

Appendix A

Survey questions

P1: Supervisor/Manager expectations& actions promoting patient safety

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

P2: Organizational learning-continuous improvement

5. We are actively doing things to improve patient safety
6. Mistakes have led to positive changes here
7. After we make changes to improve patient safety, we evaluate their effectiveness.

P3: Team work within units

8. People support one another in this unit
9. When a lot of work needs to be done quickly, we work together as a team to get the work done
10. In this unit, people treat each other with respect
11. When one area in this unit gets really busy, others help out

P4: Communication Openness

12. Staff will freely speak up if they see something that may negatively affect patient care
13. Staff feel free to question the decisions or actions of those with more authority
14. Staff are afraid to ask questions when something does not seem right

P5: Feedback & Communication about error

15. We are given feedback about changes put into place based on event reports
16. We are informed about errors that happen in this unit
17. In this unit, we discuss ways to prevent errors from happening again

P6: Nonpunitive response to error

18. Staff feel like their mistakes are held against them.
19. When an event is reported, it feels like the person is being written up, not the problem
20. Staff worry that mistakes they make are kept in their personnel file

P7: Staffing

21. We have enough staff to handle the workload
22. Staff in this unit work longer hours than is best for patient care
23. We use more agency/temporary staff than is best for patient care
24. We work in "crisis mode" trying to do too much, too quickly.

P8: Hospital management support for patient safety

25. Hospital management provides a work climate that promotes patient safety
26. The actions of hospital management show that patient safety is a top priority
27. Hospital management seems interested in patient safety only after an adverse event happens

P9: Teamwork across hospital units

28. There is good cooperation among hospital units that need to work together

29. Hospital units work well together to provide the best care for patients

30. Hospital units do not coordinate well with each other

31. It is often unpleasant to work with staff from other hospital units

P10: Hospital handoffs and transitions

32. Things "fall between the cracks" when transferring patients from one unit to another

33. Important patient care information is often lost during shift changes

34. Problems often occur in the exchange of information across hospital units

35. Shift changes are problematic for patients in this hospital