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## **About the 2023 HRSA Health Center Workforce Well-being Survey Dashboard**

HRSA conducted a unique Health Center Workforce Well-being survey to capture the many factors impacting staff well-being. All HRSA-supported health centers were invited to take part in the survey. All staff who were employed at the participating health centers were eligible to take the optional survey. The survey was open from November 2022 to early February 2023. Nearly 700 health centers participated (approximately 50 percent of HRSA-supported health centers) and more than 52,000 staff responded. The results of the survey are displayed on the 2022 HRSA Health Center Workforce Well-being Survey Dashboard.

The survey asked 112 workforce well-being content questions, as well as sections regarding the respondent's job and demographic characteristics. Certain health center characteristics were added to the data set from the 2021 Uniform Data System report for the organization at which the respondent was employed.

The content questions were grouped into sixteen "domains" and four "outcome measures". All survey content questions were asked as statements for the respondent to react to on a 6-point (Likert) scale from "Strongly Disagree" to "Strongly Agree". Responses were converted to numerical values (1-6) for scoring. Responses that are more favorable to workforce well-being were always given the higher score, meaning that scores for questions worded to be unfavorable to workforce well-being (e.g., "I don't have enough time to do the work that must be done" or "My friends and family tell me that I work too much") were reversed. Each domain and outcome measure was given an overall score, which was calculated as the average of the response scores for the questions in that domain or outcome measure.

The dashboard is an interactive tool that allows users to view and explore the overall survey results. The results may be filtered by staff characteristics such as job type or a limited set of demographics. Results may also be filtered by health center characteristics, including by HRSA region, urban/rural classification, size (by patient count), and the presence of funding to care for special population groups.

### **Dashboard Contents**

The HRSA Health Center Workforce Well-being Survey Dashboard consists of four tabs:

#### Domain Summary Overview

The Domain Summary Overview tab displays the overall results organized by the major domains and outcome measures addressed in the survey. An overall average score for each domain is shown along with a breakdown of positive and negative responses. Responses 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 \* and the score shown is the opposite of what the measure describes. The dashboard initially shows all survey results, but responses can be filtered by staff demographics, staff job

characteristics, or characteristics of the health centers where they work.

Clicking on any domain or outcome measure label will open the Domain Detail view for that domain, and will allow users to explore and compare the domain across demographic and job category groups.

### Domain Detail

The Domain Detail tab provides a more specific look at each domain or outcome. Users can click on individual domains or outcome measures to compare respondents' answers, separated by demographic or job-related subgroups, and can apply filters based on health center characteristics. All domains and outcome measures may be viewed in this tab. The view shows the average score for the selected domain as well as the percentage of positive and negative responses.

If the option to separate results by Demographics is selected, the user may choose up to three demographic characteristics to show, in combination, from among the five available choices (Age, Gender, Race/Ethnicity, Education, and Marital Status). The option to separate results by Job Category provides four levels of increasing job category detail (Major, Broad, Narrow, and Detailed). 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 the user 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). The user 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.

### Single Characteristic Summary

The Single Characteristic Summary tab provides details that cannot be shown in the Summary or Domain Detail tabs to ensure the protection of the privacy of small groups of respondents. This view can display a much wider range of demographic details, as well as more specific job details. Data in this view is only available at the National level and for HRSA Regions, and other health center characteristics are not available as filters. The breakdown of demographic subcategories is greater in this view, but demographics cannot be shown in combination. 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/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.

**Download the 2022 HRSA Health Center Workforce Well-being Survey Public Use File (PUF)**  
Read the [PUF disclosure statement](#).

### **Reference Material**

[Dashboard Data Processing and De-Identification Methodology](#)

[Health Center Job Categorization Hierarchy](#)

[Survey Instrument PDF](#)

[Map of HRSA Regions by State](#)