



## Survey on patient safety in the hospital

Dear Sir/Madam,

we would like to ask your kind help to fill out the following questionnaire about patients- and workers safety in the hospital. The research is expanded to all employees of each institution participating in the project "Methodology Development and Impact Assessment for Increasing the Impact of Patient Safety Education". The questionnaire survey consists of two parts, and takes approximately 15 minutes to complete it fully. The anonymity of respondents is preserved and responses are handled confidentially: completed questionnaires are sent directly to the research team and they feedback only the aggregated results of the survey to the concerned institution.

name of your department or research group

name of your institution

More information: your name, e-mail, postal address

## Handover knowledge questionnaire

### Instructions

This section of the survey evaluates the current knowledge about the handover process in your institution. Please mark the question option you choose with an X mark. If you can not answer the question with certainty, select "I do not know the answer". The results will give us feedback about the effectiveness of the handover training held in the framework of the project later.

### 1. Mark the correct definition of handover! Please, choose only one answer.

- a) physical transfer of patients between wards, institutions or progressivity levels
- b) transfer of information, professional responsibility and accountability for the aspects of care for a patient or group of patients
- c) making available the healthcare documentation related to the current state of patient(s)
- d) I do not know the answer

### 2. Which cases are considered as handover? Please, choose only one answer.

- a) shift change
- b) transfer between units
- c) transfer between institutions with different progressivity
- d) discharge of the patient
- e) a-c answers are correct
- f) all of the answers are correct
- g) none of the answers are correct
- h) I do not know the answer

### 3. What does flexible standardization mean? Please, choose only one answer.

- a) everybody makes/follows their own rules
- b) there are rules known and followed by everyone
- c) single, designated person is accountable for the process
- d) the process is adapted to the needs of particular caregiving unit
- e) I do not know the answer

**4. Who can take part in the handover process? More correct answers are possible.**

- a) specialists
- b) residents
- c) nurses
- d) other healthcare workers
- e) patients
- f) security staff
- g) patient relatives
- h) cleaning staff
- i) I do not know the answer

**5. Which existing handover tools/techniques do you know that improve handover safety? More correct answers are possible.**

- a) ISOBAR
- b) BAROFF
- c) Check-back
- d) SBAR
- e) patient identification
- f) I do not know the answer

**6. What are the results of the unsafe handover practice? More correct answers are possible.**

- a) readmissions
- b) medication errors
- c) risk reduction
- d) diagnostic, monitoring errors
- e) reduction of patient satisfaction
- f) reduction of length of stay in hospital
- g) I do not know the answer

**7. Which of the followings are the elements of the SBAR technique? More correct answers are possible.**

- a) recommendation
- b) medical history
- c) background
- d) situation
- e) assessment
- f) prescriptions
- g) I do not know the answer

# Survey on Patient Safety Climate

## Instructions

This survey asks for your opinions about patient safety issues, such as team work, communication, adverse events including medication errors, event reporting in your hospital.

Please mark the question option you choose with an X mark. There is only one answer option for all questions.

If you do not wish to answer a question, or if a question does not apply to you, you may leave your answer blank.

- An **“adverse event”** is defined as any type of error, mistake, incident, accident, or deviation, regardless of whether or not it results in patient harm.
- **“Error”** occurs when the activity is different from the intended one, or a bad plan is used to achieve the goal regardless of the output.
- **“Patient safety”** is defined as the avoidance and prevention of patient injuries or adverse events resulting from the processes of health care delivery.

## SECTION A: Your Work Area/Unit

In this survey, think of your “unit” as the work area, department, or clinical area of the hospital where you spend most of your work time or provide most of your clinical services.

What is your primary work area or unit in this hospital? Select ONE answer.

Inpatient care unit:

- |   |  |
|---|--|
| <input type="checkbox"/> a) surgery                                   | <input type="checkbox"/> g) internal medicine (any type) |
| <input type="checkbox"/> b) obstetrics and gynecology                 | <input type="checkbox"/> h) neurology and/or stroke      |
| <input type="checkbox"/> c) otolaryngology                            | <input type="checkbox"/> i) pediatrics                   |
| <input type="checkbox"/> d) ophthalmology                             | <input type="checkbox"/> j) emergency department         |
| <input type="checkbox"/> e) urology                                   | <input type="checkbox"/> k) rehabilitation (any type)    |
| <input type="checkbox"/> f) orthopedics and/or traumatology           | <input type="checkbox"/> l) psychiatry                   |
| <input type="checkbox"/> m) anesthesiology and/or intensive care unit |  |

Outpatient care unit:

- n) outpatient care unit, specialized in:

Other departments/units:

- |  |   |
|--|---|
| <input type="checkbox"/> o) laboratory | <input type="checkbox"/> r) hospital hygiene              |
| <input type="checkbox"/> p) pathology  | <input type="checkbox"/> s) pharmacy                      |
| <input type="checkbox"/> q) radiology  | <input type="checkbox"/> v) economic or engineering field |

- t) belongs to more units or undefined unit

- u) other:

**SECTION A: Your Work Area/Unit (continued)**

Please indicate your agreement or disagreement with the following statements about your work area/unit.

Think about your hospital work area/unit...	Strongly Disagree ▼	Disagree ▼	Neither <sup>1</sup> ▼	Agree ▼	Strongly Agree ▼
1. People support one another in this unit.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
2. We have enough staff to handle the workload.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
3. When a lot of work needs to be done quickly, we work together as a team to get the work done.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
4. In this unit, people treat each other with respect.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
5. Staff in this unit work longer hours than is best for patient care.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
6. We are actively doing things to improve patient safety.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
7. We use more agency/temporary staff than is best for patient care.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
8. Staff feel like their mistakes are held against them.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
9. Mistakes have led to positive changes here.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
10. It is just by chance that more serious mistakes don't happen around here.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
11. When one area in this unit gets really busy, others help out.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
12. When an event is reported, it feels like the person is being written up, not the problem.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
13. After we make changes to improve patient safety, we evaluate their effectiveness.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
14. We work in "crisis mode" trying to do too much, too quickly.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
15. Patient safety is never sacrificed to get more work done.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
16. Staff worry that mistakes they make are kept in their personnel file.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
17. We have patient safety problems in this unit.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
18. Our procedures and systems are good at preventing errors from happening.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

<sup>1</sup> You can not decide if you agree with it or not.

**SECTION B: Your Supervisor/Manager**

Please indicate your agreement or disagreement with the following statements about your immediate supervisor/manager or person to whom you directly report.

	Strongly Disagree ▼	Disagree ▼	Neither ▼	Agree ▼	Strongly Agree ▼
1. My supervisor/manager says a good word when he/she sees a job done according to established patient safety procedures.	<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>
2. My supervisor/manager seriously considers staff suggestions for improving patient safety.	<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>
3. Whenever pressure builds up, my supervisor/manager wants us to work faster, even if it means taking shortcuts.	<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>
4. My supervisor/manager overlooks patient safety problems that happen over and over.	<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>

**SECTION C: Communications**

How often do the following things happen in your work area/unit?

Think about your hospital work area/unit...	Never ▼	Rarely ▼	Sometimes ▼	Most of the time ▼	Always ▼
1. We are given feedback about changes put into place based on event reports.	<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>
2. Staff will freely speak up if they see something that may negatively affect patient 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>
3. We are informed about errors that happen in this unit.	<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>
4. Staff feel free to question the decisions or actions of those with more authority.	<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>
5. In this unit, we discuss ways to prevent errors 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>
6. Staff are afraid to ask questions when something does not seem right.	<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>

**SECTION D: Patient Safety Grade**

Please give your work area/unit in this hospital an overall grade on patient safety.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5
Failing	Poor	Acceptable	Very good	Excellent

**SECTION E: Your Hospital**

Please indicate your agreement or disagreement with the following statements about your hospital.

Think about your hospital...	Strongly Disagree ▼	Disagree ▼	Neither ▼	Agree ▼	Strongly Agree ▼
1. Hospital management provides a work climate that promotes patient safety.	<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>
2. Hospital units do not coordinate well with each other.	<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>
3. Things “fall between the cracks” when transferring patients from one unit to another.	<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>
4. There is good cooperation among hospital units that need to work together.	<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>
5. Important patient care information is often lost during shift changes.	<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>
6. It is often unpleasant to work with staff from other hospital units.	<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>
7. Problems often occur in the exchange of information across hospital unit.	<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>
8. The actions of hospital management show that patient safety is a top priority.	<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>
9. Hospital management seems interested in patient safety only after an adverse event happens.	<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>
10. Hospital units work well together to provide the best care for patients.	<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>
11. Shift changes are problematic for patients in this 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>

**SECTION F: Number of Events Reported**

**In the past 12 months, how many event reports have you filled out and submitted?**

- 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

**SECTION G: Background Information**

**This information will help in the analysis of the survey results.**

**1. How long have you worked in this hospital?**

- a) less than a year
- b) 1-3 years
- c) 4-6 years
- d) 7-10 years
- e) 11-15 years
- f) 16-20 years
- g) 21 years or more

**2. How long have you worked in your current hospital work area/unit?**

- a) less than a year
- b) 1-3 years
- c) 4-6 years
- d) 7-10 years
- e) 11-15 years
- f) 16-20 years
- g) 21 years or more

**3. Typically, how many hours per week do you work in this hospital?**

- 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? Select ONE answer that best describes your staff position.**

- a) specialist/ specialist candidate
- b) resident / starting physician
- c) registred nurse (graduated)
- d) physician Assistant/Nurse Practitioner
- e) other medical staff personnel of the ward (eg. dietitian, physiotherapist, midwife etc.)
- f) other nonmedical staff personnel of the ward (eg. medical or class administrator, technician, patient transporter, etc.)
- g) hospital management or administration
- h) other, please specify:   
(eg. cleaning or technician personnel)

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

**5. In your staff position, do you typically have direct interaction or contact with patients?**

- 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?**

- a) less than a year
- b) 1-3 years
- c) 4-6 years
- d) 7-10 years
- e) 11-15 years
- f) 16-20 years
- g) 21 years or more

**SECTION H: Your Comments**

**Please feel free to write any comments about patient safety, error, or event reporting in your hospital.**

***THANK YOU FOR COMPLETING THIS SURVEY!***

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In this questionnaire the "Hospital Survey on Patient Safety Climate" section is based on the Hospital Survey on Patient Safety Culture of Agency for Healthcare Research and Quality (AHRQ).