

SOPS™ Hospital Survey Items and Composite Measures

Version: 2.0

Language: English

Notes

- For more information on getting started, selecting a sample, determining data collection methods, establishing data collection procedures, conducting a Web-based survey, and preparing and analyzing data, and producing reports, please read the **Hospital Survey Version 2.0 User's Guide**.
- In this document, the items in the SOPS Hospital Survey 2.0 are grouped according to the safety culture composite measures they are intended to assess. This document is NOT the formatted survey for administration. To view the formatted survey, refer to the **SOPS Hospital Survey Version 2.0**.

For assistance with this survey, please contact the SOPS Help Line at 1-888-324-9749 or SafetyCultureSurveys@westat.com.



SOPS Hospital Survey 2.0: Items and Composite Measures

In this document, the items in the SOPS Hospital Survey 2.0 are grouped according to the safety culture composite measures they are intended to assess. The item's survey location is shown to the left of each item. Negatively worded items are indicated. Reliability statistics based on the pilot test data from 25 hospitals and 4,345 hospital staff are provided for the composite measures.

1. Teamwork

(Strongly Disagree, Disagree, Neither Agree nor Disagree, Agree, Strongly Agree, Does Not Apply or Don't Know)

- A1. In this unit, we work together as an effective team.
- A8. During busy times, staff in this unit help each other.
- A9. There is a problem with disrespectful behavior by those working in this unit. (negatively worded)

Reliability of this composite measure—Cronbach's alpha (3 items) = .76

2. Staffing and Work Pace

(Strongly Disagree, Disagree, Neither Agree nor Disagree, Agree, Strongly Agree, Does Not Apply or Don't Know)

- A2. In this unit, we have enough staff to handle the workload.
- A3. Staff in this unit work longer hours than is best for patient care. (negatively worded)
- A5. This unit relies too much on temporary, float, or PRN staff. (negatively worded)
- A11. The work pace in this unit is so rushed that it negatively affects patient safety. (negatively worded)

Reliability of this composite measure—Cronbach's alpha (4 items) = .67

3. Organizational Learning—Continuous Improvement

(Strongly Disagree, Disagree, Neither Agree nor Disagree, Agree, Strongly Agree, Does Not Apply or Don't Know)

- A4. This unit regularly reviews work processes to determine if changes are needed to improve patient safety.
- A12. In this unit, changes to improve patient safety are evaluated to see how well they worked.
- A14. This unit lets the same patient safety problems keep happening. (negatively worded)

Reliability of this composite measure—Cronbach's alpha (3 items) = .76

4. Response to Error

(Strongly Disagree, Disagree, Neither Agree nor Disagree, Agree, Strongly Agree, Does Not Apply or Don't Know)

- A6. In this unit, staff feel like their mistakes are held against them. (negatively worded)
- A7. When an event is reported in this unit, it feels like the person is being written up, not the problem. (negatively worded)
- A10. When staff make errors, this unit focuses on learning rather than blaming individuals.
- A13. In this unit, there is a lack of support for staff involved in patient safety errors. (negatively worded)

Reliability of this composite measure—Cronbach's alpha (4 items) = .83

Note: Negatively worded questions should be reverse coded when calculating percent "positive" response, means, and composite measure scores.

5. Supervisor, Manager, or Clinical Leader Support for Patient Safety

(Strongly Disagree, Disagree, Neither Agree nor Disagree, Agree, Strongly Agree, Does Not Apply or Don't Know)

- B1. My supervisor, manager, or clinical leader seriously considers staff suggestions for improving patient safety.
- B2. My supervisor, manager, or clinical leader wants us to work faster during busy times, even if it means taking shortcuts. (negatively worded)
- B3. My supervisor, manager, or clinical leader takes action to address patient safety concerns that are brought to their attention.

Reliability of this composite measure—Cronbach's alpha (3 items) = .77

6. Communication About Error

(Never, Rarely, Sometimes, Most of the time, Always, Does Not Apply or Don't Know)

- C1. We are informed about errors that happen in this unit.
- C2. When errors happen in this unit, we discuss ways to prevent them from happening again.
- C3. In this unit, we are informed about changes that are made based on event reports.

Reliability of this composite measure—Cronbach's alpha (3 items) = .89

7. Communication Openness

(Never, Rarely, Sometimes, Most of the time, Always, Does Not Apply or Don't Know)

- C4. In this unit, staff speak up if they see something that may negatively affect patient care.
- C5. When staff in this unit see someone with more authority doing something unsafe for patients, they speak up.
- C6. When staff in this unit speak up, those with more authority are open to their patient safety concerns.
- C7. In this unit, staff are afraid to ask questions when something does not seem right. (negatively worded)

Reliability of this composite measure—Cronbach's alpha (4 items) = .83

8. Reporting Patient Safety Events

(Never, Rarely, Sometimes, Most of the time, Always, Does Not Apply or Don't Know)

- D1. When a mistake is caught and corrected before reaching the patient, how often is this reported?
- D2. When a mistake reaches the patient and could have harmed the patient, but did not, how often is this reported?

Reliability of this composite measure—Cronbach's alpha (2 items) = .75

9. Hospital Management Support for Patient Safety

(Strongly Disagree, Disagree, Neither Agree nor Disagree, Agree, Strongly Agree, Does Not Apply or Don't Know)

- F1. The actions of hospital management show that patient safety is a top priority.
- F2. Hospital management provides adequate resources to improve patient safety.
- F3. Hospital management seems interested in patient safety only after an adverse event happens. (negatively worded)

Reliability of this composite measure—Cronbach's alpha (3 items) = .77

Note: Negatively worded questions should be reverse coded when calculating percent "positive" response, means, and composite measure scores.

10. Handoffs and Information Exchange

(Strongly Disagree, Disagree, Neither Agree nor Disagree, Agree, Strongly Agree, Does Not Apply or Don't Know)

- F4. When transferring patients from one unit to another, important information is often left out. (negatively worded)
- F5. During shift changes, important patient care information is often left out. (negatively worded)
- F6. During shift changes, there is adequate time to exchange all key patient care information.

Reliability of this composite measure—Cronbach's alpha (3 items) = .72

Number of Events Reported

(None, 1 to 2, 3 to 5, 6 to 10, 11 or more)

- D3. In the past 12 months, how many patient safety events have you reported?

Patient Safety Rating

(Poor, Fair, Good, Very Good, Excellent)

- E1. How would you rate your unit/work area on patient safety?

Note: Negatively worded questions should be reverse coded when calculating percent "positive" response, means, and composite measure scores.