**SOPS® Workplace Safety Supplemental Item Set for the SOPS Nursing Home Survey**

**Language: English**

**Purpose:** This supplemental item set was designed for use with the core [SOPS® Nursing Home Survey](https://www.ahrq.gov/sops/surveys/nursing-home/index.html) to help nursing homes assess the extent to which their organization’s culture supports workplace safety for staff.

**Placement:** This supplemental item set should be added to the end of the SOPS Nursing Home Survey, after Section E: Overall Ratings, just 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 workplace safety culture. The composite measures in this supplemental item set are listed below along with the internal consistency reliability scores (Cronbach’s alpha).[[1]](#footnote-2)

* 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)*

**Additional Measures:** Other measures assess:

* + Workplace Safety Reporting (1 item).
  + Work Stress/Burnout[[2]](#footnote-3) (1 item).
  + Overall Rating on Workplace Safety for Staff (1 item).
  + Background Questions (2 items):
    - Job Satisfaction
    - Intent To Leave

**Administration Instructions:** To submit data from this supplemental item set to the AHRQ [SOPS Nursing Home Survey Database](https://www.ahrq.gov/sops/databases/nursing-home/index.html), and to enable comparisons with the Database, administer the supplemental item set in its entirety without modifications or deletions:

* No changes to any of the survey item text and response options
* No reordering of survey items

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

* Positive response on Work Stress/Burnout, in other words “*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.”

For an example of how to represent results for Work Stress/Burnout, refer to the [Pilot Study Results From the AHRQ SOPS Workplace Safety Supplemental Item Set for Nursing Homes.](https://www.ahrq.gov/sops/surveys/nursing-home/supplemental-items/workplace-safety.html)

* For more information on analyzing data and calculating results, refer to Chapter 6 in the [AHRQ Nursing Home Survey on Patient Safety Culture: User’s Guide](https://www.ahrq.gov/sites/default/files/wysiwyg/sops/quality-patient-safety/patientsafetyculture/nursing-home/nursinghome-users-guide.pdf). In addition, the Data Entry and Analysis Tool for the Workplace Safety Supplemental Item Set for nursing homes can be used to calculate results. To request this tool, email [DatabasesOnSafetyCulture@westat.com](mailto:DatabasesOnSafetyCulture@westat.com).

For assistance with this supplemental item set, contact the SOPS Help Line at 1-888-324-9749 or [SafetyCultureSurveys@westat.com](mailto:SafetyCultureSurveys@westat.com).

**Last updated:** January 2023

|  |
| --- |
| **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 | 1 | 2 | 3 | 4 | | 5 | | 9 |
| 1. Staff are provided with the appropriate personal protective equipment (PPE) | 1 | 2 | 3 | 4 | | 5 | | 9 |
| 1. Staff use PPE appropriately | 1 | 2 | 3 | | 4 | | 5 | 9 |
| 1. Staff clean their hands before and after helping residents with personal care | 1 | 2 | 3 | | 4 | | 5 | 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 | 1 | 2 | 3 | 4 | 5 | 9 |
| 1. Equipment and assistive devices are in good working condition when needed to help move, transfer, or lift residents | 1 | 2 | 3 | 4 | 5 | 9 |
| 1. Staff use equipment or assistive devices when needed to help move, transfer, or lift residents | 1 | 2 | 3 | 4 | 5 | 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 | 1 | 2 | 3 | 4 | 5 | 9 |
| 1. Staff are trained on how to de-escalate or calm down situations when residents are agitated or upset | 1 | 2 | 3 | 4 | 5 | 9 |
| 1. There are good procedures to keep staff safe from inappropriate resident behavior | 1 | 2 | 3 | 4 | 5 | 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 | 1 | 2 | 3 | 4 | 5 | 9 |
| 1. Staff bully other staff in this nursing home | 1 | 2 | 3 | 4 | 5 | 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 | 1 | 2 | 3 | 4 | 5 | 9 |
| 1. My supervisor listens to staff ideas and suggestions about workplace safety | 1 | 2 | 3 | 4 | 5 | 9 |
| 1. My supervisor can be trusted to do the right thing to keep staff safe | 1 | 2 | 3 | 4 | 5 | 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 | 1 | 2 | 3 | 4 | 5 | 9 |
| 1. Management provides adequate resources to ensure the safety of staff | 1 | 2 | 3 | 4 | 5 | 9 |
| 1. Management takes action when staff report concerns about workplace safety | 1 | 2 | 3 | 4 | 5 | 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 | **☐** 1 | **☐** 2 | **☐** 3 | **☐** 4 | **☐** 5 | **☐** 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 employee assistance plan (EAP)].

|  |
| --- |
| **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  ▼ |
|  | 1 | 2 | 3 | 4 | 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

1. **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, other

1. Zebrak 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. [↑](#footnote-ref-2)
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>). [↑](#footnote-ref-3)