

# AHRQ Hospital Survey on Patient Safety Culture Data Submission Specifications for Excel Files 2009

## INSTRUCTIONS:

**Step 1:** Include a header row with the variable name for each column.

**Step 2:** Submit individual survey response data using the response values indicated below.

**Step 3:** Check your data before submitting it to the HSOPS Data Submission System. Please see instructions below.

- **DO NOT SUBMIT RECODED OR REVERSE CODED** data on the survey’s negatively worded items—simply submit each individual’s **UN-RECODED** responses to the survey items.

For example, survey item A17, “We have patient safety problems in this unit” is negatively worded, but the data should be submitted so that 1=Strongly disagree and 5=Strongly agree, as originally indicated in the survey, as follows:

1=Strongly Disagree  
2=Disagree  
3=Neither  
4=Agree  
5=Strongly Agree  
blank = MISSING

In addition, for survey item E1 on overall grade on patient safety, make sure your data are coded as originally indicated in the survey, as follows:

A=Excellent  
B=Very Good  
C=Acceptable  
D=Poor  
E=Failing  
blank = MISSING

- **DO NOT submit RECODED data on ANY survey item.** The only exception to this recoding rule is noted below regarding modified work areas for survey item Ai and H4:
  - *If your hospital modified or added new work area or staff position categories on your survey, you **MUST RECODE** your specific work areas/staff positions back to the survey’s original work area/staff position categories (a through n). If you added work areas/staff positions that do not match any of the survey’s original work areas/staff positions, code your specific work areas/staff positions as “OTHER” before submitting your data.*

**Attachment B-3: AHRQ Hospital Survey on Patient Safety Culture Comparative Database, Supporting Statement B-- 2009 Hospital Survey on Patient Safety Data File Layout – EXCEL**

- You should clean your data before submitting to the database to ensure that there are no out-of-range values and that the data submitted are free from error
  - Make sure all response values match the response value for the question. Check for out of range values.
  - Make sure that you did not submit questions as reverse coded values.
  - Make sure that you questions Ai and H4 as response values matching the survey. If you are unable to map them to the survey response values then please leave them blank.

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Survey Question			Variable Name
<b>Record Identifier</b>			
Record ID	RECID	Column A	Unique Record ID
<b>SECTION A: Your Work Area/Unit</b>			
What is your primary work area or unit in this hospital?	Ai	Column B	a=Many different hospital units/No specific unit b=Medicine (non-surgical) c=Surgery d=Obstetrics e=Pediatrics f=Emergency department g=Intensive care unit (any type) h=Psychiatry/mental health i=Rehabilitation j=Pharmacy k=Laboratory l=Radiology m=Anesthesiology n=Other, please specify blank = MISSING
<b>TEXT FOR OTHER, PLEASE SPECIFY [Ai, item n]* - DO NOT SUBMIT TO DATABASE</b>			
1. People support one another in this unit	A1	Column C	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING
2. We have enough staff to handle the workload	A2	Column D	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING
3. When a lot of work needs to be done quickly, we work together as a team to get the work done	A3	Column E	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING
4. In this unit, people treat each other with respect	A4	Column F	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING

**\*DO NOT SUBMIT OTHER SPECIFY TEXT TO THE BENCHMARKING DATABASE (ITEM IN SHADED ROW)**

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Survey Question	Variable Name	Column Position	Value Labels
5. Staff in this unit work longer hours than is best for patient care	A5	Column G	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING
6. We are actively doing things to improve patient safety	A6	Column H	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING
7. We use more agency/temporary staff than is best for patient care	A7	Column I	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING
8. Staff feel like their mistakes are held against them	A8	Column J	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING
9. Mistakes have led to positive changes here	A9	Column K	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING
10. It is just by chance that more serious mistakes don't happen around here	A10	Column L	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING
11. When one area in this unit gets really busy, others help out	A11	Column M	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING
12. When an event is reported, it feels like the person is being written up, not the problem	A12	Column N	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING
13. After we make changes to improve patient safety, we evaluate their effectiveness	A13	Column O	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING

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Survey Question	Variable Name	Column Position	Value Labels
14. We work in "crisis mode" trying to do too much, too quickly	A14	Column P	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING
15. Patient safety is never sacrificed to get more work done	A15	Column Q	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING
16. Staff worry that mistakes they make are kept in their personnel file	A16	Column R	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING
17. We have patient safety problems in this unit	A17	Column S	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING
18. Our procedures and systems are good at preventing errors from happening	A18	Column T	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING
<b>SECTION B: Your Supervisor/ Manager</b>			
1. My supervisor/manager says a good word when he/she sees a job done according to established patient safety procedures	B1	Column U	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING
2. My supervisor/manager seriously considers staff suggestions for improving patient safety	B2	Column V	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING
3. Whenever pressure builds up, my supervisor/manager wants us to work faster, even if it means taking shortcuts	B3	Column W	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING

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Survey Question	Variable Name	Column Position	Value Labels
4. My supervisor/manager overlooks patient safety problems that happen over and over	B4	Column X	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING
<b>SECTION C: Communications</b>			
1. We are given feedback about changes put into place based on event reports	C1	Column Y	1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always blank = MISSING
2. Staff will freely speak up if they see something that may negatively affect patient care	C2	Column Z	1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always blank = MISSING
3. We are informed about errors that happen in this unit	C3	Column AA	1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always blank = MISSING
4. Staff feel free to question the decisions or actions of those with more authority	C4	Column AB	1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always blank = MISSING
5. In this unit, we discuss ways to prevent errors from happening again	C5	Column AC	1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always blank = MISSING
6. Staff are afraid to ask questions when something does not seem right	C6	Column AD	1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always blank = MISSING
<b>SECTION D: Frequency of Events Reported</b>			
1. When a mistake is made, but is <i>caught and corrected before affecting the patient</i> , how often is this reported?	D1	Column AE	1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always blank = MISSING

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Survey Question	Variable Name	Column Position	Value Labels
2. When a mistake is made, but has <i>no potential to harm the patient</i> , how often is this reported?	D2	Column AF	1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always blank = MISSING
3. When a mistake is made that <i>could harm the patient</i> , but does not, how often is this reported?	D3	Column AG	1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always blank = MISSING
<b>SECTION E: Patient Safety Grade</b>			
Please give your work area/unit in this hospital an overall grade on patient safety.	E1	Column AH	A=Excellent B=Very Good C=Acceptable D=Poor E=Failing blank = MISSING
<b>SECTION F: Your Hospital</b>			
1. Hospital management provides a work climate that promotes patient safety	F1	Column AI	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING
2. Hospital units do not coordinate well with each other	F2	Column AJ	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING
3. Things “fall between the cracks” when transferring patients from one unit to another	F3	Column AK	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING
4. There is good cooperation among hospital units that need to work together	F4	Column AL	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING
5. Important patient care information is often lost during shift changes	F5	Column AM	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING

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Survey Question	Variable Name	Column Position	Value Labels
6. It is often unpleasant to work with staff from other hospital units	F6	Column AN	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING
7. Problems often occur in the exchange of information across hospital units	F7	Column AO	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING
8. The actions of hospital management show that patient safety is a top priority	F8	Column AP	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING
9. Hospital management seems interested in patient safety only after an adverse event happens	F9	Column AQ	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING
10. Hospital units work well together to provide the best care for patients	F10	Column AR	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING
11. Shift changes are problematic for patients in this hospital	F11	Column AS	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree blank = MISSING
<b>SECTION G: Number of Events Reported</b>			
1. <u>In the past 12 months</u> , how many event reports have you filled out and submitted?	G1	Column AT	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
<b>SECTION H: Background Information</b>			
1. How long have you worked in this <u>hospital</u> ?	H1	Column AU	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



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Survey Question	Variable Name	Column Position	Value Labels
2. How long have you worked in your current hospital <u>work area/unit</u> ?	H2	Column AV	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
3. Typically, how many <u>hours per week</u> do you work in this hospital?	H3	Column AW	a=Less than 20 hours per week b=20 to 39 hours per week c=40 to 59 hours per week d=60 to 79 hours per week e=80 to 99 hours per week f=100 hours per week or more
4. What is your staff position in this hospital?	H4	Column AX	a=Registered nurse b=Physician assistant/Nurse practitioner c=LVN/LPN d=Patient care assistant/Hospital aide/Care partner e=Attending/Staff physician f=Resident physician/Physician in training g=Pharmacist h=Dietician i=Unit assistant/Clerk/Secretary j=Respiratory therapist k=Physical, Occupational, or Speech Therapist l=Technician (e.g., EKG, Lab, Radiology) m=Administration/Management n=Other, please specify
<b>TEXT FOR OTHER, PLEASE SPECIFY [H4, item n]* - DO NOT SUBMIT TO DATABASE</b>			
5. In your staff position, do you typically have direct interaction or contact with patients?	H5	Column AY	a=Yes, I typically have direct interaction or contact with patients b=No, I typically do NOT have direct interaction or contact with patients
6. How long have you worked in your current specialty or profession?	H6	Column AZ	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
<b>Please feel free to write any comments about patient safety, error or event reporting in your hospital* - DO NOT SUBMIT ANY OPEN-ENDED COMMENTS TO DATABASE</b>			

\*DO NOT SUBMIT OTHER SPECIFY TEXT OR TEXT ON COMMENTS TO THE DATABASE (ITEM IN SHADED ROW)