

# NQI Employee Healthy Workplace Survey

National Quality Institute (NQI)



## Description

Most Canadians spend more than one-third of their waking hours at work. **Healthy Workplace**® programs can help employee and employer alike. After all, as we get healthier, we not only feel better, but we can be more successful in our work – and that benefits everyone.

The NQI *Healthy Workplace*® *Checkup* will assist organizations to identify areas where health risks are present, and will also identify key employee satisfaction results. It asks questions that profile your organization's status with the three key elements of the Canadian **Healthy Workplace**® Framework. The confidential information gathered will help you to make decisions about creating a safe, healthy and supportive work environment, addressing the predominant health risks of your employee population and determine the status of the workplace culture.

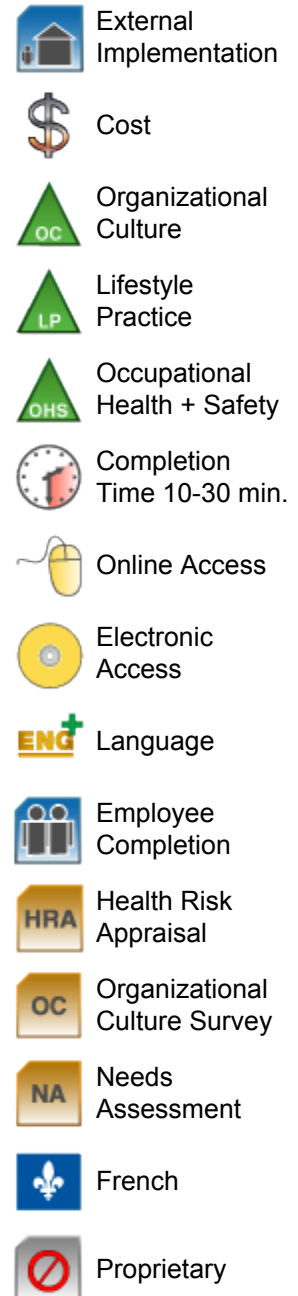
The NQI Healthy Workplace Check Up Survey is an online (and/or paper-based) survey tool that organizations can use to reliably track employee perceptions and attitudes about their workplace and provide them with timely feedback on organizational strengths and opportunities for improvement. It is available in English, French and Spanish with some restrictions. Canadian benchmarking is available.

Please contact [checkup@nqi.ca](mailto:checkup@nqi.ca) or 1-800-263-9648 ext 248.

## Tool Construction

3 sections with 10-20 questions in each. Sections include:

- Physical Environment
- Health Risk Appraisal
- Culture and Supportive Environment; and
- Other questions



# Contact Information

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# History

**Current Status:** active

**Developed:** 2008

**Adapted** It is based on the Canadian Healthy Workplace Framework, which

**From/Built On:** was developed by NQI with the help of Health Canada and other health and wellness professionals.

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## Users

### Intended Sectors/Sizes of Workplaces

Not size or sector specific.

### Intended Users

It is good for a cross section of the employee population to complete the tool. There needs to be a statistically significant portion based on sample size.

### Known Users

Hospitals and private and public sector companies from diverse geographic regions across Canada from 150 employees up to 10,000 employees.

# Practicality Elements

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## A. Process

### Who is Involved

#### 1. Implemented by

NQI, with the help and support of the workplace.

#### 2. Workplace staff involvement

Workplace HR or workplace health staff people are involved in implementation. A staff person is also selected to be the “lead” on the project and to work closely with NQI.

#### 3. Workplace leader involvement

The invitation letter typically comes from the CEO and managers. CEOs and managers are involved as respondents as well.

#### 4. Collaborative Aspects

Collaboration typically takes place between NQI and the organization’s HR department or workplace health staff.

### Time Involved

#### 1. Time to complete tool

Approximately 30 minutes per employee.

#### 2. Time from distribution to presentation of results

Typically takes approximately 6 weeks. This is dependent upon type of report requested.

#### 3. Recommended implementation cycle

Annually. The survey is designed to be administered periodically (annually) to provide a workplace with information over time. Cumulative reports can be generated to show how an organization is doing compared to previous administrations.

### Analysis Involved

#### 1. Analysis completed by

In-house: No

External: Yes

See below.

## 2. **Process to Analyze**

Electronic: Yes

Manual: Yes

See below.

## 3. **Time to Analyze**

Dependent upon type of report requested.

## 4. **Outcome of Analysis**

There is a range of options for reports available to the organization. A very basic online reporting of the data is available. A complete PowerPoint presentation of an organization's data with up to over 50 different data sorts, with benchmarking, analyses of comments, and presentation of strengths, opportunities and recommendations are all available. Consulting on the results and delineation of recommendations is also available.

## **B. Economics**

**Total Cost:** Contact NQI for quotes.

**Cost per unit/respondent:** Contact NQI for quotes.

### **Workplace Resources Used**

Printing of survey when administered on paper and time given to employees to complete survey.

## **C. Other Considerations**

### **Supports for Implementation (materials and training)**

The "lead" at the workplace is emailed instructions on how to access the administrative side of the online web application. These instructions are quite detailed and straightforward. Also, the invitation email sent out to employees has some instructions about how to access the tool online.

### **Customization**

Tool can be slightly modified to reflect the nuances of the workplace. Questions can be added or omitted.

### **Skills required to implement, and to analyze and report**

This is only applicable when a workplace decides to create its own report. The individual responsible for that task must be familiar with:

- Workplace health promotion
- Writing reports
- Analyzing data

All steps are typically completed by NQI.

**Languages:**

Available in English, French and Spanish with some restrictions.

**Tested for Cultural Appropriateness:** Some

**Tested for literacy level:** Yes

**D. Access**

**Packaged, ready-to-use:**

Yes

**How to access**

Contact NQI (See contact information above)

**Restrictions or conditions of access or use**

The tool is copyrighted.

# Effectiveness Elements

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## Evaluation

### Validity?:

No

### Reliability?:

No

## Formative Testing

### Pilot testing:

Yes. Pilot testing was conducted by NQI in a client organization. Employees completed the electronic version of the survey (online) alongside focus groups who were asked similar questions.

### Consultations:

No

**Focus Groups:** Yes - Focus groups with employees of a client organization were asked similar questions to those on the survey to prove or disprove the survey's ability to retrieve the information for which it was intended.

## Process Evaluation

NQI regularly receives feedback from clients. This typically happens in either follow-up face to face meetings or over the phone and usually involves the person at the workplace who acted as "lead" during the implementation of the survey.

# Plausibility Elements

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## Theoretical Underpinnings

NQI's Canadian Framework for Excellence and Canadian Healthy Workplace Framework and Criteria\* were used as a guideline for developing the survey, consistent with internationally recognized Principles of Quality.

\*The Canadian Healthy Workplace Criteria were developed by the National Quality Institute and in partnership with Health Canada, in association with professionals from the health and wellness sector.

# **Selected Review Panel Comments**

## **Strengths**

Covers all three aspects of CWHP including: physical environment, health practices and cultural and supportive environment.

Framework promotes a comprehensive approach to managing a healthy workplace.

Easy to follow and understand.

Relevant to all business types.

NQI provides many support services, including onsite consultation regarding implementation.

## **Limitations**

Workplaces with a high percentage of employees with low literacy levels may have difficulty with some questions.

## **General Comments**

Survey is used as part of the NQI Healthy Workplace Criteria process, used to identify strengths and challenges. NQI emphasizes organizational commitment to implement change based on survey results.