<table>
<thead>
<tr>
<th>Instrument Title:</th>
<th>Patient Safety Climate in Healthcare Organizations (PSCHO)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instrument Author:</td>
<td>Singer, S., Meterko, M., Baker, L., Gaba, D., Falwell, A., &amp; Rosen, A.</td>
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</tbody>
</table>
### INSTRUCTIONS

For the following statements, please answer if you “strongly disagree,” “disagree,” “neither agree nor disagree,” “agree,” or “strongly agree.” If you wish to change an answer, fill in the square for your preferred answer and circle it.

**CORRECT MARKS** ☐ ☐ ☐ ☐  **INCORRECT MARKS** ☐ ☐ ☐ ☐

### SECTION I

This set of statements relates to your experiences regarding patient safety in your unit and at your facility as of today, unless otherwise noted.

Some statements refer to “my unit.” Physicians and other care providers who are not unit-based should respond to these statements based on their experiences in their service, such as medicine or surgery. All others should respond to these statements based on their experiences in the work unit where they spend the majority of their time, such as ICU, 6 South, or Ambulatory Care Blue Team.

**Definition:** Patient Safety – Activities to avoid, prevent, or correct adverse patient outcomes which may result from the delivery of healthcare.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Not Applicable</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neither Agree nor Disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
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<tbody>
<tr>
<td>Good communication flow exists up and down the chain of command regarding patient safety issues</td>
<td>☐ ☐ ☐ ☐ ☐</td>
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<tr>
<td>I am provided with adequate resources (personnel, budget, and equipment) to provide safe patient care</td>
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<td>Senior management supports a climate that promotes patient safety</td>
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<td>Senior management has a clear picture of the risks associated with patient care</td>
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<tr>
<td>My unit takes the time to identify and assess risks to ensure patient safety</td>
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<tr>
<td>Asking for help is a sign of incompetence</td>
<td>☐ ☐ ☐ ☐ ☐</td>
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<tr>
<td>Senior management has a good idea of the kinds of mistakes that actually occur in this facility</td>
<td>☐ ☐ ☐ ☐ ☐</td>
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<tr>
<td>My unit does a good job managing risks to ensure patient safety</td>
<td>☐ ☐ ☐ ☐ ☐</td>
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<td>If I make a mistake that has significant consequences and nobody notices, I do not tell anyone about it</td>
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<td>My unit recognizes individual safety achievement through rewards and incentives</td>
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<td>Senior management considers patient safety when program changes are discussed</td>
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<tr>
<td>Compared to other facilities in the area, this facility cares more about the quality of patient care it provides</td>
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<td>I have learned how to do my own job better by learning about mistakes made by my coworkers</td>
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<td>In the last year, I have witnessed a coworker do something that appeared to me to be unsafe for the patient</td>
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<td>If people find out that I made a mistake, I will be disciplined</td>
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<tr>
<td>I have enough time to complete patient care tasks safely</td>
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<tr>
<td>Clinicians who make serious mistakes are usually punished</td>
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<td>In my unit, there is significant peer pressure to discourage unsafe patient care</td>
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<td>I have never witnessed a coworker do something that appeared to me to be unsafe patient care</td>
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<td>In the last year, I have done something that was not safe for the patient</td>
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<tr>
<td>I am rewarded for taking quick action to identify a serious mistake</td>
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<tr>
<td>My unit provides training on teamwork in order to improve patient care performance and safety</td>
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<td>Overall, the level of patient safety at this facility is improving</td>
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<td>Patient safety decisions are made by the most qualified people, regardless of rank or hierarchy</td>
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</table>
25. Management in my unit helps me overcome problems that make it hard for me to provide safe patient care.

26. Mistakes have led to positive changes in my unit.

27. Staff feel comfortable questioning the actions of those with more authority when patient safety is at risk.

28. Bringing patient safety problems to management’s attention usually results in the problem being addressed.

29. In my unit, management puts safety at a higher level of importance than meeting the schedule and productivity.

30. I have received sufficient training to enable me to address patient safety problems.

31. My performance is evaluated against defined safety standards.

32. In my unit, anyone found to intentionally violate standards or safety rules is corrected.

33. Staff freely speak up if they see something that may negatively affect patient care.

34. Whenever pressure builds up, management in my unit wants us to work faster, even if it means taking shortcuts that might negatively affect patient safety.

35. On my unit, we identify and fix safety problems before an incident actually occurs.

36. When I take time to communicate about patient safety problems there is appropriate follow up.

37. I am comfortable reporting safety concerns without fear of being punished by management.

38. Our process of accident and incident investigation is effective at identifying root causes.

39. This facility devotes sufficient resources to follow up on identified safety problems.

40. Deliberate violations of standard operating procedures are rare in my unit.

41. In my unit, patient safety problems and errors are communicated to the right people so that the problem can be corrected.

42. I will be blamed if I make an error.

43. People will doubt my abilities if I ask a question.

44. My coworkers will lose respect for me if they know I’ve made a mistake.

45. I feel embarrassed when I make a mistake in front of my coworkers.

### SECTION II

Please complete the following information. Remember, your answers are anonymous.

46. I am: □ Senior Management - department head or above □ Supervisor, but not senior management □ Not a supervisor

47. My position is:

- □ Physician - staff
- □ Resident/intern/fellow
- □ RN
- □ RNP
- □ LVN
- □ Nursing Assistant
- □ Pharmacist
- □ Physician Assistant
- □ Physical Therapist
- □ Housekeeping Aide
- □ Food Technician
- □ Respiratory Therapist
- □ Audiologist
- □ Psychologist
- □ Clinical Lab Technician
- □ Ward/Clinic Clerk
- □ Patient Travel/Escort
- □ Radiology Technician
- □ Occupational Therapist
- □ Speech Pathologist
- □ Other

48. Clinical work area:

- □ Amb Care
- □ Urgent Care
- □ ER
- □ ICU
- □ OR
- □ Labor & Delivery
- □ PACU
- □ Lab
- □ Ward
- □ Home Care
- □ Pharmacy
- □ Non-clinical

49. Age: □ 18 - 25 □ 26 - 30 □ 31 - 40 □ 41 - 50 □ 51 - 60 □ > 60

50. Gender: □ Female □ Male

51. How long have you been at this facility?

- □ 0 - 6 months
- □ 6 months - 1 year
- □ 1 - 3 years
- □ 3 - 5 years
- □ 5 - 10 years
- □ > 10 years

Thank you for your participation.