HEALTHCARE WORKER QUESTIONNAIRE ON WORKING CONDITIONS AND MENTAL HEALTH

You are invited to participate in an online questionnaire conducted by JPA Health on behalf of the National Institute for Occupational Safety and Health (NIOSH), to better understand hospital practices that improve staff well-being.

Completing the voluntary questionnaire should take about 10 minutes. You may refuse to take part or exit the questionnaire at any time. You can skip any question you do not wish to answer.

There are no direct benefits to questionnaire participation. Risks to participation are minimal, with the main foreseeable risk being breach of confidentiality. Although this questionnaire does ask you to indicate your occupational category (e.g., nurse, physician, therapist, etc.), it does not collect information on your name, email address, or IP address.

Responses will be collected and stored in a secure, electronic format on the REDCap survey system. JPA's research partner Education Development Center (EDC) will analyze all data on NIOSH's secured network.

JPA/EDC will report all results in aggregate. No one at your workplace will be able to identify you or your answers based on your occupation, and no one will know whether or not you participated in the study. Information collected as part of this study will not be used or distributed for other research studies.

If you have questions at any time about this assessment, you may contact EDC Principal Research Scientist Kim Dash, PhD, MPH, at KDash@edc.org or 617-618-2425; and/or JPA Senior Vice President Christina Zurla at CZurla@jpa.com or 240-277-3459.

Please select your choice below. You may print a copy of this consent form for your records. Clicking on the "Agree" button indicates that:

- You have read the above information
- You voluntarily agree to participate
- You have reached the age of majority (18 in most states)
 O Agree
 O Disagree

Public reporting burden of this collection of information is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. 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 - CDC/ATSDR Reports Clearance Officer; 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333 ATTN: PRA (0920-1415).

Position

- 1. SCREENING QUESTION 1: Which of the following best describes the setting where you currently work? Select one. If you work in more than one setting, pick the setting where you spend the most time.
 - O Hospital
 - O Outpatient clinic
 - O Long-term care facility
 - O Clinical lab
 - O Hospice
 - O Home care
 - Other (please specify):

[If response is something other than hospital, then respondent will be thanked for their time and exited from the survey.]

- 2. SCREENING QUESTION 2: Which of the following best describes your occupation? Select one.
 - O Physician
 - O Nurse
 - O Physician assistant
 - Nurse practitioner/advanced practice nurse
 - O Graduate medical education trainee (for example, resident, fellow)
 O Pharmacist

- O Phlebotomist
- Patient care technician
- Therapist (for example, physical, occupational, respiratory, speech)
- O Social worker

[If response is something other than the occupations listed here, then respondent will be thanked for their time and exited from the survey.]

3. How long have you been in this occupation (in years)? (number)

COVID-Related Experiences

4. During the past 3 months, what is the estimated number of patients you have treated (or consulted on) with suspected or confirmed COVID-19? (number)

Perceptions of Job-Related Distress or Burnout

5. Mental health includes your emotional, psychological, and social well-being. It affects how you think, feel, and act. It also helps determine how you handle stress, relate to others, and make healthy choices. On a scale of 1 - 10, how much does your job affect your mental health? 1 = strongly believe that my job does NOT affect my mental health; 10 = strongly believe that my job DOES affect my mental health.

1	2	3	4	5	6	7	8	9	10
0	0	0	0	0	0	0	0	0	0

- 6. Burnout can affect your mental health. Staff who experience burnout often feel drained and exhausted by their jobs, find their jobs more stressful and frustrating, and struggle to focus on and complete work tasks. Thinking about the hospital where you work, what percent of staff (e.g., nurses, physicians, technicians) would you say have experienced burnout in the past 3 months?
 - O None
 - O A few (between 1% than 19%)
 - O Some (between 20% and 39%)
 - O About half (between 40% and 59%)
 - O Most (between 60% and 79%)
 - O Nearly all (80% or more)
- In your opinion, <u>how likely</u> are the following to contribute to <u>burnout</u> among staff at your hospital?
 1 = Extremely Unlikely 3 = Unlikely 5 = Likely 7 = Extremely Likely

	1	2	3	4	5	6	7
a. Long work hours	0	Ο	О	О	О	О	О
b. Staff shortages	0	0	0	Ο	0	Ο	Ο
c. High patient caseloads	0	0	0	0	0	Ο	Ο
d. Too many bureaucratic tasks (e.g., electronic health record documentation)	0	0	0	О	0	О	О
e. Limited paid time off	0	Ο	Ο	Ο	О	Ο	Ο
f. Few onsite mental health or support services	0	Ο	Ο	Ο	О	Ο	Ο
g. Contact with patients who have COVID-19	0	Ο	Ο	Ο	О	Ο	Ο
h. Limited participation in decision-making	0	Ο	Ο	О	О	О	Ο
i. Inflexible working hours	0	0	0	0	0	0	0

8. Please read the statements below and decide if you ever feel this way about your job. If you have had this feeling, indicate how often by selecting the phrase that best describes how frequently you feel that way.

	Never	A few times a year or less	Once a month or less	A few times a month	Once a week	A few times a week	Every day
a. I can count on my supervisor for support when I need it.	0	0	0	0	0	0	0
 b. I can count on my coworkers for support when I need it. 	0	О	0	0	0	О	0
c. The work I do is meaningful to me.	0	0	Ο	Ο	0	Ο	Ο
d. The work I do serves a greater purpose.	Ο	О	О	О	0	О	О
e. I feel burned out from my work.	0	0	О	О	0	Ο	Ο
f. I have become more callous toward people since I took this job.	0	O	О	О	0	0	О

Practices to Reduce Job-Related Distress or Burnout

9. Which of the following does your hospital currently provide?

	Yes	No	Don't know
a. Limits on overtime	Ο	0	O
b. Adequate staff to handle patient caseload	0	Ο	Ο
c. Limits or restrictions on clinician caseload	0	0	Ο
d. Health informatics approaches (e.g., speech recognition) to electronic health record interaction	0	0	0
e. Sufficient paid time off	0	0	0
f. Onsite mental health services	0	0	0
g. Onsite health services	0	0	0
h. Onsite wellness services	0	0	0
i. Enough personal protective equipment (PPE) on your unit	0	0	0
j. Sufficient COVID-19 testing for staff	0	0	0
k. Sufficient COVID-19 testing for patients	0	0	0
I. Opportunities for staff to participate in decision-making	0	0	0
m. Flexible working hours	0	0	0
n. Onsite childcare	0	0	0

10. *If respondent answers yes to 9f, then ask:* How satisfied are you with the mental health support services that your hospital provides to staff?

Very dissatisfied	Dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Satisfied	Very satisfied
0	0	0	0	0	0	0

Knowledge, Attitudes, and Practices Related to Mental Health Services

11. If your <u>immediate supervisor</u> found out that you had accessed mental health services, how likely is it that you would experience the following? 1 = Extremely Unlikely 3 = Unlikely 5 = Likely 7 = Extremely Likely

	1	2	3	4	5	6	7
a. Lose opportunities for promotion or advancement?	О	Ο	Ο	Ο	Ο	О	Ο
b. Face harassment or ridicule?	О	Ο	Ο	Ο	Ο	О	Ο
c. Feel shame or embarrassment?	О	Ο	Ο	Ο	Ο	О	Ο
d. Continue working alongside the rest of your colleagues?	О	Ο	Ο	Ο	Ο	Ο	О
e. Be permitted to see patients?	0	Ο	Ο	Ο	Ο	Ο	Ο
f. Lose benefits for self or family?	О	Ο	Ο	Ο	Ο	Ο	Ο
g. Jeopardize future employment opportunities?	0	Ο	Ο	Ο	Ο	Ο	Ο
h. Lose license to practice?	0	Ο	Ο	Ο	Ο	Ο	Ο

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12. If you had a mental health concern how likely is it that you would seek help from the following people? 1 = Extremely Unlikely 3 = Unlikely 5 = Likely 7 = Extremely Likely

	1	2	3	4	5	6	7
a. Intimate partner (e.g., spouse, partner)	Ο	Ο	О	О	О	Ο	Ο
b. Other family member	Ο	Ο	О	О	О	Ο	Ο
c. Colleague	Ο	Ο	Ο	Ο	О	Ο	Ο
d. Friend	Ο	Ο	Ο	Ο	О	Ο	Ο
e. Supervisor	Ο	Ο	Ο	Ο	О	Ο	Ο
f. Mental health professional	Ο	Ο	О	О	О	Ο	Ο
g. Helpline (via phone or website)	0	Ο	Ο	Ο	0	Ο	Ο
h. General practitioner (e.g., nurse practitioner, physician, physician assistant)	0	О	О	О	0	О	О
i. Religious leader	Ο	Ο	О	О	О	Ο	Ο
j. I would not seek help from anyone	Ο	Ο	О	О	О	Ο	Ο
k. I would seek help from another, not listed above: [list here]	0	О	О	О	О	О	О

13. If you were experiencing <u>suicidal thoughts</u>, how likely is it that you would seek help from the following people? 1 = Extremely unlikely; 3 = Unlikely; 5 = Likely; 7 = Extremely Likely

	1	2	3	4	5	6	7
a. Intimate partner (e.g., spouse, partner)	Ο	Ο	Ο	Ο	Ο	Ο	Ο
b. Other family member	Ο	Ο	Ο	Ο	Ο	Ο	Ο
c. Colleague	Ο	Ο	Ο	Ο	0	Ο	Ο
d. Friend	Ο	Ο	Ο	Ο	О	Ο	Ο
e. Supervisor	Ο	Ο	Ο	Ο	О	Ο	Ο
f. Mental health professional	Ο	Ο	О	Ο	О	Ο	Ο
g. Helpline (via phone or website)	Ο	Ο	О	Ο	О	Ο	Ο
h. General practitioner (e.g., nurse practitioner, physician, physician assistant)	О	О	О	О	О	О	О
i. Religious leader	Ο	Ο	Ο	Ο	Ο	Ο	Ο
j. I would not seek help from anyone	Ο	Ο	Ο	Ο	Ο	Ο	Ο
 k. I would seek help from another, not listed above: [list here] 	0	О	О	О	О	О	О

14. <u>During the past 3 months</u>, how often have you experienced the following at your hospital:

	Never	Once a month or less	A few times a month	Once a week	A few times a week	Every day
a. <u>Senior leaders</u> (i.e., hospital executives) talking publicly about getting help for <u>their own</u> mental health concerns?	0	0	0	0	0	О
b. <u>Senior leaders</u> encouraging staff experiencing mental health concerns to seek help?	0	0	0	0	0	0
c. <u>Senior leaders</u> communicating ways the hospital is making operational changes to reduce staff burnout?	0	0	0	0	0	0

Working Conditions at Hospital

15. During the past 3 months, what is the average number of onsite hours you worked per week? (number)

16. During the past 3 months, have senior leaders at your hospital shown increased emphasis on:

	Yes	No	Don't Know
a. Staff having enough time to complete all their work tasks?	0	0	Ο
b. Staff having a say in the amount of work assigned to them?	0	0	Ο
c. Staff having a say about <u>what</u> they do at work?	0	0	Ο
d. Staff deciding when to take a break?	0	0	Ο
e. Staff having the option of learning new things through their work?	0	0	Ο

17. During the past 3 months, have senior leaders at your hospital . . .

	Yes	No	Don't Know
a. Dedicated resources to reducing administrative burden on staff?	Ο	Ο	Ο
b. Put in place new strategies to help reduce staff burnout?	0	Ο	Ο
c. Promoted policies and practices that improve staff working conditions?	0	Ο	0
d. Sought advice from staff about hospital operations that affect their workday?	0	Ο	0
e. Informed staff about important decisions, changes, or plans to address their well-being?	0	0	Ο
f. Promoted changes to the credentialing process to eliminate questions about seeking treatment for mental health concerns?			

18. Please rate your level of agreement with the following statements:

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
a. At the hospital where I work, I am treated with respect.	0	0	0	0	Ο
b. Hospital leadership values my contributions.	0	0	0	0	0
c. Senior leaders care about my general satisfaction at work.	0	0	0	0	0
d. I receive recognition from senior leaders for a job well done.	0	0	0	0	О
e. I trust senior leaders at this hospital.	0	0	0	0	Ο

Campaign Awareness

19. Do you remember seeing or hearing [campaign] messages about ways to improve hospital operations and reduce staff burnout?

O Yes

- No (if no, then respondent is thanked and exited from survey)
- 20. How did you learn about the [campaign]? (check all that apply)
 - **O** Hospital coworker or colleague
 - O Hospital leadership
 - O Hospital supervisor or team lead
 - **O** Hospital intranet site
 - O Hospital social media site/s
 - O Hospital signage or posters
 - Other: [Please specify]

Campaign Promotion

21a. Did you share [campaign] materials with a coworker or colleague?

- O Yes
- O No
- 22a. Did you talk about the [campaign] with a coworker or colleague?
 - O Yes
 - O No

21b. If yes, with how many coworkers or colleagues?

- **Q** 1-3
- O_{4-6}
- **O** 7 9
- O 10 or more

22b. If yes, with how many coworkers or colleagues?

- $O_1 3$
- O_{4-6}
- \bigcirc 7-9
- O 10 or more

Campaign Knowledge

23. Did [campaign], help you understand how:

	Yes	No	Don't Know
a. Staff at your hospital are likely to be better supported when seeking help for a mental health concern?	Ο	0	0
b. Hospital leadership is working in earnest to address working conditions that lead to staff burnout?	Ο	О	0
c. Hospital leadership is promoting changes to the credentialing process to eliminate questions about seeking treatment for mental health concerns?	0	О	0

Behavioral Intent and Change

24. Did the [campaign]

	Yes	No	Not Applicable
a. Encourage you to get additional information about mental health services available?	О	0	Ο
b. <u>Make you think about getting help for a mental health concern you were having?</u>	Ο	0	0
c. Encourage you <u>to learn more about</u> the operational changes your hospital is making to reduce staff burnout?	0	0	Ο
d. Encourage you to learn more about what your hospital is doing to reduce administrative burden on staff?	0	0	Ο

25. After seeing or hearing [campaign messages] . . .

	Yes	No	Not Applicable
a. <u>Do you intend to get help</u> from a mental health professional for a concern you are having?	Ο	0	Ο
b. <u>Did you get help</u> from a mental health professional for a concern you were having?	0	0	Ο
c. <u>Did you obtain</u> more information about the operational changes that your hospital is making to reduce staff burnout?	0	0	Ο

Demographic Information

- 26. What is your age?
 - O 18-29 years old
 - O 30-44 years old
 - 45-64 years old
 - O 65 years and older
 - O Prefer not to answer

- 29. Do you currently describe yourself as male, female, and/or transgender? [Check all that apply.]
- O Male
- \mathcal{O} Female
- O Transgender
- O None of these
- O Prefer not to answer

27. What is your race/ethnicity (select all that apply)?

- O American Indian or Alaska Native
- $O \ \ \text{Asian}$
- O Black or African American
- O Hispanic or Latino
- O Middle Eastern or North African
- O Native Hawaiian or Pacific Islander
- O White
- O Prefer not to answer

Thank you!

Mental Health and Well-Being Support and Resources

If you or someone you know needs support, we encourage you to access the below resources.

988 Suicide and Crisis Lifeline

988lifeline.org

The 988 Suicide & Crisis Lifeline (formerly known as the National Suicide Prevention Lifeline) offers 24/7 call, text, and chat access to trained crisis counselors who can help those experiencing suicidal, substance use, mental health crisis, or any other kind of emotional distress. People can also dial 988 if they are worried about a loved one who may need crisis support.

National Helpline

samhsa.gov/find-help/national-helpline

A free, confidential, 24/7, 365-day-a-year treatment referral and information service (in English and Spanish) for individuals and families facing mental and/or substance use disorders.

Behavioral Health Treatment Services Locator

findtreatment.samhsa.gov

A confidential and anonymous source of information for persons seeking treatment facilities in the United States or U.S. Territories for substance use/addiction and mental health problems.

Managing Fatigue During Times of Crisis: Guidance for Nurses, Managers, and Other Healthcare Workers

blogs.cdc.gov/niosh-science-blog/2020/04/02/fatigue-crisis-hcw Practical tips for managing fatigue as a healthcare worker.

Tips for Healthcare Professionals: Coping with Stress and Compassion Fatigue

store.samhsa.gov/sites/default/files/SAMHSA_Digital_Download/PEP20-01-016_508.pdf This tip sheet explores stress and compassion fatigue, as well as signs of distress after a disaster. It identifies ways to cope and enhance resilience, along with resources for more information and support.