Workplace Safety Supplemental Item Set for the SOPS Nursing Home Survey
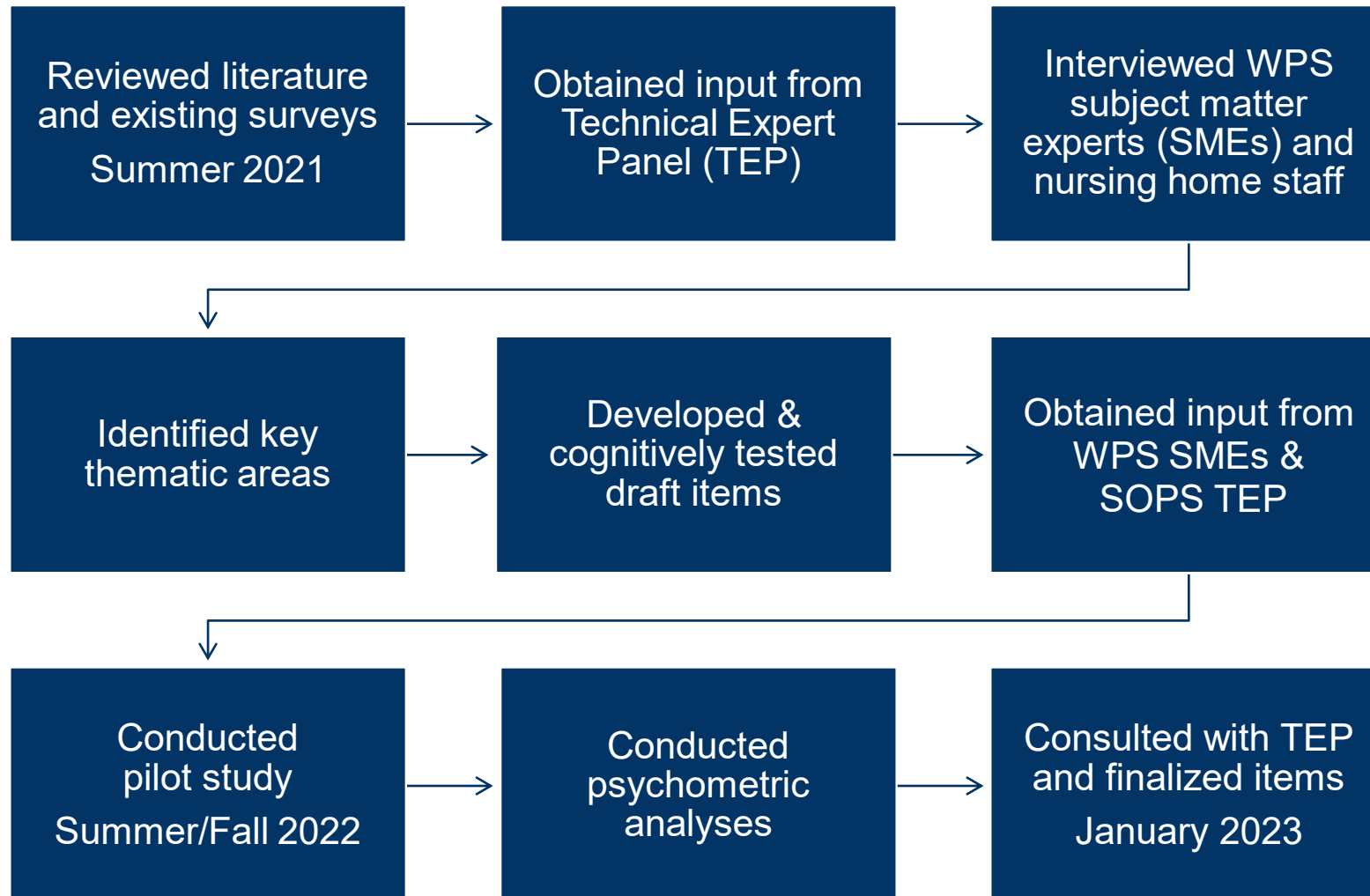
Naomi Yount, PhD
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Westat

Workplace Safety Supplemental Item Set

- Designed as a supplemental item set that can be added toward the end of the SOPS Nursing Home Survey

- Assesses the extent to which the organizational culture supports workplace safety for nursing home staff

Survey Development Process

Reviewed literature and existing surveys
Summer 2021

→

Obtained input from Technical Expert Panel (TEP)

→

Interviewed WPS subject matter experts (SMEs) and nursing home staff

Identified key thematic areas

→

Developed & cognitively tested draft items

→

Obtained input from WPS SMEs & SOPS TEP

Conducted pilot study
Summer/Fall 2022

→

Conducted psychometric analyses

→

Consulted with TEP and finalized items
January 2023

What areas of workplace safety are assessed?

- Six composite measures assessing specific areas of nursing home workplace safety:

  1. Protection from Workplace Hazards (4 items)
  2. Moving, Transferring, or Lifting Residents (3 items)
  3. Addressing Inappropriate Resident Behavior Toward Staff (3 items)
  4. Interactions Among Staff (2 items)
  5. Supervisor Support for Workplace Safety (3 items)
  6. Management Support for Workplace Safety (3 items)

Additional Measures

- Single Item Measures
  - ▶ Workplace Safety Reporting
  - ▶ Work Stress/Burnout
  - ▶ Overall Rating on Workplace Safety for Staff

- Additional Background Questions
  - ▶ Job Satisfaction
  - ▶ Intentions to Leave Nursing Home
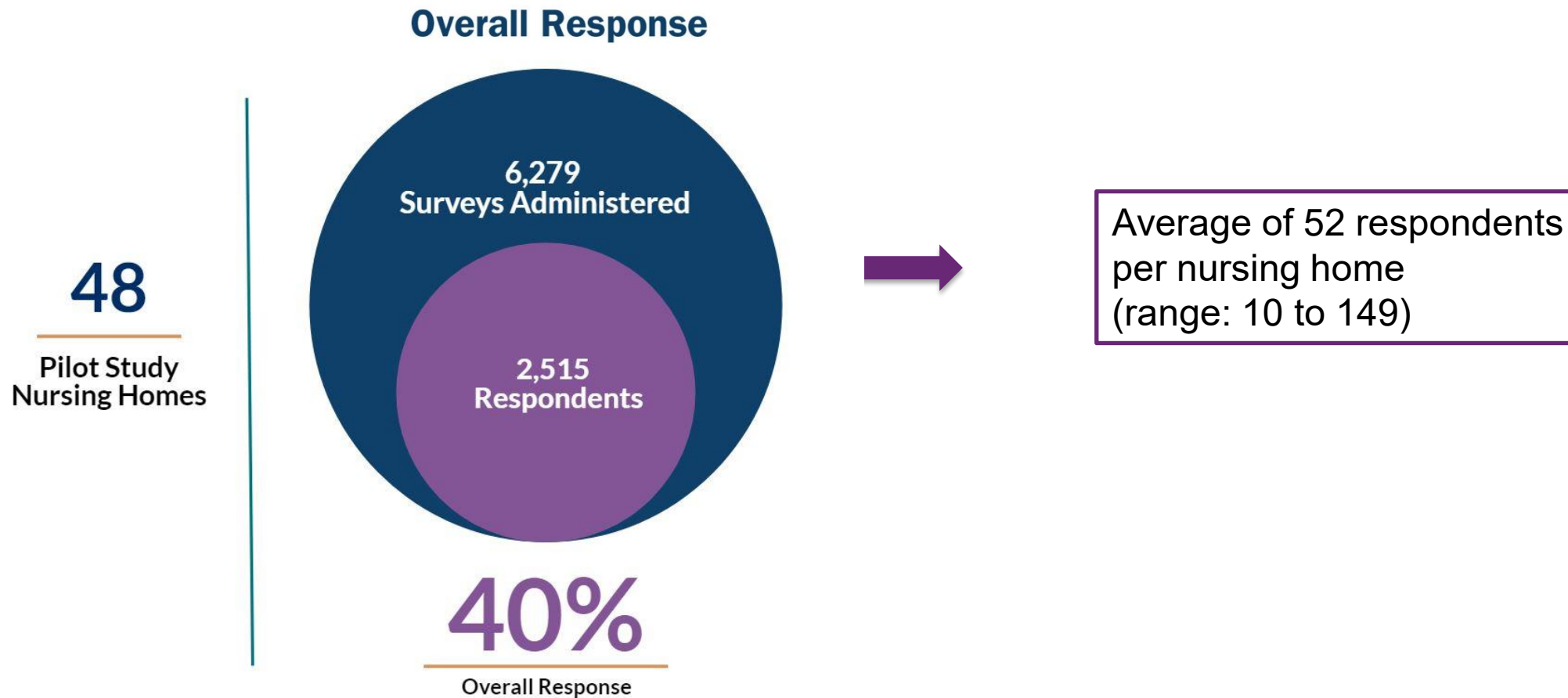
- Total Questions: 23

Pilot Study in Nursing Homes

To test the new workplace safety items in nursing homes

To conduct psychometric analysis of the pilot results to examine the reliability and construct validity of the items

Pilot Study

- Web or paper survey to all staff

Overall Response

6,279
Surveys Administered

2,515
Respondents

48

Pilot Study
Nursing Homes

40%
Overall Response

Average of 52 respondents
per nursing home
(range: 10 to 149)

Characteristics of Respondents

- **30%** were Nursing Assistants/Aides

- **74%** worked on the day shift

- **71%** were satisfied or very satisfied with their jobs

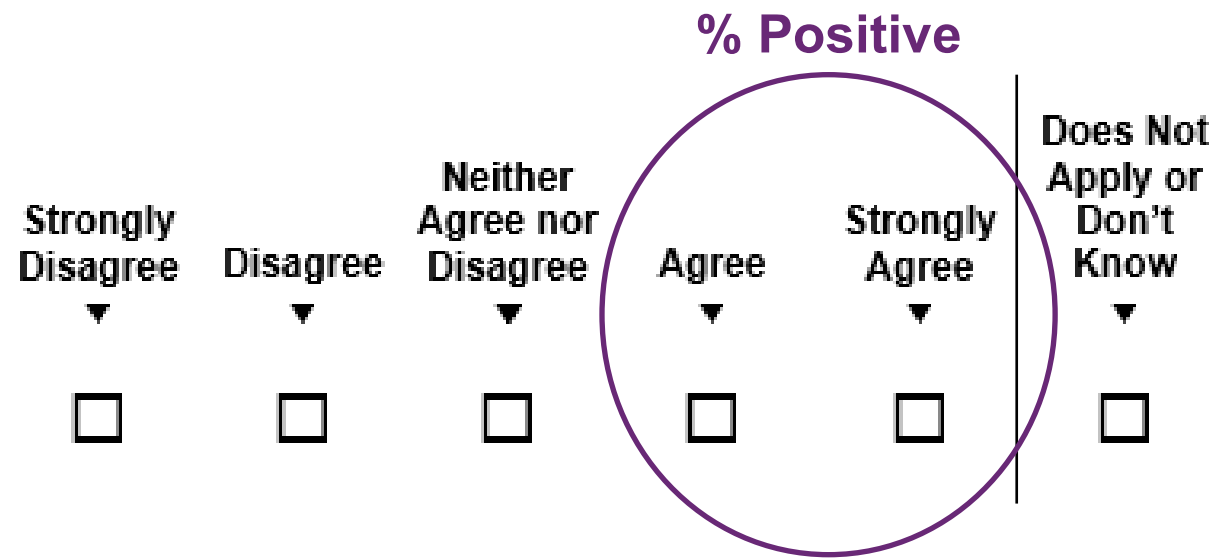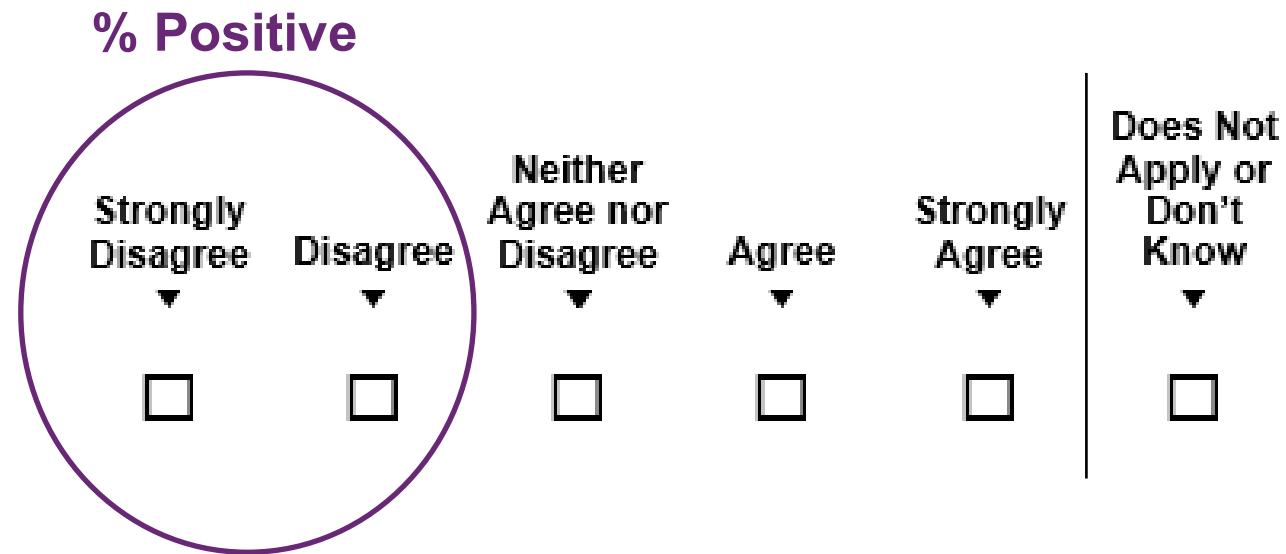- **71%** did not intend to leave their nursing homes within the next year

- Positively worded survey item:

Staff use PPE appropriately.

- Negatively worded survey item:

Staff are rude to other staff in this nursing home.

Composite Measure Results

Average % Positive Response

Moving, Transferring, or Lifting Residents	87
Protection From Workplace Hazards	85
Supervisor Support for Workplace Safety	78
Management Support for Workplace Safety	67
Addressing Inappropriate Resident Behavior Toward Staff	67
Interactions Among Staff	57
Composite Measure Average	74

Moving, Transferring, or Lifting Residents

Average % Positive Response

Equipment or assistive devices are available when needed to help move, transfer, or lift residents — 87

Equipment and assistive devices are in good working condition when needed to help move, transfer, or lift residents — 83

Staff use equipment or assistive devices when needed to help move, transfer, or lift residents — 92

Composite Measure Average — 87

Moving, Transferring, or Lifting Residents

"We need some new lift[s]. The one we [have sometimes tilts] over when we try to get a resident up."

"Some of the stand aids tip…There are hooks in residents' bathrooms that I've hit with my arms or even back more times than I can remember."

Protection From Workplace Hazards

Average % Positive Response

There are good procedures to protect staff from contagious diseases, body fluids, or hazardous materials — 90

Staff are provided with the appropriate personal protective equipment (PPE) — 93

Staff use PPE appropriately — 75

Staff clean their hands before and after helping residents with personal care — 83

Composite Measure Average — 85
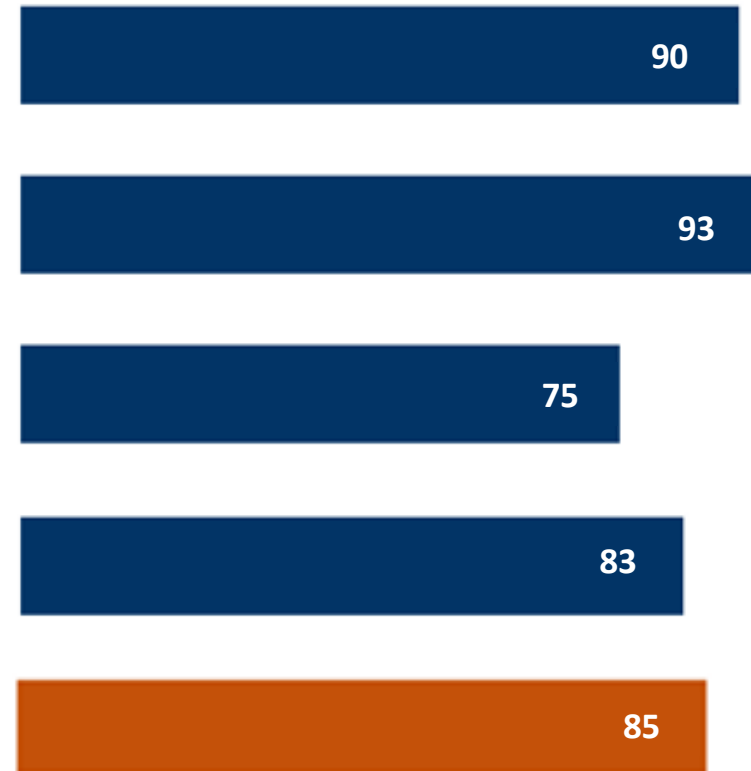
"Staff are well trained on the basics. Washing hand procedures, face covering, wearing gloves and other etiquette."

"[There are] poor procedures with active COVID. Management needs to step up and frequently educate staff and make sure they are aware of new cases and that they are wearing proper [PPE] when caring for positive patients."

Supervisor Support for Workplace Safety

Average % Positive Response

My supervisor encourages staff to report their concerns about workplace safety
80

My supervisor listens to staff ideas and suggestions about workplace safety
74

My supervisor can be trusted to do the right thing to keep staff safe
80

Composite Measure Average
78

Supervisor Support for Workplace Safety

"I do not feel comfortable going to my superiors for help because … in the past, nothing has been done regarding issues until something big happens resulting in staff or patient injury."

Management Support for Workplace Safety

Average % Positive Response

The actions of management show that the safety of staff is a top priority
— 64

Management provides adequate resources to ensure the safety of staff
— 69

Management takes action when staff report concerns about workplace safety
— 69

Composite Measure Average
— 67

Management Support for Workplace Safety

"We need new management all the way around. They stay in [their] offices while you are on the floor drowning."

"Upper management does not seem to take staff [concerns]/complaints seriously. Staff [are] treated differently depending on who they are."

Addressing Inappropriate Resident Behavior Toward Staff

Average % Positive Response

Staff are trained to identify triggers or situations that could lead to inappropriate resident behavior toward staff

69

Staff are trained on how to de-escalate or calm down situations when residents are agitated or upset

68

There are good procedures to keep staff safe from inappropriate resident behavior

63

Composite Measure Average

66

Addressing Inappropriate Resident Behavior Toward Staff

"I have never received formal training on de-escalation of situations, or training for residents with behaviors."

"Staff safety doesn't seem to matter. Violent residents are just [accepted] as a part of being a nurse. There are no staff resources for dealing with abusive or violent [residents]. We are expected to accept the treatment and nothing is done about it."

Interactions Among Staff

Average % Positive Response

Staff are rude to other staff in this nursing home — **47**

Staff bully other staff in this nursing home — **66**

Composite Measure Average — **57**

Interactions Among Staff

"There are consistent issues with certain staff members being rude to residents and fellow staff. Nothing is done to help this. It makes coming to work hard sometimes."

"Some staff are excessively rude to others."

Workplace Safety Reporting

Average % Positive Response

(Strongly Agree/Agree)

Staff can report their concerns about workplace safety without fear of negative consequences.

71

"We [can't] report [issues] because of feared retaliation and upper management are super big on retaliation. [We] feel as if we are not important here as well as not listened to."

Work Stress/Burnout

I have no symptoms of burnout.

34%

> 67% Experienced no symptoms of burnout

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

33%

I am beginning to burn 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.

10%

> 33% Experienced symptoms of burnout

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

2%

Work Stress/Burnout

"We are getting burnt out on a job we were so passionate about because of management and understaffing problems."

"Staff are burned out and tired, so this means resident care is not what it should be."

Overall Rating on Workplace Safety
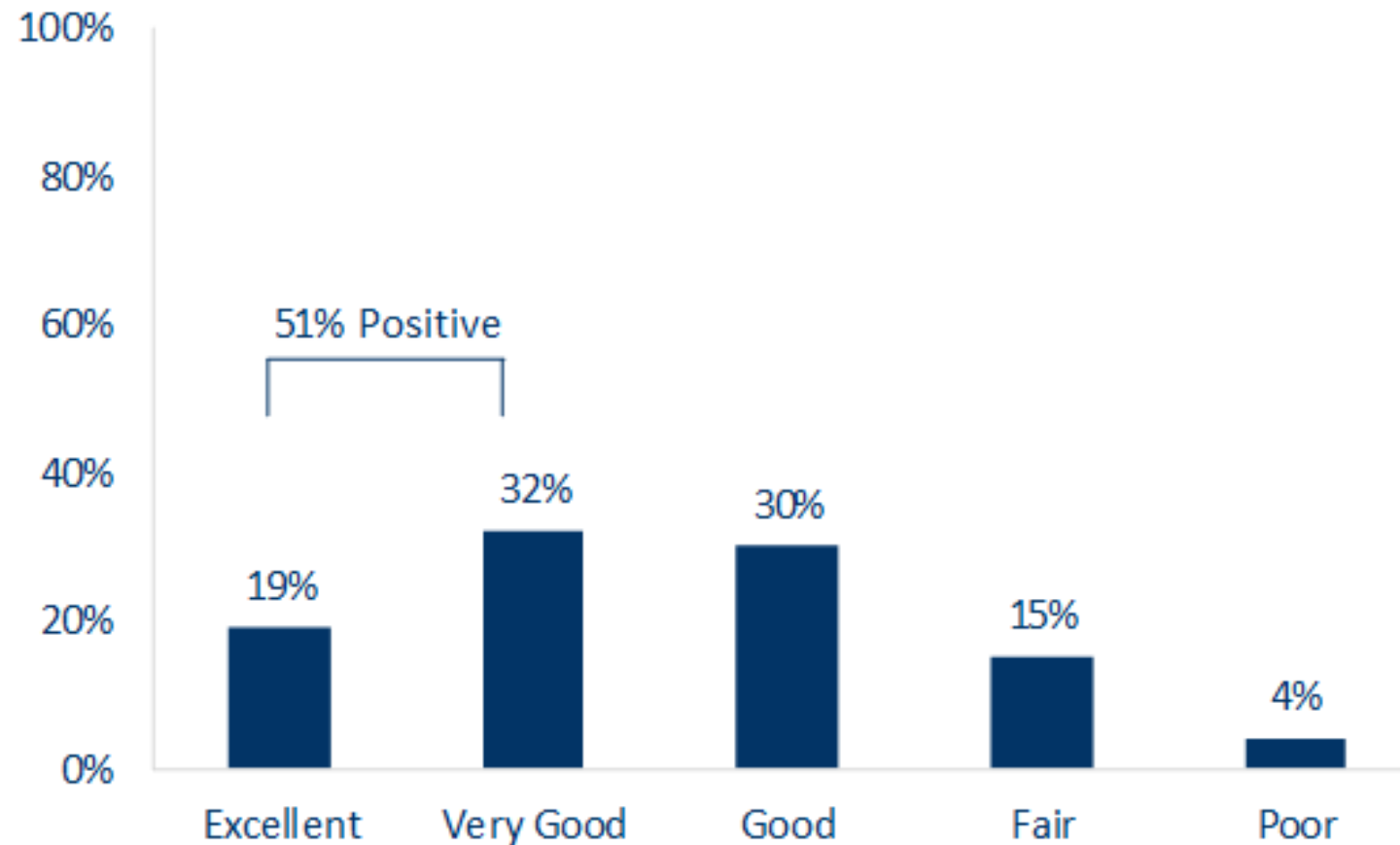
Overall Rating on Workplace Safety

"Our nursing home is well organized [and a] perfect place for the residents as well as employees."

"I feel safe in my [workplace]. We give good care but could be better at times! I like my job here [and] the residents and staff I work with."

Reliability and Construct Validity

- Reliability
  - ► All composite measures had acceptable
    - − internal consistency reliability (Cronbach's alpha ≥ 0.70)
    - − site-level reliability (≥ 0.70)

- Confirmatory factor analysis
  - ► Acceptable 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 Item Set

- Now available on the AHRQ SOPS website:
  - ▶ Workplace Safety Supplemental Item Set for the Nursing Home Survey in English and Spanish
  - ▶ 2022 Pilot Study Results
  - ▶ www.ahrq.gov/sops

Additional Resources

Surveys on Patient Safety Culture™

Webcast: New Workplace Safety Supplemental Item Set for Nursing Homes
Register for January 24 event.

2022 Hospital Survey 2.0 Database Report
New results available for the Hospital Survey 2.0.

2022 Updated Results for Hospital Workplace Safety Supplemental Item Set
New results available for the Hospital Survey 2.0.Workplace Safety Item Set.

SOPS Data Entry and Analysis Tools

Workplace Safety Supplemental Item Set for the SOPS Nursing Home Survey

(Updated: January 2023)

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

New 2023 Nursing Home Survey Database Report

Access the newly released 2023 Nursing Home Survey User Database Report at:

www.ahrq.gov/sops/databases/nursing-home/

Action Planning Tool

1. Identifying areas to improve

2. Planning your improvement initiative

3. Communicating your action plan

Action Plan for the AHRQ Surveys on Patient Safety Culture (continued)

2. Planning Your Improvement Initiative

2a. What initiative will you implement?

2b. What resources will you need?
Types of staff and required time and estimated costs:

Supplies, materials, equipment, and other resources needed and estimated costs:

2c. What are possible barriers and how can you overcome them?

Barriers	Strategies for Overcoming Barriers
1.	1.
2.	2.

Improving Patient Safety Resource Lists

Surveys on Patient Safety Culture™

Improving Workplace Safety in Nursing Homes: A Resource List for Users of the AHRQ Workplace Safety Supplemental Item Set

Purpose

This document includes references to websites and other publicly available resources nursing homes can use to improve workplace safety for staff. While this resource list is not exhaustive, it is designed to give initial guidance to nursing homes seeking information about workplace safety initiatives.

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 Item Set for the SOPS Nursing Home 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.

Feedback: To provide feedback or suggestions for resources you would like added to the list or if you have questions, email SafetyCultureSurveys@westat.com.

Composite Measure 1. Protection From Workplace Hazards

1. **CDC's Core Infection Prevention and Control Practices for Safe Healthcare Delivery in All Settings**
   https://www.cdc.gov/infectioncontrol/guidelines/core-practices/index.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fhicpac%2Frecommendations%2Fcore-practices.html

   This document describes a core set of infection prevention and control practices that are required in all healthcare settings. The practices were selected from existing Centers for Disease Control and Prevention (CDC) recommendations and represent fundamental standards of care that are not expected to change based on emerging evidence or to be regularly altered by changes in technology or practices. In addition, they are applicable across healthcare settings.

2. **CDC Train Module 4 – Infection Surveillance**
   https://www.train.org/cdctrain/course/1081802/ (requires free account setup and login)

   This guide provides ideas and lessons learned to improve the well-being of the healthcare workforce, including actions that individuals, leaders, and organizations can take to support the healthcare workforce during the COVID-19 pandemic and beyond.

3. **Hand Hygiene Technical Reference Manual**
   https://cdn.who.int/media/docs/default-source/integrated-health-services-(ihs)/hand-hygiene/monitoring/9789241598606_eng.pdf?sfvrsn=f0870e7e_11

   This manual has been developed for use in any healthcare facility to assist healthcare workers to implement improvements in their facility as part of a multimodal strategy and in accordance with the World Health Organization (WHO) Guidelines on Hand Hygiene in Health Care.

SOPS Technical Assistance (TA)

General TA 1-888-324-9749

SafetyCultureSurveys@westat.com

- **Survey administration**
- **Survey materials and resources**
- **International requests**

Database TA 1-888-324-9790

DatabasesOnSafetyCulture@westat.com

- **Data submission**
- **Data Entry and Analysis Tool**
- **Database reports**
- **Analytic requests**

www.ahrq.gov/SOPS

Sign up for SOPS Email Updates