

**Master Health Service  
Competency Framework  
Self Assessment March-October 2021**

**Results Analysis**

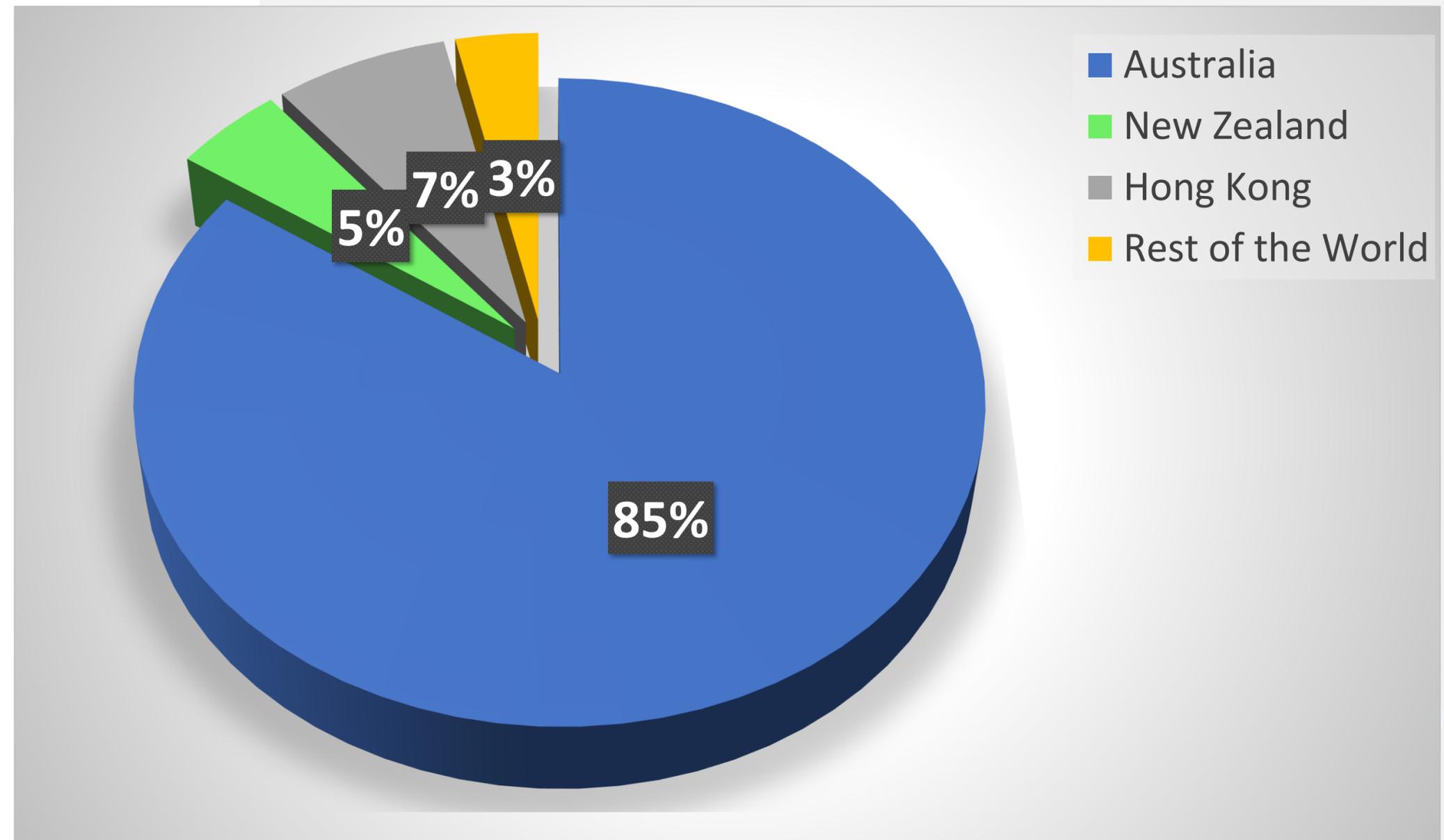
*Up to 22nd October 2021*



# 864 Submissions

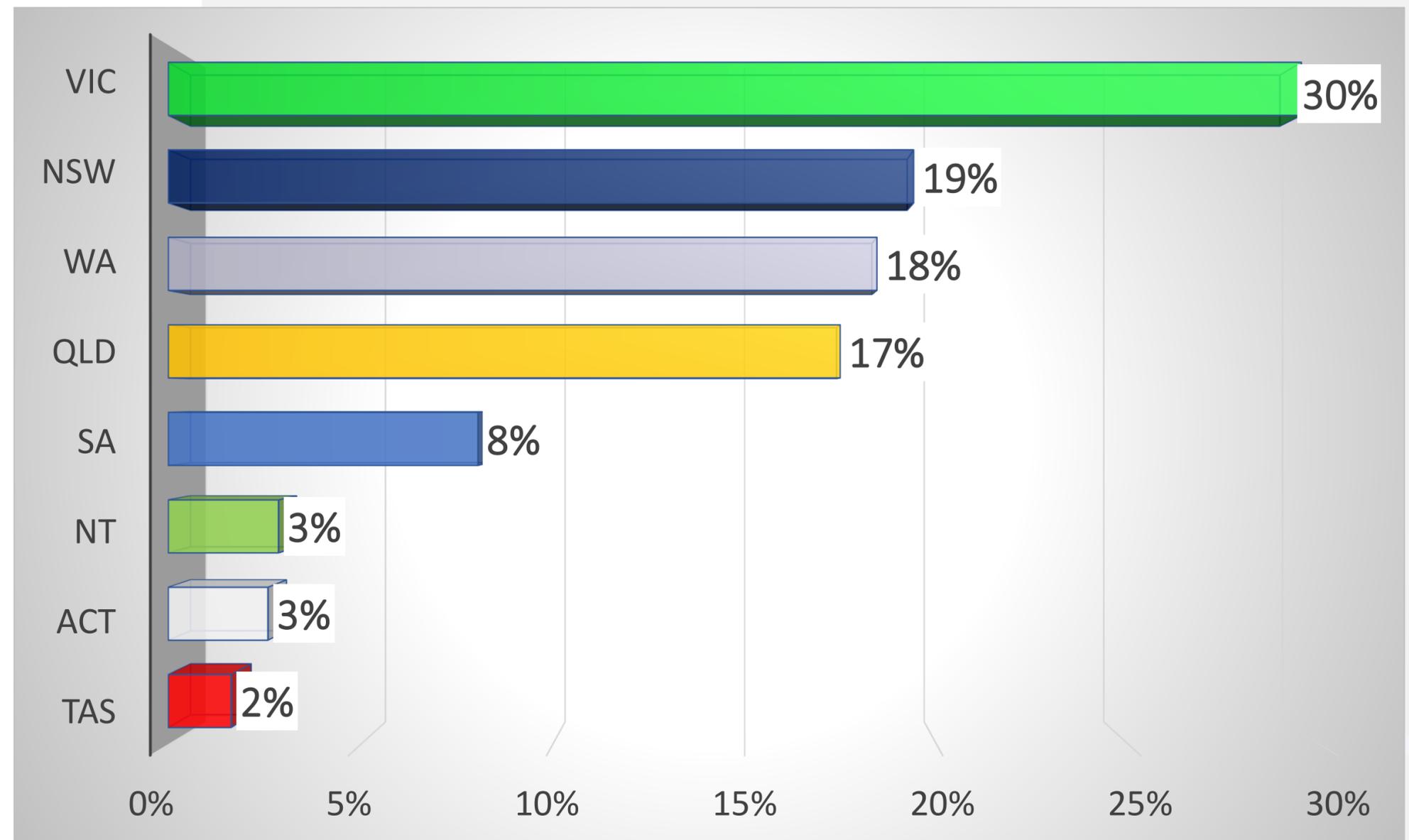
## Location

Rest of the World	30
Bangladesh, Thailand, Laos	1
British Columbia, Canada	1
Canada	1
China Shenzhen	1
Indonesia	1
Kingdom of Saudi Arabia	1
MACAU	1
Malaysia	1
Myanmar	2
Nigeria	1
Papua New Guinea	3
Philippines	2
Qatar	2
Singapore	1
Taiwan	1
UAE	6
UK	3
USA	1



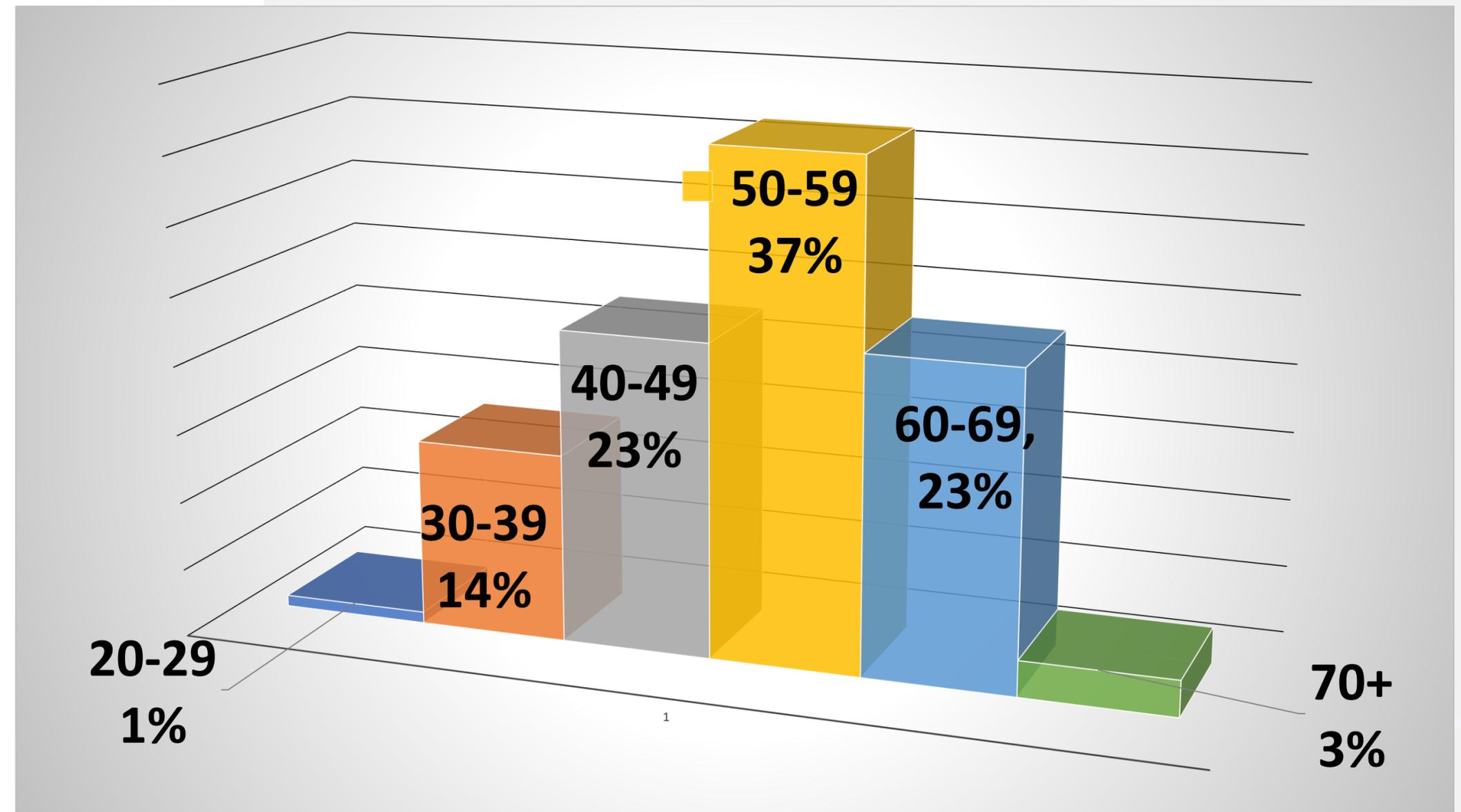
# 732 Submissions

## From Australia



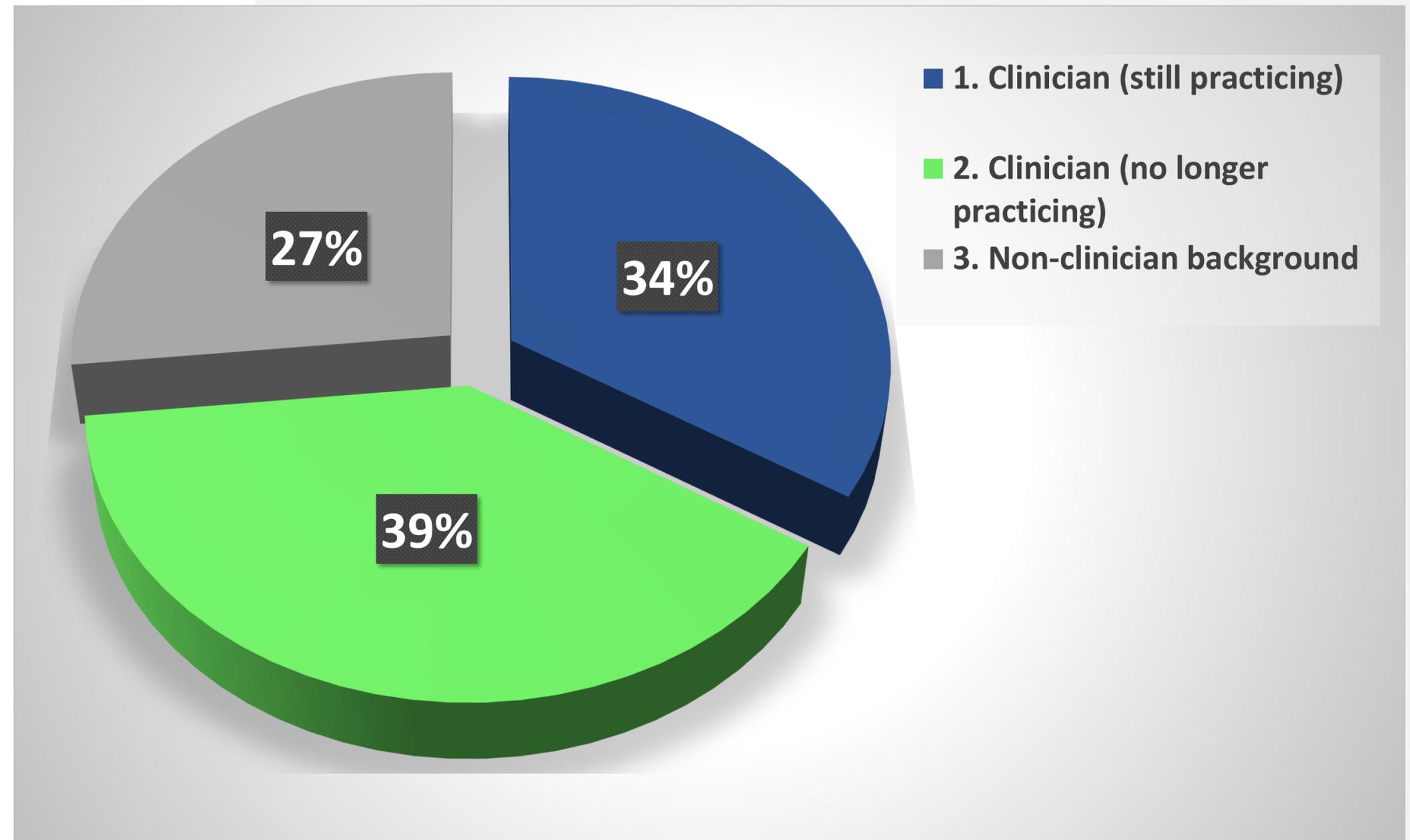
# Participants

## Age Range



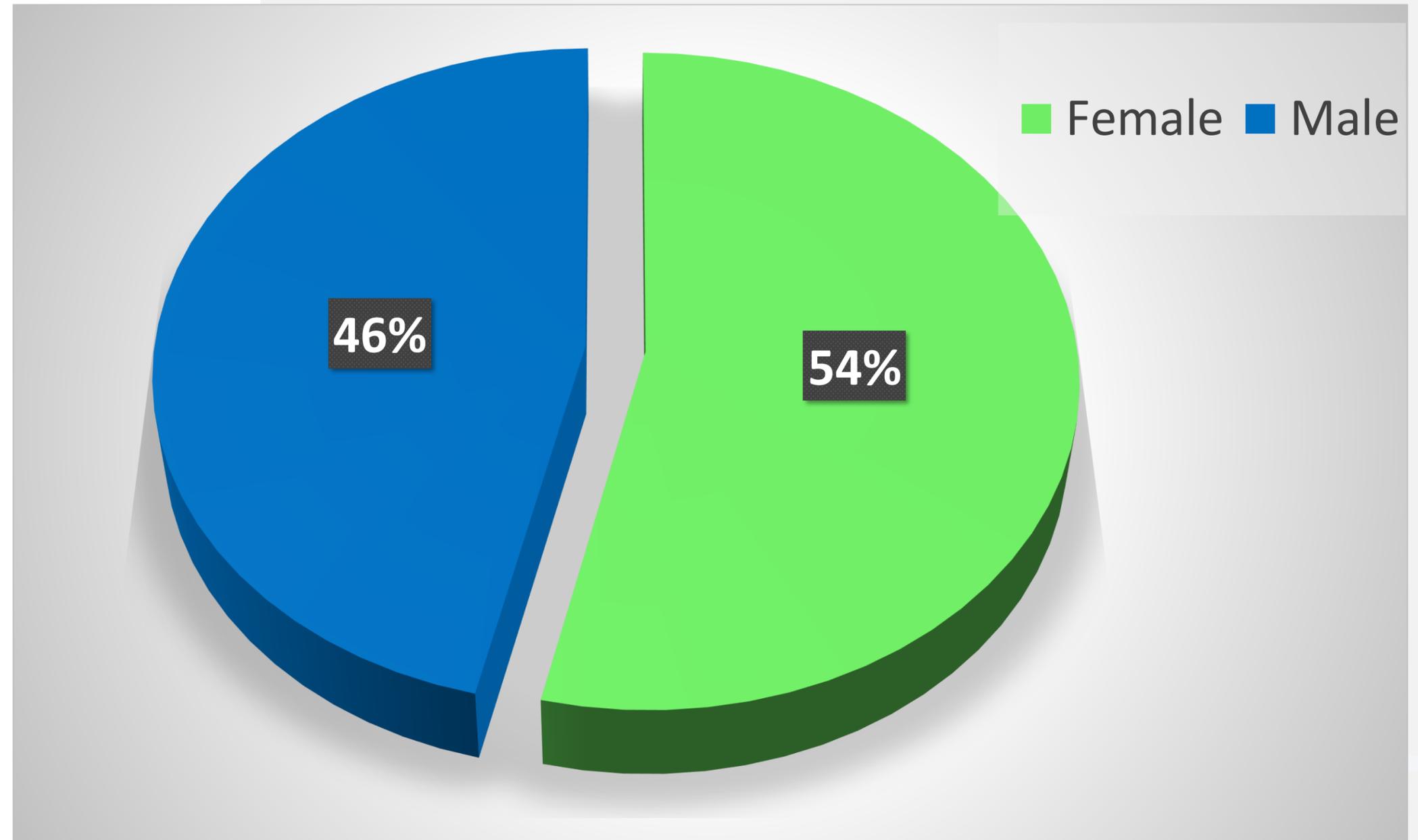
# Participants

# Background



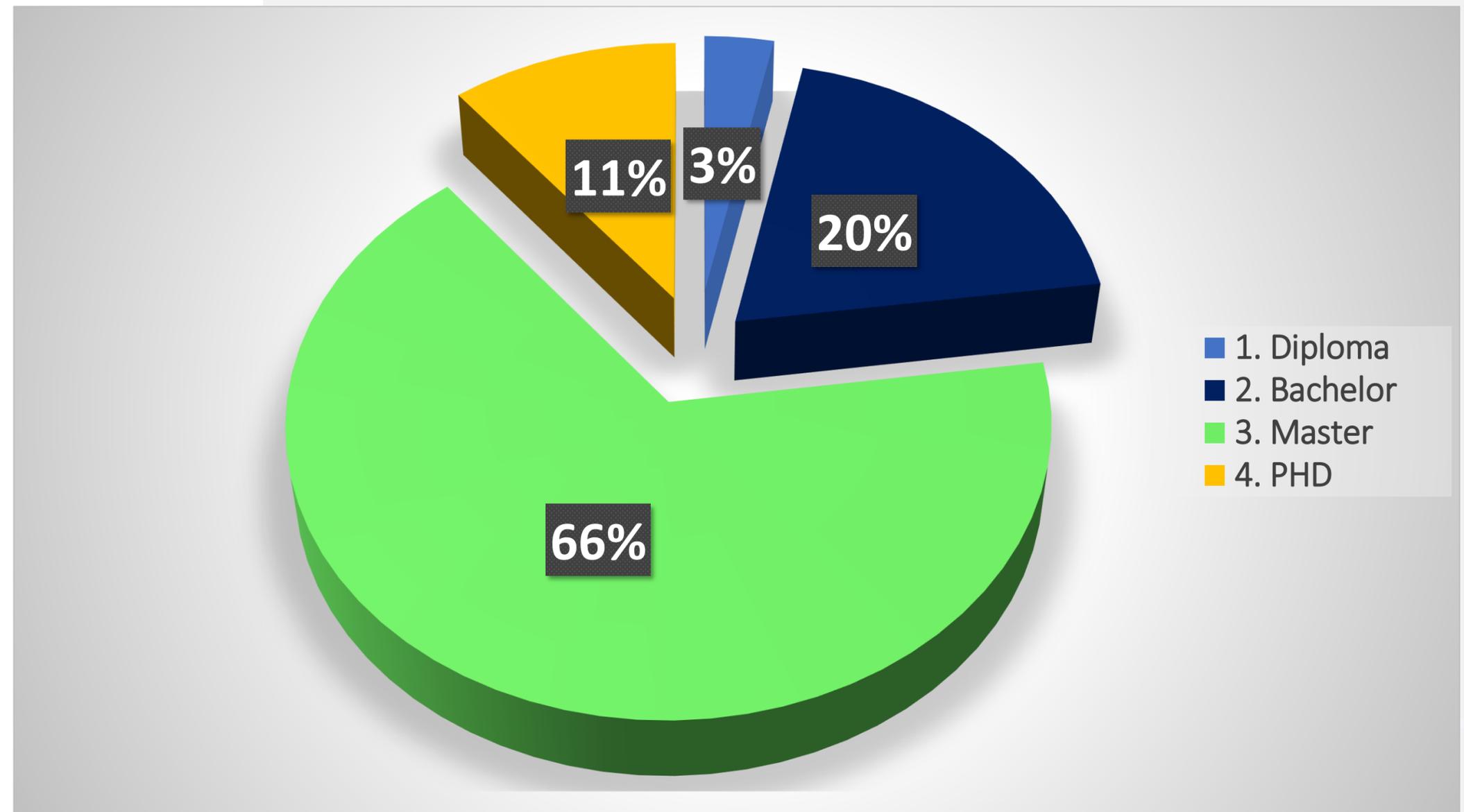
# Participants

## Gender



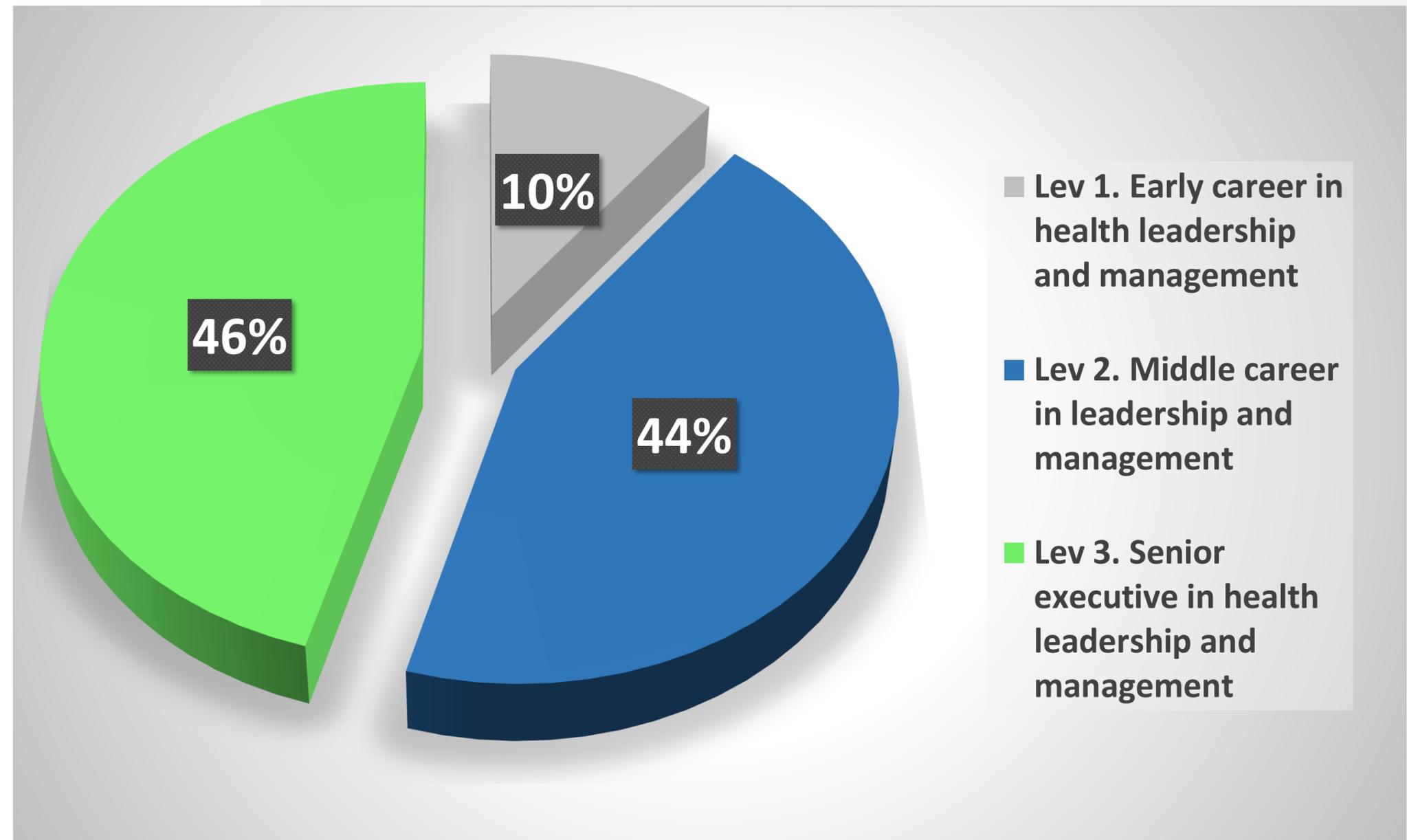
# Participants

# Qualifications



# Participants

## Management Level

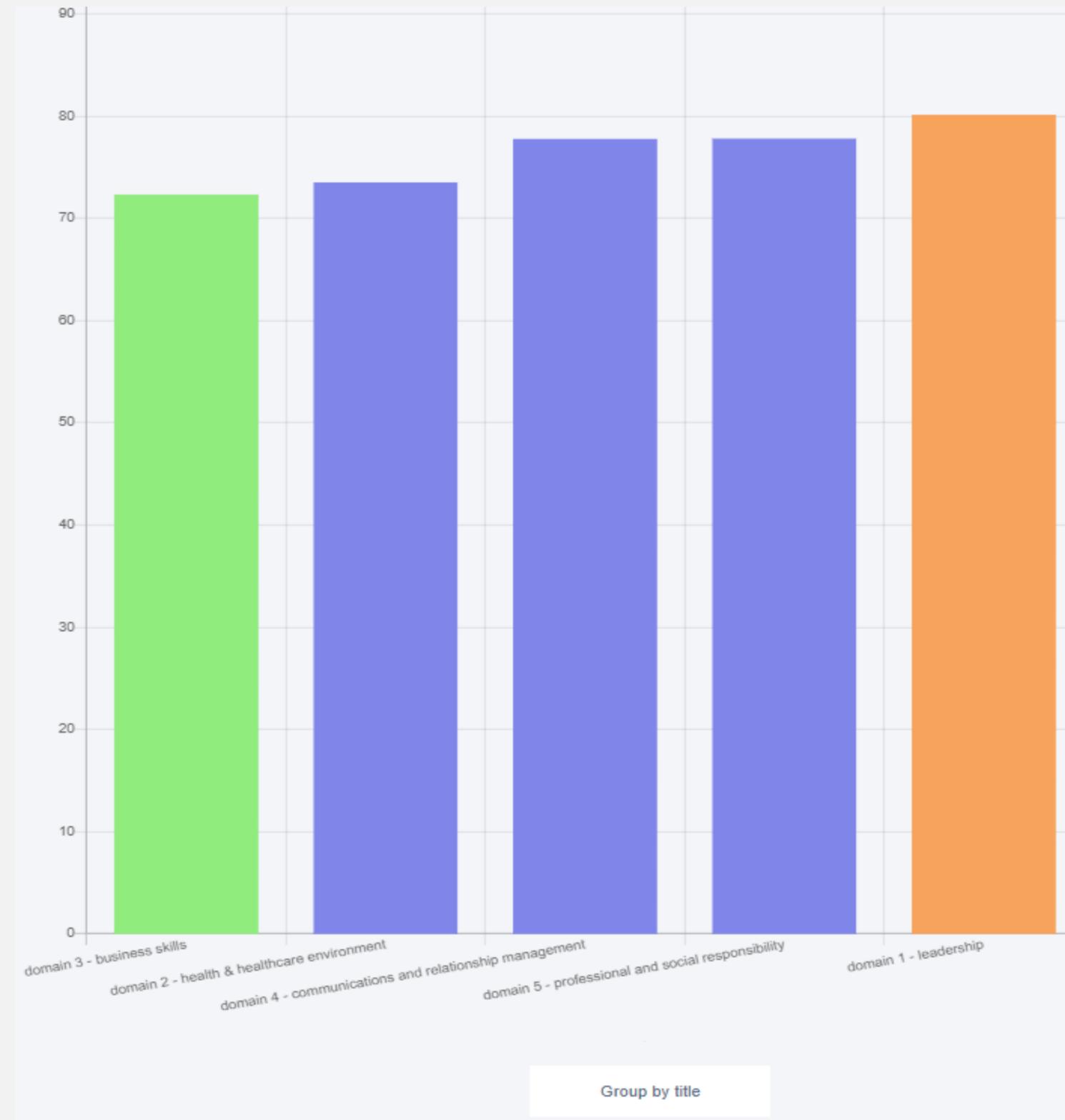


# DOMAINS SCORES

**Total Number of Participants: 864**

**Average score: 76.28**

Domain	Min Score	Average Score
Domain 1 - Leadership	40.00%	80.12%
Domain 2 - Health & Healthcare environment	30.00%	73.49%
Domain 3 - Business Skills	31.52%	72.29%
Domain 4 - Comms & Relationships	36.67%	77.76%
Domain 5 - Professional & Social Responsibility	35.38%	77.77%



# DOMAIN SCORES

## 1 - LEADERSHIP

**Area for Members' Improvement:**

- Q2.2 Influences decision makers
- Q3.2 Leads change
- Q3.3 Encourages diversity of thought

Domain 1		
Q1.1 Articulates mission	80.84%	
Q1.2 Encourages staff commitment	81.59%	
Q1.3 Balances competing organisational priorities	79.06%	
Q1.4 Exhibits flexible leadership style	81.08%	
Q1.5 Exhibits leadership qualities	82.93%	
Q1.6 Encourages decision making	82.51%	81.39% Q1
Q2.1 Creates trust, transparency and service improvement	81.08%	
Q2.2 Influences decision makers	75.50%	
Q2.3 Demonstrates accountability	83.07%	79.88% Q2
Q3.1 Promotes learning and improvement	80.87%	
Q3.2 Leads change	78.10%	
Q3.3 Encourages diversity of thought	78.92%	79.30% Q3
	80.41%	Average

# DOMAIN SCORES

## 2 – HEALTH & HEALTHCARE ENVIRONMENT

**Area for Members' Improvement:**

- 2.3 Subdomain
- 2.4 Subdomain

Domain 2 - Health & Healthcare environment			
Q1.1 Understands the regulatory environment	77.49%		
Q1.2 Understands political and social environment	75.97%		
Q1.3 Understands how the health system works	78.24%		
Q1.4. Understands and abides by relevant legislation	79.02%		
Q1.5 Balances competing health system priorities	75.11%		
Q1.6. Assesses healthcare trend	73.16%		
Q1.7 Uses quality monitoring systems	75.06%		
Q1.8. Encourages community participation	71.45%	75.69%	Q1
Q2.1 Manages health workforce	74.38%		
Q2.2 Manages inappropriate behaviours	75.76%	75.07%	Q2
Q3.1 Promotes cultural safety and Indigenous rights	71.26%		
Q3.2 Partners with consumers	70.87%		
Q3.3 Promotes the preferences of population groups	67.92%		
Q3.4. Responds to diverse health needs	69.53%	69.90%	Q3
Q4.1 Demonstrates commitment to improving the health of the community	72.58%		
Q4.2 Uses data to control threats to health	68.06%	70.32%	Q4
	73.49%	Average	

# DOMAIN SCORES

## 3 – BUSINESS SKILLS

### Area for Members' Improvement:

- 3.2 Subdomain
- 3.7 Subdomain
- 3.9 Subdomain

Domain 3 - Business Skills			
Q1.1 Anticipates the need for evidence	78.43%		
Q1.2 Uses data for decision making	77.73%	78.08%	Q1
Q2.1 Uses financial management	71.26%		
Q2.2 Uses financial principles	69.48%		
Q2.3 Creates and controls budgets	68.20%		
Q2.4 Manages resources	73.51%	70.61%	Q2
Q3.1 Promotes cultural safety and Indigenous rights	69.24%		
Q3.2 Manages human resources	73.21%		
Q3.3 Promotes staff performance	77.14%		
Q3.4. Manages staff wellbeing	76.81%	74.10%	Q3
Q4.1 Uses relevant theory	71.17%		
Q4.2 Manages external changes	70.59%		
Q4.3 Understands governance	77.68%		
Q4.4 Understands leadership within governance	80.26%		
Q4.5 Creates appropriate governance structure	73.86%	74.71%	Q4
Q5.1 Leads strategic and business planning	72.22%		
Q5.2 Develops strategic objectives	73.63%		
Q5.3 Evaluates actions against plans	75.18%		
Q5.4 Plans for business continuity	69.37%	72.60%	Q5
Q6.1 Uses data to assess performance	74.33%		
Q6.2 Applies privacy protection	75.46%		
Q6.3 Uses health information	74.64%		
Q6.4 Promotes digital literacy	69.60%	73.51%	Q6
Q7.1 Manages corporate risk	73.72%		
Q7.2 Manages clinical risk	73.00%		
Q7.3 Manages workplace risk	73.65%		
Q7.4 Understands insurance management	62.58%	70.74%	Q7
Q8.1 Implements quality and safety programs	74.33%		
Q8.2 Measures consumer satisfaction	71.17%	72.75%	Q8
Q9.1 Manages supply chain	59.84%		
Q9.2 Manages projects	75.18%		
Q9.3 Manages supply contracts	63.19%		
Q9.4 Manages facilities	64.45%	65.67%	Q9
	72.25%	Average	

# DOMAIN SCORES

## 4 – COMMS & RELATIONSHIP MANAGEMENT

**Area for Members' Improvement:**

- Components of 4.2 Subdomain
- Components of 4.3 Subdomain

### Domain 4 - Comms & Relationships

Q1.1 Maintains effective stakeholder relationships	80.75%	
Q1.2 Works effectively in a team	83.37%	
Q1.3 Delegates effectively	78.52%	
Q1.4. Values diversity	81.80%	81.11% Q1
<hr/>		
Q2.1 Listens and responds	82.79%	
Q2.2 Demonstrates appropriate verbal and presentation skills	81.15%	
Q2.3 Demonstrates effective writing skills	81.57%	
Q2.4 Demonstrates effective public relations skills	69.65%	
Q2.5 Applies marketing tools and principles	63.02%	75.64% Q2
Q3.1 Manages conflict	73.30%	
Q3.2 Manages conflict of interest	74.71%	
Q3.3 Demonstrates problem solving skills	82.48%	76.83% Q3
	77.76%	Average

# DOMAIN SCORES

## 5 – PROFESSIONAL & SOCIAL RESPONSIBILITY

**Area for Members' Improvement:**

- Components of 5.1 Subdomain
- Components of 5.3 Subdomain
- Components of 5.4 Subdomain

**Domain 5 - Professional & Social Responsibility**

Q1.1 Demonstrates commitment to policy advocacy and capacity	70.07%		
Q1.2 Practices fiduciary responsibility	71.05%		
Q1.3 Demonstrates commitment to competency, integrity and altruism	80.07%		
Q1.4 Demonstrates commitment to quality and safety	82.48%	75.92%	Q1
Q2.1 Demonstrates commitment to personal development	81.80%		
Q2.2. Demonstrates commitment to profession development	78.69%		
Q2.3. Demonstrates a commitment to developing others	80.00%		
Q2.4. Balances professional and personal accountability	79.18%	79.92%	Q2
Q3.1 Knows own attributes	76.43%		
Q3.2. Displays emotional intelligence	77.43%	76.93%	Q3
Q4.1 Understand social responsibility	77.41%		
Q4.2 Balances corporate and social responsibility	73.48%		
Q4.3 Demonstrates a commitment to ethical conduct	83.20%	78.03%	Q4
	<b>77.79%</b>	<b>Average</b>	

# 15 BOTTOM SCORES ACROSS THE DOMAINS

Out of 15 bottom scores:

- ❖ 9 belong to the Domain 3 – Business skill.
- ❖ 3 the Domain 2 - Health & Healthcare environment.
- ❖ 2 to Domain 4 - Comms & Relationships.
- ❖ 1 to Domain 5 - Professional & Social Responsibility.

Domain	Question	Score
Domain 3 - Business Skills	Q9.1 Manages supply chain	59.84%
Domain 3 - Business Skills	Q7.4 Understands insurance management	62.58%
Domain 4 - Comms & Relationships	Q2.5 Applies marketing tools and principles	63.02%
Domain 3 - Business Skills	Q9.3 Manages supply contracts	63.19%
Domain 3 - Business Skills	Q9.4 Manages facilities	64.45%
Domain 2 - Health & Healthcare environment	Q3.3 Promotes the preferences of population groups	67.92%
Domain 2 - Health & Healthcare environment	Q4.2 Uses data to control threats to health	68.06%
Domain 3 - Business Skills	Q2.3 Creates and controls budgets	68.20%
Domain 3 - Business Skills	Q3.1 Promotes cultural safety and Indigenous rights	69.24%
Domain 3 - Business Skills	Q5.4 Plans for business continuity	69.37%
Domain 3 - Business Skills	Q2.2 Uses financial principles	69.48%
Domain 2 - Health & Healthcare environment	Q3.4. Responds to diverse health needs	69.53%
Domain 3 - Business Skills	Q6.4 Promotes digital literacy	69.60%
Domain 4 - Comms & Relationships	Q2.4 Demonstrates effective public relations skills	69.65%
Domain 5 - Professional & Social Responsibility	Q1.1 Demonstrates commitment to policy advocacy and capacity	70.07%