

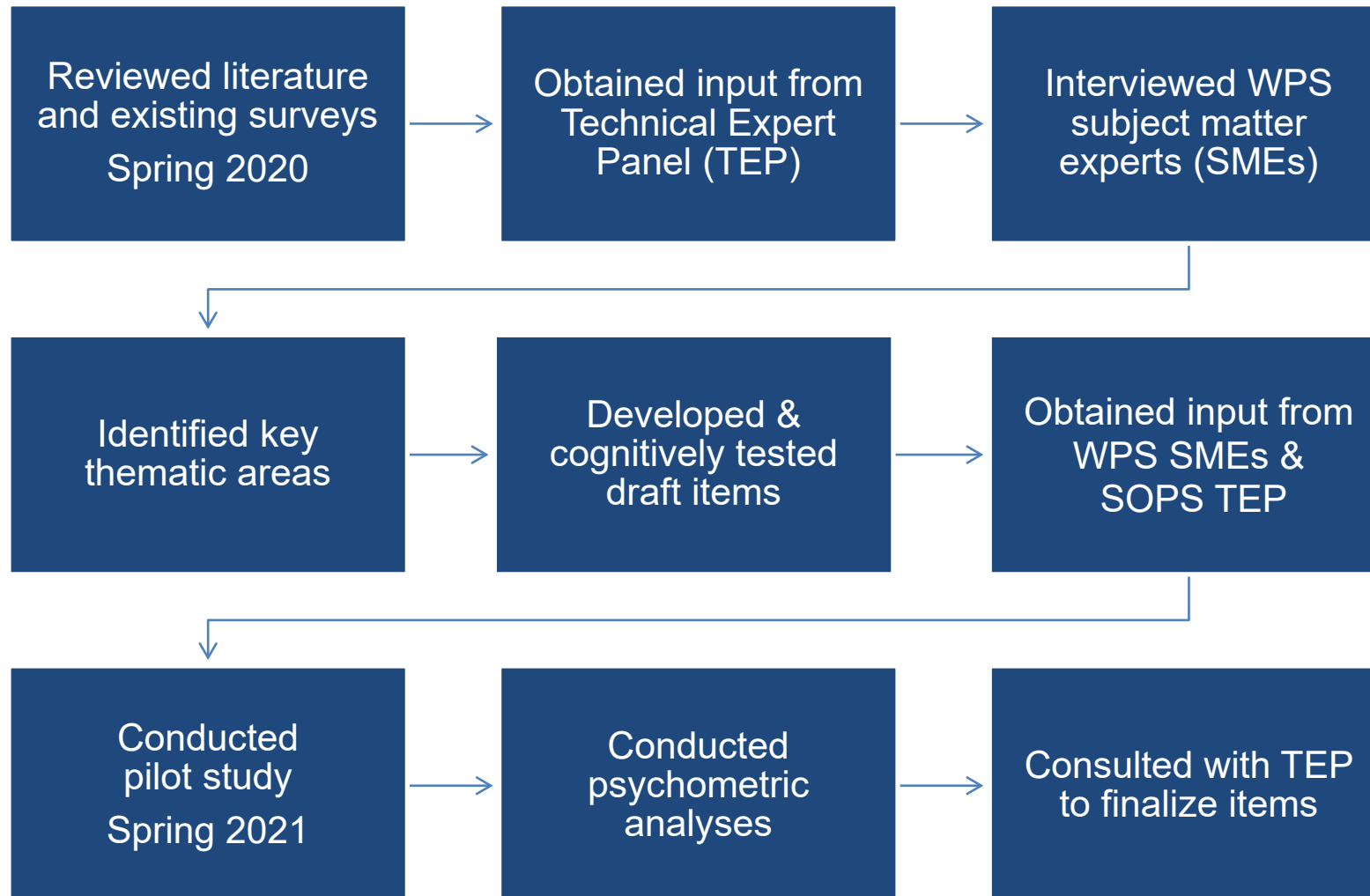
# **Workplace Safety Supplemental Items for the SOPS Hospital Survey**

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# Workplace Safety Supplemental Items

- Designed as a supplemental item set that can be added toward the end of the SOPS Hospital Survey
- Aims of the item set:
  - ✓ Raise awareness about workplace safety
  - ✓ Assess the extent to which the organizational culture supports workplace safety for providers and staff
  - ✓ Help hospitals identify strengths and areas for workplace safety improvement

# Survey Development Process



# What areas of workplace safety are assessed?

- Six composite measures assessing specific areas of workplace safety:
  1. Protection from Workplace Hazards (3 items)
  2. Moving, Transferring, or Lifting Patients (3 items)
  3. Addressing Workplace Aggression from Patients or Visitors (2 items)
  4. Workplace Aggression Policies, Procedures, and Training (2 items)
  5. Supervisor, Manager, or Clinical Leader Support for Workplace Safety (3 items)
  6. Hospital Management Support for Workplace Safety (3 items)

# Additional Measures

- Single Item Measures
  - ▶ Addressing Verbal Aggression from Providers or Staff
  - ▶ Workplace Safety and Reporting
  - ▶ Work Stress/Burnout
  - ▶ Overall Rating on Workplace Safety for Providers and Staff
  
- Additional Background Questions
  - ▶ Job Satisfaction
  - ▶ Intentions to Leave Hospital

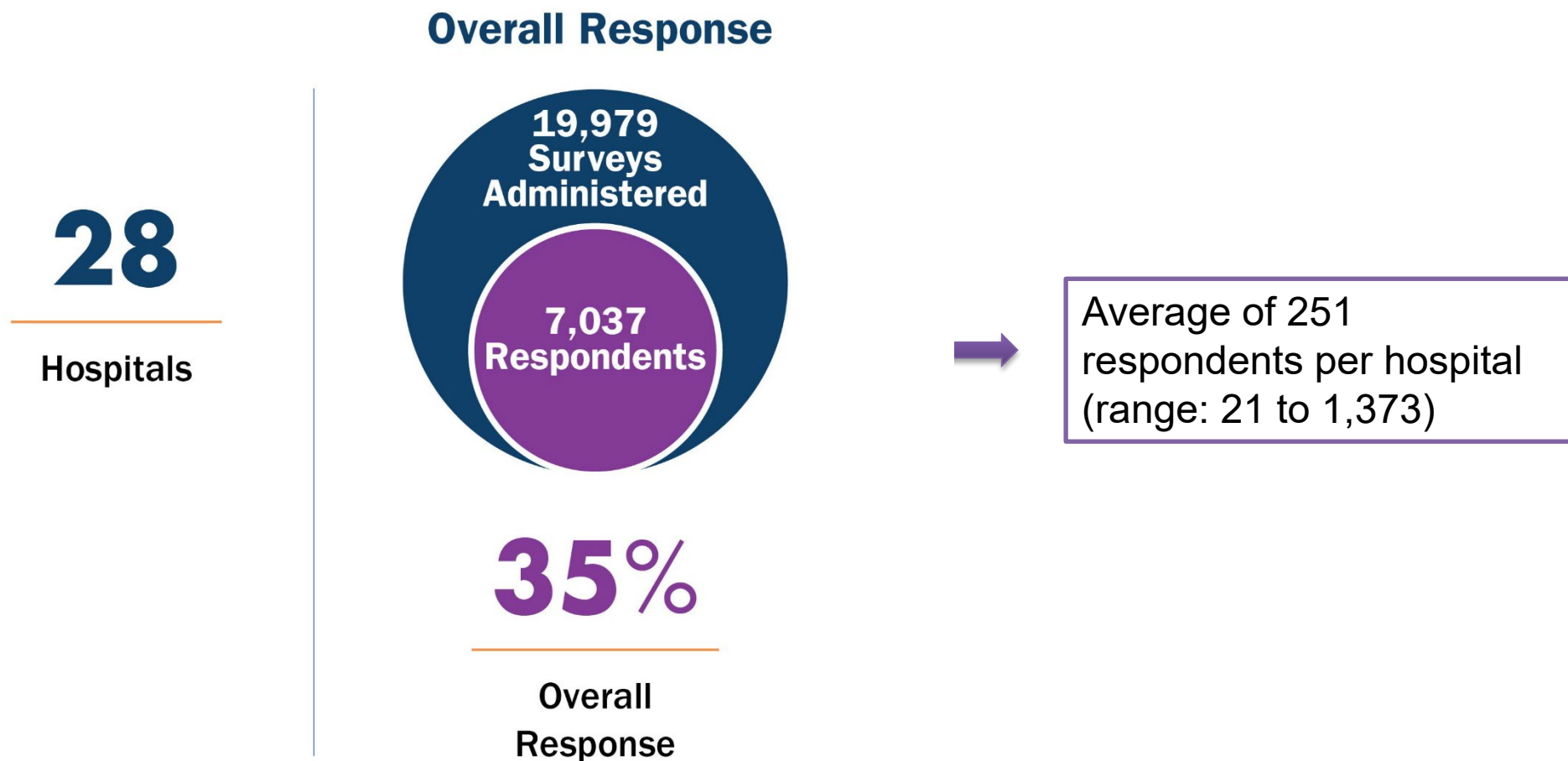
# Pilot Study in Hospitals

- ✓ To test the new workplace safety items in hospitals
- ✓ To conduct psychometric analysis of the pilot results to examine the reliability and construct validity of the items



# Spring 2021 Pilot Study

- Web-based survey to all providers and staff



# Characteristics of Respondents

- 35% were nursing staff
- 28% were from patient care units
- 77% were satisfied or very satisfied with their jobs
- 75% did not intend to leave their hospital within the next year

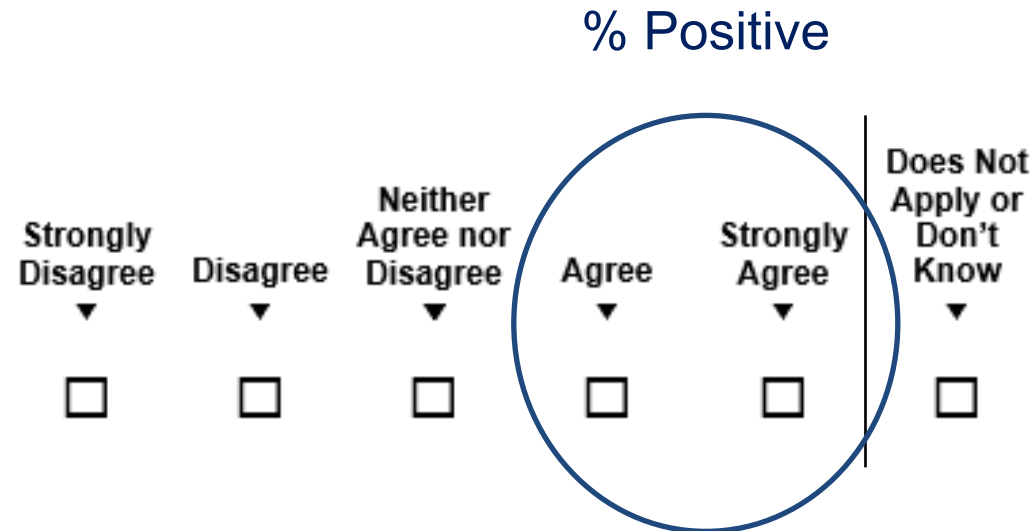




# What's a “percent positive score”?

Positively worded survey item:

*In this unit, providers and staff use PPE appropriately.*

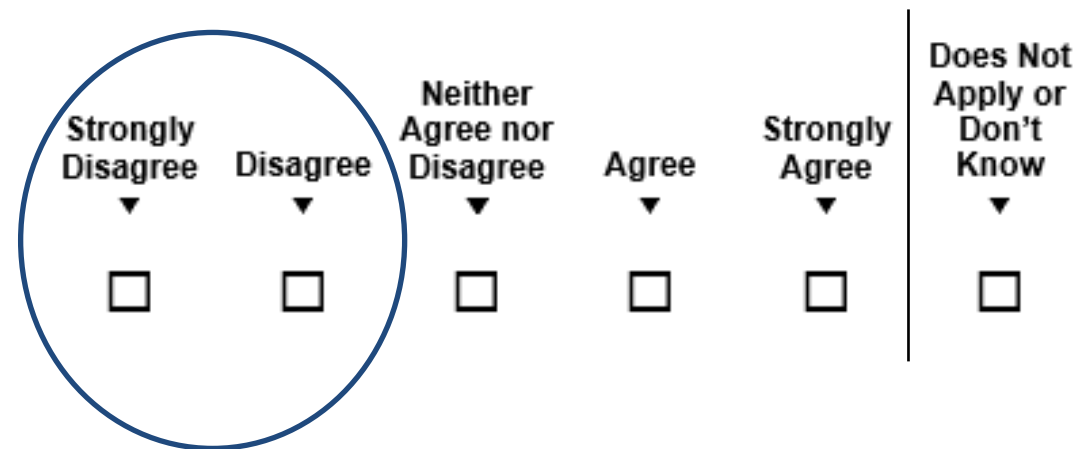


# What's a “percent positive score”?

Negatively worded survey item:

*In this unit, there is a problem with patients or visitors being physically aggressive toward providers or staff.*

% Positive



# Composite Measure Results



## Average % Positive Response



# Protection From Workplace Hazards

## Average % Positive Response

This unit has effective procedures to protect providers and staff from exposure to hazardous materials, contagious diseases, blood, or other bodily fluids.



In this unit, providers and staff are provided with the appropriate personal protective equipment (PPE).



In this unit, providers and staff use PPE appropriately.



# Protection From Workplace Hazards

“Since Respiratory is not a patient unit...**we were not stocked with the correct PPE...**”

**“The use of multiple wires and cords for equipment pose the greatest threat for injury** in this hospital. I tripped over a wire...which caused [an injury] that took over a year to heal.”

# Supervisor, Manager, or Clinical Leader Support for Workplace Safety



## Average % Positive Response

My supervisor, manager, or clinical leader encourages providers and staff to report their concerns about workplace safety.



My supervisor, manager, or clinical leader can be trusted to do the right thing to keep providers and staff safe.



My supervisor, manager, or clinical leader regularly monitors the workplace to identify unsafe working conditions for providers and staff.



# Supervisor, Manager, or Clinical Leader Support for Workplace Safety

“It is virtually **impossible to ask for assistance with interpersonal conflicts.** When brought to supervisors’ attention **it is dismissed.**”

“I feel I cannot express concerns without **the Director verbally being abusive or vindictive if she does not like the answer,** even when she is the one who directly asked about a concern.”

# Moving, Transferring, or Lifting Patients

## Average % Positive Response

Equipment or assistive devices are available when needed to help move, transfer, or lift patients in this unit.



In this unit, staff use equipment or assistive devices when needed to help move, transfer, or lift patients, even if it takes more time.



In this unit, enough staff are available when needed to help move, transfer, or lift patients.





# Moving, Transferring, or Lifting Patients

Equipment or assistive devices are available when needed to help move, transfer, or lift patients in this unit.

(NA/DK/MI = 43%)

In this unit, staff use equipment or assistive devices when needed to help move, transfer, or lift patients, even if it takes more time. (NA/DK/MI = 45%)

In this unit, enough staff are available when needed to help move, transfer, or lift patients. (NA/DK/MI = 41%)

## Average % Positive Response



# Moving, Transferring, or Lifting Patients

“We were always stuck trying to **move patients without adequate help**. The nurses and techs on certain floors...[did] **not want to help lift/move patients** that needed support.”

“There are **many times** when I am **trying to ambulate or reposition patients that need more than one assist and nobody is available.**”

# Hospital Management Support for Workplace Safety

## Average % Positive Response

The actions of hospital management show that the safety of providers and staff is a top priority.

71

Hospital management provides adequate resources to ensure the safety of providers and staff.

71

Hospital management takes action to address provider and staff concerns about workplace safety.

70

# Hospital Management Support for Workplace Safety

**“I feel like upper management does not recognize the hard work that my fellow coworkers...put in, and they do not understand the level of knowledge and skill it takes to do our job...I feel undervalued at this job.”**

**“I feel that administration is more [concerned] with finances...and not worker and patient safety.”**

# Workplace Aggression Policies, Procedures, and Training



## Average % Positive Response

In this unit, there are effective policies and procedures to keep providers and staff safe from aggressive patients or visitors.



In this unit, providers and staff are trained on how to deescalate or calm down aggressive behavior from patients or visitors.



# Addressing Workplace Aggression From Patients or Visitors

## Average % Positive Response (Strongly Disagree/Disagree)

In this unit, there is a problem with patients or visitors being physically aggressive toward providers or staff.



In this unit, there is a problem with patients or visitors being verbally aggressive toward providers or staff.



# Addressing Workplace Aggression From Patients or Visitors

“There has been an **increase in patient assaults on staff.**”

“The administration of this hospital takes the stance that the **staff should “just take it” when patients verbally and physically abuse them.** Because their main concern is getting good evaluation from the patients later.”

# Single Item Results

## Addressing Verbal Aggression from Providers or Staff

In this unit, there is a problem with providers or staff being verbally aggressive toward other providers or staff.

### Average % Positive Response

(Strongly Disagree/Disagree)

78

## Workplace Safety and Reporting

I can report my concerns about workplace safety without fear of negative consequences for me.

### Average % Positive Response

(Strongly Agree/Agree)

78



# Workplace Safety and Reporting

“I do not feel there is information provided on workplace safety. **I do not know where or how to report.**”

“[I am] unable to provide [a comment] for **fear of retaliation** or [being] questioned about my comments.”

# Work Stress/Burnout

I have no symptoms of burnout.

32%

I am under stress, and don't always have as much energy as I did, but I don't feel burned out.

38%

I am definitely burning out and have one or more symptoms of burnout, e.g., emotional exhaustion.

21%

The symptoms of burnout that I am experiencing won't go away. I think about work frustrations a lot.

7%

I feel completely burned out. I am at the point where I may need to seek help.

3%

70%  
Experienced no  
symptoms of  
burnout

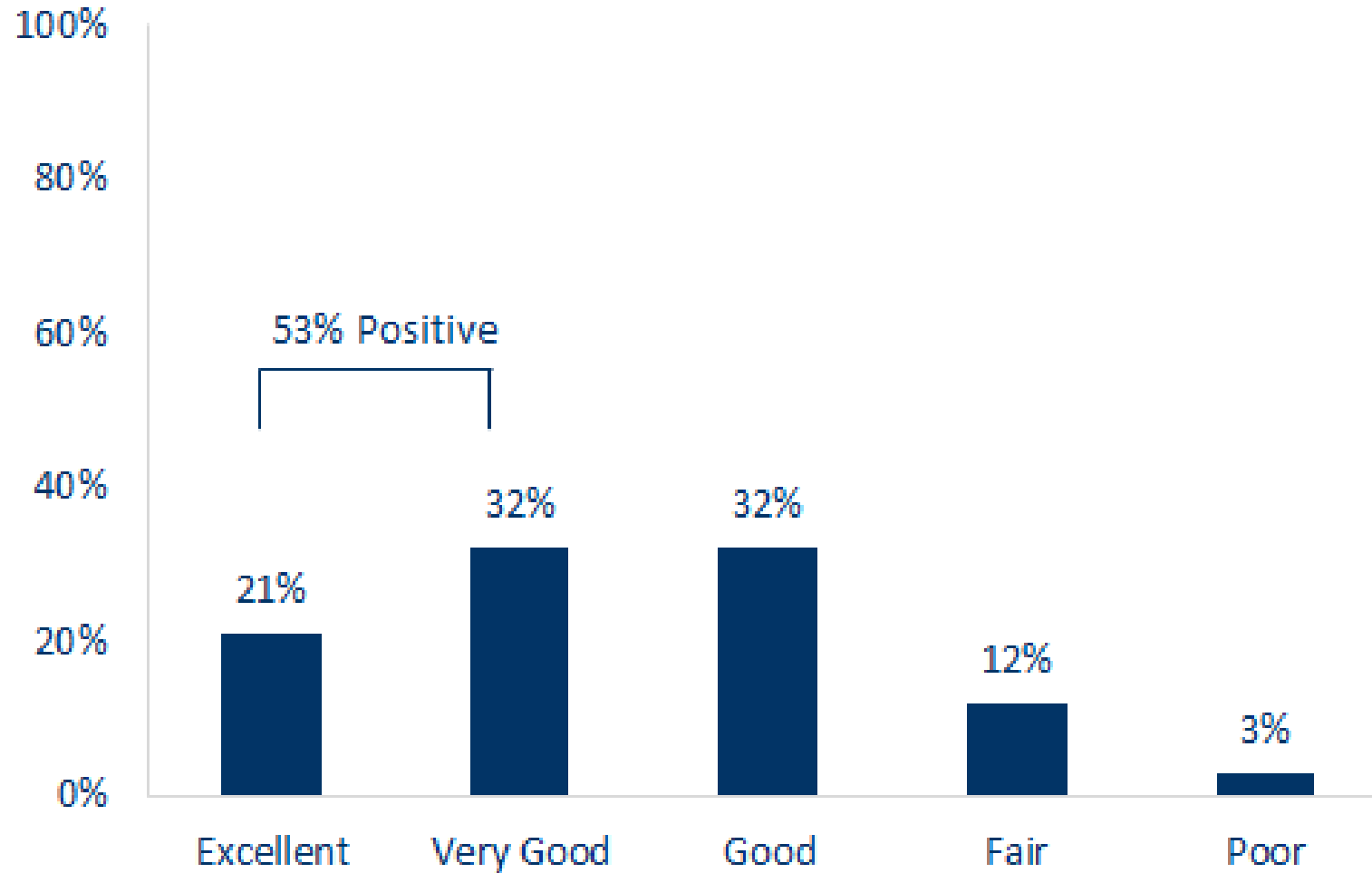
30%  
Experienced  
symptoms of  
burnout

# Work Stress/Burnout

“In this unit [we] are left with inadequate staffing to meet the high needs of the unit. There is a **high level of burnout** and turnover.”

“We honestly feel somewhat abandoned at this point, overworked, severely understaffed, and **emotionally/physically exhausted** - not just the nursing staff, all of us...every staff member.”

# Overall Rating on Workplace Safety



# Overall Rating on Workplace Safety

“I feel like our organization has a **strong culture of safety and continuous improvement processes** in place to identify and address concerns.”

“There has [been] a few times that **I have felt unsafe working at [my hospital].**”

# Reliability and Construct Validity

- All composite measures had acceptable internal consistency reliability (Cronbach's  $\alpha \geq 0.70$ )
  - ▶ Except for Workplace Aggression Policies, Procedures, and Training (0.67)
- All composite measures and most items had acceptable site-level reliability ( $\geq 0.70$ )
- Acceptable confirmatory factor analysis results
  - ▶ Factor loadings and goodness-of-fit indices (CFI, RMSEA, SRMR)
- Statistically significant correlations among most of the composite measures and single items

# Final Workplace Safety Supplemental Items



- Now available on AHRQ's SOPS Hospital Survey web page:
  - ▶ Workplace Safety Supplemental Items for the Hospital Survey in English and Spanish
  - ▶ 2021 pilot study results
  - ▶ [www.ahrq.gov/sops](http://www.ahrq.gov/sops)

# Upcoming Data Submission

- Data submission for the SOPS Hospital Survey Database opens **June 1 – July 22, 2022** (HSOPS 2.0 only) and will accept:

- ✓ **SOPS Hospital**
- ✓ Workplace Safety Supplemental Items
- ✓ Health IT Patient Safety Supplemental Items
- ✓ Value and Efficiency Supplemental Items



# Additional Resources



## Surveys on Patient Safety Culture™



### **New ASC Database Report**

The 2021 Database report presents results from the ASC SOPS survey from more than 8,000 providers and staff who submitted data.

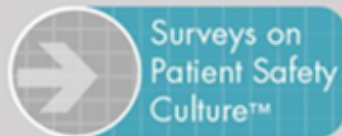
### **Register - Workplace Safety Supplemental Items Webcast**

This December 16 webcast will introduce the new Workplace Safety Supplemental Items.

### **Register - Understanding SOPS Surveys: A Primer for New Users**

This January 12 webcast will provide an overview of the Surveys on Patient Safety Culture™ (SOPS®).

# Data Entry and Analysis Tool



## Workplace Safety Supplemental Items for the SOPS Hospital Survey

(November 2021)

1. Entering Data	2. Your Hospital's Results	3. Comparative Results	4. Understanding/ Sharing Your Results
<a href="#">Instructions</a>	<a href="#">Background Questions</a>		<a href="#">Explanation of Calculations</a>
<a href="#">Edit Report Cover Sheet</a>	<a href="#">Composite Measure Results</a>	<a href="#">Composite Measure Results</a>	<a href="#">Interpreting Your Results</a>
<a href="#">Data Entry</a>	<a href="#">Item Results</a>	<a href="#">Item Results</a>	<a href="#">Print All*</a>
	<a href="#">Work Stress/Burnout Results</a>	<a href="#">Work Stress/Burnout Results</a>	<a href="#">Export Data**</a>
	<a href="#">Workplace Safety Rating Results</a>	<a href="#">Workplace Safety Rating Results</a>	

# Action Planning Tool

## Action Planning Tool for the AHRQ Surveys on Patient Safety Culture



### Action Plan for the AHRQ Surveys on Patient Safety Culture

Facility Name:  
Date last updated:

Page 1

#### Defining Your Goals and Selecting Your Initiative

1	What areas do you want to focus on for improvement?	
2	What are your goals?	
3	What initiative will you implement?	

Notes or Comments

# Resource List

## Surveys on Patient Safety Culture™

### Improving Workplace Safety in Hospitals: A Resource List for Users of the AHRQ Workplace Safety Supplemental Items

#### I. Purpose

This document includes references to websites and other publicly available resources hospitals can use to improve the extent to which their organizational culture supports workplace safety for providers and staff. While this resource list is not exhaustive, it is designed to give initial guidance to hospitals seeking information about workplace safety initiatives.

#### II. How To Use This Resource List

Resources are listed in alphabetical order, organized by the Surveys on Patient Safety Culture™ (SOPS®) composite measures assessed in the Agency for Healthcare Research and Quality (AHRQ) [Workplace Safety Supplemental Items](#) for the SOPS [Hospital Survey](#), followed by general resources. For easy access to the resources, keep the file open rather than printing it in hard copy, because many of the website URLs are hyperlinked.