**Nursing Home Survey on Patient Safety**

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| In this survey, **“resident safety”**means preventing resident injuries, incidents, and harm to residents 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: x 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 | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 2. Staff support one another in this nursing home | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 3. We have enough staff to handle the workload | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 4. Staff follow standard procedures to care for residents | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 5. Staff feel like they are part of a team | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 6. Staff use shortcuts to get their work done faster | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| Public reporting burden for the collection of information is estimated to average 15 minutes per response. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: AHRQ Reports Clearance Officer, Attention: PRA, Paperwork Reduction Project (0935-0143), AHRQ, 5600 Fishers Lane, MS 0741A, Rockville, MD 20857.  The confidentiality of your responses is protected by Sections 944(c) and 308(d) of the Public Health Service Act [42 U.S.C. 299c-3(c) and 42 U.S.C. 242m(d)]. Information that could identify you will not be disclosed unless you have consented to that disclosure. | | | | | | |
| 7. Staff get the training they need in this nursing home | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 8. Staff have to hurry because they have too much work to do | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 9. When someone gets really busy in this nursing home, other staff help out | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 10. Staff are blamed when a resident is harmed | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |

**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 have enough training on how to handle difficult residents | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 12. Staff are afraid to report their mistakes | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 13. Staff understand the training they get in this nursing home | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 14. To make work easier, staff often ignore procedures | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 15. Staff are treated fairly when they make  mistakes | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 16. Residents’ needs are met during shift  changes | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 17. It is hard to keep residents safe here because so many staff quit their jobs | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 18. Staff feel safe reporting their mistakes | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |

**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 | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 2. Staff are told right away when there is a change in a resident’s care plan | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 3. We have all the information we need when residents are transferred from the hospital | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 4. When staff report something that could harm a resident, someone takes care of it | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 5. In this nursing home, we talk about ways to keep incidents from happening again | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **SECTION B: Communications (continued)** | | | | | | |
|  | **Never ⯆** | **Rarely ⯆** | **Some-times ⯆** | **Most of the time ⯆** | **Always ⯆** | **Does Not Apply or Don’t Know**  **⯆** |
| 6. Staff tell someone if they see something that might harm a resident | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 7. Staff ideas and suggestions are valued in this nursing home | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 8. In this nursing home, we discuss ways to keep residents safe from harm | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 9. Staff opinions are ignored in this nursing home | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 10. Staff are given all the information they need to care for residents | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 11. It is easy for staff to speak up about problems in this nursing home | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |

**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 | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 2. My supervisor says a good word to staff who follow the right procedures | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 3. My supervisor pays attention to resident safety problems in this nursing home | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎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. Residents are well cared for in this nursing  home | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 2. Management asks staff how the nursing home can improve resident safety | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 3. This nursing home lets the same mistakes happen again and again | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Strongly Disagree** ⯆ | **Disagree** ⯆ | **Neither**  **Agree nor Disagree** ⯆ | **Agree** ⯆ | **Strongly Agree** ⯆ | **Does Not Apply or Don’t Know**  ⯆ |
| 4. It is easy to make changes to improve resident safety in this nursing home | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 5. This nursing home is always doing things to improve resident safety | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 6. This nursing home does a good job keeping residents safe | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 7. Management listens to staff ideas and suggestions to improve resident safety | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 8. This nursing home is a safe place for  residents | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 9. Management often walks around the nursing home to check on resident care | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎9 |
| 10. When this nursing home makes changes to improve resident safety, it checks to see if the changes worked | 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 | 🞎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 rating on resident safety.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Poor  ▼ | Fair  ▼ | Good  ▼ | Very good  ▼ | Excellent  ▼ |
| 🞎1 | 🞎2 | 🞎3 | 🞎4 | 🞎5 |

**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, DO)**  🞎 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  Dietitian/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 |

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

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

4. When do you work most often? Check ONE answer.

🞎 a. Days

🞎 b. Evenings

🞎 c. 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):

**SECTION G: Your Comments**

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

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