

# **AHRQ Surveys on Patient Safety Culture™ (SOPS®) Hospital Survey Version 2.0**

**With Supplemental Items on:**

- 1) Health Information Technology Patient Safety**
- 2) Workplace Safety**
- 3) Value and Efficiency**

## **Survey Data File Specifications**

## Survey Data File Specifications

These specifications are for preparing your respondent-level data from the AHRQ Surveys on Patient Safety Culture™ (SOPS®) Hospital Survey with the

- Health Information Technology (Health IT) Patient Safety Supplemental Items,
- Workplace Safety Supplemental Items, and/or
- Value and Efficiency Supplemental Items.

The instructions below tell you how to prepare your Excel data file for submission to the Hospital Survey on Patient Safety Culture Database.

If you **do not** have Health Information Technology Patient Safety, and/or Workplace Safety, and/or Value and Efficiency Supplemental Items data, please leave the survey data fields blank for those variables (HIT – HITE1, WPA1 – WPG1, VEA1 – VEF4). If you do not have any supplemental items, please use the SOPS Hospital Survey Version 2.0 Survey Data File Specifications.

### **INSTRUCTIONS (Excel File Only):**

**Step 1:** Include a header row with the variable name for each column.

**Step 2:** Submit individual survey response data using the response values indicated in this document (beginning on page 4).

**Step 3:** Check your data before for the following things:

- **SKIP PATTERN**

When using the SOPS Hospital Survey with the Health Information Technology Patient Safety Supplemental Items added, there is one skip pattern in the survey:

- If a respondent answers 2= No, to question HIT1, “Do you use your hospital’s Electronic Health Record (EHR) system(s) to enter or review patient information?”, then questions HITA1 – HITE1 should be blank.

- **OUT-OF-RANGE VALUES**

You should clean your data before submitting to the database to ensure that there are no out-of-range values and that the data submitted are free from error. Make sure all response values match the response value for the question.

- **REVERSE CODED ITEMS**

Do not submit reverse coded data on the survey’s negatively worded items—simply submit each individual’s unmodified responses to the survey items.

- *For example*, survey item A3, “Staff in this unit work longer hours than is best for patient care.” is negatively worded, but the data should be submitted so that 1=Strongly disagree and 5=Strongly agree, as originally indicated in the survey, as follows:

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- 1=Strongly Disagree
- 2=Disagree
- 3=Neither Agree nor Disagree
- 4=Agree
- 5=Strongly Agree

- *For example*, survey item C7, “In this unit, staff are afraid to ask questions when something does not seem right.” is negatively worded, but the data should be submitted so that 1=Never and 5= Always, as originally indicated in the survey, as follows:

- 1= Never
- 2= Rarely
- 3= Sometimes
- 4= Most of the time
- 5= Always

- **DO NOT SUBMIT RECODED DATA ON ANY SURVEY ITEM.**

The only exception to this recoding rule is noted below regarding modified work areas and staff position for survey item SP (staff position) and WA (unit/work area):

- *If your hospital modified or added new staff position or unit/work area categories on your survey, you MUST RECODE your specific staff positions/unit-work areas back to the survey’s original work area/staff position categories (a through n). If you added staff positions/unit-work areas that do not match any of the survey’s original work areas/staff positions, code your specific work areas/staff positions as “OTHER” before submitting your data. If you are unable to map them to the survey response values then please leave them blank.*

- **OTHER, PLEASE SPECIFY TEXT**

Do not include Other-Please Specify data (questions “What is your position in this hospital?” -SP and “What is your primary unit or work area in this hospital?” - WA, and “Your Comments”). While you may find it useful to review this text, it should not be submitted to the Database.

- **SPANISH VERSION OF THE HSOPS**

Please indicate which respondents (if any) completed a Spanish version of the safety culture survey, if you have this information available. You should do so by adding an ‘S’ to the Individual Unique Record ID (UNIQUEID), e.g. 001S

- **OTHER LANGUAGE VERSION OF THE HSOPS**

Please indicate which respondents (if any) completed the safety culture survey in a language that was not English or Spanish, if you have this information available. You should do so by adding an ‘N’ to the Individual Unique Record ID (UNIQUEID), e.g. 002N

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<b>Record Identifier</b>	<b>Variable Name</b>	<b>Column Position</b>	<b>Value Labels</b>
Site ID	SITEID	Column A	If you are submitting data for multiple hospitals, then each site should have a unique Site ID. If you have data for only one hospital, then its Site ID can be 1. The Site ID can be any arbitrary number of your choice.
Individual Unique Record ID	UNIQUEID	Column B	Each individual record in the dataset should have a unique ID, e.g. 001, 002, 003. The unique ID can be any arbitrary number of your choice and should be different for each respondent. NOTE: If an individual completed a Spanish survey, add an ‘S’ at the end of the Record ID, e.g. 001S. If an individual completed a survey in another language other than English or Spanish, add an ‘N’ at the end of the Record ID, e.g. 002N.

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**Your Staff Position and Your Unit/Work Area**

Survey Question	Variable Name	Column Position	Value Labels
1. What is your position in this hospital?	SP	Column C	1 = Advanced Practice Nurse (NP, CRNA, CNS, CNM) 2 = Licensed Vocational Nurse (LVN), Licensed Practical Nurse (LPN) 3 = Patient Care Aide, Hospital Aide, Nursing Assistant 4 = Registered Nurse (RN) 5 = Physician Assistant 6 = Resident, Intern 7 = Physician, Attending, Hospitalist 8 = Dietitian 9 = Pharmacist, Pharmacy Technician 10 = Physical, Occupational, or Speech Therapist 11 = Psychologist 12 = Respiratory Therapist 13 = Social Worker 14 = Technologist, Technician (e.g., EKG, Lab, Radiology) 15 = Supervisor, Manager, Department Manager, Clinical Leader, Administrator, Director 16 = Senior Leader, Executive, C-Suite 17 = Facilities 18 = Food Services 19 = Housekeeping, Environmental Services 20 = Information Technology, Health Information Services, Clinical Informatics 21 = Security 22 = Transporter 23 = Unit Clerk, Secretary, Receptionist, Office Staff 24 = Other, please specify blank = MISSING

*TEXT FOR OTHER, PLEASE SPECIFY [SP, item 24]\* - DO NOT SUBMIT TO DATABASE*

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<b>Survey Question</b>	<b>Variable Name</b>	<b>Column Position</b>	<b>Value Labels</b>
2. What is your primary unit or work area in this hospital?	WA	Column D	1 = Many different hospital units, No specific unit 2 = Combined Medical/Surgical Unit 3 = Medical Unit (Non-Surgical) 4 = Surgical Unit 5 = Cardiology 6 = Emergency Department, Observation, Short Stay 7 = Gastroenterology 8 = ICU (all adult types) 9 = Labor & Delivery, Obstetrics & Gynecology 10 = Oncology, Hematology 11 = Pediatrics (including NICU, PICU) 12 = Psychiatry, Behavioral Health 13 = Pulmonology 14 = Rehabilitation, Physical Medicine 15 = Telemetry 16 = Anesthesiology 17 = Endoscopy, Colonoscopy 18 = Pre Op, Operating Room/Suite, PACU/Post Op, Peri Op 19 = Pathology, Lab 20 = Pharmacy 21 = Radiology, Imaging 22 = Respiratory Therapy 23 = Social Services, Case Management, Discharge Planning 24 = Administration, Management 25 = Financial Services, Billing 26 = Human Resources, Training 27 = Information Technology, Health Information Management, Clinical Informatics 28 = Quality, Risk Management, Patient Safety 29 = Admitting/Registration 30 = Food Services, Dietary 31 = Housekeeping, Environmental Services, Facilities 32 = Security Services 33 = Transport 34 = Other, please specify

**TEXT FOR OTHER, PLEASE SPECIFY [WA, item 34]\* - DO NOT SUBMIT TO DATABASE**

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**SECTION A: Your Unit/Work Area**

<b>Survey Question</b>	<b>Variable Name</b>	<b>Column Position</b>	<b>Value Labels</b>
1. In this unit, we work together as an effective team.	A1	Column E	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
2. In this unit, we have enough staff to handle the workload.	A2	Column F	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
3. Staff in this unit work longer hours than is best for patient care.	A3	Column G	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
4. This unit regularly reviews work processes to determine if changes are needed to improve patient safety.	A4	Column H	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
5. This unit relies too much on temporary, float, or PRN staff.	A5	Column I	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING

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<b>Survey Question</b>	<b>Variable Name</b>	<b>Column Position</b>	<b>Value Labels</b>
6. In this unit, staff feel like their mistakes are held against them.	A6	Column J	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
7. When an event is reported in this unit, it feels like the person is being written up, not the problem.	A7	Column K	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
8. During busy times, staff in this unit help each other.	A8	Column L	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
9. There is a problem with disrespectful behavior by those working in this unit.	A9	Column M	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
10. When staff make errors, this unit focuses on learning rather than blaming individuals.	A10	Column N	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
11. The work pace in this unit is so rushed that it negatively affects patient safety.	A11	Column O	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING



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<b>Survey Question</b>	<b>Variable Name</b>	<b>Column Position</b>	<b>Value Labels</b>
12. In this unit, changes to improve patient safety are evaluated to see how well they worked.	A12	Column P	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
13. In this unit, there is a lack of support for staff involved in patient safety errors.	A13	Column Q	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
14. This unit lets the same patient safety problems keep happening.	A14	Column R	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING

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**SECTION B: Your Supervisor, Manager, or Clinical Leader**

<b>Survey Question</b>	<b>Variable Name</b>	<b>Column Position</b>	<b>Value Labels</b>
1. My supervisor, manager, or clinical leader seriously considers staff suggestions for improving patient safety.	B1	Column S	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
2. My supervisor, manager, or clinical leader wants us to work faster during busy times, even if it means taking shortcuts.	B2	Column T	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
3. My supervisor, manager, or clinical leader takes action to address patient safety concerns that are brought to their attention.	B3	Column U	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING

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**SECTION C: Communication**

<b>Survey Question</b>	<b>Variable Name</b>	<b>Column Position</b>	<b>Value Labels</b>
1. We are informed about errors that happen in this unit.	C1	Column V	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = MISSING
2. When errors happen in this unit, we discuss ways to prevent them from happening again.	C2	Column W	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = MISSING
3. In this unit, we are informed about changes that are made based on event reports.	C3	Column X	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = MISSING
4. In this unit, staff speak up if they see something that may negatively affect patient care.	C4	Column Y	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = MISSING
5. When staff in this unit see someone with more authority doing something unsafe for patients, they speak up.	C5	Column Z	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = MISSING

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<b>Survey Question</b>	<b>Variable Name</b>	<b>Column Position</b>	<b>Value Labels</b>
6. When staff in this unit speak up, those with more authority are open to their patient safety concerns.	C6	Column AA	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = MISSING
7. In this unit, staff are afraid to ask questions when something does not seem right.	C7	Column AB	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = MISSING

**SECTION D: Reporting Patient Safety Events**

<b>Survey Question</b>	<b>Variable Name</b>	<b>Column Position</b>	<b>Value Labels</b>
1. When a mistake is <u>caught and corrected before reaching the patient</u> , how often is this reported?	D1	Column AC	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = MISSING
2. When a mistake reaches the patient and <u>could have harmed the patient, but did not</u> , how often is this reported?	D2	Column AD	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = MISSING
3. <u>In the past 12 months</u> , how many patient safety events have <u>you</u> reported?	D3	Column AE	a = None b = 1 to 2 c = 3 to 5 d = 6 to 10 e = 11 or more blank = MISSING

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**SECTION E: Patient Safety Rating**

<b>Survey Question</b>	<b>Variable Name</b>	<b>Column Position</b>	<b>Value Labels</b>
1. How would you rate your unit/work area on patient safety?	E1	Column AF	1 = Poor 2 = Fair 3 = Good 4 = Very Good 5 = Excellent blank = MISSING

**SECTION F: Your Hospital**

<b>Survey Question</b>	<b>Variable Name</b>	<b>Column Position</b>	<b>Value Labels</b>
1. The actions of hospital management show that patient safety is a top priority	F1	Column AG	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
2. Hospital management provides adequate resources to improve patient safety	F2	Column AH	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
3. Hospital management seems interested in patient safety only after an adverse event happens	F3	Column AI	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
4. When transferring patients from one unit to another, important information is often left out.	F4	Column AJ	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING

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<b>Survey Question</b>	<b>Variable Name</b>	<b>Column Position</b>	<b>Value Labels</b>
5. During shift changes, important patient care information is often left out	F5	Column AK	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
6. During shift changes, there is adequate time to exchange all key patient care information	F6	Column AL	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING

**AHRQ SOPS Health IT Patient Safety  
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**Health Information Technology (Health IT) Patient Safety Supplemental Items**

*If you **did not** administer the SOPS Health IT Patient Safety Supplemental Items you may leave columns AM - BB blank (with the exception of variable names in the header row), and skip to Workplace Safety Supplement Items: Protection From Workplace Hazards on page 19, Value and Efficiency Supplemental Items: Empowerment To Improve Efficiency on page 25, or the Background Questions on page 31.*

<b>Survey Question</b>	<b>Variable Name</b>	<b>Column Position</b>	<b>Value Labels</b>
Do you use your hospital's Electronic Health Record (EHR) system(s) to enter or review patient information?	HIT1	Column AM	1 = Yes 2 = No blank = MISSING

**If question HIT1 (Column AM) = 2 (NO), then skip to Workplace Safety Supplemental Items: Protection From Workplace Hazards on page 20, Value and Efficiency Supplemental Items: Empowerment To Improve Efficiency on page 26 or the Background Questions on page 32.**

**Health IT Patient Safety Supplemental Items: EHR Patient Safety and Quality Issues**

<b>Survey Question</b>	<b>Variable Name</b>	<b>Column Position</b>	<b>Value Labels</b>
1. Information was not complete	HITA1	Column AN	1 = None 2 = 1-5 times 3 = 6-10 times 4 = 11-20 times 5 = 21-50 times 6 = More than 50 times 9 = Does Not Apply or Don't Know blank = MISSING
2. Information was not accurate	HITA2	Column AO	1 = None 2 = 1-5 times 3 = 6-10 times 4 = 11-20 times 5 = 21-50 times 6 = More than 50 times 9 = Does Not Apply or Don't Know blank = MISSING
3. Important information was hard to find	HITA3	Column AP	1 = None 2 = 1-5 times 3 = 6-10 times 4 = 11-20 times 5 = 21-50 times 6 = More than 50 times 9 = Does Not Apply or Don't Know blank = MISSING

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<b>Survey Question</b>	<b>Variable Name</b>	<b>Column Position</b>	<b>Value Labels</b>
4. Information was entered into the wrong patient health record	HITA4	Column AQ	1 = None 2 = 1-5 times 3 = 6-10 times 4 = 11-20 times 5 = 21-50 times 6 = More than 50 times 9 = Does Not Apply or Don't Know blank = MISSING
5. Incorrect information was copied and pasted	HITA5	Column AR	1 = None 2 = 1-5 times 3 = 6-10 times 4 = 11-20 times 5 = 21-50 times 6 = More than 50 times 9 = Does Not Apply or Don't Know blank = MISSING

**Health IT Patient Safety Supplemental Items: EHR System Training**

<b>Survey Question</b>	<b>Variable Name</b>	<b>Column Position</b>	<b>Value Labels</b>
1. We are given enough training on how to use our EHR system	HITB1	Column AS	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
2. Training on our EHR system is customized for our work area	HITB2	Column AT	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
3. We are adequately trained on what to do when our EHR system is down	HITB3	Column AU	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING



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**Health IT Patient Safety Supplemental Items: EHR and Workflow/Work Process**

<b>Survey Question</b>	<b>Variable Name</b>	<b>Column Position</b>	<b>Value Labels</b>
1. There are enough EHR workstations available when we need them	HITC1	Column AV	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
2. Our EHR system requires that we enter the same information in too many places	HITC2	Column AW	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
3. There are too many alerts or flags in our EHR system	HITC3	Column AX	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING

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**Health IT Patient Safety Supplemental Items: EHR System Support and Communication**

<b>Survey Question</b>	<b>Variable Name</b>	<b>Column Position</b>	<b>Value Labels</b>
1. Problems with our EHR system are resolved in a timely manner	HITD1	Column AY	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
2. We are asked for input on ways to improve our EHR system	HITD2	Column AZ	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
3. We are made aware of issues with our EHR system that could lead to errors	HITD3	Column BA	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING

**Health IT Patient Safety Supplemental Items: Overall EHR System Rating**

<b>Survey Question</b>	<b>Variable Name</b>	<b>Column Position</b>	<b>Value Labels</b>
1. How satisfied or dissatisfied are you with your hospital's EHR system?	HITE1	Column BB	1 = Very Dissatisfied 2 = Dissatisfied 3 = Neither Satisfied nor Dissatisfied 4 = Satisfied 5 = Very Satisfied blank = MISSING

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**Workplace Safety Patient Safety Supplemental Items**

*If you **did not** administer the SOPS Workplace Safety Supplemental Items you may leave columns BC - BW blank (with the exception of variable names in the header row), and skip to Value and Efficiency Supplemental Items: Empowerment To Improve Efficiency on page 25 or the Background Questions on page 31.*

**Workplace Safety Supplemental Items: Protection From Workplace Hazards**

Survey Question	Variable Name	Column Position	Value Labels
1. This unit has effective procedures to protect providers and staff from exposure to hazardous materials, contagious diseases, blood, or other bodily fluids	WPA1	Column BC	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
2. In this unit, providers and staff are provided with the appropriate personal protective equipment (PPE)	WPA2	Column BD	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
3. In this unit, providers and staff use PPE appropriately	WPA3	Column BE	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING

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**Workplace Safety Supplemental Items: Moving, Transferring, or Lifting Patients**

<b>Survey Question</b>	<b>Variable Name</b>	<b>Column Position</b>	<b>Value Labels</b>
1. Equipment or assistive devices are available when needed to help move, transfer, or lift patients in this unit	WPB1	Column BF	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
2. In this unit, staff use equipment or assistive devices when needed to help move, transfer, or lift patients, even if it takes more time	WPB2	Column BG	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
3. In this unit, enough staff are available when needed to help move, transfer, or lift patients	WPB3	Column BH	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING

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**Workplace Safety Supplemental Items: Workplace Aggression**

<b>Survey Question</b>	<b>Variable Name</b>	<b>Column Position</b>	<b>Value Labels</b>
1. In this unit, there is a problem with patients or visitors being <u>physically</u> aggressive toward providers or staff	WPC1	Column BI	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
2. In this unit, there is a problem with patients or visitors being <u>verbally</u> aggressive toward providers or staff	WPC2	Column BJ	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
3. In this unit, there are effective policies and procedures to keep providers and staff safe from aggressive patients or visitors	WPC3	Column BK	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
4. In this unit, providers and staff are trained on how to deescalate or calm down aggressive behavior from patients or visitors	WPC4	Column BL	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
5. In this unit, there is a problem with providers or staff being <u>verbally</u> aggressive toward other providers or staff	WPC5	Column BM	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING

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**Workplace Safety Supplemental Items: Supervisor, Manager, or Clinical Leader Support for Workplace Safety**

<b>Survey Question</b>	<b>Variable Name</b>	<b>Column Position</b>	<b>Value Labels</b>
1. My supervisor, manager, or clinical leader regularly monitors the workplace to identify unsafe working conditions for providers and staff	WPD1	Column BN	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
2. My supervisor, manager, or clinical leader encourages providers and staff to report their concerns about workplace safety	WPD2	Column BO	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
3. My supervisor, manager, or clinical leader can be trusted to do the right thing to keep providers and staff safe	WPD3	Column BP	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING

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**Workplace Safety Supplemental Items: Hospital Management Support for Workplace Safety**

<b>Survey Question</b>	<b>Variable Name</b>	<b>Column Position</b>	<b>Value Labels</b>
1. The actions of hospital management show that the safety of providers and staff is a top priority	WPE1	Column BQ	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
2. Hospital management provides adequate resources to ensure the safety of providers and staff	WPE2	Column BR	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
3. Hospital management takes action to address provider and staff concerns about workplace safety	WPE3	Column BS	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING

**Workplace Safety Supplemental Items: Workplace Safety and Reporting**

<b>Survey Question</b>	<b>Variable Name</b>	<b>Column Position</b>	<b>Value Labels</b>
1. I can report my concerns about workplace safety without fear of negative consequences for me	WPF1	Column BT	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING

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**Workplace Safety Supplemental Items: Work Stress/Burnout**

<b>Survey Question</b>	<b>Variable Name</b>	<b>Column Position</b>	<b>Value Labels</b>
1. Using your own definition of “burnout,” please select <u>one</u> of the answers below:	WPG1	Column BU	1 = I have no symptoms of burnout 2 = I am under stress, and don’t always have as much energy as I did, but I don’t feel burned out. 3 = I am beginning to burn out and have one or more symptoms of burnout, e.g., emotional exhaustion. 4 = The symptoms of burnout that I am experiencing won’t go away. I think about work frustrations a lot. 5 = I feel completely burned out. I am at the point where I may need to seek help.*

**Workplace Safety Supplemental Items: Background Questions**

<b>Survey Question</b>	<b>Variable Name</b>	<b>Column Position</b>	<b>Value Labels</b>
1. Overall, how satisfied are you with your job?	WPBQ1	Column BV	1 = Very Dissatisfied 2 = Dissatisfied 3 = Neither Satisfied or Dissatisfied 4 = Satisfied 5 = Very Satisfied blank = MISSING
2. Are you considering leaving your hospital within the next year, and if so why?	WPBQ2	Column BW	1 = No 2 = Yes, to retire 3 = Yes, to take another job within healthcare 4 = Yes, to take another job outside of healthcare 5 = Yes, other blank = MISSING



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**Value and Efficiency Supplemental Items: Empowerment To Improve Efficiency**

*If you **did not** administer the SOPS Value and Efficiency Supplemental Items you may leave columns BX - CV blank (with the exception of variable names in the header row), and skip to the Background Questions on page 31.*

Survey Question	Variable Name	Column Position	Value Labels
1. We are encouraged to come up with ideas for more efficient ways to do our work	VEA1	Column BX	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
2. We are involved in making decisions about changes to our work processes	VEA2	Column BY	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
3. We are given opportunities to try out solutions to workflow problems	VEA3	Column BZ	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING

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**Value and Efficiency Supplemental Items: Efficiency and Waste Reduction**

<b>Survey Question</b>	<b>Variable Name</b>	<b>Column Position</b>	<b>Value Labels</b>
1. We try to find ways to reduce waste (such as wasted time, materials, steps, etc.) in how we do our work	VEB1	Column CA	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = MISSING
2. In our unit, we are working to improve patient flow	VEB2	Column CB	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = MISSING
3. We focus on eliminating unnecessary tests and procedures for patients	VEB3	Column CC	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = MISSING

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**Value and Efficiency Supplemental Items: Patient Centeredness and Efficiency**

<b>Survey Question</b>	<b>Variable Name</b>	<b>Column Position</b>	<b>Value Labels</b>
1. In our unit, we take steps to reduce patient wait time	VEC1	Column CD	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
2. We ask for patient or family member input on ways to make patient visits more efficient	VEC2	Column CE	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
3. Patient and family member preferences have led to changes in our workflow	VEC3	Column CF	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING

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**Value and Efficiency Supplemental Items: Supervisor, Manager, or Clinical Leader Support for Improving Efficiency and Reducing Waste**

<b>Survey Question</b>	<b>Variable Name</b>	<b>Column Position</b>	<b>Value Labels</b>
1. Recognizes us for our ideas to improve efficiency	VED1	Column CG	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
2. Provides us with reports on our unit performance	VED2	Column CH	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
3. Takes action to address workflow problems that are brought to his or her attention	VED3	Column CI	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
4. Places a high priority on doing work efficiently <b>without</b> compromising patient care	VED4	Column CJ	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING

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**Value and Efficiency Supplemental Items: Experience With Activities To Improve Efficiency**

<b>Survey Question</b>	<b>Variable Name</b>	<b>Column Position</b>	<b>Value Labels</b>
1. I received training on how to identify waste and inefficiencies in my work	VEE1	Column CK	1 = Yes 2 = No blank = MISSING
2. I helped to map a workflow process to identify wasted time, materials, steps in a process, etc.	VEE2	Column CL	1 = Yes 2 = No blank = MISSING
3. I shadowed/followed patients in this hospital to identify ways to improve their care experience	VEE3	Column CM	1 = Yes 2 = No blank = MISSING
4. I looked at visual displays or graphs to see how well my unit was performing	VEE4	Column CN	1 = Yes 2 = No blank = MISSING
5. I made a suggestion to management about improving an inefficient work process	VEE5	Column CO	1 = Yes 2 = No blank = MISSING
6. I made a suggestion to management about improving patients' care experiences	VEE6	Column CP	1 = Yes 2 = No blank = MISSING
7. I served on a team or committee to make a work process more efficient	VEE7	Column CQ	1 = Yes 2 = No blank = MISSING
8. I monitored data to figure out how well an activity to improve efficiency was working	VEE8	Column CR	1 = Yes 2 = No blank = MISSING

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**Value and Efficiency Supplemental Items: Overall Ratings**

<b>Survey Question</b>	<b>Variable Name</b>	<b>Column Position</b>	<b>Value Labels</b>
1. Patient centered: Is responsive to individual patient preferences, needs, and values.	VEF1	Column CS	1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent blank = MISSING
2. Effective: Provides services based on scientific knowledge to all who could benefit.	VEF2	Column CT	1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent blank = MISSING
3. Timely: Minimizes waits and potentially harmful delays.	VEF3	Column CU	1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent blank = MISSING
4. Efficient: Ensures cost-effective care (avoids waste, overuse, and misuse of services).	VEF4	Column CV	1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent blank = MISSING

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**Background Questions**

<b>Survey Question</b>	<b>Variable Name</b>	<b>Column Position</b>	<b>Value Labels</b>
1. How long have you worked in this <u>hospital</u> ?	BQ1	Column CW	a = Less than 1 year b = 1 to 5 years c = 6 to 10 years d = 11 or more years blank = MISSING
2. In this hospital, how long have you worked in your current <u>unit/work area</u> ?	BQ2	Column CX	a = Less than 1 year b = 1 to 5 years c = 6 to 10 years d = 11 or more years blank = MISSING
3. Typically, how many hours per week do you work in this <u>hospital</u> ?	BQ3	Column CY	a = Less than 30 hours per week b = 30 to 40 hours per week c = More than 40 hours per week blank = MISSING
4. In your staff position, do you typically have direct interaction or contact with patients?	BQ4	Column CZ	a = YES, I typically have direct interaction or contact with patients b = NO, I typically do NOT have direct interaction or contact with patients blank = MISSING

*Please feel free to write any comments about patient safety, error or event reporting in your hospital\**  
**- DO NOT SUBMIT ANY OPEN-ENDED COMMENTS TO DATABASE**

\* DO NOT SUBMIT OTHER SPECIFY TEXT OR TEXT ON COMMENTS TO THE DATABASE (ITEM IN SHADED ROW)

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**EXAMPLES OF SUPPLEMENTAL ITEMS EXCEL LAYOUT**

A. An example from the **Health IT Patient Safety Supplemental Items** is displayed below. Columns C - AL are omitted for display purposes.

**Example 1:** Starting from “Do you use your hospital’s Electronic Health Record (EHR) system(s) to enter or review patient information?”

- 1 = Yes
- 2 = No - [GO TO VALUE AND EFFICIENCY ITEMS OR BACKGROUND QUESTIONS]
- blank = Missing

A	B		AM	AN	AO	AP	AQ	AR
SiteID	UniqueID	...	HIT1	HITA1	HITA2	HITA3	HITA4	HITA5
1	0001	...	1	3	2	1	5	4

B. An example from the **Workplace Safety Supplemental Items** is displayed below. Columns C - BB are omitted for display purposes.

**Example 1:** Section A: Protection From Workplace Hazards.  
Starting from “This unit has effective procedures to protect providers and staff from exposure to hazardous materials, contagious diseases, blood, or other bodily fluids?”

- 1 = Strongly disagree
- 2 = Disagree
- 3 = Neither agree nor disagree
- 4 = Agree
- 5 = Strongly agree
- 9 = Does Not Apply or Don’t Know
- blank = Missing

A	B		BC	BD	BE
SiteID	UniqueID	...	WPA1	WPA2	WPA3
1	0001	...	1	3	2



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C. An example from the **Value and Efficiency Supplemental Items** is displayed below. Columns C - BU are omitted for display purposes.

**Example 1:** Section A: Empowerment to Improve Efficiency.

Starting from “We are encouraged to come up with ideas for more efficient ways to work.”

- 1 = Strongly disagree
- 2 = Disagree
- 3 = Neither agree nor disagree
- 4 = Agree
- 5 = Strongly agree
- 9 = Does Not Apply or Don't Know
- blank = Missing

A	B		BV	BW	BX
<b>SiteID</b>	<b>UniqueID</b>	...	<b>VEA1</b>	<b>VEA2</b>	<b>VEA3</b>
1	0001	...	1	3	2