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# **Work Stressors and Rewards Scales for Children's Hospices**

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## Introduction

This document has been written for the benefit of those who would like to use the Work Rewards Scale-Children's Hospices (WRS-CH) and/or the Work Stressors Scale-Children's Hospices (WSS-CH). The scales are freely available for non-commercial purposes; how they should be used is detailed here. The two scales are included at the end of this document and are also available as separate PDF documents within the repository<sup>1</sup>.

The WRS-CH is a 31-item measure that provides a score of the perceived intensity of the non-financial rewards that children's hospice staff may experience as part of their work. The WSS-CH is a 42-item measure that provides a score of the perceived intensity of the non-financial stressors that children's hospice staff may experience as part of their work. The scales could be used in research focused on the relationships between work-related stressors and rewards and other outcomes, and could also be used as outcome measures themselves.

The scales were developed by adapting two scales that were designed for use in paediatric oncology settings. More details on the development of the paediatric oncology scales are available through the paper published by our colleagues in 2014<sup>2</sup>, and more information about how the two children's hospice scales were developed is available in our paper (published in BMC Palliative Care) that references this user guide.

## Administration of the Measures

The two scales are self-administered (either electronically or in a paper format) and take approximately 10 minutes to complete. As with the paediatric oncology scales, responses should be kept confidential as some of the scale items deal with potentially sensitive issues.

## Scoring the Scales

The scales provide a sum score of the extent to which staff perceive their work to be rewarding or stressful. The score is calculated by summing the responses to the perceived intensity response option only ('How rewarding has this been for you?').

Scores on the frequency of exposure response option ('How often have you encountered this situation?') should **not** be used in a formal analysis. This element is only included in the children's hospital scales because cognitive testing conducted during the development of the original paediatric oncology scales showed that reflecting on the frequency of a scenario made it easier for respondents to report how rewarding or stressful they found a particular scenario.

Each item in the perceived intensity response options of the two scales are scored from 0-2 (How rewarding has this been for you?: not at all=0; a little=1; a lot=2.). The total score is the sum of each item; ranges for the scales are therefore from 0-62 (WRS-CH), and from 0-84 (WSS-CH), with a higher score indicating that work is perceived as more rewarding or more stressful.

The raw total score provides ordinal level data. Before carrying out parametric analysis of the data, raw ordinal scores should be transformed to the interval scale. For this, we used followed the original WRS-PO and WSS-PO scales.

## Dealing with Missing Data

During the development of the scales, no strategy to deal with missing data was used. Please note, however, that we recommend that mean score imputation should be avoided as other methods (e.g., multiple imputation) are more adequate. The missingness mechanisms (i.e., Missing at Random, Missing Not at Random, Missing Completely at Random) and the amount of missing data should be considered if imputation is to be performed.



## References

1. Papworth, A. and Bedendo, A. (2023) "WRS-CH and WSS-CH Scales Manual" DOI: 10.5281/zenodo.8251974
2. Mukherjee, S., Beresford, B. and Tennant, A. (2014) "Staff burnout in paediatric oncology: new tools to facilitate the development and evaluation of effective interventions." *European Journal of Cancer Care* 23(4): 450-61 <https://doi.org/10.1111/ecc.12176>

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# **The Work Rewards Scale – Children’s Hospices (WRS-CH)**

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## The Work Rewards Scale – Children’s Hospices (WRS-CH)

This looks at situations and events which children’s hospice staff report encountering at work.

For each of the following statements please tick [✓] the box (on the left) that best describes how often you have encountered this situation or event over the past 6 months. **Then** tell us how rewarding this has been for you by ticking [✓] ‘Not at all’, ‘A little’ or ‘A lot’ (on the right).

During the past 6 months:						
How often have you encountered this situation?				How rewarding has this been for you?		
Rarely	Sometimes	Often		Not at all	A little	A lot
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Feeling that I’ve made a difference to a child	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Knowing how to help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Knowing that we are providing a good service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Helping a child cope with their situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Knowing that I am doing something really useful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Seeing a child having fun	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Families valuing my opinion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Getting thanks from parents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Knowing that other members of staff need my help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Being able to identify what I can do about a problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Seeing a family develop the ability to cope	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The feeling that I’m doing my job well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sharing the high points with a child and their family	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Getting it right for a child when they die	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Supporting a sibling or other family member	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Working with people who enjoy the same sort of work as me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

During the past 6 months:						
How often have you encountered this situation?				How rewarding has this been for you?		
Rarely	Sometimes	Often		Not at all	A little	A lot
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Being involved in both the clinical and psychosocial aspects of the child's care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Being able to get a child to interact with me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A family getting to know me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other staff appreciating my contribution to a child's care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Developing new skills and gaining knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Feeling that I am working in an expert team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Being one of the people that parents and siblings feel they can open up to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Supporting the family after a child has died	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Developing long-lasting relationships with families	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Families are pleased to see me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Making a child comfortable at the end of life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Working in a supportive team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Working in a team that is committed to the children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Empowering children and their families to make decisions about care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Helping children and their families to make memories	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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# **The Work Stressors Scale – Children's Hospices (WSS-CH)**

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## The Work Stressors Scale – Children’s Hospices (WSS-CH)

This scale looks at situations and events which children’s hospice staff report encountering at work.

For each statement please tick [✓] the box (on the left) that best describes how often you have encountered this situation or event during the past 6 months. **Then** tell us how stressful this has been for you by ticking [✓] ‘Not at all’, ‘A little’ or ‘A lot’ (on the right).

During the past 6 months:						
How often have you encountered this situation?				How stressful have you found this?		
Rarely	Sometimes	Often		Not at all	A little	A lot
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Having to answer parents’ questions during the end-of-life stage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other members of the multi-disciplinary team not responding to my requests for help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other staff being quick to find fault with me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Talking to children about distressing subjects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Feeling my skills are not recognised	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Watching a child deteriorate day-by-day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A parent getting upset	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Difficulties liaising with other services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	When a child deteriorates very quickly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Containing my emotions after the death of a child	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Families becoming dependent on me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not feeling sure how much parents have understood what I’ve told them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not knowing after a child dies whether we chose the right approach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Seeing a child’s body deteriorate after death	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Parents expecting me to do things that are not part of my job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A parent not letting me talk to their child alone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

During the past 6 months:						
How often have you encountered this situation?				How stressful have you found this?		
Rarely	Sometimes	Often		Not at all	A little	A lot
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Parents not supporting what I'm doing with their child	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Families being aggressive towards other members of the multi-disciplinary team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Caring for a family who is in desperate social circumstances	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Lots of very complex children at the same time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Having to be positive with a family when I know the outcome will not be good	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Feeling my work is being closely monitored by managers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Supporting the family after the death of their child	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Managers placing unfair demands on me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Supporting parents who feel guilty about treatment decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The sudden death of a child	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Being involved in telling parents their child's diagnosis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Dealing with parents who are in conflict with each other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not having time when a family asks for help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not agreeing with how a parent is behaving towards their child	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Feeling that a child's care is being compromised	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Being expected to take on a wide variety of tasks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A prolonged death	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Feeling responsible for a child's distress	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not having a quiet space available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Difficulty establishing a relationship with a family	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

During the past 6 months:						
How often have you encountered this situation?				How stressful have you found this?		
Rarely	Sometimes	Often		Not at all	A little	A lot
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Working with a team member who isn't pulling their weight	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Being involved in a consultation where parents are told the prognosis is worse than we thought	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Disagreements about how best to care for a child	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Being responsible for controlling the symptoms of a dying child	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Parents not understanding the importance of adhering to medical regimes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Feeling like everything I do can have major consequences for a child	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>