



CLINIC SURVEY ON PATIENT SAFETY CULTURE

This survey seeks your opinions about patient safety issues, medical error, and incident reporting in the Integrated Clinical Services Group and at your worksite.

- 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 Work Area/Unit

In this survey, think of your worksite where you spend most of your work time or provide most of your clinical services.

Please indicate your agreement or disagreement with the following statements about your worksite. Mark your answer by filling in the circle.

Think about your worksite...	Strongly Disagree ▼	Disagree ▼	Neither ▼	Agree ▼	Strongly Agree ▼
1. When a lot of work needs to be done quickly, we work together as a team to get the work done.....	①	②	③	④	⑤
2. In this worksite, people treat each other with respect.....	①	②	③	④	⑤
3. We are actively doing things to improve patient safety.....	①	②	③	④	⑤
4. Staff feel like their mistakes are held against them	①	②	③	④	⑤
5. Addressing mistakes has led to positive changes here	①	②	③	④	⑤
6. It is just by chance that more serious mistakes don't happen around here.....	①	②	③	④	⑤
7. When an event or incident is reported, it feels like the person is being written up, not the problem.....	①	②	③	④	⑤
8. We work in "crisis mode" trying to do too much, too quickly.....	①	②	③	④	⑤
9. Patient safety is never sacrificed to get more work done	①	②	③	④	⑤

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 your answer by filling 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.....	①	②	③	④	⑤
2. My supervisor/manager seriously considers staff suggestions for improving patient safety.....	①	②	③	④	⑤
3. Whenever pressure builds up, my supervisor/manager wants us to work faster, even if it means taking shortcuts	①	②	③	④	⑤
4. My supervisor/manager overlooks patient safety problems that happen over and over	①	②	③	④	⑤

SECTION C: Communications

How often do the following things happen in your worksite? Mark your answer by filling in the circle.

Think about your worksite...	Never ▼	Rarely ▼	Some- times ▼	Most of the time ▼	Always ▼
1. Staff will freely speak up if they see something that may negatively affect patient care	①	②	③	④	⑤
2. Staff feel free to question the decisions or actions of those with more authority.....	①	②	③	④	⑤
3. At this worksite, we discuss ways to prevent errors from happening again.....	①	②	③	④	⑤
4. Staff are afraid to ask questions when something does not seem right.....	①	②	③	④	⑤

SECTION D: Frequency of Events Reported

In your worksite, when the following mistakes happen, how often are they reported? Mark your answer by filling in the circle.

	Never ▼	Rarely ▼	Some- times ▼	Most of the time ▼	Always ▼
1. When a mistake is made, but has <i>no potential to harm the patient</i> , how often is this reported?	①	②	③	④	⑤
2. When a mistake is made that <i>could harm the patient</i> , but does not, how often is this reported?	①	②	③	④	⑤
3. When a mistake is made that <i>does harm the patient</i> , how often is this reported?.....	①	②	③	④	⑤

SECTION E: Patient Safety Grade

Please give your worksite an overall grade on patient safety. Mark ONE answer.

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

SECTION F: Your Organization

Please indicate your agreement or disagreement with the following statements about the Health Department. Mark your answer by filling in the circle.

Think about the Health Department...	Strongly Disagree ▼	Disagree ▼	Neither ▼	Agree ▼	Strongly Agree ▼
1. Problems often occur in the exchange of information between facilities.....	①	②	③	④	⑤
2. The actions of management show that patient safety is a top priority.....	①	②	③	④	⑤
3. Facilities work well together to provide the best care for patients.....	①	②	③	④	⑤
4. Management seems interested in patient safety only after an adverse incident or event happens	①	②	③	④	⑤

SECTION G: Number of Events Reported

In the past 12 months, how many incident reports related to error, mistakes or accidents (whether or not it resulted in patient harm) have you filled out and submitted? Mark ONE answer.

- a. No incident reports
 d. 6 to 10 incident reports
 b. 1 to 2 incident reports
 e. more than 10 incident reports
 c. 3 to 5 incident reports

SECTION H: Background Information

This information will help in the analysis of the survey results. Mark ONE answer by filling in the circle.

- 1. How long have you worked at your current worksite?
 - a. Less than two (2) years
 - b. More than two (2) years

- 2. 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.

- 3. Worksite: Please circle your work location.
 - a. WSHC
 - b. NPHC
 - c. NEHC
 - d. ECHC
 - e. MCHC
 - f. LaClinica
 - g. HIV Clinic
 - h. STD Clinic
 - i. TB Clinic
 - j. SBHC
 - k. **MCDC**
 - l. **MCIJ**
 - m. **JDH**

(circle where you work most hours)

SECTION I: Your Comments

Please feel free to write any comments about patient safety, error, or incident reporting in the Health Department or at your worksite. May continue on back page if needed.

THANK YOU FOR COMPLETING THIS SURVEY.
Patient Safety Culture Survey Dimensions

**[This data is part of the Internal Quality Improvement Program
and, as such, is confidential.]**