



CAPE COAST TEACHING HOSPITAL

QUALITY ASSURANCE



2019 STAFF

SATISFACTION SURVEY



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LIST OF ACRONYMS

- Ag CEO Acting Chief Executive Officer
- QSIPT Quality, Safety, Infection Prevention Team
- QA Quality Assurance
- QI Quality Improvement
- RA Research Assistant
- RT Research Team
- ICT Information Communication Technology
- OPD Out Patient Department
- IPD Patient admitted to the ward
- OBGY Obstetrician and Gynecology
- MS Male Surgical
- MM Male Medical
- FM Female Medical
- FS Female Surgical
- A & E Accident and Emergency
- MO Medical Officer
- CCTH Cape Coast Teaching Hospital



INTRODUCTION

1. Objective of Survey

The Management of the Cape Coast Teaching Hospital organizes staff and Clients satisfaction survey annually through the Quality Assurance Unit as part of its mandate contained in the Teaching Hospital Act 525 of 1996 for quality health delivery.

The 2019 Clients, Community and Staff satisfaction surveys provided an objective feedback from the service recipients and enable management to plan for an improved and excellent health care.

The survey was approved by the Chief Executive Officer and implemented by the Quality Assurance (QA) Team.

2. Methodology

Determination of Respondent

i. Targeted Population

The staff targeted population was obtained from the Human Resources staff strength for 2019.

ii. Sample Size

The sample size determination was worked out from www.surveymonkey.com/. The statistical analysis were calculated using qualtrics by Scott M Smith (2018) from a website www.qualtrics.com and www.surveysystem.com and SPSS data analysis.

iii. Selection of Respondent

The staff were classified into category of workers and randomized. The respondents were selected by convenient sampling and questionnaire self-administered and collected within 24 hrs.

TABLE 1: STAFF TARGET COVERAGE 2019

YEAR	SAMPLE SIZE	RESPONDENT	% COVERAGE
STAFF	302	104	34.4



TABLE 2

GENERAL COVERAGE FROM 2017-19

YEAR	POPULATION	SAMPLE SIZE	RESPONDENT	CLIENT	STAFF	% COVERAGE
2017	21,068	1,300	1,110	987	123	85.4
2018	170,325	1,051	718	506	212	68.3
2019	182,350	1,240	601	497	104	48.5

Measure of Success

The Research Team agreed to set a standard of 80% as a pass mark for any indicator selected and 90% as excellent in 2019 as against 75% pass mark in 2018.

Shortfalls Identified

There were some issues of concern which may have had some level of minor significant impact of the result either positively or negatively. These were:

- The absence of absolute targeted Clients population size.
- Some challenges associated with reaching the selected client respondents on telephone resulted in lower sample size coverage.

Table 3

The Research Team

No.	NAME	DESIGNATION
1.	Mr. Albert K Acquah	Quality Assurance Manager /Team Leader
2.	Mr. Emmanuel Hanson Owoo	Occupational and Safety Focal Person / Supervisor
3.	Mrs. Annabel Merson	Supervisor
4.	Mr. Robert Jirapah	Head Health Information Unit
5.	Mr. Stephen Onyam	Research Assistant



6.	Mr. Issah Osuman	Research Assistant
7.	Jeffery Appiah	Research Assistant
8.	Mr. Stanley Manford	ICT Technician

MEASURES TO ADDRESS WEAKNESS IDENTIFIED

The QA Team (QSIPT) in collaboration with all the stakeholders held meeting to deliberate on the findings and came out with measures to enhance high quality service delivery to all our clients.

These included:

- The use of staff morning meetings to address poor attitude of some staff which includes poor communication, disrespect to patients, lateness among others
- Using the concept of the sub BMC to identify immediate relevant challenges and finding measures in improving on the weakness affecting their area of service delivery.
- Regular in-service training on customer care, attitudinal change and capacity building training for effective monitoring and supervision will provide the necessary remedy to improve on the identified challenges



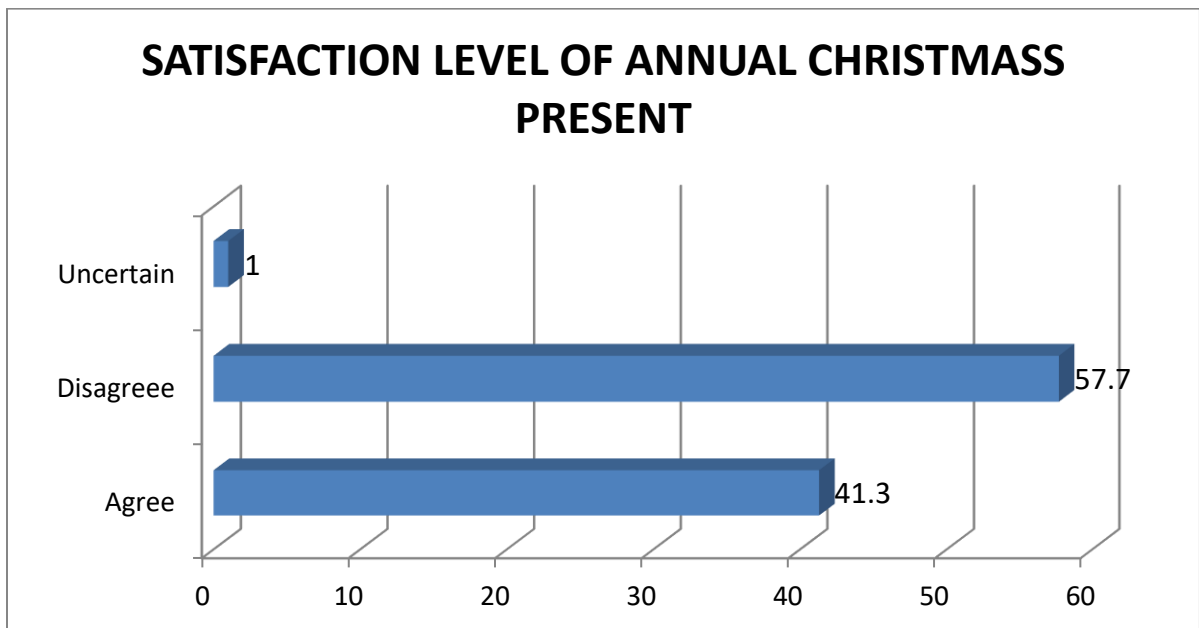
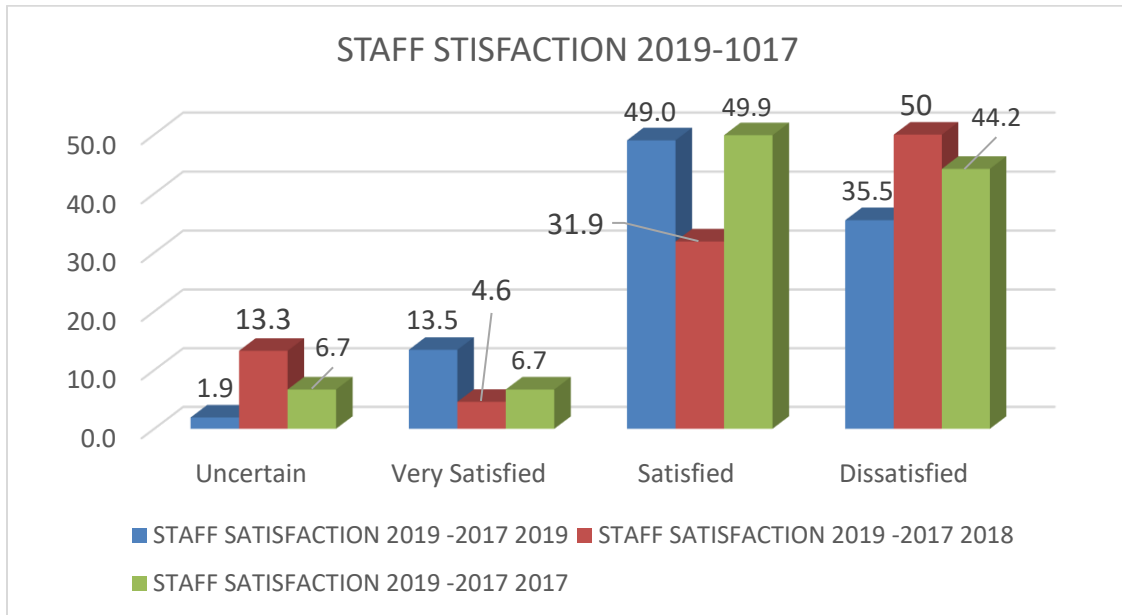
CCTH STAFF IN ACTION

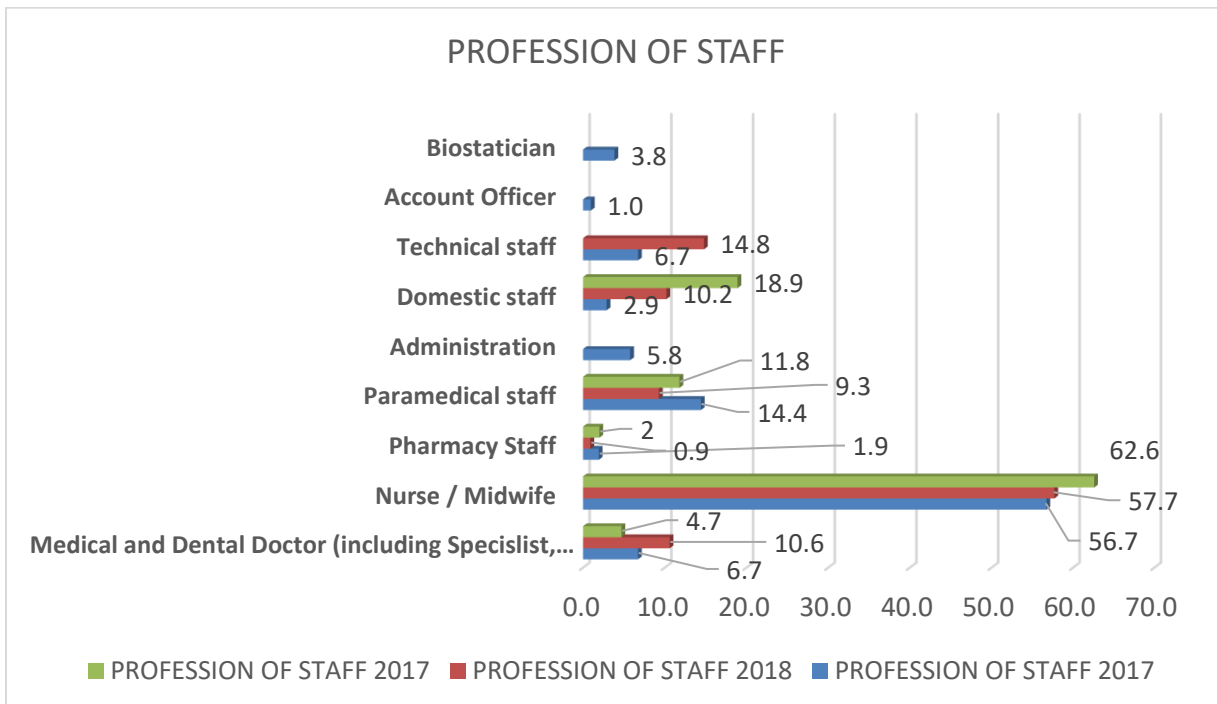
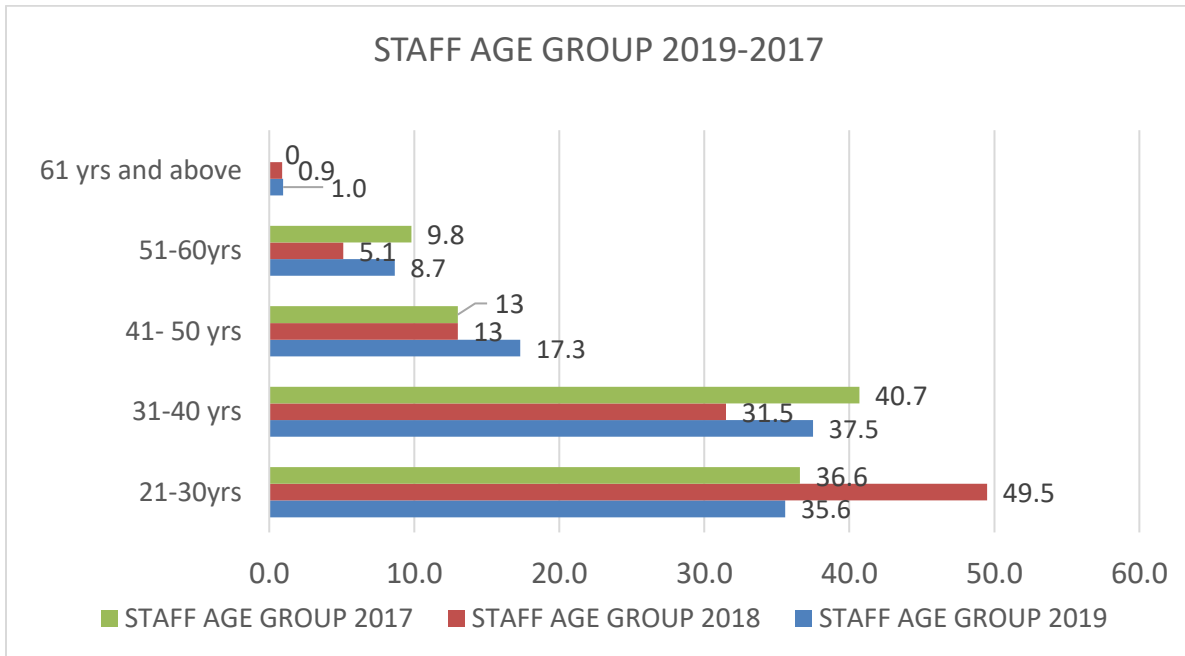




2019 STAFF SURVEY RESULT

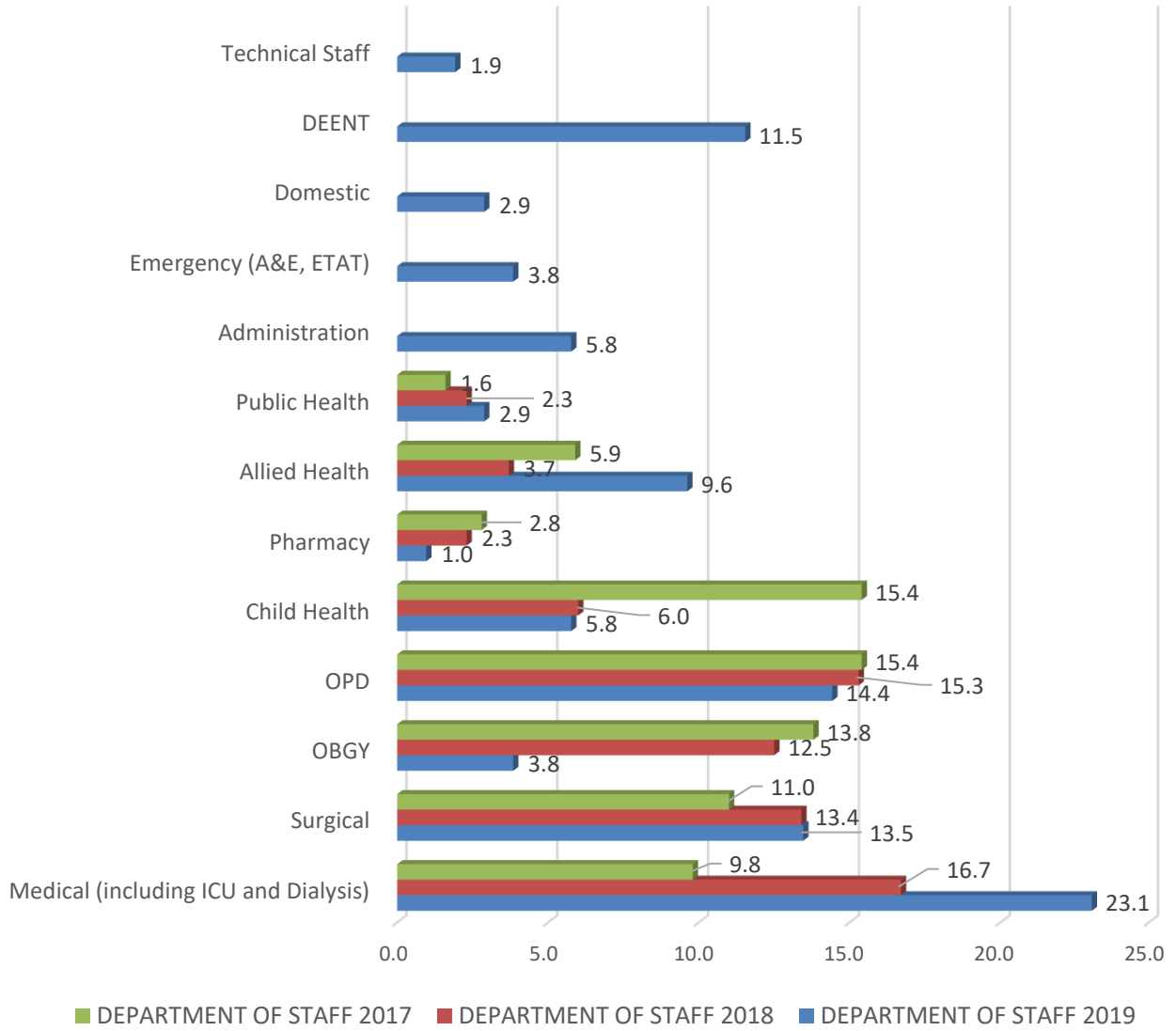
1. GRAPHICAL PRESENTATION

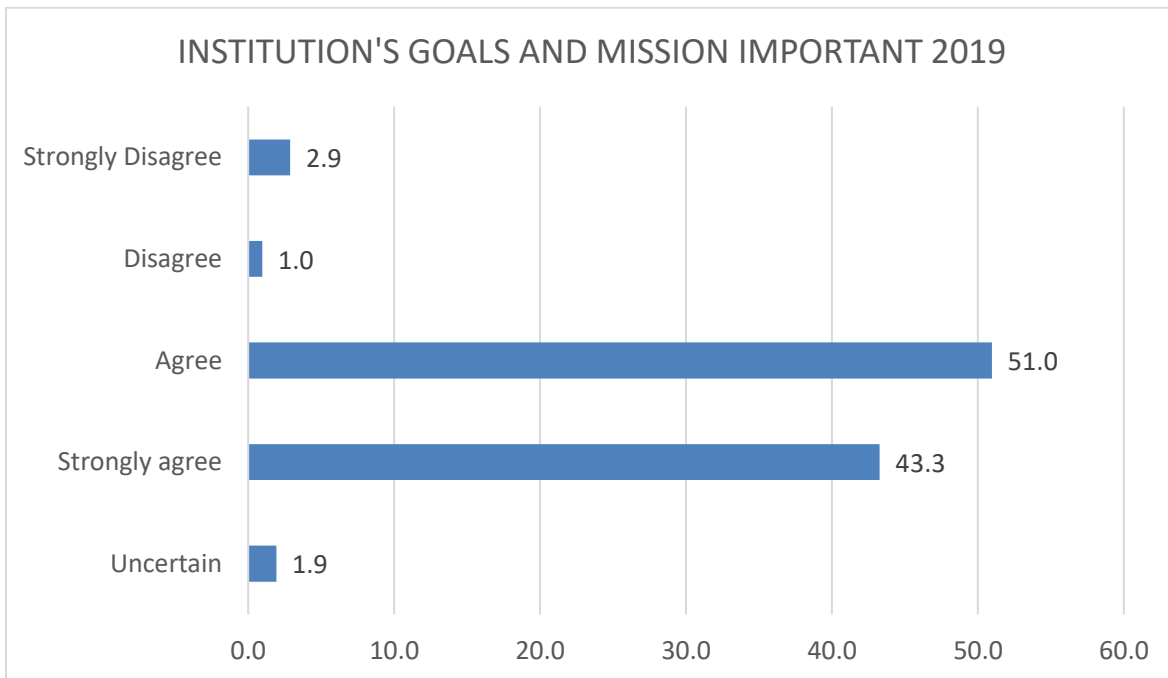
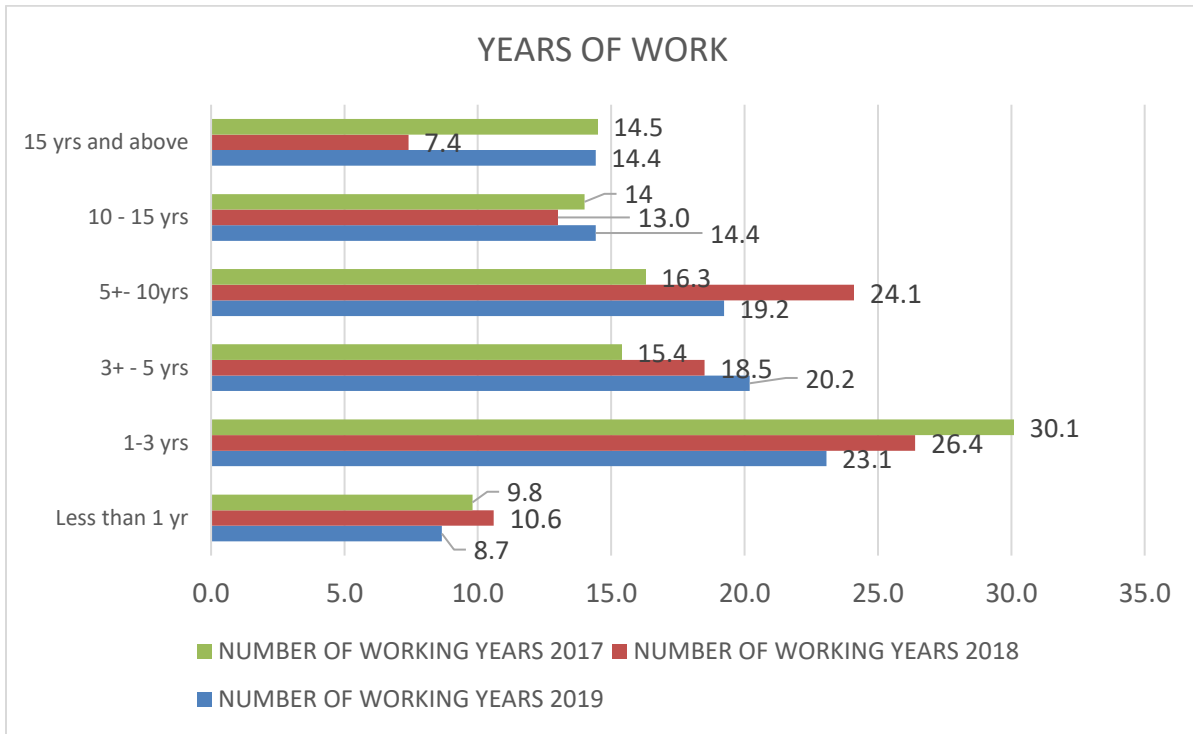


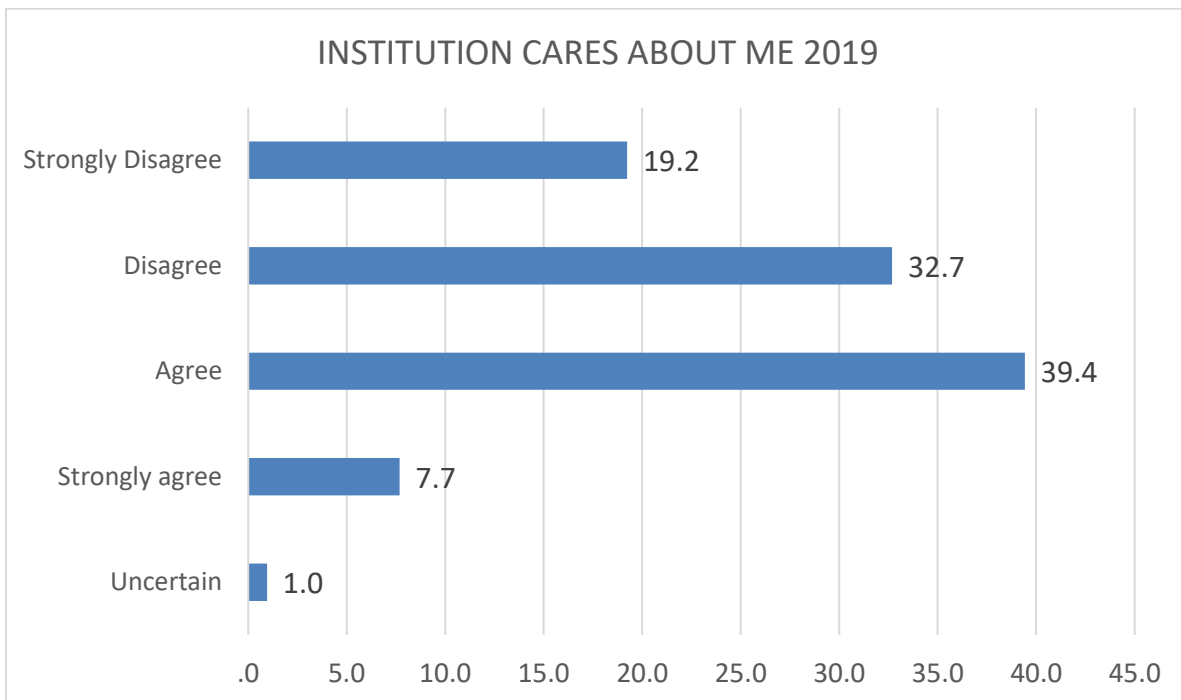
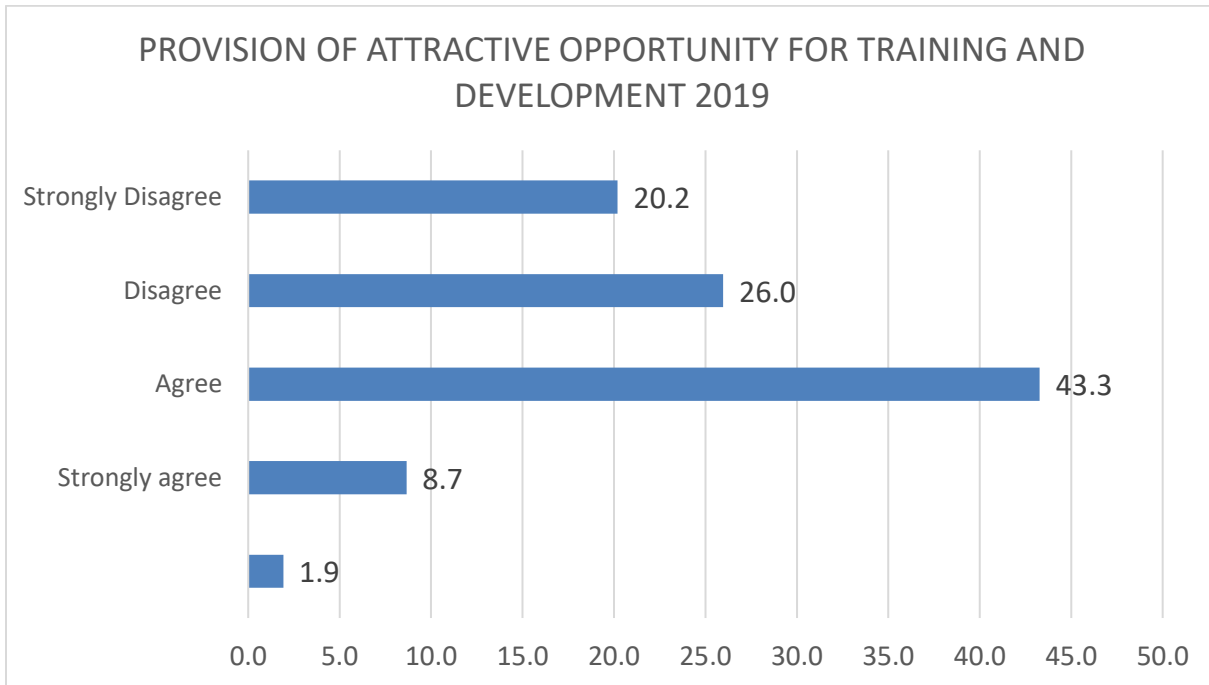




DEPARTMENT OF STAFF









2. STAFF SATISFACTION ON THE FOLLOWING

No	INDICATOR	% STRONGLY AGREE	% AGREE	% DIS AGREE	% STRONGLY DISAGREE	NOT CERTAIN
1.	VISION AND GOALS IMPORTANT	43.3	51	1	2.9	1.9
2.	PROVISION OF ATTRACTIVE OPPORTUNITY	8.7	43.3	26	20.2	0
3.	ORGANIZATION CARES ABOUT ME	7.7	39.4	32.7	19.2	0
4.	SUPERVISOR QUITE COMPETENT	41.3	53.8	2.9	1	1
5.	SUPERVISOR APPROACHABLE AND EASY TO TALK TO	51	46.2	1.9	0	1
6.	SATISFIED WITH LEVEL OF SUPERVISION RECEIVED	28.8	68.3	1.9	0	1
7.	RECEIVED THE RIGHT SUPPORT AND GUIDANCE	34.6	58.7	5.8	0	1
8.	FEEL ENCOURAGED TO OFFER SUGGESTIONS FOR IMPROVEMENT	35.6	55.8	6.7	1	1
9.	ADEQUATE OPPORTUNITIES TO DEVELOP MY PROFESSIONAL SKILLS	15.4	48.1	26.9	8.7	1
10.	SATISFIED WITH MY CHANCES FOR PROMOTION	19.2	52.9	21.2	4.8	1.9
11.	HAVE ACCURATE JOB DESCRIPTION	28.8	54.8	9.6	5.8	1
12.	HAVE TOOLS AND RESOURCES TO DO MY JOB WELL	2.9	47.1	33.7	14.4	1



No	INDICATOR	% STRONGLY AGREE	% AGREE	% DIS AGREE	% STRONGLY DISAGREE	NOT CERTAIN
12.	FEEL INFORMED ABOUT WHAT IS GOING ON	8.7	51.9	26.9	11.5	1
13.	CO-WORKERS ARE COMMITTED TO DOING QUALITY JOB	23.1	61.5	11.5	2.9	1
14.	SATISFIED WITH LEVEL OF SERVICES PROVIDED BY THE CLEANING STAFF	8.7	51.9	22.1	14.4	2.9
15.	PERFORMANCE APPRAISAL PROVIDE ME WITH MEANINGFUL FEEDBACK	12.5	69.2	13.5	1.9	3
16.	MOTIVATED TO GIVE UP MY BEST	10.6	38.5	31.7	16.3	2.9
17.	CANTEEN SERVICES PROVIDED ARE GOOD	2.9	35.6	39.4	19.2	2.9
18.	SPEAK POSITIVE ABOUT CCTH	13.5	57.7	15.4	9.6	3.8
19.	SATISFIED WITH QUALITY OF SECURITY PROVIDED BY SECURITY OFFICERS	5.8	51.9	26.9	13.5	1.9
20.	EMPLOYEES WITHIN THE FACILITY ARE SAFETY CONSCIOUS	9.6	47.1	34.6	6.7	1.9
21.	SATISFIED WITH THE QUALITY OF SERVICES PROVIDED TO OUR CLIENTS	17.3	56.7	19.2	3.8	2.9
22.	SATISFIED WORKING IN THIS INSTITUTION	13.5	49	24	11.5	2
23.	SATISFIED WITH QUALITY OF SERVICES PROVIDED BY ZENITH BANK	11.5	52.9	24	8.7	2.9
24.	SATISFIED WITH HAND WASHING	17.3	59.6	16.3	4.8	1.9



	PRACTICE BY STAFF AFTER EACH PROCEDURE					
25.	SATISFIED WITH WASTE SEGREGATION	10.6	57.7	20.2	8.7	2.9

3. ISSUES WHICH STAFF CONSIDER TO MOTIVATE THEM

No	INDICATOR	% HIGHLY AGREE	% AGREE	% DIS AGREE	% HIGHLY DISAGREE	% NOT CERTAIN
1.	REGULAR IN-SERVICE TRAINING	33.7	43.3	19.2	2.9	1
2.	GOOD TEAM WORK	43.3	47.1	6.7	1.9	1
3.	SUPPORTIVE SUPERVISOR	52.9	41.3	3.8	1	1
4.	MONITORING	36.5	43.3	12.5	3.8	3.8
5.	OPPORTUNITY FOR FURTHER TRAINING	41.3	39.4	12.5	3.8	2.9
6.	ANNUAL PRESENT LIKE RICE AND OIL	11.5	29.8	30.8	26.9	1
7.	AVAILABILITY OF REQUIRED TOOL TO WORK	31.7	40.4	21.2	4.8	1.9
8.	RECOGNITION OF OUTSTANDING WORK DONE	33.7	35.6	20.2	7.7	2.9
9.	STAFF ACCOMODATION	31.7	19.2	27.9	19.2	1.9
10	IMPROVE STAFF WELFARE	34.6	24	26.9	13.5	1
11	A GOOD MANAGER	43.3	48.1	6.7	1	1
12	RESPECTING MY OPINION	32.7	50	12.5	3.8	1
13	RENDERING QUALITY SERVICES TO MY CLIENT	47.1	43.7	6.1	1	2



14	PROMPT PROMOTION WHEN DUE	49	40.4	7.1	1	1.9
15	WORKING IN A CLEAN ENVIRONMENT	50	37.5	8.7	1.9	1.9
16	COMING TO WORK ON TIME	42.3	49	5.8	1	1.9
17	USING MINIMAL RESULT TO ACHIEVE THE BEST OUTCOME	25	51.9	16.3	5.8	1
18	CLIENT ARE SATISFIED WITH MY PROFESSIONAL CONDUCT	55.8	37.5	5.8	0	1



COMMENT FROM STAFF FOR SERVICE IMPROVEMENT

No	ITEM
1.	Baby nursery is needed for staff nursing their babies.
2.	Hostel is needed for patients' relatives, a necessity for referral hospital like ours
3.	Improve on security for staff
4.	Institute safety measures
5.	Please provide transport system for staff for the afternoon and night duties
6.	Improve on staff motivation. Staff don't get any benefit aside their salaries, no risk allowances. We do more work but are receiving less treatment in terms of money and even health care. Management should see to the welfare of all our staffs because I am really disappointed by management concerning our welfare
7.	Management should see to the welfare of all our staffs because I am really disappointed by management concerning our welfare
8.	Our opinion are not taken into consideration at all
9.	Increase in supervision.
10.	Study tour be organized for capacity building
11.	More staff needed.
12.	Create more opportunity to further their education
13.	Better equipment needed
14.	Open up the facility by building more wards
15.	Provide more accommodation for staff.
16.	Provide food for staff during weekend as a way motivation
17.	listening to the views of staff on the ground working
18.	Expand emergency unit
19.	Improve the lighting system around the hospital
20.	Provide adequate resources for work, Improve cleaning, Respect other people's opinion (Nurses) and Provide motivation to staff in the hospital
21.	Improve cleaning
22.	Provision of quality workable chairs for staff to facilitate their work in contributing to the goals and vision of this notable institution
23.	Satisfied but there is more room for improvement.
24.	There should be changes in the Christmas package
25.	Christmas package is too small
26.	Sponsor fee for study leave especially the specialist courses.
27.	Give monetary allowances to staff (Nurses)
28.	Staff need to be cared for properly when they are sick
29.	Stop total Nursing care



No.	ITEM
30.	Staff welfare should be a top priority for management of this hospital especially accommodation to staff should be tackle with all the needed urgency
31.	Respect the opinion of all working staff
32.	Unavailability of tool to provide tertiary health care. staff motivation
33.	Working cloth should be taken care of
34.	Occupational hazard such poor lighting, extreme temperature.
35.	Upgrade staff who are due
36.	Allow staff who have gain additional knowledge apply to work
37.	Make annual package more encouraging to motivate staff
38.	Adequate provision of chairs needed for both patients / clients and staff
39.	Annual reshuffle really affect most Nurses and their performance. All their experience goes to waste when moved to unfamiliar environment / ward
40.	Client and staff should be our priority in given health care. Should be attended to an emergency cases
41.	Counselling patient that total Nursing care does not mean dumping / Neglecting family in the facility
42.	Doctors and Nurses should teach their patient and relatives about their disease condition
43.	Equipment and the other resources should be provided so that work can go on effectively
44.	Expansion of sub unit to allow for creation of sub unit for the various surgical specialties
45.	Fix faulty intercom to speed up communication with other department / unit
46.	Staff should have free access to Wi-Fi by way of incentive
47.	Give allowances to all in charges in the hospital
48.	Give allowance for emergency surgeries done
49.	Improve on staff welfare and incentive
50.	improve on the services provided by the hospital
51.	Improve on welfare of the staff
52.	Improve or expand DEENT
53.	Incentive for total Nursing care
54.	Involve relatives in total Nursing care till discharge
55.	Motivate nursing staff monthly
56.	DDNS should stop using staff motivating money for renovation
57.	Management need to improve working condition for staff
58.	Management should be concern about staff safety
59.	Provide internal allowances.



No.	ITEM
60.	Less interference of higher ruling officials on behalf of patient relatives via mobile phone on the process of care or at a busy moment where maximum attention is needed to save a patient's life
61.	Management need to improve working condition for staff
62.	Management should be concern about staff safety
63.	Provide internal allowances.
64.	Management should be more maintenance conscious
65.	Provide more in-service training and incentives
66.	Need Bank services at the top OPD
67.	Provide CCTV camera at vantage points
68.	Security Officers need to be regarded as peace makers
69.	Should improve on the quality of the health care given
70.	Sick staff policy must be implemented
71.	Sponsor Nursing education
72.	staff should work without control
73.	Strengthen research at the hospital
74.	There should be enough equipment necessary to the needs of patients especially at A&E
75.	Provide transportation to staff especially in the evenings to ensure safety of workers
76.	Various theater staff be provided with food services
77.	Make more than two oxygen cylinders always available in every department
78.	Old and dilapidated tools and equipment should be replaced to promote patient satisfaction



APPENDIX 1 :

SAMPLE STAFF SATISFACTION QUESTIONNIRE- DECEMBER 2019

In pursuance of the aim of enhancing quality and safety working environment rendered by management and yourself within 2019, the Quality and Safety Team (QA) of CCTH seek your indulgence for 5 minutes in evaluating our work by ticking the appropriate response to the questionnaire below. You have the option to opt out if you so desire. All your views shall be held confidential. Thank you.

Survey Number :

1. Tick your Profession as appropriate.
(a) Medical and Dental Doctor (Including Specialist, Consultant etc.)
(b) Nurse / Midwife (c) Pharmacy Staff (d) Paramedical staff
(e) Administrator (f) Domestic Staff (g) Technical Staff

(h) Account Officer (i) Biostatistics Officer

(J) Others (Specify).....
2. Which Department / unit are you working?
(a) Medical (Including ICU and Dialysis) (b) Surgical
(c) OBGY (d) OPD (e) Child Health (f) Pharmacy (g) Surgical Suite
(h) Paramedical (i) Public Health (j) Administration
(k) Emergency (A&E, ETAT) (l) Domestic (Laundry, Kitchen, Environmental, Medical Stores) (m) DEENT
(m) Others Specify.....
3. Tick your age group as appropriate
(a) Below 20 yrs (b) 21- 30 yrs (c) 31-40 yrs
(d) 41- 50 yrs (e) 51- 60 yrs (f) 60 yrs and above
4. How long have you been working with this institution?
(a) Less the a 1 year (b) 1 - 3yrs (c) 3+ - 5yrs (d) 5+ - 10 yrs
(e) 10 - 15 yrs (f) 15 + yrs and above



5. Kindly indicate from the table below your opinion on each of the statement provided :

No	Issue	Strongly Agree	Agree	Disagree	Strongly Disagree
I.	The vision and goals of this institution are important to me				
II.	The institution provide attractive opportunities for training and development				
III.	This organization cares about employees				
IV.	My supervisor is quite competent in doing his/ her job				
V.	My supervisor is approachable and easy to talk to				
VI.	I am satisfied with the level and amount of supervision I receive from my superior				
VII.	I receive the right amount of support and guidance from my direct supervisor				
VIII.	I feel encourage by my supervisor to offer suggestions and improvement				
IX.	I have adequate opportunities to develop my professional skills				
X.	I am satisfied with my chances for promotion				
XI.	I have an accurate written job description				
XII.	I have the tools and resources to do my job well				
XIII.	I feel informed about what is going on				
XIV.	My coworkers are committed to doing quality job				



XV.	My performance / contract appraisal provide me with meaningful feedback about my job performance				
XVI.	I am motivated to give up my best				
XVII.	The canteen services provided are good				
XVIII.	I get full cooperation from other department / unit				
XIX.	The safety measures in my department / unit are good				
XX.	I am satisfied with the quality of security provided by the Security Officers				
XXI.	Employees within the facility are safety conscious				
XXII.	I am satisfied with the quality of services provided to our clients				
XXIII.	I am satisfied working in this institution				
XXIV.	Satisfied with quality of services provided by the Zenith banking				
XXV.	Satisfied with the level of hand washing practice by staff after each procedure				
XXVI.	Satisfied with the level of waste segregation being practice in my dept/unit				
XXVII.	Satisfied with quality of services provided by the cleaning staff				
XXVIII.	Speak Positive about CCTH				



6. To what level do you think the following contribute to motivate you to give up your best on the job?

No.	Indicator	Highly Agree	Agree	Disagree	Highly Disagree
I.	Regular In-service Training				
II.	Good Team work				
III.	Supportive Supervisor				
IV.	Monitory				
V.	Opportunity for further training				
VI.	Annual present such as Rice and other package				
VII.	Availability of required tool to work				
VIII.	Recognition of Outstanding work done				
IX.	Staff Accommodation				
X.	Improved Staff Welfare				
XI.	A good Manager				
XII.	Respecting my opinion				
XIII.	Rendering quality services to my client				
XIV.	Prompt promotion when due				
XV.	Working in a clean environment				
XVI.	Coming to work on time				
XVII.	Using minimal resource to achieve the best outcome				



VIII.	Knowing that my clients are satisfied with my professional conduct				
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7. Do you have any other comment that you would wish to express concerning making this institution an excellent place to receive tertiary health care? .

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Name and Signature of Interviewer.....