

July 2022

Happier workers Healthier patients



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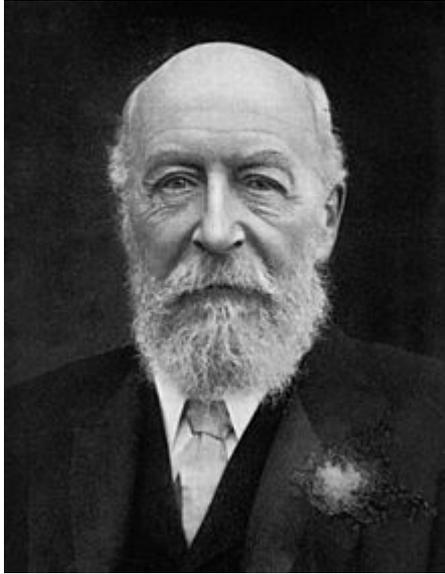


**Take care of your employees and
they will take care of your
business. It is as simple as that.**

- Richard Branson



Virgin



But if each man could have his own house,
a large garden to cultivate and health
surroundings – then I thought there will be
for them a better opportunity of a happy,
family life

- George Cadbury

Safer Care Victoria

**Outstanding healthcare
for all Victorians.
Always.**

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What if.....

What if.....



Evidence exists



Patient satisfaction is linked to mortality & quality of services

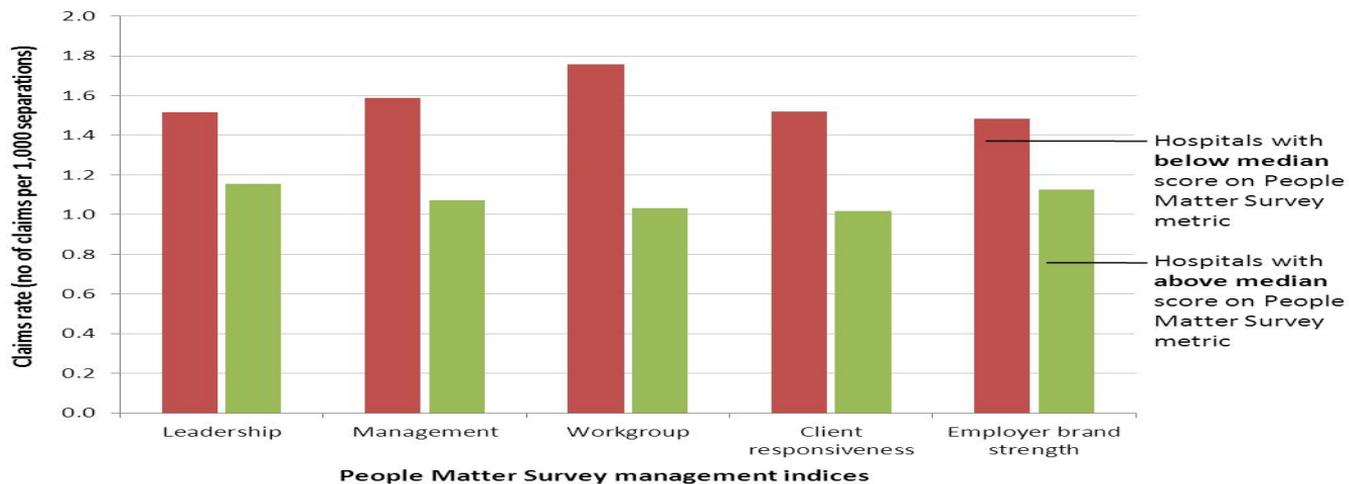
Team culture on quality of diabetes care

Reporting culture effects mortality



Employee organisational commitment in hospital managers effects hospital performance

Evidence exists



Is staff engagement a lead indicator of patient harm?

People matters survey



Hospital Acquired Complications



Insurance claims



People matters survey



Engagement measures

I would recommend my organisation as a good place to work

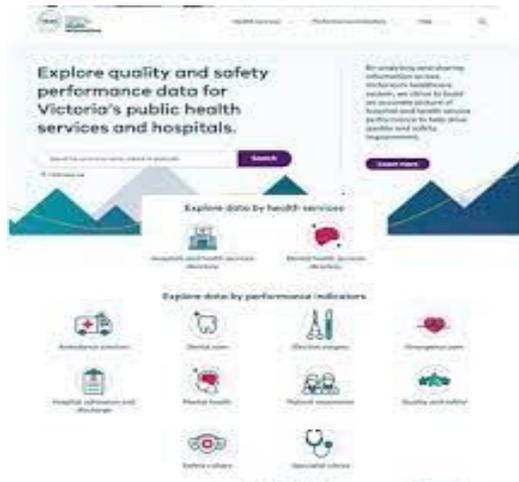
I am proud to tell others I work for my organisation

I feel a strong personal attachment to my organisation

My organisation motivated me to help achieve its objectives

My organisation inspires me to do the best in my job

Hospital Acquired Complications



16 Hospital Acquired Complications

Pressure injuries; fracture or other intracranial injury; infection; surgical complication; respiratory complication; VTE; renal failure; GI Bleeding; medication complication; delirium; persistent incontinence; malnutrition; cardiac complication; delivery complication; neonatal birth trauma

4 readmission metrics

Knee replacement; hip replacement; heart failure; Myocardial infarction (excluded T&A)

Insurance claims



Measures related to claims

Reporting delay in days per year

Reporting delay per claim

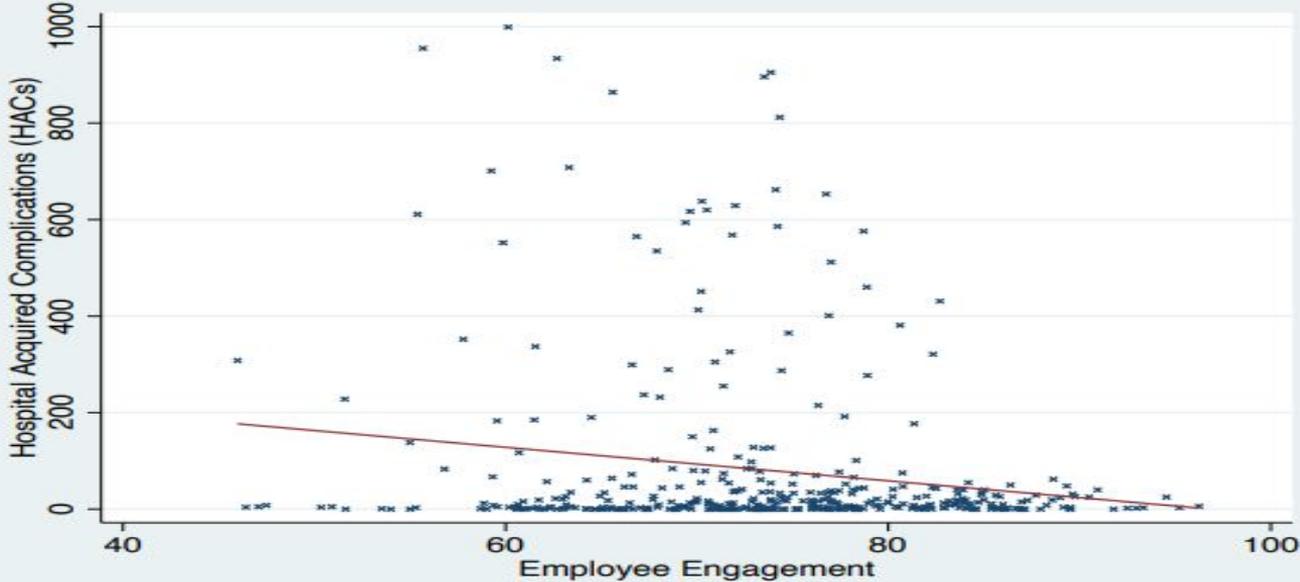
Number of claims & incidents

Claimed cost

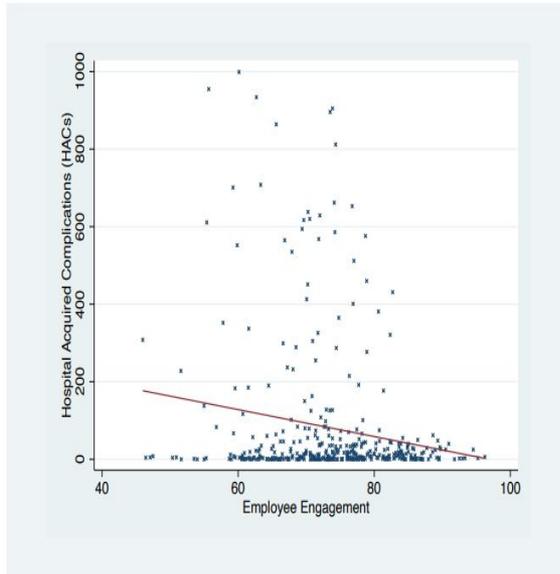
Incurred costs

So
what

Negative correlation between HACs and engagement



Negative correlation between HACs and engagement



Pressure injury

Fracture/other intracranial injury

Healthcare associate infection

Surgical Complication

GI Bleeding

Delirium

Persistent incontinence

Malnutrition

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Negative correlation between HACs and engagement

Most important questions

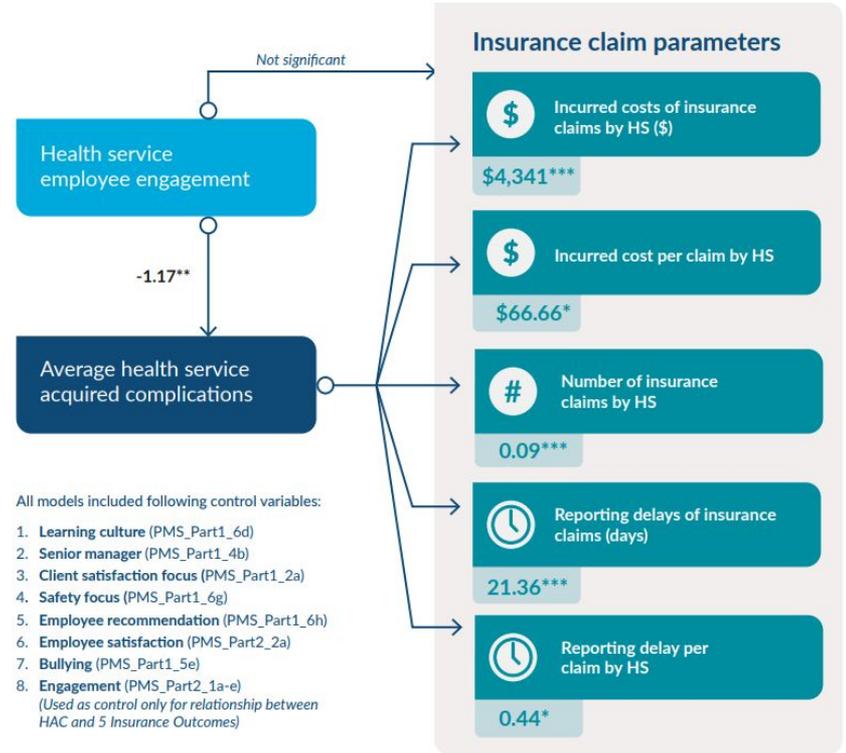
1. I feel strong personal attachment for my organisation
2. My organisation motivated me to help achieves its objectives
3. My organisation inspires me to do my best job

Insurance costs

If the engagement metric was down

HACs went up

And then so did the insurance costs



A 1% increase in health care worker engagement reduces the average HAC by 1.17 (a decrease of about 3%)

A 1 unit decrease in HACS on average lead to

total cost savings of \$4,341

decrease in insured costs per claim of \$66.67

reduction in reporting delays of 21.36 days

reduction in number of claims of 0.09

reduction in reporting delay per claim of 0.44 days per claim



**I feel strong
personal attachment
for my organisation**

**My organisation
motivated me to
help achieves its
objectives**

**My organisation
inspires me to do
my best job**

Our next steps

Integrate these into our monitoring suite for safety

Healthcare Worker Wellbeing initiative “joy in work”

Caring for our own staff

the only thing of real
importance that leaders
do is to create and
manage culture

