HOSPITAL SURVEY ON PATIENT SAFETY CULTURE

INSTRUCTIONS

This questionnaire asks for your opinions about patient safety issues, medical error, and event reporting in your hospital and will take about 15 minutes to complete.

Correct Marking: ⊗

Incorrect Marking: ⊘ ⊗̸

- An "*event*" is defined as any type of error, mistake, incident, accident, or deviation, regardless of whether or not it results in patient harm.
- "*Patient safety*" is defined as the avoidance and prevention of patient injuries or adverse events resulting from the processes of health care delivery.

SECTION A: Your Department

In this survey, think of your department, as the area of the hospital where you spend *most* of your work time or provide *most* of your clinical services.

What primary department do you work in at this hospital? Mark ONE answer.

○ Many different hospital departments/No specific clinical department (e.g. HIM, Billing, Front Office)

○ Acute/Skilled Care   ○ Therapies (PT, OT, ST, RT)   ○ Housekeeping

○ Long-term Care   ○ Pharmacy   ○ Ambulatory Care Clinic (Physician Office)

○ Home Health Care   ○ Laboratory   ○ Outpatient Specialty Clinic (Hospital-based)

○ Surgery/Operating Room   ○ Radiology   ○ Other, please specify

○ Emergency Department   ○ Dietary

Please indicate your agreement or disagreement with the following statements about your department. Mark ONE answer with an "X" in the circle.

Think about your hospital department where you spend <u>most</u> of your time...	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
1. People support one another in this department	○	○	○	○	○
2. We have enough staff to handle the workload	○	○	○	○	○
3. When a lot of work needs to be done quickly, we work together as a team to get the work done	○	○	○	○	○
4. In this department, people treat each other with respect	○	○	○	○	○
5. Staff in this department work longer hours than is best for patient care	○	○	○	○	○
6. We are actively doing things to improve patient safety	○	○	○	○	○
7. We use more agency/temporary staff than is best for patient care	○	○	○	○	○
8. Staff feel like their mistakes are held against them	○	○	○	○	○
9. Mistakes have led to positive changes here	○	○	○	○	○
10. It is just by chance that more serious mistakes don't happen around here	○	○	○	○	○
11. When one area in this department gets really busy, others help out	○	○	○	○	○

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SECTION A: Your Department (continued)

Think about your hospital department where you spend <u>most</u> of your time...

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
12. When an event is reported, it feels like the person is being written up, not the problem...	○	○	○	○	○
13. After we make changes to improve patient safety, we evaluate their effectiveness..	○	○	○	○	○
14. We work in "crisis mode" trying to do too much, too quickly..............	○	○	○	○	○
15. Patient safety is never sacrificed to get more work done...................	○	○	○	○	○
16. Staff worry that mistakes they make are kept in their personnel file...	○	○	○	○	○
17. We have patient safety problems in this department..........................	○	○	○	○	○
18. Our procedures and systems are good at preventing errors from happening..	○	○	○	○	○

SECTION B: Your Supervisor/Manager

Please indicate your agreement or disagreement with the following statements about your immediate supervisor/manager or person to whom you directly report. Mark ONE answer with an "X" in the circle.

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
1. My supervisor/manager says a good word when he/she sees a job done according to established patient safety procedures..................	○	○	○	○	○
2. My supervisor/manager seriously considers staff suggestions for improving patient safety...	○	○	○	○	○
3. Whenever pressure builds up, my supervisor/manager wants us to work faster, even if it means taking shortcuts....................................	○	○	○	○	○
4. My supervisor/manager overlooks patient safety problems that happen over and over...	○	○	○	○	○

SECTION C: Communications

How often do the following things happen in your department? Mark ONE answer with an "X" in the circle.

Think about your hospital department where you spend <u>most</u> of your time...

	Never	Rarely	Some-times	Most of the time	Always
1. We are given feedback about changes put into place based on event reports...	○	○	○	○	○
2. Staff will freely speak up if they see something that may negatively affect patient care...	○	○	○	○	○
3. We are informed about errors that happen in this department...........	○	○	○	○	○
4. Staff feel free to question the decisions or actions of those with more authority...	○	○	○	○	○
5. In this department, we discuss ways to prevent errors from happening again..	○	○	○	○	○
6. Staff are afraid to ask questions when something does not seem right..	○	○	○	○	○

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SECTION D: Frequency of Events Reported

In your hospital department, when the following mistakes happen, *how often are they reported*? Mark ONE answer with an "X" in the circle.

	Never	Rarely	Some-times	Most of the time	Always
1. When a mistake is made, but is *caught and corrected before affecting the patient*, how often is this reported?	○	○	○	○	○
2. When a mistake is made, but has *no potential to harm the patient*, how often is this reported?..	○	○	○	○	○
3. When a mistake is made that *could harm the patient*, but does not, how often is this reported?...	○	○	○	○	○

SECTION E: Patient Safety Grade

Please give your department in this hospital an overall grade on patient safety. Mark ONE answer.

○	○	○	○	○
A	**B**	**C**	**D**	**E**
Excellent	**Very Good**	**Acceptable**	**Poor**	**Failing**

SECTION F: Your Hospital

Please indicate your agreement or disagreement with the following statements about your hospital. Mark ONE answer with an "X" in the circle.

Think about your hospital ...	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
1. Hospital management provides a work climate that promotes patient safety..	○	○	○	○	○
2. Hospital departments do not coordinate well with each other............	○	○	○	○	○
3. Things "fall between the cracks" when transferring patients from one department to another...	○	○	○	○	○
4. There is good cooperation among hospital departments that need to work together..	○	○	○	○	○
5. Important patient care information is often lost during shift changes...	○	○	○	○	○
6. It is often unpleasant to work with staff from other hospital departments..	○	○	○	○	○
7. Problems often occur in the exchange of information across hospital departments..	○	○	○	○	○
8. The actions of hospital management show that patient safety is a top priority...	○	○	○	○	○
9. Hospital management seems interested in patient safety only after an adverse event happens..	○	○	○	○	○
10. Hospital departments work well together to provide the best care for patients..	○	○	○	○	○
11. Shift changes are problematic for patients in this hospital.................	○	○	○	○	○

SECTION G: Number of Events Reported

In the past 12 months, how many event reports have you filled out and submitted? Event reports refer to communicating any event that may affect the safety of patients. Mark ONE answer with an "X" in the circle.

○ a. No event reports   ○ d. 6 to 10 event reports

○ b. 1 to 2 event reports   ○ e. 11 to 20 event reports

○ c. 3 to 5 event reports   ○ f. 21 event reports or more

SECTION H: Teamwork Skills

Please answer the following questions about your knowledge and practice related to teamwork. For each question, mark the ONE best answer. If you are unsure of an answer, please mark "Don't Know".

1. Indicate your experience in teamwork training.

   ○ a. I have no formal team training experience

   ○ b. I have some experience in team skills but not with the TeamSTEPPS program

   ○ c. I have completed SOME training in the TeamSTEPPS modules

   ○ d. I have completed training in ALL of the TeamSTEPPS Fundamental modules

   ○ e. I am a TeamSTEPPS Master Trainer

2. Which one of the following tools allows team members to assign roles, establish expectations, and discuss contingency plans for unusual circumstances?

   ○ a. Don't Know   ○ d. Huddle

   ○ b. Check-back   ○ e. Brief

   ○ c. Debrief   ○ f. Call-out

3. SBAR provides a structured framework for communication among team members and stands for...

   ○ a. Don't Know

   ○ b. Situation, Background, Action, Recommendation

   ○ c. Situation, Background, Assessment, Recommendation

   ○ d. Situation, Behavior, Assessment, Results

   ○ e. Setting, Background, Action, Results

   ○ f. Status, Background, Action, Recommendation

4. Which one of the following tools allow any team member to speak up to those with more authority without provoking a conflict or confrontation?

   ○ a. Don't Know   ○ d. Check-Back

   ○ b. Call-Out   ○ e. Handoff

   ○ c. CUS   ○ f. I PASS THE BATON

5. STEP provides a structured framework for team members to monitor situations in the delivery of health care and stands for ...

   ○ a. Don't Know

   ○ b. Situation, Time, Event, Plan

   ○ c. Situation, Team members, Equipment, Plan

   ○ d. Status of the patient, Tests, Equipment, Plan

   ○ e. Status of the patient, Team members, Environment, Progress toward goal

   ○ f. Safety, Teamwork, Environment, Performance

Please indicate how often the following actions are taken in your department.

Think about your department ...	Never	Rarely	Some-times	Most of the time	Always
6. When people in your department communicate information that requires immediate attention and action, how often do they use a structured communication tool like SBAR?...	○	○	○	○	○
7. When people in your department need to advocate for a patient or voice a concern, how often do they use a tool such as Two-Challenge Rule or CUS?..	○	○	○	○	○
8. When people in your department hand off information to a different department, how often do they use a structured communication tool such as SBAR or I PASS THE BATON?...............................	○	○	○	○	○
9. When information or work loads change in your department, how often do team members call a huddle to adjust plans?..	○	○	○	○	○
10. When things don't go according to plan in your department, how often does your team conduct a debrief afterwards to discuss what should be improved?..	○	○	○	○	○

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SECTION I: Background Information

This information will help in the analysis of the survey results. Please mark only ONE answer for each question.

1. How long have you worked in this hospital?

⊙ a. Less than 1 year   ⊙ d. 11 to 15 years

⊙ b. 1 to 5 years   ⊙ e. 16 to 20 years

⊙ c. 6 to 10 years   ⊙ f. 21 years or more

2. Typically, how many <u>hours per week</u> do you work in this hospital?

⊙ a. Less than 20 hours per week

⊙ b. 20 to 39 hours per week

⊙ c. 40 hours per week or more

3. Check ONE answer that best describes your position.

⊙ a. Administration/Management   ⊙ e. Clinical Support Staff (Nurses Aide, Medication Aide)

⊙ b. Physician/Physician Assistant/ Nurse Practitioner   ⊙ f. Nonclinical Support Staff (Unit Clerk, Housekeeping, HIM, Billing)

⊙ c. Nurse (RN, LPN, LPN-C)   ⊙ g. Other, please specify:

⊙ d. Allied Health (Pharmacy, Lab-Tech, Radiology, EKG, Dietary, Therapy)

4. In your position, do you typically have direct interaction or contact with patients?

⊙ a. YES, I typically have direct interaction or contact with patients

⊙ b. NO, I typically do NOT have direct interaction or contact with patients

5. How long have you worked in your current specialty or profession?

⊙ a. Less than 1 year   ⊙ d. 11 to 15 years

⊙ b. 1 to 5 years   ⊙ e. 16 to 20 years

⊙ c. 6 to 10 years   ⊙ f. 21 years or more

SECTION J: Your Comments

Please feel free to write any comments about patient safety, error, or event reporting in your hospital.

Thank you for completing this questionnaire!

Please use the enclosed, postage-paid envelope or return your questionnaire to:
Safety Culture Survey
984420 Nebraska Medical Center
Omaha, NE 68198-4420

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