

Safety Assessment: Frontline Perspectives from this NICU

Please circle the following items with respect to your NICU using the scale below:

A	B	C	D	E	X
Disagree Strongly	Disagree Slightly	Neutral	Agree Slightly	Agree Strongly	Not Applicable

1. Nurse input is well received in this NICU.	A	B	C	D	E	X								
2. In this NICU, it is difficult to speak up if I perceive a problem with patient care.	A	B	C	D	E	X								
3. Disagreements in this NICU are appropriately resolved (i.e., not who is right but what is best for the patient).	A	B	C	D	E	X								
4. I have the support I need from others in this NICU to care for patients.	A	B	C	D	E	X								
5. It is easy for personnel here to ask questions when there is something that they do not understand.	A	B	C	D	E	X								
6. The physicians and nurses here work together as a well-coordinated team.	A	B	C	D	E	X								
7. I would feel safe being treated here as a patient.	A	B	C	D	E	X								
8. Medical errors are handled appropriately in this NICU.	A	B	C	D	E	X								
9. I know the proper channels to direct questions regarding patient safety in this NICU.	A	B	C	D	E	X								
10. I receive appropriate feedback about my performance.	A	B	C	D	E	X								
11. In this NICU, it is difficult to discuss errors.	A	B	C	D	E	X								
12. I am encouraged by others in this NICU, to report any patient safety concerns I may have.	A	B	C	D	E	X								
13. The culture in this NICU makes it easy to learn from the errors of others.	A	B	C	D	E	X								
14. My suggestions about safety would be acted upon if I expressed them to management.	A	B	C	D	E	X								
15. I like my job.	A	B	C	D	E	X								
16. Working here is like being part of a large family.	A	B	C	D	E	X								
17. This NICU is a good place to work.	A	B	C	D	E	X								
18. I am proud to work in this NICU.	A	B	C	D	E	X								
19. Morale in this NICU is high.	A	B	C	D	E	X								
20. When my workload becomes excessive, my performance is impaired.	A	B	C	D	E	X								
21. I am less effective at work when fatigued.	A	B	C	D	E	X								
22. I am more likely to make errors in tense or hostile situations.	A	B	C	D	E	X								
23. Fatigue impairs my performance during emergency situations. (e.g. emergency resuscitation, seizure)	A	B	C	D	E	X								
24. Management supports my daily efforts:	Unit Mgmt	A	B	C	D	E	X	Hosp Mgmt	A	B	C	D	E	X
25. Management doesn't knowingly compromise patient safety:	Unit Mgmt	A	B	C	D	E	X	Hosp Mgmt	A	B	C	D	E	X
26. Management is doing a good job:	Unit Mgmt	A	B	C	D	E	X	Hosp Mgmt	A	B	C	D	E	X
27. Problem personnel are dealt with constructively by our:	Unit Mgmt	A	B	C	D	E	X	Hosp Mgmt	A	B	C	D	E	X
28. I get adequate, timely info about events that might affect my work, from:	Unit Mgmt	A	B	C	D	E	X	Hosp Mgmt	A	B	C	D	E	X
29. The staffing levels in this NICU are sufficient to handle the number of patients.	A	B	C	D	E	X								
30. This hospital does a good job of training new personnel.	A	B	C	D	E	X								
31. All the necessary information for diagnostic and therapeutic decisions is routinely available to me.	A	B	C	D	E	X								
32. Trainees in my discipline are adequately supervised.	A	B	C	D	E	X								
33. I feel fatigued when I get up in the morning and have to face another day on the job.	A	B	C	D	E	X								
34. I feel burned out from my work.	A	B	C	D	E	X								
35. I feel frustrated by my job.	A	B	C	D	E	X								
36. I feel I am working too hard on my job.	A	B	C	D	E	X								
37. People support one another in this NICU.	A	B	C	D	E	X								
38. When a lot of work needs to be done quickly, we work together as a team to get the work done.	A	B	C	D	E	X								
39. In this unit, people treat each other with respect.	A	B	C	D	E	X								
40. When one area in this NICU gets really busy, others help out.	A	B	C	D	E	X								
41. Staff will freely speak up if they see something that may negatively affect patient care.	A	B	C	D	E	X								
42. Staff feel free to question the decisions or actions of those with more authority.	A	B	C	D	E	X								
43. Staff are afraid to ask questions when something does not seem right.	A	B	C	D	E	X								
44. We are given feedback about changes put into place based on event reports.	A	B	C	D	E	X								
45. We are informed about errors that happen in this NICU.	A	B	C	D	E	X								
46. In this NICU, we discuss ways to prevent errors from happening again.	A	B	C	D	E	X								
47. Patient safety is never sacrificed to get more work done.	A	B	C	D	E	X								
48. Our procedures and systems are good at preventing errors from happening.	A	B	C	D	E	X								

Turn Over

Turn Over

Turn Over

49. It is just by chance that more serious mistakes don't happen around here.	A	B	C	D	E	X
50. We have patient safety problems in this NICU.	A	B	C	D	E	X
51. In this NICU leaders are skilled in quality improvement (QI)	A	B	C	D	E	X
52. In this NICU leaders personally facilitate QI projects	A	B	C	D	E	X
53. This NICU values teamwork, communication, and a commitment to quality improvement	A	B	C	D	E	X
54. NICU staff are facile with using QI methods for change	A	B	C	D	E	X
55. NICU staff have a strong desire to improve performance	A	B	C	D	E	X
56. In this NICU QI teams are diverse with respect to professional discipline, personality, and perspective	A	B	C	D	E	X
57. Physicians are active members of our QI teams	A	B	C	D	E	X
58. This NICU has worked on collaborative QI projects before	A	B	C	D	E	X
59. The values of this organization support staff in pursuing QI	A	B	C	D	E	X
60. This organization's QI program is highly developed	A	B	C	D	E	X
61. An extensive system exists to collect, manage, and facilitate the use of data to support QI	A	B	C	D	E	X
62. Our information systems provided useful data to help us meet our aims in this collaborative	A	B	C	D	E	X
63. Our NICU QI teams have sufficient resources (support services, computer access, data management)	A	B	C	D	E	X
64. In this organization staff are given education and training in how to identify and act on QI opportunities	A	B	C	D	E	X
65. In this organization staff are given education and training in statistical and other quantitative methods that support QI	A	B	C	D	E	X
66. In this organization staff are given the needed education and training to improve job skills and performance	A	B	C	D	E	X
67. In this organization staff are rewarded and recognized (e.g. financially and/or otherwise) for improving quality	A	B	C	D	E	X

Please fill in the circles

68. Does this NICU use Patient Safety Leadership WalkRounds to discuss with senior leaders any issues that could harm patients or undermine the safe delivery of care?: Yes No Not Sure

69. How often did you participate? 0 1 2 3-4 5-7 8 or more Not Sure

70. Did you receive feedback about patient safety risks that were reduced as a result of WalkRounds? Yes No Not Sure

Background Information

Have you completed this survey before (circle one)? Yes / No / Don't Know

Gender: Male Female

Primarily: Adult Peds Both

Typical Shift: Days / Evenings / Nights / Variable

Position: (mark only one)

- MD
- Fellow Physician
- Neonatal Nurse Practitioner
- Registered Nurse
- Respiratory Care Practitioner
- Other: _____

Years in Specialty: Less than 6 months 6 to 11 mos. 1 to 2 years 3 to 4 years 5 to 10 years 11 to 20 years 21 years or more

Thank you for completing the survey – your time and participation are greatly appreciated.