. If you do not want to do both surveys in one session, you can also access the Physician/APP survey through the link sent to you by your Department Chair. Please make sure to identify yourself as an APRN in the demographic questions of the Physician/APP survey so you will only be presented with the additional engagement questions.

FAQs for Physicians/APPs:

- **Who should take the Physician/APP survey?**
Physicians, advanced practice practitioners, residents and fellows should all take the Physician/APP survey. Make sure to identify your role to ensure you are presented with the appropriate question set.
- **If you are an ARNP, you will be asked to take subsets of both the staff and Physician/APP survey (see FAQ above).**
- **If you are a Resident, you will only be asked to complete the Culture of Safety questions.**