

# **Nursing Home Survey on Resident Safety**

## **Draft—Not for Circulation**

### **This questionnaire may not be used or cited without permission**

This document includes a draft nursing home safety culture survey and a related dimensions list that groups the survey items according to the safety culture areas they are intended to measure. Since safe care is a critical component of healthcare quality, there is growing recognition of the importance of establishing a culture of safety in healthcare settings. Achieving a culture of safety in nursing homes requires an understanding of the values, beliefs, and norms that exist around what is important, and what attitudes and behaviors related to resident safety are supported, rewarded, and expected. This draft survey is designed to assess staff opinions about important areas of safety culture in nursing homes.

The survey was developed by Westat under the direction of the Agency for Healthcare Research and Quality (AHRQ) and has undergone cognitive pretesting with nursing home staff and review by experts in nursing home research as well as nursing home stakeholders. There are plans to pilot test the instrument with staff in 40 nursing homes in 2007.

This nursing home survey is an expansion of AHRQ's Hospital Survey on Patient Safety Culture (HSOPSC) which was released to the public in November 2004 ([www.ahrq.gov/qual/hospculture](http://www.ahrq.gov/qual/hospculture)). The nursing home version contains new and revised questions and safety culture areas that more accurately apply to the nursing home setting.

This questionnaire should not be used or cited by any individual or organization for any purpose without written permission. If you have any questions about the document, please contact:

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# Nursing Home Survey on Resident Safety

“Resident safety” means preventing resident injuries, incidents, and harm in the nursing home.

This survey asks for your opinions about resident safety issues in your nursing home. It will take about 15 minutes to complete. To mark your answer, just put an X or a √ in the box:  or .

If a question does not apply to your job or you do not know the answer, please mark the box in the last column. If you do not wish to answer a question, you may leave your answer blank.

## SECTION A: Working in This Nursing Home

How much do you agree or disagree with the following statements?	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Does Not Apply or Don't Know
	▼	▼	▼	▼	▼	▼
1. Staff in this nursing home treat each other with respect.....	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>9</sub>
2. Staff support one another in this nursing home ...	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>9</sub>
3. We have enough staff to handle the workload ....	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>9</sub>
4. Staff follow standard procedures to care for residents.....	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>9</sub>
5. When taking care of residents, staff ask for help if they need it.....	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>9</sub>
6. Staff get in trouble for making small mistakes .....	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>9</sub>
7. Staff feel like they are part of a team.....	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>9</sub>
8. This nursing home uses more agency staff than is best for resident care.....	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>9</sub>
9. Staff know how to use equipment and supplies to do their jobs.....	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>9</sub>
10. Departments in this nursing home work well together to care for residents.....	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>9</sub>

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**SECTION A: Working in This Nursing Home (Continued)**

	Strongly Disagree ▼	Disagree ▼	Neither Agree nor Disagree ▼	Agree ▼	Strongly Agree ▼	Does Not Apply or Don't Know ▼
11. Staff use shortcuts to get their work done faster.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
12. Staff get the training they need in this nursing home.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
13. Staff have to hurry because they have too much work to do.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
14. When someone gets really busy in this nursing home, other staff help out.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
15. Staff are blamed when a resident is harmed....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
16. Staff have enough training on how to handle difficult residents.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
17. To make work easier, staff often ignore procedures.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
18. Staff are afraid to report their mistakes.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
19. To keep residents safe, staff must follow standard procedures.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
20. Staff are asked to do things they are not trained to do.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
21. It is hard to keep residents safe here because so many staff quit their jobs.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
22. Staff are treated fairly when they make mistakes.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
23. Staff understand the training they get in this nursing home.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
24. Residents' needs are met during shift changes.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
25. Staff feel safe reporting their mistakes.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9

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## SECTION B: Communications

**How often do the following things happen in your nursing home?**

	Never ▼	Rarely ▼	Some- times ▼	Most of the time ▼	Always ▼	Does Not Apply or Don't Know ▼
1. Staff are told what they need to know before taking care of a resident for the first time .....	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>9</sub>
2. Staff in this nursing home are asked what they think about resident care.....	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>9</sub>
3. Staff are afraid to ask questions when something does not seem safe for residents .....	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>9</sub>
4. Staff are told right away when there is a change in a resident's care plan .....	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>9</sub>
5. We have all the information we need when residents are transferred from the hospital.....	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>9</sub>
6. When staff report something that could harm a resident, someone takes care of it .....	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>9</sub>
7. Important information about residents gets missed between shifts.....	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>9</sub>
8. Staff are told about incidents that happen in this nursing home .....	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>9</sub>
9. In this nursing home, we talk about ways to keep incidents from happening again .....	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>9</sub>
10. Staff tell someone if they see something that might harm a resident .....	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>9</sub>
11. Staff ideas and suggestions are valued in this nursing home .....	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>9</sub>
12. In this nursing home, we discuss ways to keep residents safe from harm .....	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>9</sub>
13. Staff opinions are ignored in this nursing home ..	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>9</sub>
14. Staff are given all the information they need to care for residents .....	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>9</sub>
15. It is easy for staff speak up about problems in this nursing home .....	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>9</sub>

(Go to next page)

## SECTION C: Your Supervisor

How much do you agree or disagree with the following statements?	Strongly Disagree ▼	Disagree ▼	Neither Agree nor Disagree ▼	Agree ▼	Strongly Agree ▼	Does Not Apply or Don't Know ▼
1. My supervisor listens to staff ideas and suggestions about resident safety .....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
2. My supervisor lets some safety problems happen over and over.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
3. My supervisor says a good word to staff who follow the right procedures .....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
4. My supervisor wants us to work faster, even if it means taking shortcuts.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
5. My supervisor pays attention to safety problems in this nursing home.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9

## SECTION D: Your Nursing Home

How much do you agree or disagree with the following statements?	Strongly Disagree ▼	Disagree ▼	Neither Agree nor Disagree ▼	Agree ▼	Strongly Agree ▼	Does Not Apply or Don't Know ▼
1. In this nursing home, we learn from our mistakes .....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
2. Management in this nursing home seems interested in resident safety only after a problem happens.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
3. Residents are well cared for in this nursing home .....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
4. Management asks staff how the nursing home can improve resident safety .....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
5. This nursing home lets the same mistakes happen again and again.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
6. It is easy to make changes to improve resident safety in this nursing home .....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9

(Go to next page)

**SECTION D: Your Nursing Home (Continued)**

	Strongly Disagree ▼	Disagree ▼	Neither Agree nor Disagree ▼	Agree ▼	Strongly Agree ▼	Does Not Apply or Don't Know ▼
7. This nursing home is always doing things to improve resident safety .....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
8. This nursing home does a good job keeping residents safe .....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input checked="" type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
9. Management talks with staff about the importance of resident safety .....	<input type="checkbox"/> 1	<input checked="" type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
10. This nursing home needs to do a better job of caring for its residents .....	<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
11. Management listens to staff ideas and suggestions to improve resident safety .....	<input checked="" type="checkbox"/> 1	<input checked="" type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
12. This nursing home is a safe place for residents .....	<input type="checkbox"/> 1	<input checked="" type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
13. Management often walks around the nursing home to check on resident care .....	<input checked="" type="checkbox"/> 1	<input checked="" type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
14. This nursing home has problems keeping residents safe from harm .....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9
15. When this nursing home makes changes to improve resident safety, it checks to see if the changes worked .....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 9

**SECTION E: Overall Ratings**

1. I would tell friends that this is a safe nursing home for their family.

- a. Yes
- b. Maybe
- c. No

2. Please give this nursing home an overall grade on resident safety.

- |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>A</b>                 | <b>B</b>                 | <b>C</b>                 | <b>D</b>                 | <b>F</b>                 |
| Excellent                | Very Good                | Acceptable               | Poor                     | Failing                  |

(Go to next page)

## SECTION F: Background Information

1. What is your job in this nursing home? Check ONE box that best applies to your job. If more than one category applies, check the highest-level job.

- a. **Administrator/Manager**  
Executive Director/Administrator  
Medical Director  
Director of Nursing/Nursing Supervisor  
Department Head  
Unit Manager/Charge Nurse  
Assistant Director/Assistant Manager  
Minimum Data Set (MDS) Coordinator/Resident Nurse  
Assessment Coordinator (RNAC)
- b. **Physician (MD)**
- c. **Other Provider**  
Nurse Practitioner  
Clinical Nurse Specialist  
Physician Assistant
- d. **Licensed Nurse**  
Registered Nurse (RN)  
Licensed Practical Nurse (LPN)  
Wound Care Nurse
- e. **Nursing Assistant/Aide**  
Certified Nursing Assistant (CNA)  
Geriatric Nursing Assistant (GNA)  
Nursing Aide/Nursing Assistant
- f. **Direct Care Staff**  
Activities Staff Member  
Dietician/Nutritionist  
Medication Technician  
Pastoral Care/Chaplain  
Pharmacist  
Physical/Occupational/Speech/Respiratory Therapist  
Podiatrist  
Social Worker
- g. **Administrative Support Staff**  
Administrative Assistant  
Admissions  
Billing/Insurance  
Secretary  
Human Resources  
Medical Records
- h. **Support Staff**  
Drivers  
Food Service/Dietary  
Housekeeping  
Laundry Service  
Maintenance  
Security
- i. **Other** (Please write the title of your job):  
\_\_\_\_\_

2. How long have you worked in this nursing home?

- a. Less than 2 months       d. 3 to 5 years  
 b. 2 to 11 months       e. 6 to 10 years  
 c. 1 to 2 years       f. 11 years or more

(Go to next page)

**SECTION F: Background Information (Continued)**

3. How many hours per week do you usually work in this nursing home?
- a. 15 or fewer hours per week
  - b. 16 to 24 hours per week
  - c. 25 to 40 hours per week
  - d. More than 40 hours per week
4. When do you work most often? Check ONE answer.
- a. Days
  - c. Evenings
  - d. Nights
5. Are you paid by a staffing agency when you work for this nursing home?
- a. Yes
  - b. No
6. In your job in this nursing home, do you work directly with residents most of the time? Check ONE answer.
- a. YES, I work directly with residents most of the time.
  - b. NO, I do NOT work directly with residents most of the time.
7. In this nursing home, where do you spend most of your time working? Check ONE answer.
- a. Many different areas or units in this nursing home / No specific area or unit
  - b. Alzheimer's / Dementia unit
  - c. Rehab unit
  - d. Skilled nursing unit
  - e. Other area or unit (Please specify): \_\_\_\_\_
8. Overall, what language do you read, write, and understand best?
- a. English
  - b. Other (Please write the name of the other language): \_\_\_\_\_
9. This survey uses some special terms and words. How difficult was it to understand the questions in this survey?
- a. Very difficult
  - b. Difficult
  - c. A little difficult
  - d. Not difficult
- (Go to next page)



**SECTION G: Your Comments**

**Please feel free to write any comments about resident care and safety in this nursing home.**

*DRAFT*

***THANK YOU FOR COMPLETING THIS SURVEY.***

**Please mail your completed survey directly to Westat in the enclosed postage-paid envelope.**

OMB Number XXXX-XXXX, Expiration Date XX/XX/XXXX  
Agency for Healthcare Research and Quality (AHRQ)

# **NURSING HOME SURVEY ON SAFETY CULTURE: DIMENSIONS**

In this document, the items in the Nursing Home Survey on Resident Safety are grouped according to the safety culture dimensions they are intended to measure. The item's survey location is shown to the left of each item. Negatively worded items are indicated.

## **TEAMWORK**

- A1. Staff in this nursing home treat each other with respect.
- A2. Staff support one another in this nursing home.
- A7. Staff feel like they are part of a team.
- A10. Departments in this nursing home work well together to care for residents.
- A14. When someone gets really busy in this nursing home, other staff help out.

## **STAFFING**

- A3. We have enough staff to handle the workload.
- A8. This nursing home uses more agency staff than is best for resident care. (Negatively worded)
- A13. Staff have to hurry because they have too much work to do. (Negatively worded)
- A21. It is hard to keep residents safe here because so many staff quit their jobs. (Negatively worded)
- A24. Residents' needs are met during shift changes

## **COMPLIANCE WITH PROCEDURES**

- A4. Staff follow standard procedures to care for residents.
- A5. When taking care of residents, staff ask for help if they need it.
- A11. Staff use shortcuts to get their work done faster. (Negatively worded)
- A17. To make work easier, staff often ignore procedures. (Negatively worded)
- A19. To keep residents safe, staff must follow standard procedures.

## **NONPUNITIVE RESPONSE TO MISTAKES**

- A6. Staff get in trouble for making small mistakes. (Negatively worded)
- A15. Staff are blamed when a resident is harmed. (Negatively worded)
- A18. Staff are afraid to report their mistakes. (Negatively worded)
- A22. Staff are treated fairly when they make mistakes.
- A25. Staff feel safe reporting their mistakes.

## **TRAINING & SKILLS**

- A9. Staff know how to use equipment and supplies to do their jobs.
- A12. Staff get the training they need in this nursing home.
- A16. Staff have enough training on how to handle difficult residents.
- A20. Staff are asked to do things they are not trained to do. (Negatively worded)
- A23. Staff understand the training they get in this nursing home.

## **HANDOFFS**

- B1. Staff are told what they need to know before taking care of a resident for the first time.
- B4. Staff are told right away when there is a change in a resident's care plan.
- B5. We have all the information we need when residents are transferred from the hospital.
- B7. Important information about residents gets missed between shifts. (Negatively worded)
- B14. Staff are given all the information they need to care for residents.

## **COMMUNICATION OPENNESS**

- B2. Staff in this nursing home are asked what they think about resident care.
- B3. Staff are afraid to ask questions when something does not seem safe for residents. (Negatively worded)
- B11. Staff ideas and suggestions are valued in this nursing home.
- B13. Staff opinions are ignored in this nursing home. (Negatively worded)
- B15. It is easy for staff to speak up about problems in this nursing home.

## **FEEDBACK & COMMUNICATION ABOUT INCIDENTS**

- B6. When staff report something that could harm a resident, someone takes care of it.
- B8. Staff are told about incidents that happen in this nursing home.
- B9. In this nursing home, we talk about ways to keep incidents from happening again.
- B10. Staff tell someone if they see something that might harm a resident.
- B12. In this nursing home, we discuss ways to keep residents safe from harm.

## **SUPERVISOR EXPECTATIONS & ACTIONS PROMOTING RESIDENT SAFETY\*\***

- C1. My supervisor listens to staff ideas and suggestions about resident safety.
- C2. My supervisor lets some safety problems happen over and over. (Negatively worded)
- C3. My supervisor says a good word to staff who follow the right procedures.
- C4. My supervisor wants us to work faster, even if it means taking shortcuts. (Negatively worded)
- C5. My supervisor pays attention to safety problems in this nursing home.

## **ORGANIZATIONAL LEARNING**

- D1. In this nursing home, we learn from our mistakes.
- D5. This nursing home lets the same mistakes happen again and again. (Negatively worded)
- D6. It is easy to make changes to improve resident safety in this nursing home.
- D7. This nursing home is always doing things to improve resident safety.
- D15. When this nursing home makes changes to improve resident safety, it checks to see if the changes worked.

## **MANAGEMENT SUPPORT FOR RESIDENT SAFETY**

- D2. Management in this nursing home seems interested in resident safety only after a problem happens. (Negatively worded)
- D4. Management asks staff how the nursing home can improve resident safety.
- D9. Management talks with staff about the importance of resident safety.
- D11. Management listens to staff ideas and suggestions to improve resident safety.
- D13. Management often walks around the nursing home to check on resident care.

## **OVERALL PERCEPTIONS OF RESIDENT SAFETY**

- D3. Residents are well cared for in this nursing home.
- D8. This nursing home does a good job keeping residents safe.
- D10. This nursing home needs to do a better job of caring for its residents. (Negatively worded)
- D12. This nursing home is a safe place for residents.
- D14. This nursing home has problems keeping residents safe from harm. (Negatively worded)

\*\*Partially adapted from Zohar (2000). A group-level model of safety climate: Testing the effect of group climate on microaccidents in manufacturing jobs. *Journal of Applied Psychology*, (85) 4, 587-596.