

Instrument Title: Patient Safety Climate in Healthcare Organizations (PSCHO)

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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.

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

Not Applicable
 Strongly Agree
 Agree
 Neither Agree nor Disagree
 Disagree
 Strongly Disagree

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:
- | | | | |
|---|--|--|---|
| <input type="checkbox"/> Physician - staff | <input type="checkbox"/> Pharmacist | <input type="checkbox"/> Respiratory Therapist | <input type="checkbox"/> Patient Travel/Escort |
| <input type="checkbox"/> Resident/intern/fellow | <input type="checkbox"/> Physician Assistant | <input type="checkbox"/> Audiologist | <input type="checkbox"/> Radiology Technician |
| <input type="checkbox"/> RN | <input type="checkbox"/> Physical Therapist | <input type="checkbox"/> Psychologist | <input type="checkbox"/> Occupational Therapist |
| <input type="checkbox"/> RNP | <input type="checkbox"/> Housekeeping Aide | <input type="checkbox"/> Clinical Lab Technician | <input type="checkbox"/> Speech Pathologist |
| <input type="checkbox"/> LVN | <input type="checkbox"/> Food Technician | <input type="checkbox"/> Ward/Clinic Clerk | <input type="checkbox"/> Other |
| <input type="checkbox"/> Nursing Assistant | | | |
48. Clinical work area:
- | | | | | | |
|-----------------------------------|--------------------------------------|---|-------------------------------|------------------------------------|---------------------------------------|
| <input type="checkbox"/> Amb Care | <input type="checkbox"/> Urgent Care | <input type="checkbox"/> OR | <input type="checkbox"/> PACU | <input type="checkbox"/> Ward | <input type="checkbox"/> Pharmacy |
| <input type="checkbox"/> ER | <input type="checkbox"/> ICU | <input type="checkbox"/> Labor & Delivery | <input type="checkbox"/> Lab | <input type="checkbox"/> Home Care | <input type="checkbox"/> 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?
- | | | | | | |
|---------------------------------------|--|--------------------------------------|--------------------------------------|---------------------------------------|-------------------------------------|
| <input type="checkbox"/> 0 - 6 months | <input type="checkbox"/> 6 months - 1 year | <input type="checkbox"/> 1 - 3 years | <input type="checkbox"/> 3 - 5 years | <input type="checkbox"/> 5 - 10 years | <input type="checkbox"/> > 10 years |
|---------------------------------------|--|--------------------------------------|--------------------------------------|---------------------------------------|-------------------------------------|

Thank you for your participation.