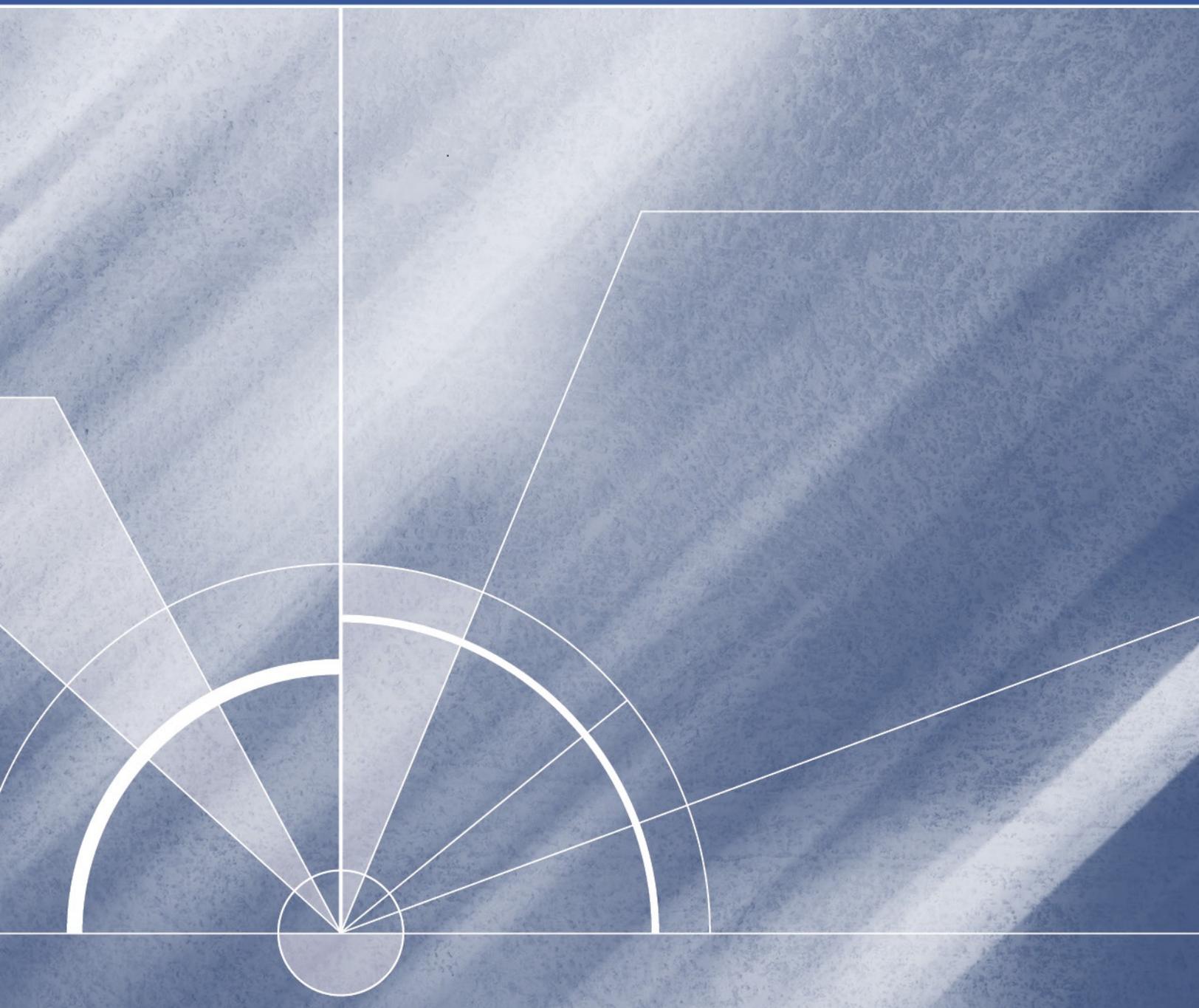


2017

  
**Federal Employee Viewpoint Survey**  
*Empowering Employees. Inspiring Change.*

6th Level  
Subagency  
Report

OSD, Agencies and Activities  
DEPT OF PATIENT ADMIN



# OSD, Agencies and Activities

## DEPT OF PATIENT ADMIN

### 6th Level Subagency Report

This 2017 Federal Employee Viewpoint Survey Report provides summary results for your subagency, including comparisons to your department or agency.

#### Response Summary

	Surveys Completed	Response Rate
OSD, Agencies and Activities	15,922	36.7%
WR NATIONAL MILITARY MEDICAL CENTER	225	22.1%
DIRECTOR FOR ADMINISTRATION	30	19.0%
<b>DEPT OF PATIENT ADMIN</b>	<b>11</b>	<b>23.9%</b>

#### Your Data

An embedded Microsoft® Excel® file containing your results. To access the workbook from Adobe® Reader®, double click on the 'pin' in the upper left corner of this page. Alternatively, you may access the workbook through the vertical navigation pane on the left side of the Adobe® Reader® window by clicking on the image of the paper clip.

#### Top 10 Positive & Negative Items and Leading & Trailing Your Comparison Group.

These sections provide high level information on how your subagency is doing.

#### Main Report Results

The results include response percentages for each survey item. The definitions for the Positive, Neutral, and Negative response percentages vary in the following ways across the three primary response scales used in the survey:

Positive: *"Strongly Agree and Agree"* or *"Very Satisfied and Satisfied"* or *"Very Good and Good"*

Neutral: *"Neither Agree nor Disagree"* or *"Neither Satisfied nor Dissatisfied"* or *"Fair"*

Negative: *"Disagree and Strongly Disagree"* or *"Dissatisfied and Very Dissatisfied"* or *"Poor and Very Poor"*

Positive, Neutral, and Negative percentages are based on the total number of responses (N) that are in these three categories. The number of *Do Not Know (DNK)* or *No Basis to Judge (NBJ)* responses, where applicable, is listed separately.

**OSD, Agencies and Activities**  
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**Top 10 Positive & Negative Items**

The figures below highlight the top 10 positive and negative results from the survey to help you quickly identify the most positive and most negative aspects of the organizational environment (only items 1 to 71 are included). Use this snapshot as a quick reference or overview of your FEVS results.

***Highest Percent Positive***

- 85.2% My talents are used well in the workplace. (Q.11)
- 80.5% My training needs are assessed. (Q.18)
- 75.3% When needed I am willing to put in the extra effort to get a job done. (Q.7)
- 75.3% I am constantly looking for ways to do my job better. (Q.8)
- 75.3% How would you rate the overall quality of work done by your work unit? (Q.28)
- 71.9% The work I do is important. (Q.13)
- 71.9% I am held accountable for achieving results. (Q.16)
- 71.9% My organization has prepared employees for potential security threats. (Q.36)
- 70.6% I know what is expected of me on the job. (Q.6)
- 70.6% I know how my work relates to the agency's goals and priorities. (Q.12)

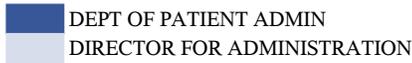
***Highest Percent Negative***

- 67.7% Pay raises depend on how well employees perform their jobs. (Q.33)
- 57.0% In my work unit, differences in performance are recognized in a meaningful way. (Q.24)
- 54.6% Awards in my work unit depend on how well employees perform their jobs. (Q.25)
- 49.9% My work unit is able to recruit people with the right skills. (Q.21)
- 47.8% How satisfied are you with your involvement in decisions that affect your work? (Q.63)
- 47.8% How satisfied are you with your opportunity to get a better job in your organization? (Q.67)
- 47.8% Considering everything, how satisfied are you with your pay? (Q.70)
- 47.7% Promotions in my work unit are based on merit. (Q.22)
- 45.7% Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well. (Q.14)
- 45.6% Discussions with my supervisor about my performance are worthwhile. (Q.44)

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**Leading Your Comparison Group**

The figure below allows you to see where your subagency results are higher than your comparison group (DIRECTOR FOR ADMINISTRATION) average (only items 1 to 71 are included). Only survey items with differences of 3 percentage points or more from your comparison group average are displayed. If your subagency has more than 10 items that are higher than the average, only the 10 items with the greatest differences are shown.

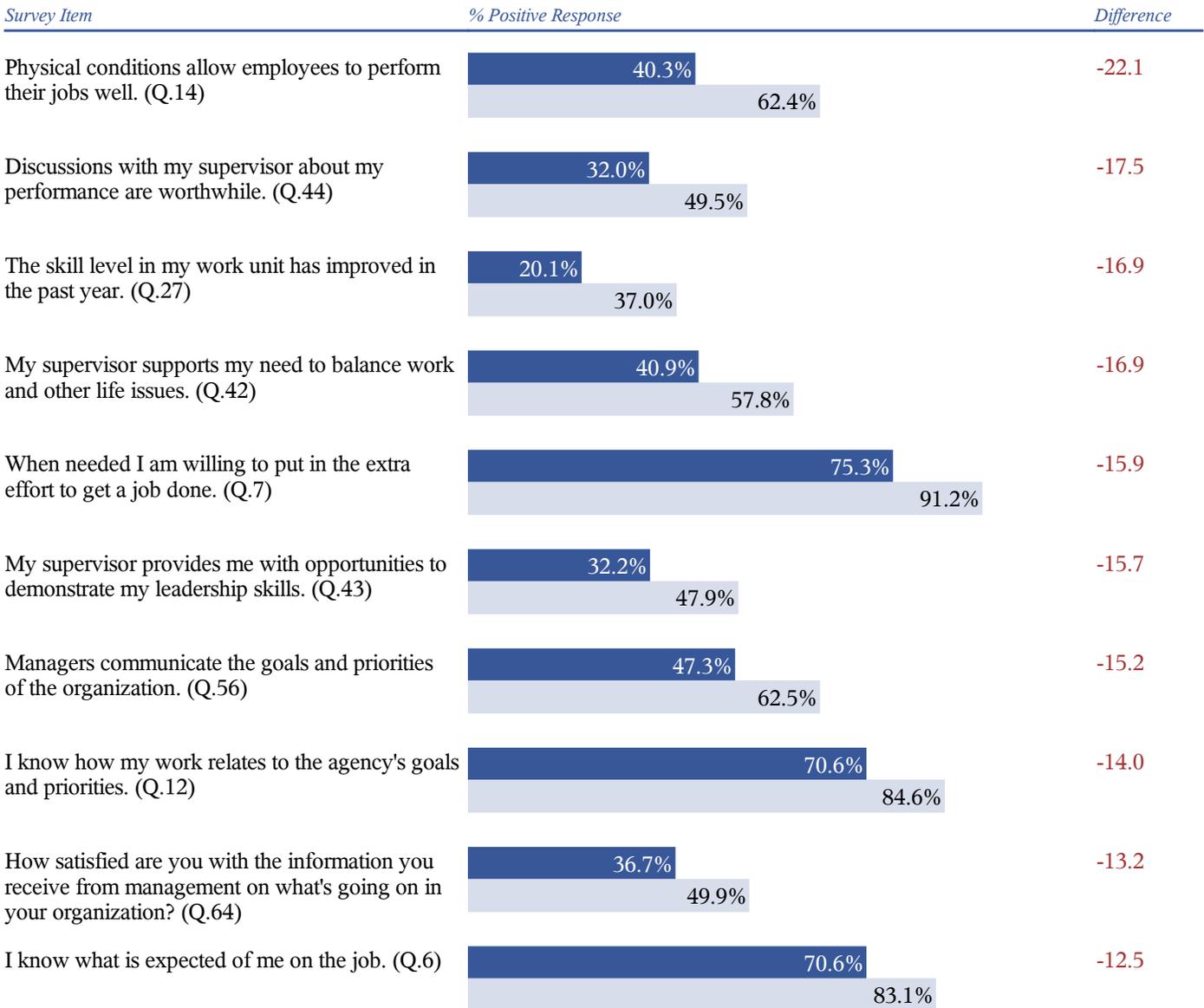
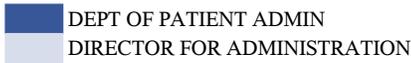


<i>Survey Item</i>	<i>% Positive Response</i>		<i>Difference</i>
My training needs are assessed. (Q.18)	80.5%	58.9%	+21.6
Prohibited Personnel Practices are not tolerated. (Q.38)	70.6%	55.6%	+15.0
My talents are used well in the workplace. (Q.11)	85.2%	72.0%	+13.2
Promotions in my work unit are based on merit. (Q.22)	33.7%	20.5%	+13.2
Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor? (Q.60)	60.1%	48.6%	+11.5
Supervisors work well with employees of different backgrounds. (Q.55)	54.4%	43.8%	+10.6
My work unit is able to recruit people with the right skills. (Q.21)	33.9%	25.2%	+8.7
In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. (Q.23)	31.8%	24.4%	+7.4
Policies and programs promote diversity in the workplace. (Q.34)	54.8%	47.6%	+7.2
In my work unit, differences in performance are recognized in a meaningful way. (Q.24)	35.0%	29.2%	+5.8

**OSD, Agencies and Activities**  
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**Trailing Your Comparison Group**

The figure below allows you to see where your subagency results are lower than your comparison group (DIRECTOR FOR ADMINISTRATION) average (only items 1 to 71 are included). Only survey items with differences of 3 percentage points or more from your comparison group average are displayed. If your subagency has more than 10 items that are lower than the average, only the 10 items with the greatest differences are shown.



**OSD, Agencies and Activities**  
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**My Work Experience**

***1. I am given a real opportunity to improve my skills in my organization.***

	N	Positive	Neutral	Negative
OSD, Agencies and Activities	15,894	65.2%	15.6%	19.2%
WR NATIONAL MILITARY MEDICAL CENTER	224	51.3%	14.5%	34.2%
DIRECTOR FOR ADMINISTRATION	30	62.0%	20.3%	17.7%
<b>DEPT OF PATIENT ADMIN</b>	<b>11</b>	<b>58.3%</b>	<b>4.7%</b>	<b>37.0%</b>

***2. I have enough information to do my job well.***

	N	Positive	Neutral	Negative
OSD, Agencies and Activities	15,855	69.6%	14.8%	15.5%
WR NATIONAL MILITARY MEDICAL CENTER	224	62.7%	16.9%	20.3%
DIRECTOR FOR ADMINISTRATION	30	65.8%	14.8%	19.4%
<b>DEPT OF PATIENT ADMIN</b>	<b>11</b>	<b>58.3%</b>	<b>0.0%</b>	<b>41.7%</b>

***3. I feel encouraged to come up with new and better ways of doing things.***

	N	Positive	Neutral	Negative
OSD, Agencies and Activities	15,806	61.8%	16.2%	22.0%
WR NATIONAL MILITARY MEDICAL CENTER	224	48.2%	18.3%	33.5%
DIRECTOR FOR ADMINISTRATION	30	50.3%	26.2%	23.6%
<b>DEPT OF PATIENT ADMIN</b>	<b>11</b>	<b>50.3%</b>	<b>20.3%</b>	<b>29.4%</b>

***4. My work gives me a feeling of personal accomplishment.***

	N	Positive	Neutral	Negative
OSD, Agencies and Activities	15,852	69.7%	14.8%	15.5%
WR NATIONAL MILITARY MEDICAL CENTER	223	65.1%	12.8%	22.1%
DIRECTOR FOR ADMINISTRATION	30	61.4%	13.6%	25.0%
<b>DEPT OF PATIENT ADMIN</b>	<b>11</b>	<b>58.3%</b>	<b>0.0%</b>	<b>41.7%</b>

***5. I like the kind of work I do.***

	N	Positive	Neutral	Negative
OSD, Agencies and Activities	15,795	80.5%	12.1%	7.4%
WR NATIONAL MILITARY MEDICAL CENTER	225	89.1%	6.1%	4.8%
DIRECTOR FOR ADMINISTRATION	30	72.1%	23.5%	4.4%
<b>DEPT OF PATIENT ADMIN</b>	<b>11</b>	<b>63.0%</b>	<b>24.7%</b>	<b>12.3%</b>

**OSD, Agencies and Activities**  
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**My Work Experience (continued)**

**6. I know what is expected of me on the job.**

	N	Positive	Neutral	Negative
OSD, Agencies and Activities	15,771	78.6%	11.6%	9.8%
WR NATIONAL MILITARY MEDICAL CENTER	223	72.9%	14.1%	13.0%
DIRECTOR FOR ADMINISTRATION	29	83.1%	15.1%	1.8%
<b>DEPT OF PATIENT ADMIN</b>	<b>11</b>	<b>70.6%</b>	<b>24.7%</b>	<b>4.7%</b>

**7. When needed I am willing to put in the extra effort to get a job done.**

	N	Positive	Neutral	Negative
OSD, Agencies and Activities	15,835	95.6%	2.8%	1.6%
WR NATIONAL MILITARY MEDICAL CENTER	224	92.7%	4.4%	2.9%
DIRECTOR FOR ADMINISTRATION	30	91.2%	8.8%	0.0%
<b>DEPT OF PATIENT ADMIN</b>	<b>11</b>	<b>75.3%</b>	<b>24.7%</b>	<b>0.0%</b>

**8. I am constantly looking for ways to do my job better.**

	N	Positive	Neutral	Negative
OSD, Agencies and Activities	15,838	91.5%	6.7%	1.8%
WR NATIONAL MILITARY MEDICAL CENTER	225	90.8%	6.7%	2.5%
DIRECTOR FOR ADMINISTRATION	30	84.0%	16.0%	0.0%
<b>DEPT OF PATIENT ADMIN</b>	<b>11</b>	<b>75.3%</b>	<b>24.7%</b>	<b>0.0%</b>

**9. I have sufficient resources (for example, people, materials, budget) to get my job done.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	15,863	53.1%	15.9%	30.9%	28
WR NATIONAL MILITARY MEDICAL CENTER	222	41.7%	11.5%	46.8%	2
DIRECTOR FOR ADMINISTRATION	29	59.9%	9.7%	30.4%	1
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>49.4%</b>	<b>9.4%</b>	<b>41.2%</b>	<b>1</b>

**10. My workload is reasonable.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	15,828	62.9%	14.8%	22.3%	29
WR NATIONAL MILITARY MEDICAL CENTER	223	57.4%	17.0%	25.6%	1
DIRECTOR FOR ADMINISTRATION	28	66.9%	19.0%	14.1%	1
<b>DEPT OF PATIENT ADMIN</b>	<b>9</b>	<b>60.4%</b>	<b>24.8%</b>	<b>14.9%</b>	<b>1</b>

**OSD, Agencies and Activities**  
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**My Work Experience (continued)**

**11. My talents are used well in the workplace.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	15,623	58.7%	16.2%	25.1%	67
WR NATIONAL MILITARY MEDICAL CENTER	222	53.7%	13.2%	33.1%	1
DIRECTOR FOR ADMINISTRATION	29	72.0%	15.6%	12.4%	1
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>85.2%</b>	<b>14.8%</b>	<b>0.0%</b>	<b>1</b>

**12. I know how my work relates to the agency's goals and priorities.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	15,801	84.5%	8.6%	6.9%	42
WR NATIONAL MILITARY MEDICAL CENTER	223	80.0%	8.0%	12.0%	0
DIRECTOR FOR ADMINISTRATION	29	84.6%	9.2%	6.3%	0
<b>DEPT OF PATIENT ADMIN</b>	<b>11</b>	<b>70.6%</b>	<b>12.3%</b>	<b>17.1%</b>	<b>0</b>

**13. The work I do is important.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	15,718	88.5%	7.9%	3.7%	47
WR NATIONAL MILITARY MEDICAL CENTER	224	88.9%	8.8%	2.3%	0
DIRECTOR FOR ADMINISTRATION	29	81.4%	18.6%	0.0%	0
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>71.9%</b>	<b>28.1%</b>	<b>0.0%</b>	<b>0</b>

**14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	15,808	71.9%	11.7%	16.4%	42
WR NATIONAL MILITARY MEDICAL CENTER	223	61.4%	9.2%	29.5%	2
DIRECTOR FOR ADMINISTRATION	29	62.4%	17.0%	20.5%	1
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>40.3%</b>	<b>14.1%</b>	<b>45.7%</b>	<b>1</b>

**15. My performance appraisal is a fair reflection of my performance.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	15,626	71.7%	14.5%	13.8%	249
WR NATIONAL MILITARY MEDICAL CENTER	215	67.0%	20.5%	12.5%	8
DIRECTOR FOR ADMINISTRATION	30	73.4%	22.0%	4.6%	0
<b>DEPT OF PATIENT ADMIN</b>	<b>11</b>	<b>62.4%</b>	<b>32.9%</b>	<b>4.7%</b>	<b>0</b>

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**My Work Experience (continued)**

**16. I am held accountable for achieving results.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	15,767	84.8%	10.2%	5.0%	55
WR NATIONAL MILITARY MEDICAL CENTER	220	80.7%	13.4%	5.8%	2
DIRECTOR FOR ADMINISTRATION	29	80.0%	20.0%	0.0%	0
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>71.9%</b>	<b>28.1%</b>	<b>0.0%</b>	<b>0</b>

**17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	15,277	65.7%	16.4%	17.9%	557
WR NATIONAL MILITARY MEDICAL CENTER	212	57.9%	17.4%	24.7%	11
DIRECTOR FOR ADMINISTRATION	29	53.7%	32.4%	13.9%	1
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>52.4%</b>	<b>42.2%</b>	<b>5.4%</b>	<b>1</b>

**18. My training needs are assessed.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	15,746	55.6%	22.1%	22.3%	117
WR NATIONAL MILITARY MEDICAL CENTER	220	44.7%	22.5%	32.8%	3
DIRECTOR FOR ADMINISTRATION	28	58.9%	16.1%	25.0%	1
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>80.5%</b>	<b>0.0%</b>	<b>19.5%</b>	<b>1</b>

**19. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).**

	N	Positive	Neutral	Negative	NBJ
OSD, Agencies and Activities	15,547	73.7%	11.7%	14.6%	356
WR NATIONAL MILITARY MEDICAL CENTER	213	69.6%	13.1%	17.3%	12
DIRECTOR FOR ADMINISTRATION	29	69.4%	18.3%	12.3%	1
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>66.5%</b>	<b>14.1%</b>	<b>19.5%</b>	<b>1</b>

**My Work Unit**

**20. The people I work with cooperate to get the job done.**

	N	Positive	Neutral	Negative
OSD, Agencies and Activities	15,894	73.5%	12.6%	13.9%
WR NATIONAL MILITARY MEDICAL CENTER	224	62.6%	11.9%	25.5%
DIRECTOR FOR ADMINISTRATION	30	66.0%	13.6%	20.4%
<b>DEPT OF PATIENT ADMIN</b>	<b>11</b>	<b>70.6%</b>	<b>4.7%</b>	<b>24.7%</b>

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**My Work Unit (continued)**

**21. My work unit is able to recruit people with the right skills.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	15,333	44.5%	25.8%	29.7%	557
WR NATIONAL MILITARY MEDICAL CENTER	215	37.0%	20.1%	42.8%	8
DIRECTOR FOR ADMINISTRATION	26	25.2%	29.4%	45.4%	4
<b>DEPT OF PATIENT ADMIN</b>	<b>9</b>	<b>33.9%</b>	<b>16.2%</b>	<b>49.9%</b>	<b>2</b>

**22. Promotions in my work unit are based on merit.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	14,784	36.9%	27.7%	35.4%	1,058
WR NATIONAL MILITARY MEDICAL CENTER	201	22.8%	24.8%	52.4%	21
DIRECTOR FOR ADMINISTRATION	25	20.5%	31.5%	48.0%	4
<b>DEPT OF PATIENT ADMIN</b>	<b>9</b>	<b>33.7%</b>	<b>18.6%</b>	<b>47.7%</b>	<b>1</b>

**23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	14,331	31.1%	27.9%	41.0%	1,519
WR NATIONAL MILITARY MEDICAL CENTER	210	29.2%	22.7%	48.1%	12
DIRECTOR FOR ADMINISTRATION	25	24.4%	33.9%	41.8%	4
<b>DEPT OF PATIENT ADMIN</b>	<b>8</b>	<b>31.8%</b>	<b>34.5%</b>	<b>33.7%</b>	<b>2</b>

**24. In my work unit, differences in performance are recognized in a meaningful way.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	14,954	39.1%	27.1%	33.8%	898
WR NATIONAL MILITARY MEDICAL CENTER	215	28.6%	22.7%	48.7%	9
DIRECTOR FOR ADMINISTRATION	28	29.2%	23.6%	47.2%	2
<b>DEPT OF PATIENT ADMIN</b>	<b>11</b>	<b>35.0%</b>	<b>8.0%</b>	<b>57.0%</b>	<b>0</b>

**25. Awards in my work unit depend on how well employees perform their jobs.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	14,794	47.8%	23.3%	28.9%	1,026
WR NATIONAL MILITARY MEDICAL CENTER	204	34.4%	24.1%	41.5%	19
DIRECTOR FOR ADMINISTRATION	28	36.7%	23.4%	39.9%	2
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>38.1%</b>	<b>7.3%</b>	<b>54.6%</b>	<b>1</b>

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**My Work Unit (continued)**

**26. Employees in my work unit share job knowledge with each other.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	15,800	72.1%	13.6%	14.3%	38
WR NATIONAL MILITARY MEDICAL CENTER	222	62.1%	12.5%	25.4%	0
DIRECTOR FOR ADMINISTRATION	29	59.9%	9.2%	30.9%	0
<b>DEPT OF PATIENT ADMIN</b>	<b>11</b>	<b>58.3%</b>	<b>0.0%</b>	<b>41.7%</b>	<b>0</b>

**27. The skill level in my work unit has improved in the past year.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	15,325	57.4%	26.2%	16.3%	539
WR NATIONAL MILITARY MEDICAL CENTER	215	40.7%	28.3%	31.0%	10
DIRECTOR FOR ADMINISTRATION	29	37.0%	37.1%	25.9%	1
<b>DEPT OF PATIENT ADMIN</b>	<b>11</b>	<b>20.1%</b>	<b>43.8%</b>	<b>36.1%</b>	<b>0</b>

**28. How would you rate the overall quality of work done by your work unit?**

	N	Positive	Neutral	Negative
OSD, Agencies and Activities	15,860	81.4%	15.0%	3.6%
WR NATIONAL MILITARY MEDICAL CENTER	224	77.3%	15.5%	7.3%
DIRECTOR FOR ADMINISTRATION	30	74.8%	11.8%	13.4%
<b>DEPT OF PATIENT ADMIN</b>	<b>11</b>	<b>75.3%</b>	<b>12.3%</b>	<b>12.3%</b>

**My Agency**

**29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	15,415	70.2%	16.7%	13.1%	202
WR NATIONAL MILITARY MEDICAL CENTER	218	59.6%	15.1%	25.3%	1
DIRECTOR FOR ADMINISTRATION	28	69.4%	15.8%	14.9%	0
<b>DEPT OF PATIENT ADMIN</b>	<b>11</b>	<b>60.4%</b>	<b>8.2%</b>	<b>31.4%</b>	<b>0</b>

**30. Employees have a feeling of personal empowerment with respect to work processes.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	15,303	49.0%	23.1%	27.8%	293
WR NATIONAL MILITARY MEDICAL CENTER	214	40.0%	17.4%	42.7%	4
DIRECTOR FOR ADMINISTRATION	27	46.7%	20.9%	32.4%	1
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>44.7%</b>	<b>14.1%</b>	<b>41.2%</b>	<b>1</b>

**OSD, Agencies and Activities**  
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**My Agency (continued)**

**31. Employees are recognized for providing high quality products and services.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	15,292	54.0%	21.7%	24.3%	285
WR NATIONAL MILITARY MEDICAL CENTER	214	34.7%	19.6%	45.7%	6
DIRECTOR FOR ADMINISTRATION	27	39.7%	24.0%	36.4%	1
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>35.0%</b>	<b>21.8%</b>	<b>43.2%</b>	<b>1</b>

**32. Creativity and innovation are rewarded.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	15,072	44.2%	27.3%	28.5%	501
WR NATIONAL MILITARY MEDICAL CENTER	214	28.2%	22.7%	49.0%	6
DIRECTOR FOR ADMINISTRATION	26	36.0%	32.7%	31.2%	2
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>33.9%</b>	<b>32.6%</b>	<b>33.5%</b>	<b>1</b>

**33. Pay raises depend on how well employees perform their jobs.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	14,426	25.1%	28.8%	46.0%	1,121
WR NATIONAL MILITARY MEDICAL CENTER	188	16.9%	20.1%	62.9%	28
DIRECTOR FOR ADMINISTRATION	23	21.6%	28.4%	50.0%	4
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>22.9%</b>	<b>9.4%</b>	<b>67.7%</b>	<b>1</b>

**34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	14,605	61.3%	24.3%	14.4%	963
WR NATIONAL MILITARY MEDICAL CENTER	203	48.9%	31.9%	19.1%	16
DIRECTOR FOR ADMINISTRATION	26	47.6%	39.1%	13.3%	2
<b>DEPT OF PATIENT ADMIN</b>	<b>11</b>	<b>54.8%</b>	<b>32.9%</b>	<b>12.3%</b>	<b>0</b>

**35. Employees are protected from health and safety hazards on the job.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	15,395	83.1%	9.8%	7.1%	192
WR NATIONAL MILITARY MEDICAL CENTER	217	78.5%	12.1%	9.4%	2
DIRECTOR FOR ADMINISTRATION	28	68.8%	21.6%	9.6%	0
<b>DEPT OF PATIENT ADMIN</b>	<b>11</b>	<b>70.6%</b>	<b>12.3%</b>	<b>17.1%</b>	<b>0</b>

**OSD, Agencies and Activities**  
**DEPT OF PATIENT ADMIN**  
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**My Agency (continued)**

**36. My organization has prepared employees for potential security threats.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	15,421	84.8%	9.5%	5.8%	104
WR NATIONAL MILITARY MEDICAL CENTER	215	81.2%	10.0%	8.9%	1
DIRECTOR FOR ADMINISTRATION	25	76.9%	23.1%	0.0%	0
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>71.9%</b>	<b>28.1%</b>	<b>0.0%</b>	<b>0</b>

**37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	14,785	55.2%	21.4%	23.4%	768
WR NATIONAL MILITARY MEDICAL CENTER	207	51.4%	21.7%	26.9%	13
DIRECTOR FOR ADMINISTRATION	27	36.9%	45.1%	18.0%	1
<b>DEPT OF PATIENT ADMIN</b>	<b>11</b>	<b>30.7%</b>	<b>52.2%</b>	<b>17.1%</b>	<b>0</b>

**38. Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	14,317	68.6%	18.3%	13.1%	1,198
WR NATIONAL MILITARY MEDICAL CENTER	201	62.7%	15.5%	21.8%	18
DIRECTOR FOR ADMINISTRATION	27	55.6%	21.3%	23.1%	1
<b>DEPT OF PATIENT ADMIN</b>	<b>11</b>	<b>70.6%</b>	<b>24.7%</b>	<b>4.7%</b>	<b>0</b>

**39. My agency is successful at accomplishing its mission.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	15,338	78.3%	14.5%	7.2%	243
WR NATIONAL MILITARY MEDICAL CENTER	213	66.5%	15.9%	17.6%	6
DIRECTOR FOR ADMINISTRATION	26	62.4%	27.3%	10.3%	1
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>50.6%</b>	<b>35.9%</b>	<b>13.5%</b>	<b>0</b>

**40. I recommend my organization as a good place to work.**

	N	Positive	Neutral	Negative
OSD, Agencies and Activities	15,568	65.2%	19.3%	15.5%
WR NATIONAL MILITARY MEDICAL CENTER	219	52.3%	22.4%	25.3%
DIRECTOR FOR ADMINISTRATION	27	52.8%	30.7%	16.5%
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>54.4%</b>	<b>13.5%</b>	<b>32.1%</b>

**OSD, Agencies and Activities**  
**DEPT OF PATIENT ADMIN**  
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**My Agency (continued)**

**41. I believe the results of this survey will be used to make my agency a better place to work.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	14,475	45.4%	25.7%	28.9%	1,108
WR NATIONAL MILITARY MEDICAL CENTER	208	34.3%	30.5%	35.2%	11
DIRECTOR FOR ADMINISTRATION	26	32.7%	46.2%	21.1%	1
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>29.3%</b>	<b>31.2%</b>	<b>39.5%</b>	<b>0</b>

**My Supervisor**

**42. My supervisor supports my need to balance work and other life issues.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	15,488	81.2%	9.2%	9.6%	63
WR NATIONAL MILITARY MEDICAL CENTER	215	65.4%	13.7%	20.8%	1
DIRECTOR FOR ADMINISTRATION	27	57.8%	19.5%	22.7%	0
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>40.9%</b>	<b>18.6%</b>	<b>40.4%</b>	<b>0</b>

**43. My supervisor provides me with opportunities to demonstrate my leadership skills.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	15,468	67.2%	15.8%	16.9%	52
WR NATIONAL MILITARY MEDICAL CENTER	217	50.1%	17.8%	32.1%	0
DIRECTOR FOR ADMINISTRATION	27	47.9%	19.7%	32.4%	0
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>32.2%</b>	<b>27.4%</b>	<b>40.4%</b>	<b>0</b>

**44. Discussions with my supervisor about my performance are worthwhile.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	15,297	65.0%	17.1%	17.9%	179
WR NATIONAL MILITARY MEDICAL CENTER	212	46.9%	24.3%	28.8%	5
DIRECTOR FOR ADMINISTRATION	27	49.5%	26.0%	24.5%	0
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>32.0%</b>	<b>22.4%</b>	<b>45.6%</b>	<b>0</b>

**45. My supervisor is committed to a workforce representative of all segments of society.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	14,407	70.2%	19.2%	10.6%	1,087
WR NATIONAL MILITARY MEDICAL CENTER	201	55.9%	23.4%	20.7%	16
DIRECTOR FOR ADMINISTRATION	26	44.8%	19.8%	35.4%	1
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>40.9%</b>	<b>13.5%</b>	<b>45.6%</b>	<b>0</b>

**OSD, Agencies and Activities**  
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**My Supervisor (continued)**

**46. My supervisor provides me with constructive suggestions to improve my job performance.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	15,416	63.9%	17.8%	18.3%	78
WR NATIONAL MILITARY MEDICAL CENTER	213	51.4%	22.3%	26.3%	2
DIRECTOR FOR ADMINISTRATION	26	53.4%	16.1%	30.4%	0
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>54.4%</b>	<b>0.0%</b>	<b>45.6%</b>	<b>0</b>

**47. Supervisors in my work unit support employee development.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	15,310	67.6%	16.6%	15.9%	209
WR NATIONAL MILITARY MEDICAL CENTER	216	50.6%	19.2%	30.3%	1
DIRECTOR FOR ADMINISTRATION	27	46.5%	24.2%	29.3%	0
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>40.9%</b>	<b>13.5%</b>	<b>45.6%</b>	<b>0</b>

**48. My supervisor listens to what I have to say.**

	N	Positive	Neutral	Negative
OSD, Agencies and Activities	15,520	76.8%	11.5%	11.8%
WR NATIONAL MILITARY MEDICAL CENTER	217	65.3%	12.4%	22.3%
DIRECTOR FOR ADMINISTRATION	27	52.7%	30.8%	16.5%
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>40.9%</b>	<b>26.9%</b>	<b>32.1%</b>

**49. My supervisor treats me with respect.**

	N	Positive	Neutral	Negative
OSD, Agencies and Activities	15,488	81.4%	9.3%	9.3%
WR NATIONAL MILITARY MEDICAL CENTER	217	66.5%	12.8%	20.7%
DIRECTOR FOR ADMINISTRATION	27	54.4%	24.3%	21.3%
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>54.4%</b>	<b>13.5%</b>	<b>32.1%</b>

**50. In the last six months, my supervisor has talked with me about my performance.**

	N	Positive	Neutral	Negative
OSD, Agencies and Activities	15,483	77.9%	9.2%	12.9%
WR NATIONAL MILITARY MEDICAL CENTER	217	65.8%	8.3%	25.9%
DIRECTOR FOR ADMINISTRATION	27	59.6%	8.0%	32.4%
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>59.6%</b>	<b>0.0%</b>	<b>40.4%</b>

**OSD, Agencies and Activities**  
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**My Supervisor (continued)**

**51. I have trust and confidence in my supervisor.**

	N	Positive	Neutral	Negative
OSD, Agencies and Activities	15,506	68.1%	15.5%	16.4%
WR NATIONAL MILITARY MEDICAL CENTER	217	54.5%	16.4%	29.1%
DIRECTOR FOR ADMINISTRATION	27	51.7%	22.1%	26.2%
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>54.4%</b>	<b>13.5%</b>	<b>32.1%</b>

**52. Overall, how good a job do you feel is being done by your immediate supervisor?**

	N	Positive	Neutral	Negative
OSD, Agencies and Activities	15,500	70.7%	17.0%	12.2%
WR NATIONAL MILITARY MEDICAL CENTER	217	56.4%	21.7%	21.9%
DIRECTOR FOR ADMINISTRATION	27	54.4%	24.3%	21.3%
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>54.4%</b>	<b>13.5%</b>	<b>32.1%</b>

**Leadership**

**53. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	15,164	46.3%	22.2%	31.6%	276
WR NATIONAL MILITARY MEDICAL CENTER	210	40.5%	20.7%	38.8%	4
DIRECTOR FOR ADMINISTRATION	26	42.3%	44.2%	13.5%	1
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>33.6%</b>	<b>53.0%</b>	<b>13.5%</b>	<b>0</b>

**54. My organization's senior leaders maintain high standards of honesty and integrity.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	14,527	57.1%	22.9%	20.1%	889
WR NATIONAL MILITARY MEDICAL CENTER	196	51.2%	27.6%	21.2%	18
DIRECTOR FOR ADMINISTRATION	26	44.0%	39.1%	16.8%	1
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>47.0%</b>	<b>39.5%</b>	<b>13.5%</b>	<b>0</b>

**55. Supervisors work well with employees of different backgrounds.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	14,725	68.2%	19.5%	12.3%	611
WR NATIONAL MILITARY MEDICAL CENTER	202	54.4%	23.6%	22.0%	11
DIRECTOR FOR ADMINISTRATION	27	43.8%	35.4%	20.8%	0
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>54.4%</b>	<b>32.1%</b>	<b>13.5%</b>	<b>0</b>

**OSD, Agencies and Activities**  
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**Leadership (continued)**

**56. Managers communicate the goals and priorities of the organization.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	15,161	63.5%	18.1%	18.4%	174
WR NATIONAL MILITARY MEDICAL CENTER	212	55.5%	18.9%	25.6%	0
DIRECTOR FOR ADMINISTRATION	26	62.5%	24.2%	13.4%	0
<b>DEPT OF PATIENT ADMIN</b>	<b>9</b>	<b>47.3%</b>	<b>21.5%</b>	<b>31.1%</b>	<b>0</b>

**57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	14,496	64.1%	21.0%	15.0%	854
WR NATIONAL MILITARY MEDICAL CENTER	206	53.8%	21.2%	25.1%	7
DIRECTOR FOR ADMINISTRATION	27	56.7%	25.6%	17.7%	0
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>54.4%</b>	<b>18.6%</b>	<b>26.9%</b>	<b>0</b>

**58. Managers promote communication among different work units (for example, about projects, goals, needed resources).**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	14,955	55.9%	19.8%	24.3%	423
WR NATIONAL MILITARY MEDICAL CENTER	203	43.8%	21.4%	34.8%	8
DIRECTOR FOR ADMINISTRATION	26	41.6%	42.0%	16.4%	0
<b>DEPT OF PATIENT ADMIN</b>	<b>9</b>	<b>41.1%</b>	<b>29.8%</b>	<b>29.1%</b>	<b>0</b>

**59. Managers support collaboration across work units to accomplish work objectives.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	14,957	59.3%	19.8%	20.9%	420
WR NATIONAL MILITARY MEDICAL CENTER	205	46.7%	20.8%	32.6%	7
DIRECTOR FOR ADMINISTRATION	26	57.3%	26.0%	16.7%	1
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>54.4%</b>	<b>18.6%</b>	<b>26.9%</b>	<b>0</b>

**60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	14,726	60.5%	21.6%	17.9%	672
WR NATIONAL MILITARY MEDICAL CENTER	198	50.6%	24.1%	25.3%	14
DIRECTOR FOR ADMINISTRATION	24	48.6%	37.2%	14.2%	3
<b>DEPT OF PATIENT ADMIN</b>	<b>8</b>	<b>60.1%</b>	<b>24.2%</b>	<b>15.7%</b>	<b>2</b>

**OSD, Agencies and Activities**  
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**Leadership (continued)**

**61. I have a high level of respect for my organization's senior leaders.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	15,216	58.4%	22.8%	18.8%	169
WR NATIONAL MILITARY MEDICAL CENTER	205	54.1%	21.7%	24.2%	4
DIRECTOR FOR ADMINISTRATION	25	47.6%	33.2%	19.2%	0
<b>DEPT OF PATIENT ADMIN</b>	<b>9</b>	<b>44.0%</b>	<b>24.9%</b>	<b>31.1%</b>	<b>0</b>

**62. Senior leaders demonstrate support for Work/Life programs.**

	N	Positive	Neutral	Negative	DNK
OSD, Agencies and Activities	14,528	63.4%	21.4%	15.2%	873
WR NATIONAL MILITARY MEDICAL CENTER	184	48.6%	22.7%	28.8%	28
DIRECTOR FOR ADMINISTRATION	24	61.8%	24.3%	13.8%	3
<b>DEPT OF PATIENT ADMIN</b>	<b>8</b>	<b>60.1%</b>	<b>8.6%</b>	<b>31.3%</b>	<b>2</b>

**My Satisfaction**

**63. How satisfied are you with your involvement in decisions that affect your work?**

	N	Positive	Neutral	Negative
OSD, Agencies and Activities	15,343	54.5%	21.8%	23.6%
WR NATIONAL MILITARY MEDICAL CENTER	212	41.6%	24.5%	33.9%
DIRECTOR FOR ADMINISTRATION	27	46.9%	32.7%	20.4%
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>38.3%</b>	<b>13.9%</b>	<b>47.8%</b>

**64. How satisfied are you with the information you receive from management on what's going on in your organization?**

	N	Positive	Neutral	Negative
OSD, Agencies and Activities	15,341	53.3%	21.5%	25.2%
WR NATIONAL MILITARY MEDICAL CENTER	212	41.2%	24.5%	34.3%
DIRECTOR FOR ADMINISTRATION	27	49.9%	29.3%	20.8%
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>36.7%</b>	<b>22.9%</b>	<b>40.4%</b>

**65. How satisfied are you with the recognition you receive for doing a good job?**

	N	Positive	Neutral	Negative
OSD, Agencies and Activities	15,295	51.9%	22.6%	25.5%
WR NATIONAL MILITARY MEDICAL CENTER	212	36.0%	24.0%	40.0%
DIRECTOR FOR ADMINISTRATION	27	55.1%	20.4%	24.5%
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>47.0%</b>	<b>7.4%</b>	<b>45.6%</b>

**OSD, Agencies and Activities**  
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**My Satisfaction (continued)**

**66. How satisfied are you with the policies and practices of your senior leaders?**

	N	Positive	Neutral	Negative
OSD, Agencies and Activities	15,289	48.5%	26.6%	24.8%
WR NATIONAL MILITARY MEDICAL CENTER	209	37.4%	35.2%	27.4%
DIRECTOR FOR ADMINISTRATION	27	45.4%	33.8%	20.8%
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>38.3%</b>	<b>21.3%</b>	<b>40.4%</b>

**67. How satisfied are you with your opportunity to get a better job in your organization?**

	N	Positive	Neutral	Negative
OSD, Agencies and Activities	15,310	37.7%	25.9%	36.4%
WR NATIONAL MILITARY MEDICAL CENTER	211	21.6%	29.7%	48.7%
DIRECTOR FOR ADMINISTRATION	27	27.1%	37.8%	35.1%
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>30.9%</b>	<b>21.3%</b>	<b>47.8%</b>

**68. How satisfied are you with the training you receive for your present job?**

	N	Positive	Neutral	Negative
OSD, Agencies and Activities	15,312	54.8%	22.0%	23.2%
WR NATIONAL MILITARY MEDICAL CENTER	211	42.8%	20.0%	37.2%
DIRECTOR FOR ADMINISTRATION	26	44.9%	29.0%	26.1%
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>45.4%</b>	<b>27.6%</b>	<b>26.9%</b>

**69. Considering everything, how satisfied are you with your job?**

	N	Positive	Neutral	Negative
OSD, Agencies and Activities	15,309	66.6%	17.1%	16.3%
WR NATIONAL MILITARY MEDICAL CENTER	211	55.0%	16.0%	29.0%
DIRECTOR FOR ADMINISTRATION	27	54.5%	24.1%	21.3%
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>54.4%</b>	<b>0.0%</b>	<b>45.6%</b>

**70. Considering everything, how satisfied are you with your pay?**

	N	Positive	Neutral	Negative
OSD, Agencies and Activities	15,328	66.5%	15.8%	17.7%
WR NATIONAL MILITARY MEDICAL CENTER	212	36.8%	21.4%	41.8%
DIRECTOR FOR ADMINISTRATION	27	37.5%	27.4%	35.1%
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>43.2%</b>	<b>9.0%</b>	<b>47.8%</b>

**OSD, Agencies and Activities**  
**DEPT OF PATIENT ADMIN**  
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**My Satisfaction** (continued)

**71. Considering everything, how satisfied are you with your organization?**

	N	Positive	Neutral	Negative
OSD, Agencies and Activities	15,336	60.4%	20.0%	19.6%
WR NATIONAL MILITARY MEDICAL CENTER	211	44.5%	20.1%	35.3%
DIRECTOR FOR ADMINISTRATION	26	46.4%	28.2%	25.4%
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>45.4%</b>	<b>9.0%</b>	<b>45.6%</b>

**Work/Life**

**72. Have you been notified whether or not you are eligible to telework?**

	N	Notified eligible	Notified not eligible	Not notified	Not sure notified
OSD, Agencies and Activities	15,240	68.5%	12.4%	14.3%	4.8%
WR NATIONAL MILITARY MEDICAL CENTER	210	24.8%	30.1%	34.5%	10.5%
DIRECTOR FOR ADMINISTRATION	27	28.0%	33.0%	30.9%	8.1%
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>47.0%</b>	<b>34.3%</b>	<b>5.2%</b>	<b>13.5%</b>

**73. Please select the response below that BEST describes your current teleworking situation.**

	N	Telework			
		3+ Days Per Week	1-2 Days Per Week	No More Than 1-2 Days Per Month	Infrequently
OSD, Agencies and Activities	15,276	10.2%	25.5%	6.1%	17.8%
WR NATIONAL MILITARY MEDICAL CENTER	209	1.4%	7.3%	3.0%	7.9%
DIRECTOR FOR ADMINISTRATION	27	0.0%	18.8%	3.2%	0.0%
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>0.0%</b>	<b>16.1%</b>	<b>9.0%</b>	<b>0.0%</b>

(continued)

**OSD, Agencies and Activities**  
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**Work/Life (continued)**

**73. Please select the response below that BEST describes your current teleworking situation. (continued)**

	N	Must Be Physically Present	Do Not Telework		
			Technical Issues	Not Allowed To Telework	Choose Not To Telework
OSD, Agencies and Activities	15,276	15.8%	2.7%	10.0%	11.9%
WR NATIONAL MILITARY MEDICAL CENTER	209	42.4%	2.4%	26.9%	8.7%
DIRECTOR FOR ADMINISTRATION	27	22.4%	1.8%	41.9%	11.8%
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>0.0%</b>	<b>0.0%</b>	<b>59.1%</b>	<b>15.8%</b>

**74. Do you participate in the following Work/Life programs? Alternative Work Schedules (AWS)**

	N	Yes	No	Not Available To Me
OSD, Agencies and Activities	15,253	41.3%	44.8%	13.9%
WR NATIONAL MILITARY MEDICAL CENTER	210	34.8%	40.6%	24.6%
DIRECTOR FOR ADMINISTRATION	26	40.9%	35.0%	24.2%
<b>DEPT OF PATIENT ADMIN</b>	<b>10</b>	<b>20.8%</b>	<b>49.3%</b>	<b>29.8%</b>

**75. Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)**

	N	Yes	No	Not Available To Me
OSD, Agencies and Activities	15,251	45.2%	47.6%	7.3%
WR NATIONAL MILITARY MEDICAL CENTER	209	22.3%	68.0%	9.6%
DIRECTOR FOR ADMINISTRATION	25	19.1%	75.7%	5.2%
<b>DEPT OF PATIENT ADMIN</b>	<b>9</b>	<b>14.7%</b>	<b>70.6%</b>	<b>14.7%</b>

**76. Do you participate in the following Work/Life programs? Employee Assistance Program (EAP)**

	N	Yes	No	Not Available To Me
OSD, Agencies and Activities	15,181	13.2%	82.5%	4.3%
WR NATIONAL MILITARY MEDICAL CENTER	207	12.9%	81.6%	5.4%
DIRECTOR FOR ADMINISTRATION	25	31.0%	69.0%	0.0%
<b>DEPT OF PATIENT ADMIN</b>	<b>9</b>	<b>44.2%</b>	<b>55.8%</b>	<b>0.0%</b>

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**Work/Life (continued)**

**77. Do you participate in the following Work/Life programs? Child Care Programs (for example, daycare, parenting classes, parenting support groups)**

	N	Yes	No	Not Available To Me
OSD, Agencies and Activities	15,223	3.5%	82.8%	13.7%
WR NATIONAL MILITARY MEDICAL CENTER	206	4.9%	78.6%	16.5%
DIRECTOR FOR ADMINISTRATION	25	12.0%	79.4%	8.6%
<b>DEPT OF PATIENT ADMIN</b>	<b>9</b>	<b>14.7%</b>	<b>70.6%</b>	<b>14.7%</b>

**78. Do you participate in the following Work/Life programs? Elder Care Programs (for example, support groups, speakers)**

	N	Yes	No	Not Available To Me
OSD, Agencies and Activities	15,226	2.0%	83.8%	14.2%
WR NATIONAL MILITARY MEDICAL CENTER	209	2.7%	81.9%	15.4%
DIRECTOR FOR ADMINISTRATION	25	6.8%	84.6%	8.6%
<b>DEPT OF PATIENT ADMIN</b>	<b>9</b>	<b>0.0%</b>	<b>85.3%</b>	<b>14.7%</b>

**79. How satisfied are you with the following Work/Life programs in your agency? Telework**

	N	Positive	Neutral	Negative	NBJ
OSD, Agencies and Activities	10,292	81.1%	10.1%	8.8%	143
WR NATIONAL MILITARY MEDICAL CENTER	47	61.8%	26.7%	11.5%	4
DIRECTOR FOR ADMINISTRATION	6	51.4%	26.8%	21.9%	0
<b>DEPT OF PATIENT ADMIN</b>	<b>3</b>	<b>34.9%</b>	<b>65.1%</b>	<b>0.0%</b>	<b>0</b>

*\*The results for this item only include employees who indicated that they participated in this program.*

**80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)**

	N	Positive	Neutral	Negative	NBJ
OSD, Agencies and Activities	7,038	92.5%	5.1%	2.4%	81
WR NATIONAL MILITARY MEDICAL CENTER	77	84.6%	8.5%	6.9%	2
DIRECTOR FOR ADMINISTRATION	11	81.5%	11.4%	7.1%	0
<b>DEPT OF PATIENT ADMIN</b>	<b>2</b>	<b>35.4%</b>	<b>64.6%</b>	<b>0.0%</b>	<b>0</b>

*\*The results for this item only include employees who indicated that they participated in this program.*

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**Work/Life (continued)**

**81. How satisfied are you with the following Work/Life programs in your agency? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)**

	N	Positive	Neutral	Negative	NBJ
OSD, Agencies and Activities	6,006	90.0%	8.0%	2.0%	241
WR NATIONAL MILITARY MEDICAL CENTER	46	83.3%	16.7%	0.0%	2
DIRECTOR FOR ADMINISTRATION	6	100.0%	0.0%	0.0%	1
<b>DEPT OF PATIENT ADMIN</b>	<b>1</b>	<b>100.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>1</b>

*\*The results for this item only include employees who indicated that they participated in this program.*

**82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)**

	N	Positive	Neutral	Negative	NBJ
OSD, Agencies and Activities	1,612	80.0%	16.0%	4.0%	261
WR NATIONAL MILITARY MEDICAL CENTER	22	72.0%	28.0%	0.0%	4
DIRECTOR FOR ADMINISTRATION	6	53.4%	46.6%	0.0%	3
<b>DEPT OF PATIENT ADMIN</b>	<b>3</b>	<b>66.7%</b>	<b>33.3%</b>	<b>0.0%</b>	<b>1</b>

*\*The results for this item only include employees who indicated that they participated in this program.*

**83. How satisfied are you with the following Work/Life programs in your agency? Child Care Programs (for example, daycare, parenting classes, parenting support groups)**

	N	Positive	Neutral	Negative	NBJ
OSD, Agencies and Activities	316	71.3%	21.8%	6.9%	136
WR NATIONAL MILITARY MEDICAL CENTER	9	63.6%	27.2%	9.1%	4
DIRECTOR FOR ADMINISTRATION	3	71.4%	28.6%	0.0%	2
<b>DEPT OF PATIENT ADMIN</b>	<b>1</b>	<b>100.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>1</b>

*\*The results for this item only include employees who indicated that they participated in this program.*

**84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)**

	N	Positive	Neutral	Negative	NBJ
OSD, Agencies and Activities	222	61.6%	36.7%	1.7%	120
WR NATIONAL MILITARY MEDICAL CENTER	6	58.8%	41.2%	0.0%	2
DIRECTOR FOR ADMINISTRATION	2	49.8%	50.2%	0.0%	2
<b>DEPT OF PATIENT ADMIN</b>	<b>0</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>1</b>

*\*The results for this item only include employees who indicated that they participated in this program.*

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**Demographic Questions**

***Where do you work?***

	N	%
Headquarters	5	50.0%
Field	5	50.0%

***What is your supervisory status?***

	N	%
Non-Supervisor	8	80.0%
Team Leader	0	0.0%
Supervisor	1	10.0%
Manager	0	0.0%
Senior Leader	1	10.0%

***Are you:***

	N	%
Male	4	44.4%
Female	5	55.6%

***Are you Hispanic or Latino?***

	N	%
Yes	0	0.0%
No	9	100.0%

***Race***

	N	%
American Indian or Alaska Native	0	0.0%
Asian	2	22.2%
Black or African American	5	55.6%
Native Hawaiian or Other Pacific Islander	0	0.0%
White	2	22.2%
Two or more races	0	0.0%

Note: Percentages for demographic questions are unweighted.

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**Demographic Questions (continued)**

***What is the highest degree or level of education you have completed?***

	N	%
Less than High School	0	0.0%
High School Diploma/GED or equivalent	1	10.0%
Trade or Technical Certificate	0	0.0%
Some College (no degree)	3	30.0%
Associate's Degree (e.g., AA, AS)	2	20.0%
Bachelor's Degree (e.g., BA, BS)	0	0.0%
Master's Degree (e.g., MA, MS, MBA)	2	20.0%
Doctoral/Professional Degree (e.g., Ph.D., MD, JD)	2	20.0%

***What is your pay category/grade?***

	N	%
Federal Wage System	0	0.0%
GS 1-6	2	20.0%
GS 7-12	6	60.0%
GS 13-15	1	10.0%
Senior Executive Service	0	0.0%
Senior Level (SL) or Scientific or Professional (ST)	1	10.0%
Other	0	0.0%

***How long have you been with the Federal Government (excluding military service)?***

	N	%
Less than 1 year	0	0.0%
1 to 3 years	1	10.0%
4 to 5 years	1	10.0%
6 to 10 years	3	30.0%
11 to 14 years	1	10.0%
15 to 20 years	1	10.0%
More than 20 years	3	30.0%

Note: Percentages for demographic questions are unweighted.

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**Demographic Questions (continued)**

***How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?***

	N	%
Less than 1 year	1	10.0%
1 to 3 years	1	10.0%
4 to 5 years	0	0.0%
6 to 10 years	2	20.0%
11 to 20 years	3	30.0%
More than 20 years	3	30.0%

***Are you considering leaving your organization within the next year, and if so, why?***

	N	%
No	4	40.0%
Yes, to retire	0	0.0%
Yes, to take another job within the Federal Government	5	50.0%
Yes, to take another job outside the Federal Government	0	0.0%
Yes, other	1	10.0%

***I am planning to retire:***

	N	%
Within one year	0	0.0%
Between one and three years	1	10.0%
Between three and five years	1	10.0%
Five or more years	8	80.0%

***What is your US military service status?***

	N	%
No Prior Military Service	6	60.0%
Currently in National Guard or Reserves	0	0.0%
Retired	3	30.0%
Separated or Discharged	1	10.0%

Note: Percentages for demographic questions are unweighted.

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**Demographic Questions (continued)**

***Are you an individual with a disability?***

	N	%
Yes	3	30.0%
No	7	70.0%

***What is your age group?***

	N	%
25 and under	0	0.0%
26-29	0	0.0%
30-39	1	9.1%
40-49	4	36.4%
50-59	3	27.3%
60 or older	3	27.3%

Note: Percentages for demographic questions are unweighted.