

Below are questions from the AHRQ Surveys on Patient Safety Culture for hospitals, clinics and SNFs. We will use the data to direct our efforts.

If you do not use the AHRQ survey, select questions from the survey your institution uses that reflect the concepts in the AHRQ survey. For example, here are questions The Polyclinic uses:

1. Staff are (most of the time or always) willing to report mistakes they observe in this office
2. Providers and staff (most of the time or always) talk openly about office problems.
3. In this office, we (most of the time or always) discuss ways to prevent errors from happening again.
4. Staff feel like their mistakes are (never or rarely) held against them.

Hospitals

If you use HSOPS 1.0:	If you use HSOPS 2.0:	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Does Not Apply or Don't Know
A8: Staff feel like their mistakes are held against them	A6: In this unit, staff feel like their mistakes are held against them	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Does Not Apply or Don't Know
A12: When an event is reported, it feels like the person is being written up, not the problem	A7: When an event is reported in this unit, it feels like the person is being written up, not the problem	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Does Not Apply or Don't Know
A16: Staff worry that mistakes they make are kept in their personnel file	A10: When staff make errors, this unit focuses on learning rather than blaming individuals	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Does Not Apply or Don't Know
B2: My supervisor/manager seriously considers staff	B1: My supervisor, manager, or clinical leader seriously considers staff	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Does Not Apply or Don't Know

1.3.2.2.3.1 Aggregated questions for workgroup 2020_06_30

suggestions for improving patient safety	suggestions for improving patient safety						
The following questions use a different response scale		Never	Rarely	Some-times	Most of the Time	Always	Does Not Apply or Don't Know
	C4: In this unit, staff speak up if they see something that may negatively affect patient care	Never	Rarely	Some-times	Most of the Time	Always	Does Not Apply or Don't Know
C4: Staff feel free to question the decisions or actions of those with more authority	C5: When staff in this unit see someone with more authority doing something unsafe for patients, they speak up	Never	Rarely	Some-times	Most of the Time	Always	Does Not Apply or Don't Know
C6: Staff are afraid to ask questions when something does not seem right	C7: In this unit, staff are afraid to ask questions when something does not seem right	Never	Rarely	Some-times	Most of the Time	Always	Does Not Apply or Don't Know
D1: When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	D1: When a mistake is caught and corrected before reaching the patient, how often is this reported?	Never	Rarely	Some-times	Most of the Time	Always	Does Not Apply or Don't Know
D2: When a mistake is made, but has no potential to harm the patient, how often is this reported?		Never	Rarely	Some-times	Most of the Time	Always	Does Not Apply or Don't Know
D3: When a mistake is made that could harm the patient, but does not, how often is this reported?	D2: When a mistake reaches the patient and could have harmed the patient, but did not, how often is this reported?	Never	Rarely	Some-times	Most of the Time	Always	Does Not Apply or Don't Know

Physician offices/clinics

MOSOPS 1.0 Question	Never	Rarely	Some-times	Most of the Time	Always	Does Not Apply or Don't Know
D1: Providers in this office are open to staff ideas about how to improve office processes	Never	Rarely	Some-times	Most of the Time	Always	Does Not Apply or Don't Know
D2: Staff are encouraged to express alternative viewpoints in this office	Never	Rarely	Some-times	Most of the Time	Always	Does Not Apply or Don't Know
D4: Staff are afraid to ask questions when something does not seem right	Never	Rarely	Some-times	Most of the Time	Always	Does Not Apply or Don't Know
D7: Staff feel like their mistakes are held against them	Never	Rarely	Some-times	Most of the Time	Always	Does Not Apply or Don't Know
D8: Providers and staff talk openly about office problems	Never	Rarely	Some-times	Most of the Time	Always	Does Not Apply or Don't Know
D10: It is difficult to voice disagreement in this office	Never	Rarely	Some-times	Most of the Time	Always	Does Not Apply or Don't Know
D11: In this office, we discuss ways to prevent errors from happening again	Never	Rarely	Some-times	Most of the Time	Always	Does Not Apply or Don't Know
D12: Staff are willing to report mistakes they observe in this office	Never	Rarely	Some-times	Most of the Time	Always	Does Not Apply or Don't Know

Skilled Nursing

Skilled Nursing		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Does Not Apply or Don't Know
NHSOPS	A10: Staff are blamed when a resident is harmed	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Does Not Apply or Don't Know
NHSOPS	A12: Staff are afraid to report their mistakes	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Does Not Apply or Don't Know
NHSOPS	A15: Staff are treated fairly when they make mistakes	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Does Not Apply or Don't Know
NHSOPS	A18: Staff feel safe reporting their mistakes	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Does Not Apply or Don't Know
NHSOPS	C3: My supervisor pays attention to resident safety problems in this nursing home	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Does Not Apply or Don't Know
The following questions use a different response scale		Never	Rarely	Some-times	Most of the Time	Always	Does Not Apply or Don't Know
NHSOPS	B6: Staff tell someone if they see something that might harm a resident	Never	Rarely	Some-times	Most of the Time	Always	Does Not Apply or Don't Know
NHSOPS	B11: It is easy for staff to speak up about problems in this nursing home	Never	Rarely	Some-times	Most of the Time	Always	Does Not Apply or Don't Know