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.

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
- Long-term Care
- Home Health Care
- Surgery/Operating Room
- Emergency Department
- Therapies (PT, OT, ST, RT)
- Pharmacy
- Laboratory
- Radiology
- Dietary
- Housekeeping
- Ambulatory Care Clinic (Physician Office)
- Outpatient Specialty Clinic (Hospital-based)
- Other, please specify

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 most of your time...

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

Think about your hospital department where you spend most of your time...

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.

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 most of your time...

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.
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.

1. When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported? 
   - Never
   - Rarely
   - Sometimes
   - Most of the time
   - Always

2. When a mistake is made, but has no potential to harm the patient, how often is this reported? 
   - Never
   - Rarely
   - Sometimes
   - Most of the time
   - Always

3. When a mistake is made that could harm the patient, but does not, how often is this reported? 
   - Never
   - Rarely
   - Sometimes
   - Most of the time
   - Always

SECTION E: Patient Safety Grade

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

A: Excellent  B: Very Good  C: Acceptable  D: Poor  E: 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 ...

1. Hospital management provides a work climate that promotes patient safety.
   - Strongly Disagree
   - Disagree
   - Neither
   - Agree
   - Strongly Agree

2. Hospital departments do not coordinate well with each other.
   - Strongly Disagree
   - Disagree
   - Neither
   - Agree
   - Strongly Agree

3. Things "fall between the cracks" when transferring patients from one department to another.
   - Strongly Disagree
   - Disagree
   - Neither
   - Agree
   - Strongly Agree

4. There is good cooperation among hospital departments that need to work together.
   - Strongly Disagree
   - Disagree
   - Neither
   - Agree
   - Strongly Agree

5. Important patient care information is often lost during shift changes.
   - Strongly Disagree
   - Disagree
   - Neither
   - Agree
   - Strongly Agree

6. It is often unpleasant to work with staff from other hospital departments.
   - Strongly Disagree
   - Disagree
   - Neither
   - Agree
   - Strongly Agree

7. Problems often occur in the exchange of information across hospital departments.
   - Strongly Disagree
   - Disagree
   - Neither
   - Agree
   - Strongly Agree

8. The actions of hospital management show that patient safety is a top priority.
   - Strongly Disagree
   - Disagree
   - Neither
   - Agree
   - Strongly Agree

9. Hospital management seems interested in patient safety only after an adverse event happens.
   - Strongly Disagree
   - Disagree
   - Neither
   - Agree
   - Strongly Agree

10. Hospital departments work well together to provide the best care for patients.
    - Strongly Disagree
    - Disagree
    - Neither
    - Agree
    - Strongly Agree

11. Shift changes are problematic for patients in this hospital.
    - Strongly Disagree
    - Disagree
    - Neither
    - Agree
    - Strongly Agree

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
- b. 1 to 2 event reports
- c. 3 to 5 event reports
- d. 6 to 10 event reports
- e. 11 to 20 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
   - Don't Know

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
   - b. Check-back
   - c. Debrief
   - d. Huddle
   - e. Brief
   - 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
   - b. Call-Out
   - c. CUS
   - d. Check-Back
   - e. Handoff
   - 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 ...

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? .................................................................
    - Never
    - Rarely
    - Sometimes
    - Most of the time
    - Always

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? .................................................................
    - Never
    - Rarely
    - Sometimes
    - Most of the time
    - Always

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? .................................................................
    - Never
    - Rarely
    - Sometimes
    - Most of the time
    - Always

9. When information or work loads change in your department, how often do team members call a huddle to adjust plans? .................................................................
    - Never
    - Rarely
    - Sometimes
    - Most of the time
    - Always

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? .................................................................
    - Never
    - Rarely
    - Sometimes
    - Most of the time
    - Always
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
   - b. 1 to 5 years
   - c. 6 to 10 years
   - d. 11 to 15 years
   - e. 16 to 20 years
   - f. 21 years or more

2. Typically, how many hours per week 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
   - b. Physician/Physician Assistant/ Nurse Practitioner
   - c. Nurse (RN, LPN, LPN-C)
   - d. Allied Health (Pharmacy, Lab-Tech, Radiology, EKG, Dietary, Therapy)
   - e. Clinical Support Staff (Nurses Aide, Medication Aide)
   - f. Nonclinical Support Staff (Unit Clerk, Housekeeping, HIM, Billing)
   - g. Other, please specify:

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
   - b. 1 to 5 years
   - c. 6 to 10 years
   - d. 11 to 15 years
   - e. 16 to 20 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