# AHRQ Surveys on Patient Safety Culture<sup>TM</sup> (SOPS<sup>TM</sup>) Hospital Survey Version 1.0

## With Supplemental Items on:

### 1) Health Information Technology Patient Safety

### 2) Value and Efficiency

## Survey Data File Specifications

# Survey Data File Specifications

These specifications are for preparing your respondent-level data from the Hospital Survey on Patient Safety Culture with the Health Information Technology Patient Safety and Value and Efficiency Supplemental Items for the Hospital Survey. The instructions below tell you how to prepare your Excel data file for submission to the Hospital Survey on Patient Safety Culture Database.

If you **do not** have Health Information Technology Patient Safety and/or Value and Efficiency Supplemental Items data, please leave the survey data fields blank for those variables (HIT1-16, VE1-VE25).

**INSTRUCTIONS (Excel File Only):**
**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 in this document (beginning on page 4).

**Step 3**: Check your data before for the following things:

- **SKIP PATTERN**
  When using the SOPS Hospital Survey with the Health Information Technology Patient Safety Supplemental Items added, there is one skip pattern in the survey:

  - If a respondent answers 2= No, to question HIT1, "Do you use your hospital's Electronic Health Record (EHR) system(s) to enter or review patient information?", then questions HIT2 - HIT16 should be blank.

- **OUT-OF-RANGE VALUES**
  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.

- **REVERSE CODED ITEMS**
  Do not submit reverse coded data on the survey's negatively worded items—simply submit each individual's unmodified 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 Agree nor Disagree
        4=Agree
        5=Strongly Agree
        blank = MISSING

- *For example*, survey item C6, "Staff are afraid to ask questions when something does not seem right" is negatively worded, but the data should be submitted so that 1=Never and 5= Always, as originally indicated in the survey, as follows:

> 1= Never
> 2= Rarely
> 3= Sometimes
> 4= Most of the time
> 5= Always
> 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 and staff position for survey item Ai (work area) and H4 (staff position):

  - *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. If you are unable to map them to the survey response values then please leave them blank.*

- **OTHER, PLEASE SPECIFY TEXT**
  Do not include Other-Please Specify data (questions Ai and H4, and, "Your Comments"). While you may find it useful to review this text, it should not be submitted to the Database.

- **SPANISH VERSION OF THE HSOPS**
  Please indicate which respondents (if any) completed a Spanish version of the safety culture survey, if you have this information available. You should do so by adding an 'S' to the Individual Unique Record ID (UNIQUEID), e.g. 001S

- **OTHER LANGUAGE VERSION OF THE HSOPS**
  Please indicate which respondents (if any) completed the safety culture survey in a language that was not English or Spanish, if you have this information available. You should do so by adding an 'N' to the Individual Unique Record ID (UNIQUEID), e.g. 001N

| Survey Question | Variable Name | Column Position | Value Labels |
|---|---|---|---|
| Site ID | SITEID | Column A | If you are submitting data for multiple hospitals, then each site should have a unique Site ID. If you have data for only one hospital, then its Site ID can be 1. The Site ID can be any arbitrary number of your choice. |
| Individual Unique Record ID | UNIQUEID | Column B | Each individual record in the dataset should have a unique ID, e.g. 001, 002, 003. The unique ID can be any arbitrary number of your choice and should be different for each respondent. NOTE: If an individual completed a Spanish survey, add an 'S' at the end of the Record ID, e.g. 001S. If an individual completed a survey in another language other than English or Spanish, add an "N" at the end of the Record ID, e.g. 001N. |

## SECTION A: Your Work Area/Unit

| Survey Question | Variable Name | Column Position | Value Labels |
|---|---|---|---|
| 1. What is your primary work area or unit in this hospital? | Ai | Column C | a=Many different hospital units/No specific unit<br>b=Medicine (non-surgical)<br>c=Surgery<br>d=Obstetrics<br>e=Pediatrics<br>f=Emergency department<br>g=Intensive care unit (any type)<br>h=Psychiatry/mental health<br>i=Rehabilitation<br>j=Pharmacy<br>k=Laboratory<br>l=Radiology<br>m=Anesthesiology<br>n=Other, please specify<br>blank = MISSING |
| *TEXT FOR OTHER, PLEASE SPECIFY  [Ai, item n]\* - **DO NOT SUBMIT TO DATABASE*** | | | |
| 1. People support one another in this unit | A1 | Column D | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>blank = MISSING |
| 2. We have enough staff to handle the workload | A2 | Column E | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>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 F | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>blank = MISSING |

| Survey Question | Variable Name | Column Position | Value Labels |
|---|---|---|---|
| 4. In this unit, people treat each other with respect | A4 | Column G | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>blank = MISSING |
| 5. Staff in this unit work longer hours than is best for patient care | A5 | Column H | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>blank = MISSING |
| 6. We are actively doing things to improve patient safety | A6 | Column I | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>blank = MISSING |
| 7. We use more agency/temporary staff than is best for patient care | A7 | Column J | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>blank = MISSING |
| 8. Staff feel like their mistakes are held against them | A8 | Column K | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>blank = MISSING |
| 9. Mistakes have led to positive changes here | A9 | Column L | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>blank = MISSING |

| Survey Question | Variable Name | Column Position | Value Labels |
|---|---|---|---|
| 10. It is just by chance that more serious mistakes don't happen around here | A10 | Column M | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>blank = MISSING |
| 11. When one area in this unit gets really busy, others help out | A11 | Column N | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>blank = MISSING |
| 12. When an event is reported, it feels like the person is being written up, not the problem | A12 | Column O | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>blank = MISSING |
| 13. After we make changes to improve patient safety, we evaluate their effectiveness | A13 | Column P | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>blank = MISSING |
| 14. We work in "crisis mode" trying to do too much, too quickly | A14 | Column Q | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>blank = MISSING |
| 15. Patient safety is never sacrificed to get more work done | A15 | Column R | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>blank = MISSING |

| Survey Question | Variable Name | Column Position | Value Labels |
|---|---|---|---|
| 16. Staff worry that mistakes they make are kept in their personnel file | A16 | Column S | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>blank = MISSING |
| 17. We have patient safety problems in this unit | A17 | Column T | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>blank = MISSING |
| 18. Our procedures and systems are good at preventing errors from happening | A18 | Column U | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>blank = MISSING |

## SECTION B: Your Supervisor/ Manager

| Survey Question | Variable Name | Column Position | Value Labels |
|---|---|---|---|
| 1. My supervisor/manager says a good word when he/she sees a job done according to established patient safety procedures | B1 | Column V | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>blank = MISSING |
| 2. My supervisor/manager seriously considers staff suggestions for improving patient safety | B2 | Column W | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>blank = MISSING |
| 3. Whenever pressure builds up, my supervisor/manager wants us to work faster, even if it means taking shortcuts | B3 | Column X | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>blank = MISSING |
| 4. My supervisor/manager overlooks patient safety problems that happen over and over | B4 | Column Y | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>blank = MISSING |

## SECTION C: Communications

| Survey Question | Variable Name | Column Position | Value Labels |
|---|---|---|---|
| 1. We are given feedback about changes put into place based on event reports | C1 | Column Z | 1=Never<br>2=Rarely<br>3=Sometimes<br>4=Most of the time<br>5=Always<br>blank = MISSING |
| 2. Staff will freely speak up if they see something that may negatively affect patient care | C2 | Column AA | 1=Never<br>2=Rarely<br>3=Sometimes<br>4=Most of the time<br>5=Always<br>blank = MISSING |
| 3. We are informed about errors that happen in this unit | C3 | Column AB | 1=Never<br>2=Rarely<br>3=Sometimes<br>4=Most of the time<br>5=Always<br>blank = MISSING |
| 4. Staff feel free to question the decisions or actions of those with more authority | C4 | Column AC | 1=Never<br>2=Rarely<br>3=Sometimes<br>4=Most of the time<br>5=Always<br>blank = MISSING |
| 5. In this unit, we discuss ways to prevent errors from happening again | C5 | Column AD | 1=Never<br>2=Rarely<br>3=Sometimes<br>4=Most of the time<br>5=Always<br>blank = MISSING |
| 6. Staff are afraid to ask questions when something does not seem right | C6 | Column AE | 1=Never<br>2=Rarely<br>3=Sometimes<br>4=Most of the time<br>5=Always<br>blank = MISSING |

## SECTION D: Frequency of Events Reported

| Survey Question | Variable Name | Column Position | Value Labels |
|---|---|---|---|
| 1. When a mistake is made, but is _caught and corrected before affecting the patient_, how often is this reported? | D1 | Column AF | 1=Never<br>2=Rarely<br>3=Sometimes<br>4=Most of the time<br>5=Always<br>blank = MISSING |
| 2. When a mistake is made, but has _no potential to harm the patient_, how often is this reported? | D2 | Column AG | 1=Never<br>2=Rarely<br>3=Sometimes<br>4=Most of the time<br>5=Always<br>blank = MISSING |
| 3. When a mistake is made that _could harm the patient_, but does not, how often is this reported? | D3 | Column AH | 1=Never<br>2=Rarely<br>3=Sometimes<br>4=Most of the time<br>5=Always<br>blank = MISSING |

## SECTION E: Patient Safety Grade

| Survey Question | Variable Name | Column Position | Value Labels |
|---|---|---|---|
| 1. Please give your work area/unit in this hospital an overall grade on patient safety. | E1 | Column AI | A=Excellent<br>B=Very Good<br>C=Acceptable<br>D=Poor<br>E=Failing<br>blank = MISSING |

## SECTION F: Your Hospital

| Survey Question | Variable Name | Column Position | Value Labels |
|---|---|---|---|
| 1. Hospital management provides a work climate that promotes patient safety | F1 | Column AJ | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>blank = MISSING |

| Survey Question | Variable Name | Column Position | Value Labels |
|---|---|---|---|
| 2. Hospital units do not coordinate well with each other | F2 | Column AK | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>blank = MISSING |
| 3. Things "fall between the cracks" when transferring patients from one unit to another | F3 | Column AL | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>blank = MISSING |
| 4. There is good cooperation among hospital units that need to work together | F4 | Column AM | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>blank = MISSING |
| 5. Important patient care information is often lost during shift changes | F5 | Column AN | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>blank = MISSING |
| 6. It is often unpleasant to work with staff from other hospital units | F6 | Column AO | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>blank = MISSING |
| 7. Problems often occur in the exchange of information across hospital units | F7 | Column AP | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>blank = MISSING |

| Survey Question | Variable Name | Column Position | Value Labels |
|---|---|---|---|
| 8. The actions of hospital management show that patient safety is a top priority | F8 | Column AQ | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>blank = MISSING |
| 9. Hospital management seems interested in patient safety only after an adverse event happens | F9 | Column AR | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>blank = MISSING |
| 10. Hospital units work well together to provide the best care for patients | F10 | Column AS | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>blank = MISSING |
| 11. Shift changes are problematic for patients in this hospital | F11 | Column AT | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>blank = MISSING |

## SECTION G: Number of Events Reported

| Survey Question | Variable Name | Column Position | Value Labels |
|---|---|---|---|
| 1. In the past 12 months, how many event reports have you filled out and submitted? | G1 | Column AU | a=No event reports<br>b=1 to 2 event reports<br>c=3 to 5 event reports<br>d=6 to 10 event reports<br>e=11 to 20 event reports<br>f=21 event reports or more |

## Health Information Technology (Health IT) Patient Safety Supplemental Items

*If you **did not** administer the SOPS Health IT Patient Safety Supplemental Items you may columns AV - BK blank and skip to Value and Efficiency Supplemental Items: Empowerment To Improve Efficiency on page 19 or the Background Information questions on page 24.*

| Survey Question | Variable Name | Column Position | Value Labels |
|---|---|---|---|
| Do you use your hospital's Electronic Health Record (EHR) system(s) to enter or review patient information? | HIT1 | Column AV | 1=Yes<br>2=No<br>blank = MISSING |

**If question HIT1 (Column AV) = 2 (NO) then skip to Value and Efficiency Supplemental Items: Empowerment To Improve Efficiency on page 19 or the Background Information questions on page 24.**

## Health IT Patient Safety Supplemental Items: EHR Patient Safety and Quality Issues

| Survey Question | Variable Name | Column Position | Value Labels |
|---|---|---|---|
| 1. Information was not complete | HIT2 | Column AW | 1=None<br>2=1-5 times<br>3=6-10 times<br>4=11-20 times<br>5=21-50 times<br>6=More than 50 times<br>9=Does Not Apply or Don't Know<br>blank = MISSING |
| 2. Information was not accurate | HIT3 | Column AX | 1=None<br>2=1-5 times<br>3=6-10 times<br>4=11-20 times<br>5=21-50 times<br>6=More than 50 times<br>9=Does Not Apply or Don't Know<br>blank = MISSING |
| 3. Important information was hard to find | HIT4 | Column AY | 1=None<br>2=1-5 times<br>3=6-10 times<br>4=11-20 times<br>5=21-50 times<br>6=More than 50 times<br>9=Does Not Apply or Don't Know<br>blank = MISSING |

| Survey Question | Variable Name | Column Position | Value Labels |
|---|---|---|---|
| 4. Information was entered into the wrong patient health record | HIT5 | Column AZ | 1=None<br>2=1-5 times<br>3=6-10 times<br>4=11-20 times<br>5=21-50 times<br>6=More than 50 times<br>9=Does Not Apply or Don't Know<br>blank = MISSING |
| 5. Incorrect information was copied and pasted | HIT6 | Column BA | 1=None<br>2=1-5 times<br>3=6-10 times<br>4=11-20 times<br>5=21-50 times<br>6=More than 50 times<br>9=Does Not Apply or Don't Know<br>blank = MISSING |

## Health IT Patient Safety Supplemental Items: EHR System Training

| Survey Question | Variable Name | Column Position | Value Labels |
|---|---|---|---|
| 1. We are given enough training on how to use our EHR system | HIT7 | Column BB | 1=Strongly Disagree<br>2=Disagree<br>3=Neither Agree nor Disagree<br>4=Agree<br>5=Strongly Agree<br>9=Does Not Apply or Don't Know<br>blank = MISSING |
| 2. Training on our EHR system is customized for our work area | HIT8 | Column BC | 1=Strongly Disagree<br>2=Disagree<br>3=Neither Agree nor Disagree<br>4=Agree<br>5=Strongly Agree<br>9=Does Not Apply or Don't Know<br>blank = MISSING |
| 3. We are adequately trained on what to do when our EHR system is down | HIT9 | Column BD | 1=Strongly Disagree<br>2=Disagree<br>3=Neither Agree nor Disagree<br>4=Agree<br>5=Strongly Agree<br>9=Does Not Apply or Don't Know<br>blank = MISSING |

**Health IT Patient Safety Supplemental Items: EHR and Workflow/Work Process**

| Survey Question | Variable Name | Column Position | Value Labels |
|---|---|---|---|
| 1. There are enough EHR workstations available when we need them | HIT10 | Column BE | 1=Strongly Disagree<br>2=Disagree<br>3=Neither Agree nor Disagree<br>4=Agree<br>5=Strongly Agree<br>9=Does Not Apply or Don't Know<br>blank = MISSING |
| 2. Our EHR system requires that we enter the same information in too many places | HIT11 | Column BF | 1=Strongly Disagree<br>2=Disagree<br>3=Neither Agree nor Disagree<br>4=Agree<br>5=Strongly Agree<br>9=Does Not Apply or Don't Know<br>blank = MISSING |
| 3. There are too many alerts or flags in our EHR system | HIT12 | Column BG | 1=Strongly Disagree<br>2=Disagree<br>3=Neither Agree nor Disagree<br>4=Agree<br>5=Strongly Agree<br>9=Does Not Apply or Don't Know<br>blank = MISSING |

**Health IT Patient Safety Supplemental Items: EHR System Support and Communication**

| Survey Question | Variable Name | Column Position | Value Labels |
|---|---|---|---|
| 1. Problems with our EHR system are resolved in a timely manner | HIT13 | Column BH | 1=Strongly Disagree<br>2=Disagree<br>3=Neither Agree nor Disagree<br>4=Agree<br>5=Strongly Agree<br>9=Does Not Apply or Don't Know<br>blank = MISSING |
| 2. We are asked for input on ways to improve our EHR system | HIT14 | Column BI | 1=Strongly Disagree<br>2=Disagree<br>3=Neither Agree nor Disagree<br>4=Agree<br>5=Strongly Agree<br>9=Does Not Apply or Don't Know<br>blank = MISSING |

| Survey Question | Variable Name | Column Position | Value Labels |
|---|---|---|---|
| 3. We are made aware of issues with our EHR system that could lead to errors | HIT15 | Column BJ | 1=Strongly Disagree<br>2=Disagree<br>3=Neither Agree nor Disagree<br>4=Agree<br>5=Strongly Agree<br>9=Does Not Apply or Don't Know<br>blank = MISSING |

## Health IT Patient Safety Supplemental Items: Overall EHR System Rating

| Survey Question | Variable Name | Column Position | Value Labels |
|---|---|---|---|
| 1. How satisfied or dissatisfied are you with your hospital's EHR system? | HIT16 | Column BK | 1=Very Dissatisfied<br>2=Dissatisfied<br>3=Neither Satisfied nor Dissatisfied<br>4=Satisfied<br>5=Very Satisfied<br>blank = MISSING |

## Value and Efficiency Supplemental Items: Empowerment To Improve Efficiency

*If you **did not** administer the SOPS Value and Efficiency Supplemental Items you may columns BL - CJ blank and skip to the Background Information questions on page 24.*

| Survey Question | Variable Name | Column Position | Value Labels |
|---|---|---|---|
| 1. We are encouraged to come up with ideas for more efficient ways to do our work | VE1 | Column BL | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>9=Does Not Apply or Don't Know<br>blank = MISSING |
| 2. We are involved in making decisions about changes to our work processes | VE2 | Column BM | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>9=Does Not Apply or Don't Know<br>blank = MISSING |
| 3. We are given opportunities to try out solutions to workflow problems | VE3 | Column BN | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>9=Does Not Apply or Don't Know<br>blank = MISSING |

## Value and Efficiency Supplemental Items: Efficiency and Waste Reduction

| Survey Question | Variable Name | Column Position | Value Labels |
|---|---|---|---|
| 1. We try to find ways to reduce waste (such as wasted time, materials, steps, etc.) in how we do our work | VE4 | Column BO | 1=Never<br>2=Rarely<br>3=Sometimes<br>4=Most of the time<br>5=Always<br>9=Does Not Apply or Don't Know<br>blank = MISSING |

| Survey Question | Variable Name | Column Position | Value Labels |
|---|---|---|---|
| 2. In our unit, we are working to improve patient flow | VE5 | Column BP | 1=Never<br>2=Rarely<br>3=Sometimes<br>4=Most of the time<br>5=Always<br>9=Does Not Apply or Don't Know<br>blank = MISSING |
| 3. We focus on eliminating unnecessary tests and procedures for patients | VE6 | Column BQ | 1=Never<br>2=Rarely<br>3=Sometimes<br>4=Most of the time<br>5=Always<br>9=Does Not Apply or Don't Know<br>blank = MISSING |

## Value and Efficiency Supplemental Items: Patient Centeredness and Efficiency

| Survey Question | Variable Name | Column Position | Value Labels |
|---|---|---|---|
| 1. In our unit, we take steps to reduce patient wait time | VE7 | Column BR | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>9=Does Not Apply or Don't Know<br>blank = MISSING |
| 2. We ask for patient or family member input on ways to make patient visits more efficient | VE8 | Column BS | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>9=Does Not Apply or Don't Know<br>blank = MISSING |
| 3. Patient and family member preferences have led to changes in our workflow | VE9 | Column BT | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>9=Does Not Apply or Don't Know<br>blank = MISSING |

**Value and Efficiency Supplemental Items: Supervisor, Manager, or Clinical Leader Support for Improving Efficiency and Reducing Waste**

| Survey Question | Variable Name | Column Position | Value Labels |
|---|---|---|---|
| 1. Recognizes us for our ideas to improve efficiency | VE10 | Column BU | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>9=Does Not Apply or Don't Know<br>blank = MISSING |
| 2. Provides us with reports on our unit performance | VE11 | Column BV | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>9=Does Not Apply or Don't Know<br>blank = MISSING |
| 3. Takes action to address workflow problems that are brought to his or her attention | VE12 | Column BW | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>9=Does Not Apply or Don't Know<br>blank = MISSING |
| 4. Places a high priority on doing work efficiently without compromising patient care | VE13 | Column BX | 1=Strongly Disagree<br>2=Disagree<br>3=Neither<br>4=Agree<br>5=Strongly Agree<br>9=Does Not Apply or Don't Know<br>blank = MISSING |

## Value and Efficiency Supplemental Items: Experience With Activities To Improve Efficiency

| Survey Question | Variable Name | Column Position | Value Labels |
|---|---|---|---|
| 1. I received training on how to identify waste and inefficiencies in my work | VE14 | Column BY | 1=Yes<br>2=No<br>blank = MISSING |
| 2. I helped to map a workflow process to identify wasted time, materials, steps in a process, etc. | VE15 | Column BZ | 1=Yes<br>2=No<br>blank = MISSING |
| 3. I shadowed/followed patients in this hospital to identify ways to improve their care experience | VE16 | Column CA | 1=Yes<br>2=No<br>blank = MISSING |
| 4. I looked at visual displays or graphs to see how well my unit was performing | VE17 | Column CB | 1=Yes<br>2=No<br>blank = MISSING |
| 5. I made a suggestion to management about improving an inefficient work process | VE18 | Column CC | 1=Yes<br>2=No<br>blank = MISSING |
| 6. I made a suggestion to management about improving patients' care experiences | VE19 | Column CD | 1=Yes<br>2=No<br>blank = MISSING |
| 7. I served on a team or committee to make a work process more efficient | VE20 | Column CE | 1=Yes<br>2=No<br>blank = MISSING |
| 8. I monitored data to figure out how well an activity to improve efficiency was working | VE21 | Column CF | 1=Yes<br>2=No<br>blank = MISSING |

## Value and Efficiency Supplemental Items: Overall Ratings

| Survey Question | Variable Name | Column Position | Value Labels |
|---|---|---|---|
| Patient centered: Is responsive to individual patient preferences, needs, and values. | VE22 | Column CG | 1=Poor<br>2=Fair<br>3=Good<br>4=Very good<br>5=Excellent<br>blank = MISSING |
| 1. Effective: Provides services based on scientific knowledge to all who could benefit. | VE23 | Column CH | 1=Poor<br>2=Fair<br>3=Good<br>4=Very good<br>5=Excellent<br>blank = MISSING |
| 2. Timely: Minimizes waits and potentially harmful delays. | VE24 | Column CI | 1=Poor<br>2=Fair<br>3=Good<br>4=Very good<br>5=Excellent<br>blank = MISSING |
| 3. Efficient: Ensures cost-effective care (avoids waste, overuse, and misuse of services). | VE25 | Column CJ | 1=Poor<br>2=Fair<br>3=Good<br>4=Very good<br>5=Excellent<br>blank = MISSING |

## SECTION H: Background Information

| Survey Question | Variable Name | Column Position | Value Labels |
|---|---|---|---|
| 1. How long have you worked in this <u>hospital</u>? | H1 | Column CK | a=Less than 1 year<br>b=1 to 5 years<br>c=6 to 10 years<br>d=11 to 15 years<br>e=16 to 20 years<br>f=21 years or more |
| 2. How long have you worked in your current hospital <u>work area/unit</u>? | H2 | Column CL | a=Less than 1 year<br>b=1 to 5 years<br>c=6 to 10 years<br>d=11 to 15 years<br>e=16 to 20 years<br>f=21 years or more |
| 3. Typically, how many <u>hours per week</u> do you work in this hospital? | H3 | Column CM | a=Less than 20 hours per week<br>b=20 to 39 hours per week<br>c=40 to 59 hours per week<br>d=60 to 79 hours per week<br>e=80 to 99 hours per week<br>f=100 hours per week or more |
| 4. What is your staff position in this hospital? | H4 | Column CN | a=Registered nurse<br>b=Physician assistant/Nurse practitioner<br>c=LVN/LPN<br>d=Patient care assistant/Hospital aide/Care partner<br>e=Attending/Staff physician<br>f=Resident physician/Physician in training<br>g=Pharmacist<br>h=Dietician<br>i=Unit assistant/Clerk/Secretary<br>j=Respiratory therapist<br>k=Physical, Occupational, or Speech Therapist<br>l=Technician (e.g., EKG, Lab, Radiology)<br>m=Administration/Management<br>n=Other, please specify |
| *TEXT FOR OTHER, PLEASE SPECIFY   [H4, item n]\* - **DO NOT SUBMIT TO DATABASE*** | | | |

| Survey Question | Variable Name | Column Position | Value Labels |
|---|---|---|---|
| 5. In your staff position, do you typically have direct interaction or contact with patients? | H5 | Column CO | a=Yes, I typically have direct interaction or contact with patients<br>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 CP | a=Less than 1 year<br>b=1 to 5 years<br>c=6 to 10 years<br>d=11 to 15 years<br>e=16 to 20 years<br>f=21 years or more |

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*

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

An example from the Health IT Patient Safety Supplemental Items is displayed below. Columns C - AV
are omitted for display purposes.

**Example 1:** "Do you use your hospital's Electronic Health Record (EHR) system(s) to enter or review
patient information?"
1 = Yes
2 = No - [GO TO BACKGROUND QUESTIONS OR END]
blank = Missing

| A | B | | AV | AW | AX | AY | AZ | BA |
|---|---|---|---|---|---|---|---|---|
| **SiteID** | **UniqueID** | **…** | **HIT1** | **HIT2** | **HIT3** | **HIT4** | **HIT5** | **HIT6** |
| 1 | 0001 | … | 1 | 3 | 2 | 1 | 5 | 4 |

An example from the Value and Efficiency Supplemental Items is displayed below. Columns C - BB are omitted for display purposes.

**Example 1:** Section A: Empowerment to Improve Efficiency.
"We are encouraged to come up with ideas for more efficient ways to work."

        1 = Strongly disagree
        2 = Disagree
        3 = Neither agree nor disagree
        4 = Agree
        5 = Strongly agree
        9 = Does Not Apply or Don't Know
        blank = Missing

| A | B | | BC | BD | BE | BF | BG | BH |
|---|---|---|---|---|---|---|---|---|
| **SiteID** | **UniqueID** | **…** | **VE1** | **VE2** | **VE3** | **VE4** | **VE5** | **VE6** |
| 1 | 0001 | … | 1 | 3 | 2 | 4 | 9 | 5 |