

# 2022 NPS EVERETT CAREGIVER HEALTH & WELL BEING MONITOR

Everett Campuses and PMG Clinics

## OVERVIEW

**1,219 CAREGIVERS**  
TOOK THE SURVEY

## GOALS

1. Help shape NWSA culture as one committed to well-being, inclusive of equity & belonging.
2. Align efforts that support individual practices and a workplace culture that improves caregiver well-being and equity together.

## OBJECTIVES

1. Trending study: track change from 2020 & 2021.
2. Provide shared understanding and insights for meaningful priorities.
3. Set stage for developing solutions in partnership with caregivers and across service area sectors.

*\*Demographics reflect raw responses, however all results were weighted to reflect NPS Everett population. See full report for Education, Household Make-up, Household Income, Language spoken at home and city/county of residence.*

## DEMOGRAPHICS\*

### Job Category:

- » 60% Nursing or Other Clinical;  
30% Non Clinical
- » 5% medical staff;  
5% system services,  
volunteer, other

### Employment Status:

- » 80.5% Full Time;  
17.4% Part Time

### Location:

- » 57% Colby Campus; 17% Pacific Campus  
26% PMG & Other

### Shift:

- » 82% Days;  
7% Evenings;  
11% Nights

### Gender:

- » 15% Men;  
84% Women;  
1% Self-Describe

### Race/Ethnicity:

- » 80% Caucasian;  
13% Asian/Pac. Is.;  
N/A Hispanic/Latino;  
3% African American;  
3% Native American;  
4% Other

Executive or Director	2%
Supervisor or Manager w/direct reports	10%
Caregiver w/out direct reports	88%

- » Language Spoken at home: 80% English Only;  
6% Spanish; 12% Other; 1% Russian;  
2% Chinese; 1% Vietnamese; 1% Korean

## CORE4™ WELLBEING INDEX

### NPS CAREGIVERS 2022

6.76

### Overall Score

D

### NWSA CAREGIVERS 2021

6.83

D

### SNOHOMISH COUNTY 2022

7.08

C-

### SNOHOMISH COUNTY 2021

7.28

C

NPS Caregiver well-being score remains a D, continuing to fall below 2022 county-wide levels. Following the 2020 dip in well-being, Snohomish County numbers partially recovered in 2021, and like caregivers, also backslid this year.

### Caregiver Well-Being Priorities:

Mental/emotional health continues to be highly relevant. Physical health remains the second most influential area. Work, Learning & Growth boosts tailored outcome measure of work culture of wellbeing. (see page 3 for NPS-Everett tailored questions results)

1. Mental/emotional health
2. Physical health
3. Work, Learning & Growth

## SIX DIMENSIONS OF HEALTH: COMPARED TO 2022 COUNTY RESULTS



### MENTAL & EMOTIONAL WELL-BEING

**Well-being Predictor Percentage: 87%**  
(increase from 2021)

- ✗ Monthly poor mental health days remained unchanged and are slightly higher than the county.
- ✗ Overall mental and emotional well-being ratings has remained unchanged and higher than the county. (36% rate low vs. the county at 29%)



### SECURITY AND BASIC NEEDS

**Well-being Predictor Percentage: 57%**  
(increase from 2021)

- ✗ All basic need increased in prevalence, transportation and food insecurity increase the most.
- ✗ Fears around ability to meet needs, increased from 12% to 15% (remain lower than county at 26%).
- ✗ 4 in 10 caregivers still do not feel secure about their financial futures vs 1 in 5 countywide.



### WORK, LEARNING & GROWTH

**Well-being Predictor Percentage: 64%**  
(increase from 2021)

- ✗ Within the caregiver community, job ratings have improved slightly from 2021 (61% vs. 57%), but are lower than the county.
- ✓ Opportunities for learning and growth remained unchanged and similar to the county (about 1 in 3 rate low).
- ✓ 2 in 3 rate moderate or high-higher sense of purpose and meaning (23% vs. 31% countywide).
- ✓ Similar levels of additional job/training needed (1 in 5 report needs).
- ✗ Job insecurity is higher when compared to only those employed countywide (13% vs. 10%).



### NEIGHBORHOOD & ENVIRONMENT

**Well-being Predictor Percentage: 46%**  
(increase from 2021)

- ✓ Ratings are slightly higher than the county. (80% moderate or high ratings vs. 73%).
- ✓ Two new measures - quality for youth and elders - scored above countywide benchmarks.



### PHYSICAL HEALTH

**Well-being Predictor Percentage: 73%** (no change from 2021)

- ✗ Significantly lower physical health satisfaction (50% vs. 38%).
- ✗ Eating fruit and veggies declined 7%, but overall, slightly better than the county. Just over 1/3 meeting CDC guidelines.



### RELATIONSHIPS & SOCIAL CONNECTIONS

**Well-being Predictor Percentage: 61%** (increase from 2021)

- ✓ Rates remain stable (82% moderate or highly satisfied) and remain higher than county on relationships and sense of belonging.
- ✓ Part of community & sense of belonging also remain higher (52% vs. 44%)
- ✗ Reported discrimination continues to outpace county levels (38% vs. 35% countywide). County levels have also increased by 4% from 2021.

## MEASURING CAN-DO

**42%** of respondents reported they believed they could be doing a **LOT MORE** to improve their health (nearly double the county and 7% higher than caregivers reported last year).

**40%** said they could be doing a **LITTLE MORE** (slightly lower than the county at 45%).

**17%** said they could be doing **NO MORE** (vs. 36% countywide)

## TAILORED QUESTIONS: Creating a NPS - Everett Environment/Culture of Well-being (outcome measure)

Caregiver responses to 6 tested strategies (Elements of Workplace Culture & Environment) show that improvements in these areas can increase overall Core4 Well-being and strongly connect to NPS commitment to a culture of well-being. Together these elements explain 33% (vs. 25% in 2021) of difference in NPS Everett Core 4 Well-being scores, and 80% (same as 2021) of differences in caregiver rating of NPS Everett of commitment to a culture of well-being. For each element, you will see how individual elements stack up. **Concerted efforts to improve NPS-Everett as a culture and environment of well-being led to a 7% improvement in caregiver ratings of NPS as a culture and environment committed to well-being.**

### Culture of Connection and Empathy

- » **Highly Influential (75%)**
- » Ratings remain unchanged. Almost half (47% vs. 48% in 2022), report low support for culture of connection & empathy
- » Many do not feel connected to a community they resonate with (47% vs. 44% in 2022)
- » 4 in 10 rated patients are treated with compassion and respect scores higher (41%) vs. ratings for colleagues (30%). Both had similar levels to 2021
- » High rating for compassion & empathy from supervisors (77%) and colleagues (88%). Lower rating from patients/families (46%) and just 1 in 4 from Providence NPS (26%). All same as 2021.

### Culture of Emotional Safety

- » **2nd Most Influential (74%)**
- » Many report low levels of support for emotional safety (47% & 49% in 2021). Unchanged.
- » Same as physical safety, lower levels of safety reported with either Providence NWSA or Patients (21% and 32%) vs. co-workers or managers (79% and 66% report feeling safe).
- » A divide of (just over 4 in 10 ) who do not feel safe to speak up if disagree and those who do feel safe (almost 6 in 10).

### Culture of Work-Life Balance

- » **3rd Most Influential (73%)**
- » Holding steady support for work-life balance (low ratings improved slightly to 53% vs 55% in 2021). Only 1 in 5 rated support high.
- » A majority still report no space and time to relax and recharge (56% vs 58% in 2021).

### Culture of Diversity, Equity & Inclusion

- » **Influence Score: 59%**
- » 2 in 3 rate NPS Everett moderate or high in workplace support for culture of DEI (unchanged)
- » Most caregivers are comfortable expressing personal identity and culture at work, although many (mostly white) do not rate it as important vs. highly important for BIPOC caregivers. All rated that the most important aspects to express work were ability (physical/mental) and personality. However, BIPOC caregivers rated additional aspects almost as equally important: race, ethnicity, age, language, parent/caretaker.
- » Caregivers reported higher levels overall of perceived discrimination than county (38% vs. 35%). Among those reporting discrimination (38%), 6 in 10 or 59% said workplace was the source.
- » Same as last year, workplace discrimination was experienced most by co-workers (60%) or patients (52%), with less experienced by supervisor/manager (23%). More than half (51%) reported low rating of support in the workplace when experiencing discrimination/unfair treatment.

### Culture of Physical Safety

- » **Influence Score: 67%**
- » Slight improvement in support for physical safety (64% vs. 61% in 2021). Over 1/3 report low levels of physical safety (36%)
- » Lowest levels of feelings of physical safety are with either Providence NWSA or Patients (42% and 45%) vs. co-workers or managers (92% and 85% report feeling safe).

### Culture of Collaboration and Mutuality

- » **Influence Score: 67%**
- » Slight increase in high levels of support (30% vs. 25% in 2021). Moved from a D to C-. Although 39% reported low support (slightly improved 43%, in 2021). They report similar concerns around job security and education needs.
- » No change in feeling that opinions and ideas are valued (55% reported either high or moderate levels and 45% report low).