

## Whiting Task Force Meeting Summary

Friday, June 18, 2021

1:30 PM via Zoom Videoconference

Co-chairwoman Linda Schwartz convened the meeting.

She asked Sara Wakai, Ph.D., Assistant Professor, Department of Medicine, UConn Health, to present her findings of the staff survey results from the CVH Whiting Hospital.

Dr. Wakai explained that an introductory email about the survey was sent to staff on March 15, followed by reminder emails on March 19, March 25, and March 30. The survey closed on March 31. The research methods used were quantitative and qualitative. The target population was 1518 employees, of which 417 responded to the survey.

Of the 417 respondents, 40% answered that they worked overtime, and 49% responded that it was voluntary overtime. Regarding work morale, most respondents stated that they liked their colleagues. Slightly more than half shared they had enough information to do their job well. Less than half reported they had enough opportunity to improve their skills. Over half of the respondents reported that their workload is reasonable and have sufficient resources to get their job done.

Mr. Acker commented that he was made aware that there have been times when staff has provoked patients to go off so that they would have to work longer and get overtime.

Dr. Wakai commented that some respondents mentioned bullying in their comments regarding staff and management.

Mr. Acker added that his understanding of the presentation is that people feel they are not being heard. Dr. Wakai agreed with his assessment.

Ms. Schwartz asked whether Dr. Wakai thought that staff didn't believe anyone was listening to them.

Dr. Wakai answered that that was a possibility. She added that in saying that, she is not an expert in that field.

Dr. Hauser asked whether the results were analyzed separately for each of the hospitals.

Dr. Wakai answered that they were analyzed separately, and the report would show them as such; however, she combined them in the presentation for simplicity's sake.

Dr. Rodis reminded members this is not a healthcare issue. This is a CVH Whiting issue, and he noted the importance of having a zero-tolerance policy for bullying.

Mr. Acker stated that this issue did not get created in one day, and it will not get solved in one day. He added that he would like to receive all the staff comments rather than a representation of the comments.

Dr. Wakai said she could provide them to the task force while noting that slight edits were made, including identifiable information and grammar. She emphasized that she will not share comments made by respondents that asked for their comments not to be shared.

Members discussed possible topics of recommendations they could make from the survey results.

Ms. Schwartz notified members that she and Dr. Hauser would include the survey findings in the final report.

The next meeting was scheduled for July 9, 2021, at 1:30 PM via Zoom.