

SCORE - Safety, Communication, Operational Reliability, and Engagement.

Please answer the following items with respect to your specific unit or clinical area.

1. In this work setting, the learning environment (ability to learn and improve)...

	Disagree Strongly	Disagree Slightly	Neutral	Agree Slightly	Agree Strongly	Not Applicable
...is observable by the way we treat each other with respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...utilizes input/suggestions from the people that work here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...integrates lessons learned from other work settings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...effectively fixes defects to improve the quality of what we do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...allows us to gain important insights into what we do well.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...allows us to pause and reflect on what we do well.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...is protected by our local management.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...is valued by the people that work here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. In this work setting, local management...

	Disagree Strongly	Disagree Slightly	Neutral	Agree Slightly	Agree Strongly	Not Applicable
...is available at predictable times.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...regularly makes time to provide positive feedback to me about how I am doing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...regularly makes time to pause and reflect with me about my work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...provides frequent feedback about my performance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...provides useful feedback about my performance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...provides meaningful feedback to people about their performance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...communicates their expectations to me about my performance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. In this work setting, people are...

	Disagree Strongly	Disagree Slightly	Neutral	Agree Slightly	Agree Strongly	Not Applicable
...affected by events here in an emotionally unhealthy way.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...burned out from their work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...exhausted from their work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...frustrated by their jobs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...working too hard on their jobs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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4. Communication and Safety Norms

	Disagree Strongly	Disagree Slightly	Neutral	Agree Slightly	Agree Strongly	Not Applicable
Disagreements in this work setting are appropriately resolved (i.e., not who is right but what is best for the patient).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In this work setting, it is difficult to speak up if I perceive a problem with patient care.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy for personnel here to ask questions when there is something that they do not understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The people here from different disciplines/backgrounds work together as a well-coordinated team.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dealing with difficult colleagues is consistently a challenging part of my job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My suggestions about quality would be acted upon if I expressed them to management.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Errors are handled appropriately in this work setting.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I receive appropriate feedback about my performance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The culture in this work setting makes it easy to learn from the errors of others.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would feel safe being treated here as a patient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In this work setting, it is difficult to discuss errors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication breakdowns are common in this work setting.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication breakdowns are common when this work setting interacts with other work settings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The values of facility leadership are the same values that people in this work-setting think are important.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In the past month, my activities have been restricted due to illness.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In the past month, I have missed work (for any reason).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. During the past week, how often did this occur?

	Rarely or none of the time (less than 1 day)	Some or a little of the time (1-2 days)	Occasionally or a moderate amount of time (3-4 days)	All of the time (5-7 days)	Not Applicable
Skipped a meal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ate a poorly balanced meal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Worked through a day/shift without any breaks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arrived home late from work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Had difficulty sleeping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Slept less than 5 hours in a night	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changed personal/family plans because of work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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6. Does your clinical area use patient safety Leadership Rounds to discuss with senior leaders any issues that could harm patients, reduce reliability, or undermine the safe delivery of care?

- Yes
- No
- Not Sure

7. How often do you participate in these patient safety Leadership Rounds?

- Never
- Weekly
- Monthly
- Quarterly
- Yearly
- Not sure

8. Do you receive feedback about issues that were discussed as a result of patient safety Leadership Rounds?

- Yes
- No
- Not Sure

9. Have you completed this survey before?

- Yes
- No
- Not Sure

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10. Shift

- Day
- Night
- Swing
- Other

11. Shift Length

- 8 hours
- 10 hours
- 12 hours
- Flex
- Other

12. Position

- | | |
|---|--|
| <input type="radio"/> Admin Support (Clerk/Secretary/Receptionist) | <input type="radio"/> Nurses Aide |
| <input type="radio"/> Administration/Management | <input type="radio"/> Other Manager (e.g., Clinic Manager, Supervisor) |
| <input type="radio"/> Clinical Social Worker | <input type="radio"/> Pharmacist |
| <input type="radio"/> Clinical Support (Medical Assistant, EMT, etc.) | <input type="radio"/> Physician Assistant/Nurse Practitioner |
| <input type="radio"/> Dietician/Nutritionist | <input type="radio"/> Physician: Attending/Staff |
| <input type="radio"/> Environmental Support (Housekeeper) | <input type="radio"/> Physician: Fellow |
| <input type="radio"/> Nurse: CNM | <input type="radio"/> Physician: Resident |
| <input type="radio"/> Nurse: CRNA | <input type="radio"/> Technician (e.g., Surg., Lab, EKG, Rad.) |
| <input type="radio"/> Nurse: Manager/Charge Nurse | <input type="radio"/> Technologist (e.g., Surg., Lab, Rad.) |
| <input type="radio"/> Nurse: Other | <input type="radio"/> Therapist (RT, PT, OT, Speech) |
| <input type="radio"/> Nurse: RN, LVN | |
| <input type="radio"/> Other (please specify) | |

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13. If you are a physician, what is your specialty?

- | | |
|---|--|
| <input type="radio"/> Anesthesiologist | <input type="radio"/> Oncologist |
| <input type="radio"/> Cardiologist | <input type="radio"/> Ophthalmologist |
| <input type="radio"/> Emergency Medicine | <input type="radio"/> Otolaryngologist |
| <input type="radio"/> Endocrinologist | <input type="radio"/> Pathologist |
| <input type="radio"/> Gastroenterologist | <input type="radio"/> Pediatrician |
| <input type="radio"/> Hematologist | <input type="radio"/> Perinatologist |
| <input type="radio"/> Hematologist | <input type="radio"/> Podiatrist |
| <input type="radio"/> Hospitalist | <input type="radio"/> Psychiatrist |
| <input type="radio"/> Infectious Disease Specialist | <input type="radio"/> Pulmonologist |
| <input type="radio"/> Intensivist | <input type="radio"/> Radiologist |
| <input type="radio"/> Internist | <input type="radio"/> Rheumatologist |
| <input type="radio"/> Neonatologist | <input type="radio"/> Sports Medicine |
| <input type="radio"/> Nephrologist | <input type="radio"/> Surgeon |
| <input type="radio"/> Neurologist | <input type="radio"/> Urologist |
| <input type="radio"/> Obstetrician | |

Other (please specify)

14. Years in Speciality

- Less than 6 months
- 6 to 11 months
- 1 to 2 years
- 3 to 4 years
- 5 to 10 years
- 11 to 20 years
- 21 years or more

15. Do you have any other comments, questions, or concerns?