



SOPS® Workplace Safety Supplemental Items for the SOPS Nursing Home Survey

Language: English

Purpose: These supplemental items were designed for use with the core [Agency for Healthcare Research and Quality \(AHRQ\) Surveys on Patient Safety Culture® \(SOPS®\) Nursing Home Survey](#) to help nursing homes assess the extent to which their organization's culture supports workplace safety for staff.

Placement: These supplemental items should be added to the end of the SOPS Nursing Home Survey, after Section E: Overall Ratings, immediately before the Background Questions section. Be sure to include the introductory text and subheadings. Add the SOPS Nursing Home Survey Background Questions **after** the Workplace Safety Background Questions (Job Satisfaction and Intent To Leave).

Composite Measures: A composite measure is a grouping of two or more survey items that assess the same area of culture. The composite measures along with their internal consistency reliability scores (Cronbach's alpha)¹ are:

- Protection From Workplace Hazards (4 items) (*Cronbach's alpha = 0.84*)
- Moving, Transferring, or Lifting Residents (3 items) (*Cronbach's alpha = 0.84*)
- Addressing Inappropriate Resident Behavior Toward Staff (3 items) (*Cronbach's alpha = 0.90*)
- Interactions Among Staff (2 items) (*Cronbach's alpha = 0.82*)
- Supervisor Support for Workplace Safety (3 items) (*Cronbach's alpha = 0.93*)
- Management Support for Workplace Safety (3 items) (*Cronbach's alpha = 0.94*)

Single Item Measures:

- Workplace Safety Reporting (1 item)
- Work Stress/Burnout² (1 item)
- Overall Rating on Workplace Safety for Staff (1 item)
- Background Questions (2 items: Job Satisfaction and Intent to Leave)

Database Submission Instructions: To submit data from these supplemental items to the AHRQ [SOPS Nursing Home Survey Database](#), and to enable comparisons with the Database, nursing homes must follow the [Database requirements](#), such as:

- All composite measures and single item measures within the supplemental items can be administered, **or** only a subset of the measures can be administered.
- No changes can be made to the supplemental item text and/or response options.
- No reordering of selected survey items.

Calculating Results: When calculating percent positive scores for Work Stress/Burnout, note the following:

- The positive response on Work Stress/Burnout (i.e., "Experiencing no symptoms of burnout"), is calculated by combining the percentages of response to the first two responses: (1) "I have no symptoms of burnout" and (2): "I am under stress, and don't always have as much energy as I did, but I don't feel burned out." (refer to the latest report under "[Workplace Safety Results](#)").
- For more information on analyzing data and calculating results, refer to Chapter 6 in the [Nursing Home Survey 1.0 User's Guide](#). In addition, the Data Entry and Analysis Tool for the Workplace Safety Supplemental Items for nursing homes can be used to calculate results. To request this tool, email DatabasesOnSafetyCulture@westat.com.

For assistance with these supplemental items, contact the SOPS Help Line at 1-888-324-9749 or SafetyCultureSurveys@westat.com.

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Last updated: September 2024

¹ Zebra K, Yount N, Sorra J, Famolaro T, Gray L, Townsend R. Development, Pilot Study, and Psychometric Analysis of the AHRQ Surveys on Patient Safety Culture™ (SOPS®) Workplace Safety Supplemental Item Set for Nursing Homes. Rockville, MD: AHRQ; 2023.

² The Work Stress/Burnout item was adapted from Dr. Mark Linzer's Mini-Z 2.0 survey tool (<https://www.professionalworklife.com/mini-z-survey>).

Workplace Safety

The following questions ask about workplace safety for staff in your nursing home.

If a question does not apply to you or you don't know the answer, please select "Does Not Apply or Don't Know."

Section A: Protection From Workplace Hazards

How much do you agree or disagree with the following statements about your nursing home?

	Strongly Disagree ▼	Disagree ▼	Neither Agree nor Disagree ▼	Agree ▼	Strongly Agree ▼	Does Not Apply or Don't Know ▼
1. There are good procedures to protect staff from contagious diseases, body fluids, or hazardous materials	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
2. Staff are provided with the appropriate personal protective equipment (PPE)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
3. Staff use PPE appropriately	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
4. Staff clean their hands before and after helping residents with personal care	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉

Section B: Moving, Transferring, or Lifting Residents

How often do the following things happen in your nursing home?

	Never ▼	Rarely ▼	Sometimes ▼	Most of the time ▼	Always ▼	Does Not Apply or Don't Know ▼
1. Equipment or assistive devices are available when needed to help move, transfer, or lift residents	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
2. Equipment and assistive devices are in good working condition when needed to help move, transfer, or lift residents	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
3. Staff use equipment or assistive devices when needed to help move, transfer, or lift residents	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉

Section C: Addressing Inappropriate Resident Behavior Toward Staff

Inappropriate resident behavior toward staff includes:

- *Inappropriate physical contact toward staff*, such as residents biting, spitting, scratching, hitting, kicking, or groping, or other unwanted physical contact with staff.
- *Inappropriate verbal communication toward staff*, such as residents yelling, using offensive language, bullying, or threatening, or other harassment of staff.

How much do you agree or disagree with the following statements about your nursing home?	Strongly Disagree ▼	Disagree ▼	Neither Agree nor Disagree ▼	Agree ▼	Strongly Agree ▼	Does Not Apply or Don't Know ▼
1. Staff are trained to identify triggers or situations that could lead to inappropriate resident behavior toward staff	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
2. Staff are trained on how to de-escalate or calm down situations when residents are agitated or upset	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
3. There are good procedures to keep staff safe from inappropriate resident behavior	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉

Section D: Interactions Among Staff

How often do the following things happen in your nursing home?	Never ▼	Rarely ▼	Sometimes ▼	Most of the time ▼	Always ▼	Does Not Apply or Don't Know ▼
1. Staff are rude to other staff in this nursing home	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
2. Staff bully other staff in this nursing home	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉

Section E: Supervisor Support for Workplace Safety

How much do you agree or disagree with the following statements about your supervisor?	Strongly Disagree ▼	Disagree ▼	Neither Agree nor Disagree ▼	Agree ▼	Strongly Agree ▼	Does Not Apply or Don't Know ▼
1. My supervisor encourages staff to report their concerns about workplace safety	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
2. My supervisor listens to staff ideas and suggestions about workplace safety	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
3. My supervisor can be trusted to do the right thing to keep staff safe	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉

Section F: Management Support for Workplace Safety

How much do you agree or disagree with the following statements about management in your nursing home?	Strongly Disagree ▼	Disagree ▼	Neither Agree nor Disagree ▼	Agree ▼	Strongly Agree ▼	Does Not Apply or Don't Know ▼
1. The actions of management show that the safety of staff is a top priority	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
2. Management provides adequate resources to ensure the safety of staff	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
3. Management takes action when staff report concerns about workplace safety.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉

Section G: Workplace Safety Reporting

How much do you agree or disagree with the following statement about your nursing home?	Strongly Disagree ▼	Disagree ▼	Neither Agree nor Disagree ▼	Agree ▼	Strongly Agree ▼	Does Not Apply or Don't Know ▼
1. Staff can report their concerns about workplace safety without fear of negative consequences	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉

Section H: Work Stress/Burnout

1. Using your own definition of “burnout,” please select *one* of the answers below:

- 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.*

* If you indicated you have symptoms of burnout or feel completely burned out, please consider seeking assistance [e.g., from your insurance provider or services provided by your employer].

Section I: Overall Rating on Workplace Safety for Staff

1. How would you rate your nursing home on workplace safety for staff?

- | | | | | |
|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| Poor | Fair | Good | Very good | Excellent |
| ▼ | ▼ | ▼ | ▼ | ▼ |
| <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ | <input type="checkbox"/> ₅ |

Background Questions

1. Overall, how satisfied are you with your job?

- 1 Very Dissatisfied
- 2 Dissatisfied
- 3 Neither Satisfied nor Dissatisfied
- 4 Satisfied
- 5 Very Satisfied

2. Are you considering leaving your nursing home within the next year, and if so, why?

- 1 No
- 2 Yes, to retire
- 3 Yes, to take another job in another nursing home
- 4 Yes, to take another job within healthcare
- 5 Yes, to take another job outside of healthcare
- 6 Yes, for another reason