

# Improving Faculty Satisfaction in a Physician Assistant Program

CPC: QI Presentation

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What's the pulse  
on MSJ Faculty  
and Staff  
Wellness in the  
PA program?



# Background

## MSJ PA program faculty and staff attrition benchmark

- 1 FTE Faculty every year
- 1 staff member every 2 years



# MSJ PA Program history



2019



# Objective

- identify a leading factor contributing to job satisfaction with two related interventions implemented by Jun 15, 2023.

MSJ Workload
End-of-course student evaluations
Communication between yourself and program leadership
Feedback about individual MSJ job performance from program leadership
Current organizational method of tracking work-related tasks
MSJ meeting frequency
Camaraderie between yourself and other faculty/staff members in program

# Design: Questionnaire

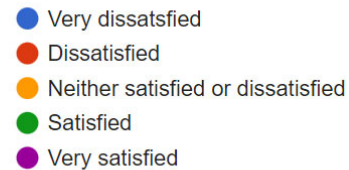
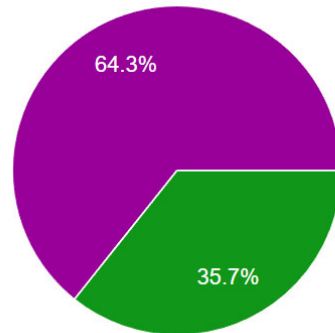
*(Scores are reflective of average data points collected in Feb. and March 2023 on a 5pt. Likert scale)*

- Current MSJ Job satisfaction →

4.64

- Current impact MSJ Job satisfaction has on overall wellness →

4.57



# How would improving the following items impact your job satisfaction?

MSJ Workload	2.42
End-of-course student evaluations	0.85
Communication between yourself and program leadership	2.35
Feedback about individual MSJ job performance from program leadership	2.35
Current organizational method of tracking work-related tasks	<b>2.85</b>
MSJ meeting frequency	2.64
Camaraderie between yourself and other faculty/staff members in program	<b>3.28</b>



0

5

No impact, things are good here

High impact; area in need of improvement



# Qualitative feedback

- I would love activities to help with building rapport among faculty/staff
- We could certainly have more lunches together just to keep the team feeling like a team-I know that is hard but when we have planning meetings at the lunch hour it would be nice to actually eat together on purpose :)
- More opportunities during or outside of work to connect with one another
- I feel this can be the biggest impact on wellness within the job. I have worked in toxic environments with jealous, catty employees and it makes the workplace a non-desirable place to be and impacts productivity.
- A monthly staff luncheon might be nice since we are in separate buildings and schedules make it hard to get together.
- We are in process of hiring new faculty and shifting roles, it may be a good idea to get to know newer folks to the team!

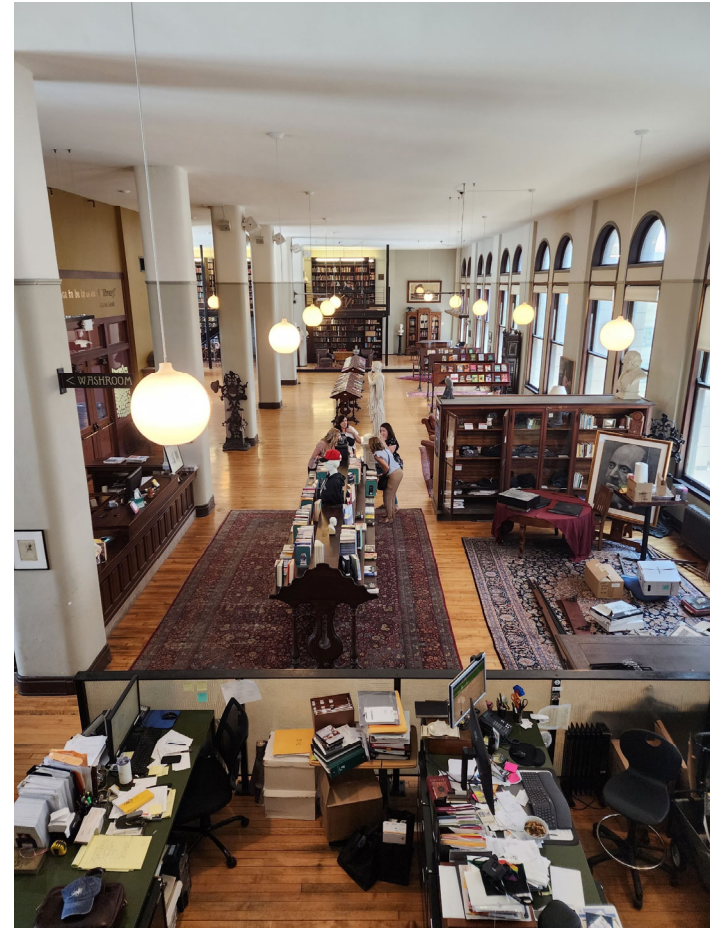
Implementation. . .



**5/4/2023**  
Team lunch at the Cabana

**6/2/2023**

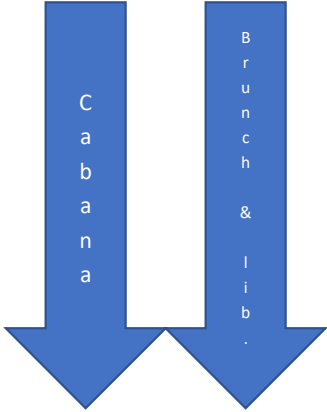
**Brunch at Sleepy Bee Café and an afternoon  
exploring Mercantile Library**





April

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June

1.71
1.75
2.30
2.83
1.85
<b>3.28</b>
2.42

MSJ Job satisfaction	4.64
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4.57
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0

5

No impact, things are good here

High impact; area in need of improvement

# Next Steps

Re-designed meeting frequency and members of meetings

- Will reduce meetings by 2/month for most faculty members
- Re-survey in March

Planning for another team-bonding event this fall



# CPCC Fellowship Reflection

- Community needs/resources
- Prompted QI reflection
- Substance abuse discussion/lectures