

*AHRQ Safety Program for Long-Term Care: HAIs/CAUTI*  
Nursing Home Survey on Patient Safety Culture Baseline Report  
Sample

## Background on the Nursing Home Survey

- An expansion of the Agency for Healthcare Research and Quality's (AHRQ) *Hospital Survey on Patient Safety Culture* [www.ahrq.gov/qual/hospculture](http://www.ahrq.gov/qual/hospculture)
- Specifically designed to measure the culture of resident safety in nursing homes from a staff perspective
  - Assesses staff attitudes and beliefs about resident safety
  - Assess many areas similar to the hospital survey, but items are different
- Pilot tested in 2007 in 40 U.S. nursing homes with 3,698 respondents; final survey released on AHRQ Web site in 2008

## Assesses 12 Areas of Resident Safety

### Survey Areas:

- |   |                                      |
|---|--------------------------------------|
| 1. Overall Perceptions of Resident Safety                               | 7. Compliance With Procedures        |
| 2. Feedback and Communication About Incidents                           | 8. Teamwork                          |
| 3. Supervisor/Manager Expectations and Actions Promoting Patient Safety | 9. Handoffs                          |
| 4. Organizational Learning  | 10. Communication Openness           |
| 5. Management Support for Resident Safety                               | 11. Nonpunitive Response to Mistakes |
| 6. Training and Skills  | 12. Staffing                         |

### Two overall rating questions:

- Whether staff would tell friends this is a safe nursing home for their family
- Overall rating on resident safety

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## Survey Data Collection

Data collection methods for: **Sample**

The survey was distributed via web-based Cvent link and/or hardcopy (paper survey tools) in July 2015

-The survey was distributed to all employees working at least 8 hours per week, whether contracted or employed (n= 42).

-Response rate: 100%

## Main Findings: Strengths

A number of strengths emerged from the results:

Most Respondents...

*-Commented in a variety of ways about their high level of satisfaction working at SAMPLE, including the excellent care provided and providing a safe environment.*

*-85% of respondents think that SAMPLE is a safe facility for their family!*

## Main Findings: Areas for Improvement

A number of areas for improvement emerged from the results:

*-SAMPLE should consider focusing first on the following area\* (out of 12) that had less than a 75% positive response:*

*-Communication Openness*

*-Nonpunitive Response to Mistakes*

*-Staffing*

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Demographic Data About Respondents for  
Sample

<b>Job title in the Nursing Home (Survey Item: F1)</b>	<b>N</b>	<b>%</b>
Administrator/Manager	4	11%
Physician	0	0%
Other Provider	0	0%
Licensed Nurse	8	21%
Nursing Assistant/Aide	15	39%
Direct Care Staff	1	3%
Administrative Support Staff	1	3%
Support Staff	8	21%
Other, please specify	1	3%
<b>Total</b>	<b>38</b>	<b>100%</b>
Missing	4	

<b>Work area in the Nursing Home (Survey Item: F7)</b>	<b>N</b>	<b>%</b>
Many different areas or units in the nursing home/No specific area or unit	32	84%
Alzheimer's/Dementia Unit	0	0%
Rehab Unit	0	0%
Skilled nursing unit	1	3%
Other area of unit (please specify)	5	13%
<b>Total</b>	<b>38</b>	<b>100%</b>
Missing	4	

<b>Tenure with Nursing Home (Survey Item: F2)</b>	<b>N</b>	<b>%</b>
Less than 2 months	0	0%
2 to 11 months	3	8%
1 to 2 years	10	26%
3 to 5 years	9	23%
6 to 10 years	8	21%
11 years or more	9	23%
<b>Total</b>	<b>39</b>	<b>100%</b>
Missing	3	

<b>Hours Worked per Week (Survey Item: F3)</b>	<b>N</b>	<b>%</b>
15 or fewer hours per week	0	0%
16 to 24 hours per week	4	10%
25 to 40 hours per week	31	78%
More than 40 hours per week	5	13%
<b>Total</b>	<b>40</b>	<b>100%</b>
Missing	2	

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Demographic Data About Respondents for  
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<b>Time of Work (Survey Item: F4)</b>	<b>N</b>	<b>%</b>
Days	27	69%
Evenings	9	23%
Nights	3	8%
Total	39	100%
Missing	3	

<b>Percentage of Respondents Paid by Staffing Agency (Survey Item: F5)</b>	<b>N</b>	<b>%</b>
Paid by a Staffing Agency	1	3%
Not Paid by a Staffing Agency	36	97%
Total	37	100%
Missing	5	

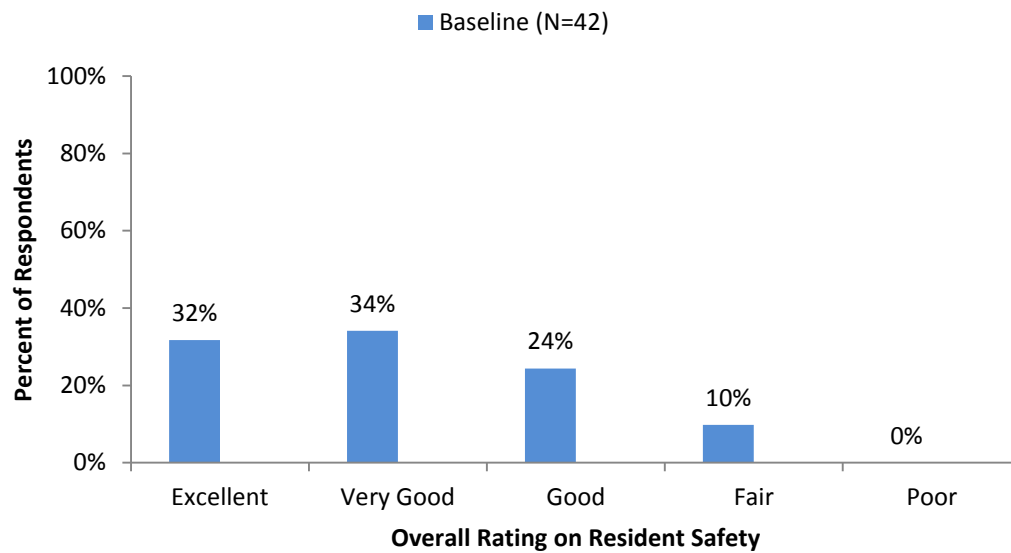
<b>Percentage of Respondents with Direct Interaction or Contact with Residents (Survey Item: F6)</b>	<b>N</b>	<b>%</b>
YES, I work directly with residents most of the time.	26	63%
NO, I do NOT work directly with residents most of the time.	15	37%
Total	41	100%
Missing	1	

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Overall Rating on Resident Safety

**Sample**

Please give this nursing home an overall rating on resident safety.  
(Survey Item E2)



NA/DK/MI = 2%

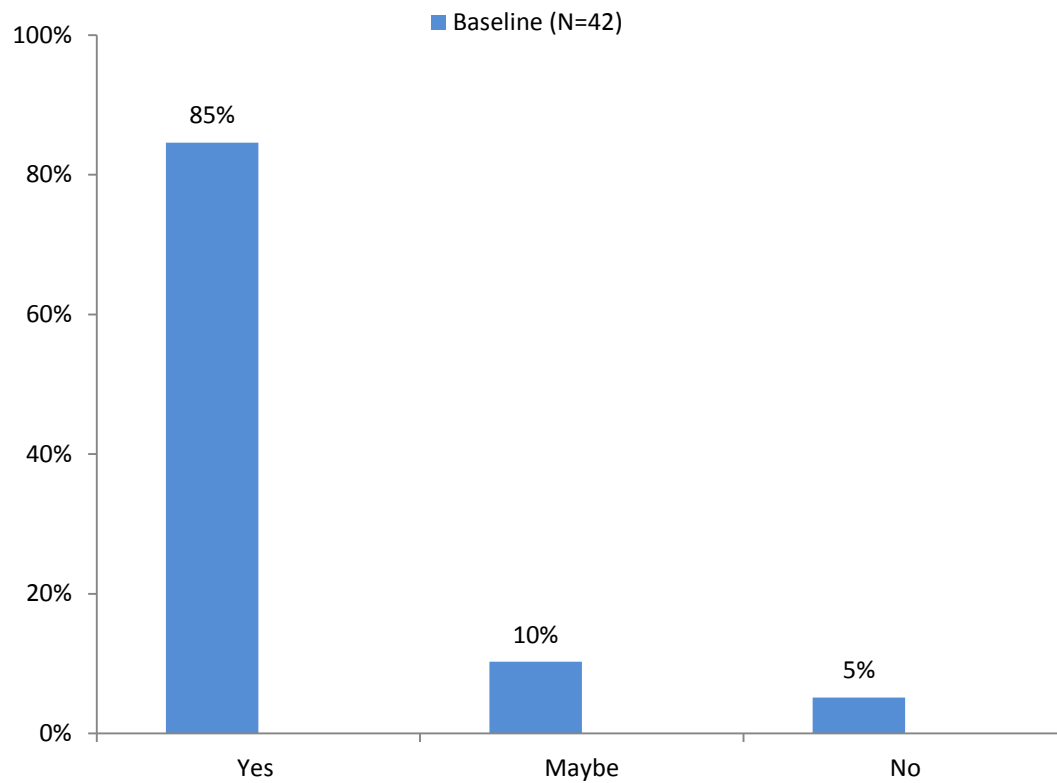
NA/DK/MI refers to the percentage of respondents that answered "Does Not Apply or Don't Know" or did not respond to the item.  
Item-level data does not display for fewer than 3 respondents

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Recommendation to Friends

**Sample**

I would tell friends that this is a safe nursing home for their family  
(Survey Item E1)



NA/DK/MI = 8%

NA/DK/MI refers to the percentage of respondents that answered "Does Not Apply or Don't Know" or did not respond to the item.  
Item-level data does not display for fewer than 3 respondents

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## Interpreting the Results

### SURVEY RESPONSE SCALES

Respondents use a 5-point response scale when answering items:

• **Agreement**

- Strongly Agree & Agree (combined)
- Neither
- Disagree & Strongly Disagree (combined)

**OR**

• **Frequency**

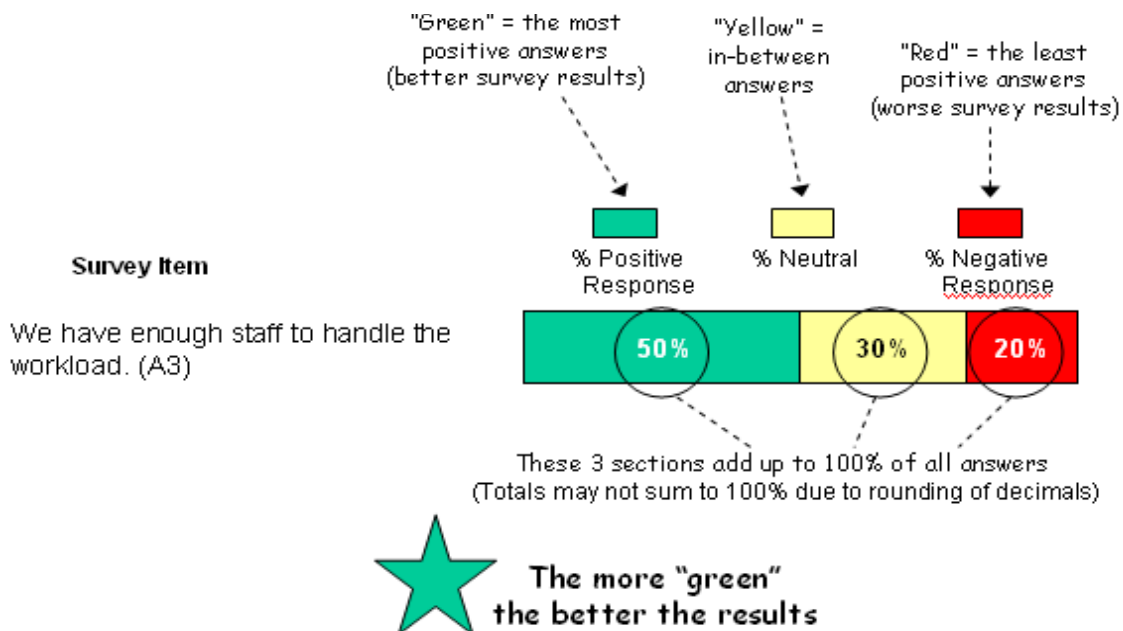
- Always & Most of the time (combined)
- Sometimes
- Rarely & Never (combined)

Most of the survey's items include a Does Not Apply/Don't Know response option. Does not apply/Don't Know and missing responses are excluded when displaying percentages of response to the survey items.

Positively and negatively worded items were used.

#### POSITIVELY WORDED ITEMS

This is an example of a positively worded item. For this item, the percentage who answered "Strongly Agree/Agree" is shown in green (positive response), "Neither" in yellow, and "Strongly Disagree/Disagree" (negative response) in red.



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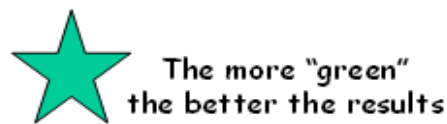
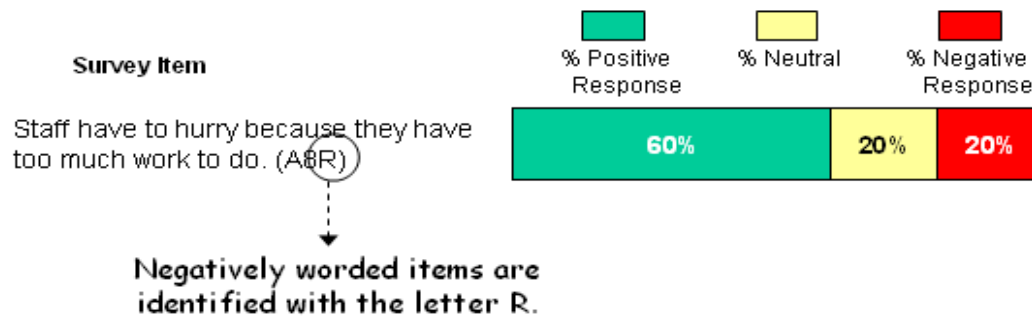
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## Interpreting the Results

### NEGATIVELY WORDED ITEMS

This is an example of a negatively worded item. The percentage who answered “Strongly Disagree/Disagree” is shown in green (positive response), “Neither” in yellow, and “Strongly Agree/Agree” (negative response) in red.

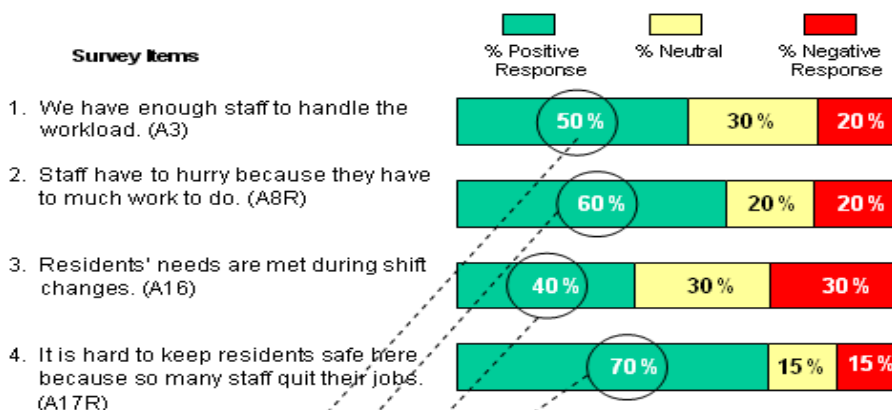


This item is negatively worded so the percentage who answered “Strongly Disagree/Disagree” is shown in green (positive response), “Neither” in yellow, and “Strongly Agree/Agree” (negative response) in red.

### COMPOSITE SCORES

-A composite score summarizes how respondents answered *groups of items* that all measure the same thing.

-To calculate your nursing home's composite score, simply average the percent positive response on each item that is included in the composite. Here is an example of calculating a



$$50 + 60 + 40 + 70 = 220$$

$$220 / 4 = 55\%$$

Average of the “green” positive response percentages on all 4 items from “Staffing”

**AVERAGE % POSITIVE RESPONSE ON THESE ITEMS: 55%**

Note: “R” indicates an item that was negatively worded.

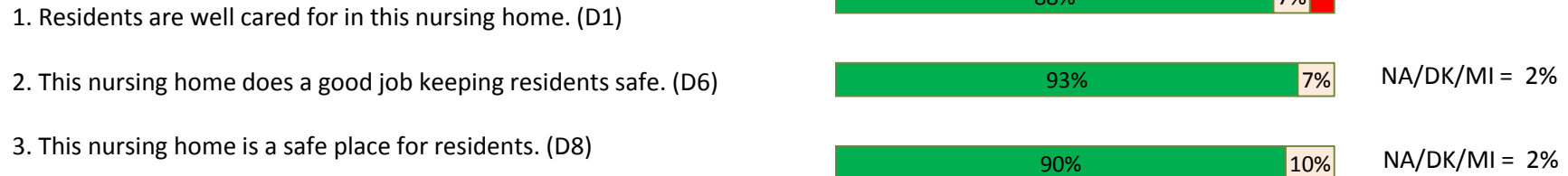


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**Item Level Results**

■ Positive   ■ Neutral   ■ Negative

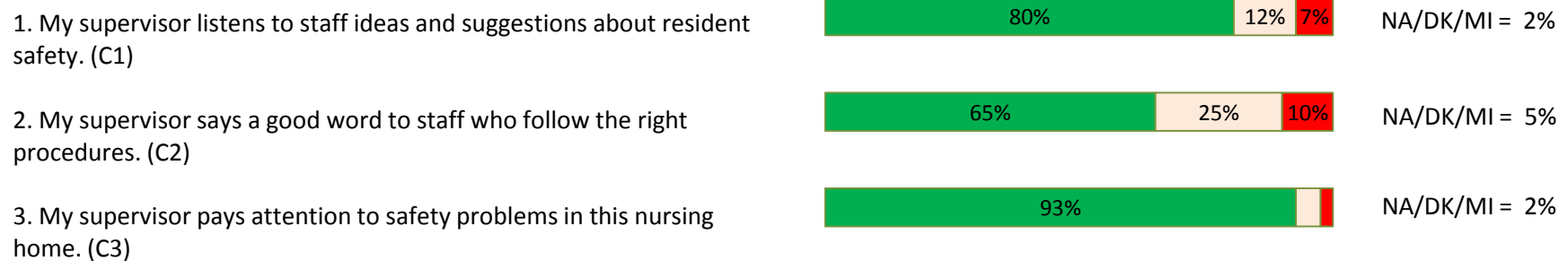
**1. Overall Perceptions of Resident Safety**



**2. Feedback & Communication About Incidents**



**3. Supervisor Expectations & Actions Promoting Resident Safety**



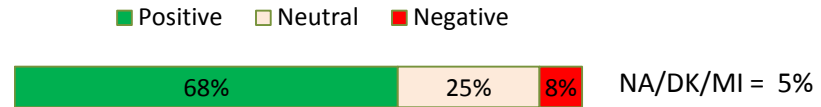
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#### **4. Organizational Learning**

1. This nursing home lets the same mistakes happen again and again. (D3R)



2. It is easy to make changes to improve resident safety in this nursing home. (D4)



3. This nursing home is always doing things to improve resident safety. (D5)



4. When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (D10)



#### **5. Management Support for Resident Safety**

1. Management asks staff how the nursing home can improve resident safety. (D2)



2. Management listens to staff ideas and suggestions to improve resident safety. (D7)



3. Management often walks around the nursing home to



#### **6. Training & Skills**

1. Staff get the training they need in this nursing home. (A7)



2. Staff have enough training on how to handle difficult residents. (A11)



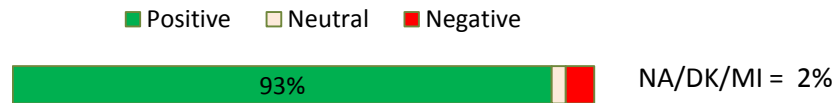
3. Staff understand the training they get in this nursing home (A13).



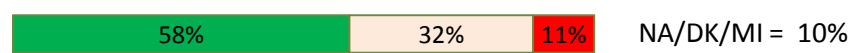
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**7. Compliance with Procedures**

1. Staff follow standard procedures to care for residents. (A4)



2. Staff use shortcuts to get their work done faster. (A6R)



3. To make work easier, staff often ignore procedures. (A1AR)



**8. Teamwork**

1. Staff in this nursing home treat each other with respect. (A1)



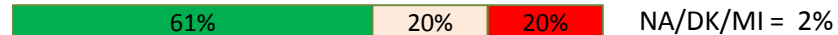
2. Staff support one another in this nursing home. (A2)



3. Staff feel like they are part of a team. (A5)



4. When someone gets really busy in this nursing

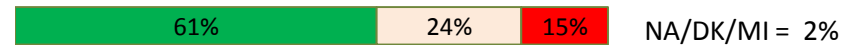


**9. Handoffs**

1. Staff are told what they need to know before taking care of a resident for the first time. (B1)



2. Staff are told right away when there is a change in a resident's care plan. (B2)



3. We have all the information we need when residents are transferred from the hospital. (B3)



4. Staff are given all the information they need to care for residents. (B10)

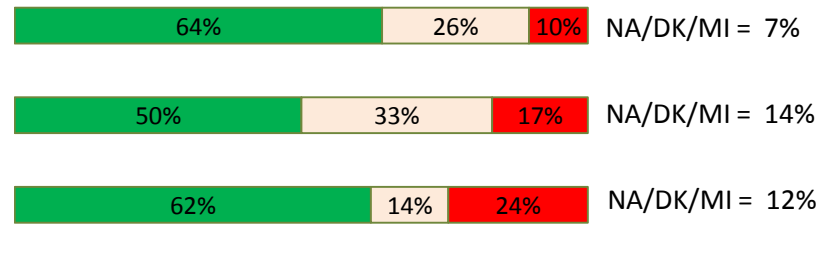


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**10. Communication Openness**

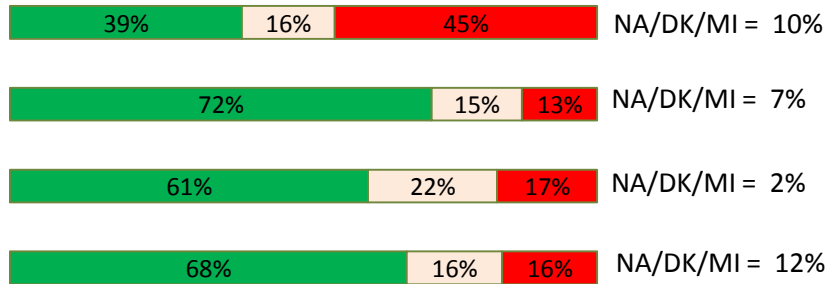
1. Staff ideas and suggestions are valued in this nursing home. (B7)
2. Staff opinions are ignored in this nursing home. (B9R)
3. It is easy for staff to speak up about problems in this nursing home. (B11)

■ Positive ■ Neutral ■ Negative



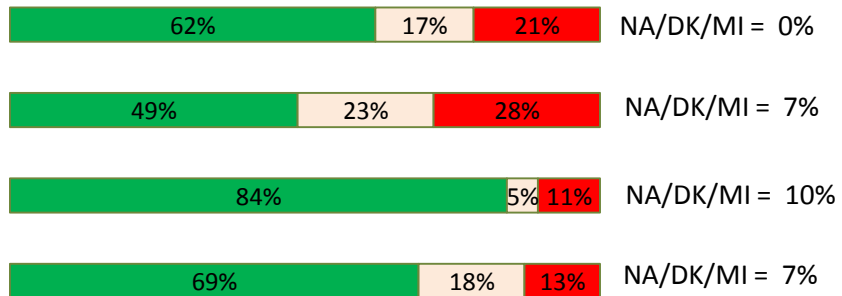
**11. Nonpunitive Response to Mistakes**

1. Staff are blamed when a resident is harmed. (A10R)
2. Staff are afraid to report their mistakes. (A12R)
3. Staff are treated fairly when they make mistakes. (A15)
4. Staff feel safe reporting their mistakes. (A18)



**12. Staffing**

1. We have enough staff to handle the workload. (A3)
2. Staff have to hurry because they have too much work to do. (A8R)
3. Residents' needs are met during shift changes. (A16)
4. It is hard to keep residents safe here because so many staff quit their jobs. (A17R)



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**Composite Level Results**

