

About the Health Center Workforce Well-being Survey Dashboard

Note: An issue has been identified with the race/ethnicity filter functionality within the dashboards and we are working to implement a repair. Until then, please only use the “Single Characteristic” tab to look at race/ethnicity.

Background on the survey

HRSA conducted a Health Center Workforce Well-being Survey to capture the many factors that have an impact on staff well-being. In fall 2022, we invited all HRSA supported health centers to take part in the survey. In turn, participating health centers invited all of their staff to take the survey.

By January 2023, nearly 700 health centers participated (about 50% of HRSA supported health centers), and more than 52,000 staff responded. This detailed version of the dashboard is accessible only through HRSA’s Electronic Handbooks (EHBs). A publicly accessible version, showing only aggregate national and regional results, is available here: [Health Center Workforce Well-being Survey Dashboard](#).

How results were scored and summarized

The survey asked 112 questions related to aspects of workforce well-being, as well as questions about the respondent’s job and demographics. The results were supplemented with health center characteristics from the 2021 Uniform Data System data reported by the employee’s health center.

The questions were grouped into 16 “domains,” which describe a group of related elements that impact workforce well-being, and into four “outcome measures,” which describe the current “health” of the workforce. The questions asked for the level of agreement with various statements. Answers ranged from “Strongly Disagree” to “Strongly Agree” on a 6-point Likert scale. To score the response, each answer was given as a numerical value from 1 to 6.

Regardless of how any question was asked, the response that was most favorable to workforce well-being was scored the highest. Most of the time, that meant “Strongly Agree” was scored as a 6. However, some questions were worded in such a way that a “Strongly Agree” response was unfavorable. For example, a person who strongly agrees with, “I don’t have enough time to do the work that must be done,” is expressing a negative attitude regarding workforce well-being. In those cases, the scoring was reversed, with “Strongly Agree” as a 1 and “Strongly Disagree” as a 6.

Each domain and outcome measure was given an overall average score. This score represents the average of all staff responses to all questions that fall within that domain or outcome measure.

Using this dashboard

The dashboard works somewhat differently depending on whether you are accessing it as a member of a participating health center or as a member of a PCA that can see data for multiple health centers. The differences are as follows:

- If you logged in as a health center, you can view your health center’s results at a detailed level, and the results for other health centers in the aggregate.
- If you are logged in as a PCA, you can view results for health centers in your state(s), either collectively or individually, as well as aggregate results for other health centers. Note that health centers were given the choice to “opt out” of sharing their data with their PCA, and data for these organizations will not be available.

You have three viewing options which can be toggled by a control in each tab:

- **Health Center View:** Shows results only for your health center (or included health centers if viewing as a PCA), with no data for other organizations.
- **Comparison View:** Shows the results for a health center or PCA, with an overlay of marks that indicate where the defined “peer” comparison group’s results fall. The comparison group includes all other health centers by default, but this can be refined by filtering on health center characteristics to create a group that better matches your interest. The characteristics include: HRSA region, urban/rural classification, size (by patient count), and the presence of funding to care for special population groups.
- **National View:** Shows only aggregate national data, with filtering options by region and health center characteristics available.

Note: Throughout the dashboard, results are suppressed if there were fewer than 5 respondents included in any of the job or demographic categories selected. This is done to protect respondent confidentiality. Results for all respondents are shown when no demographic or job detail is requested, or if more generalized categories are chosen.

Dashboard contents

This dashboard has five tabs, each of which allows you to see the results in different ways. Not all of the viewing options are available for each tab. We note that below as we describe each tab.

Domain Summary Overview

The Domain Summary Overview tab displays the overall results organized by the domains and outcome measures addressed in the survey. An overall average score for each domain and outcome is shown along with a breakdown of positive and negative responses—those above and below the middle of the 6-point agree/disagree scale. Results that are more favorable to workforce well-being are shown as higher scores, regardless of whether the domain or outcome is something that favors workforce well-being (such as Meaningfulness and Social Support) or diminishes it (such as Burnout). Such “negative” items are indicated by an asterisk * when the score shown is the opposite of what the measure describes.

The default view shows all survey results, but you can filter the responses by staff demographics, staff job characteristics, or health center characteristics.

Select the Comparison View to see the results overlaid by a series of vertical lines showing the peer comparison group’s average results for each domain/outcome and positive/negative breakdown.

Click a domain or outcome measure label to open the Domain Detail view for that domain or outcome (see below).

Domain Detail

The Domain Detail tab provides a more specific view of each domain or outcome. Select individual domains or outcome measures to compare groups of health center staff responses, defined by demographic or job-related characteristics. Furthermore, you can apply filters based on health center characteristics. Each of the domains and outcome measures may be viewed in this tab. Both the Health Center View and the National View show the average score for the selected domain as well as the percentage of positive and negative responses. When the

Comparison View is selected, results are overlaid with a series of vertical lines showing the peer comparison group's average results for each domain/outcome and positive/negative breakdown.

If the option to separate results by Demographics is selected, you may choose up to three demographic characteristics to show, in combination, from among the three available choices (Age, Gender, and Race/Ethnicity). The option to separate results by Job Category provides four levels of increasing job category detail (Major, Broad, Narrow, and Detailed). To protect staff confidentiality it is not possible to combine demographics and job category information. The groupings by staff characteristics show the average score for the selected domain as well as the proportion of positive and negative responses within each sub-grouping chosen.

Domain Question Detail

The Domain Question Detail tab allows you to view how individual survey question responses were distributed in each domain and outcome measure. Domains are made up of differing numbers of questions, and averaged scores across them make up the domain's overall average score. Results are always organized with responses that are more "favorable" to workforce well-being shown to the right, even if the question was reversed due to being "negatively worded" (indicated by an asterisk * before the question). You can hover the mouse over a response category to see whether the "Agree" or "Disagree" responses are considered to be favorable. The results can be separated by job categories, demographic characteristics of staff, and health center characteristics. Clicking on a question opens that question for further exploration at the bottom of the screen, where results can be separated by either job or demographic groups.

If the Comparison View is selected, an additional "Comparison Overall Average Value" for the peer group is displayed, along with an indicator showing whether the health center or PCA group's value is above or below the peer comparison group's value.

Single Characteristic Summary

The Single Characteristic Summary tab provides details that cannot be shown in the Summary or Domain Detail tabs to protect the privacy of small groups of respondents. This tab can display a much wider range of demographic details with greater specificity, as well as more specific job details. Data in this view is only available at the national level and for HRSA regions. Other health center characteristics are not available as filters. This view also displays the proportional breakdown of the subgroups within the demographic category of respondents selected, as well as the proportion that is missing or suppressed for that category. The color and number reflect the degree to which responses were more or less favorable to workforce well-being for each group, with higher numbers being more favorable. There is no Comparison View available for this tab, and PCAs can only view each health center separately.

Group Domain Overview

The Group Domain Overview is available only to PCAs, as it is designed to show results for a group of individual health centers alongside each other.

The main window of the Group Domain Overview provides two viewing modes:

- **Domain by Health Center**: Domains/Outcomes are listed on the left side, with a dot showing each health center's average score for that domain/outcome.
- **Health Center by Domain**: Health center names are listed on the left side, with a dot depicting that organization's average score for each domain/outcome.

In either view, the dots are not labeled, but the organization, domain, and score can be shown by hovering over a dot. If a dot is selected on one row, that same organization or domain is highlighted on all other rows depending on which view is being used. This allows the distribution of results to be quickly compared to others for any result of interest. You will need to click on the dot again to clear the selection. The health center dots may also be shown colored according to any of the health center characteristic options selected.

When the Domain by Health Center option is active, you may switch from Health Center View to Comparison View to see the peer group averages.

The chart at the bottom of the tab shows the results for a single domain, and this can be further separated by either demographic or job characteristics, with health center names listed on the left side and each demographic or job category shown as a column going across. Scrolling may be necessary to see all results, and the categories may be filtered to show only those of interest for comparison.

The section at the top right side of the tab shows the breakdown of the health center characteristics included in the view. This will change if the filters defining the group of health centers selected are changed.