

Survey 8967
(Preview)

Silence kills 2010 form b

1. What percentage of the people who work in your department or unit take shortcuts that could be dangerous for patients (for example, not washing hands long enough, not changing gloves when appropriate, failing to check armbands, forgetting to perform a safety check)?

- None
- 10%
- 25%
- 50%
- 75%
- 100%

2. Think of the person whose shortcuts create the most danger for patients. Who have you spoken with about the problem? (Check each box that applies)

- Have not spoken with anyone.
- Have spoken with friends and family.
- Have spoken with some of my co-workers.
- Have spoken with my manager.
- Have spoken with Human Resources or another relevant department.
- Have spoken to the person but probably didn't completely express my concerns.
- Have spoken to the person and completely expressed my concerns.

3. Describe the impacts dangerous shortcuts have had in your department or unit. Check each box that applies:

- No actual error, but potential for error.
- An error, but caught before any harm came to a patient.
- A patient was affected--but no harm.
- A patient was harmed--was at greater risk, had to spend more time in the hospital, required more attention from staff or physicians, or required a test--but no medication or treatment was required to counter the harm.
- A patient was permanently harmed.
- A patient nearly died.
- A patient died.
- I would feel uncomfortable having a family member under this person's care.

4. What percentage of the people who work in your department or unit are not as skilled as they should be (for example, they aren't up-to-date on a procedure, policy, protocol, medication, or practice or are lacking basic skills)?

- None
- 10%
- 25%
- 50%
- 75%
- 100%

5. Think of the person whose missing competencies create the most danger for patients. Who have you spoken with about the problem? Check each box that applies.

- Have not spoken with anyone.

- Have spoken with friends and family.
- Have spoken with some of my co-workers.
- Have spoken with my manager.
- Have spoken with Human Resources or another relevant department.
- Have spoken to the person but probably didn't completely express my concerns.
- Have spoken to the person and completely expressed my concerns.

6. Describe the impacts missing competencies have had in your department or unit. Check each box that applies:

- No actual error, but potential for error.
- An error, but caught before any harm came to a patient.
- A patient was affected--but no harm.
- A patient was harmed--was at greater risk, had to spend more time in the hospital, required more attention from staff or physicians, or required a test--but no medication or treatment was required to counter the harm.
- A patient was permanently harmed.
- A patient nearly died.
- A patient died.
- I would feel uncomfortable having a family member under this person's care.

7. What percentage of the people who work in your department or unit demonstrate disrespect (for example, are condescending, insulting, or rude—or yell, shout, swear, or name call)?

- None
- 10%
- 25%
- 50%
- 75%
- 100%

8. Think of the person whose disrespect has the greatest negative impact. Who have you spoken with about the problem? Check each box that applies.

- Have not spoken with anyone.
- Have spoken with friends and family.
- Have spoken with some of my co-workers.
- Have spoken with my manager.
- Have spoken with Human Resources or another relevant department.
- Have spoken to the person but probably didn't completely express my concerns.
- Have spoken to the person and completely expressed my concerns.

9. Describe the impacts that disrespectful behavior has had on you and your work. Check each box that applies:

- I have felt frustrated and unsupported.
- I have felt that my professional opinion is not respected or valued.
- I have been unable to get people to listen to my point of view.
- I haven't been able to trust that others in my department/unit are providing the right level of care to our patients.
- I would feel uncomfortable to have a family member receiving care on this unit.
- I am seriously considering transferring out of this department/unit or hospital.

I am seriously considering leaving the profession.

Healthy Work Environment Questions

10. Does your organization have a zero tolerance policy on abuse and disrespectful behavior?

- Yes, on both
- Yes, on abuse only, but not on disrespectful behavior
- Yes, on disrespectful behavior only, but not on abuse
- No
- Don't know

11. To what degree is abuse and disrespectful behavior toward RNs tolerated in your organization?

- Not at all tolerated
- Rarely tolerated
- Occasionally tolerated
- Frequently tolerated

12. If you work in a hospital, has that hospital earned Magnet recognition?

- Yes
- No, but the hospital is in the process of applying
- No
- Not sure
- Don't work in a hospital

13. If you work in a critical care unit, has your unit earned the AACN Beacon Award for Critical Care Excellence?

- Yes
- No, but the hospital is in the process of applying
- No
- Not sure
- Don't work in a hospital

14. If you work in a hospital, does your hospital have a shared governance program?

- Yes, a formal shared governance program is in place
- No, but the hospital is in the process of developing and implementing such a program
- No
- Not sure
- Don't work in a hospital

15. Please read the statements below, and check the ones that are true for your workgroup. Check all that apply.

- a. People here have the skills they need to intervene without being disrespectful.
- b. When someone wants to speak up about a concern, he/she can count on support from the people around them.
- c. Intervening when you disagree is clearly understood to be a part of your job here.
- d. Voicing your concerns is seen as a moral imperative here.

- e. Time outs, hand-off protocols, surgical pauses, checklists and other safety practices are used routinely here.
- f. People who are skilled at speaking up and holding others accountable are recognized and rewarded by the organization.
- g. When people here have a concern, they know how to politely get others to stop what they're doing and listen.
- h. The norm here is for people to hold each other accountable regardless of role or position.
- i. People take pride in their ability to speak up to others, regardless of their role or position.
- j. The physicians, managers, and other caregivers who work here expect you to speak up when you have a problem with something they are doing.
- k. The organization uses rewards and sanctions to encourage people to speak up and take action when they have a concern.
- l. There are specific times, places, and processes that make it easy for people to share their concerns.

Demographics

16. Your Level in the Organization

- First-level employee--no direct reports
- First-level supervisor--supervise first-level employees
- Second-level supervisor/manager--supervise first-level supervisors
- Above second-level supervisor/manager
- Physician
- Not applicable

17. Your Profession

- Nurse
- Physician
- Resident
- Medical Student
- Other Clinical Care Provider
- Administration
- Manager
- Other

18. Department or Unit where you work.

-- Select Answer --

19. Please select your age

- Less than 26 years old
- 26 -35 years old
- 36 – 45 years old
- 46 – 55 years old
- 56 – 65 years old
- More than 65 years old

20. Please select your years of experience in healthcare

- Less than 4 years
- 4 -6 years

- 7 – 10 years
- 11 – 15 years
- 16 – 25 years
- 26 - 35 years
- More than 35 years

21. Please select the state where you work

-- Select Answer --

22. Please indicate your sex

- Female
- Male