



Nursing Home Survey on Patient Safety Culture Feedback Results

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Evaluation report

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9th Scope of Work

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INTRODUCTION

Centers for Medicare & Medicaid Services

The Centers for Medicare & Medicaid Services (CMS) is a federal agency within the United States Department of Health and Human Services (DHHS). CMS manages several national health care programs, including the Medicare and Medicaid programs, and evaluates the quality of health care facilities and services for Medicare and Medicaid beneficiaries.

CMS also directs a national network of 53 Quality Improvement Organizations (QIOs) in each state and territory of the United States and the District of Columbia. The mission of the QIOs, as set forth by the Social Security Act and amended by the Peer Review Improvement Act of 1982, is to improve the effectiveness, efficiency, economy, and quality of services delivered to the Medicare beneficiaries. The QIOs work with consumers, physicians, hospitals, and other health care providers to ensure that patients receive appropriate care at the precise time it is needed.

GMCF

The Georgia Medical Care Foundation, or GMCF, is the QIO for the state of Georgia. Through the 9th Scope of Work (SOW) contract, awarded on August 1, 2008, GMCF conducts activities designed to improve the quality of care for Medicare beneficiaries in Georgia through collaboration with stakeholders from various health care provider and beneficiary associations.

Nursing Home Survey

The nursing home survey is an expansion of the Agency for Healthcare Research and Quality's (AHRQ) *Hospital Survey on Patient Safety Culture* www.ahrq.gov/qual/hospculture. It was specifically designed to measure the culture of resident safety in nursing homes (NH) from a staff perspective. AHRQ NH Survey assesses staff attitudes, beliefs about resident safety and many areas similar to the hospital survey. AHRQ NH survey was pilot tested in 2007 in 40 U.S. nursing homes with 3,698 respondents. The final survey was released on AHRQ Web site in 2008. The Utilization & Compliance Review (UCR) of GMCF administered the AHRQ NH survey on May 19, 2009 at Survey areas included overall perceptions of resident safety, organizational learning, training and skill, and compliance with procedures, among many other categories. The nursing home staff was encouraged to stop by and complete the survey. Participants were also asked to provide comments and suggestions (see Appendix A for evaluation).

RESULTS

_____ employs 150 day, evening, and night shift employees. 88 Staff members completed the AHRQ NH survey for a response rate of 59%. _____ home received an overall score on staff perception in resident safety of 72% (see appendix B for graphs).

Table 1

<p style="text-align: center;">Nursing Home Patient Safety Culture Composites</p>	<p style="text-align: center;">Home Score Average % of positive responses</p>
<p>Overall Perceptions of Resident Safety (3 items--% Agree/Strongly Agree)</p>	<p style="text-align: center;">72%</p>
<p>Feedback & Communication About Incidents (4 items--% Most of the time/Always)</p>	<p style="text-align: center;">78%</p>
<p>Supervisor Expectations & Actions Promoting Resident Safety (3 survey items--% Agree/Strongly Agree)</p>	<p style="text-align: center;">71%</p>
<p>Organizational Learning (4 survey items--% Agree/Strongly Agree)</p>	<p style="text-align: center;">63%</p>
<p>Management Support for Resident Safety (3 survey items--% Agree/Strongly Agree)</p>	<p style="text-align: center;">59%</p>
<p>Training & Skills (3 items--% Agree/Strongly Agree)</p>	<p style="text-align: center;">70%</p>
<p>Compliance with Procedures (3 items--% Agree/Strongly Agree)</p>	<p style="text-align: center;">63%</p>
<p>Teamwork (4 items--% Agree/Strongly Agree)</p>	<p style="text-align: center;">44%</p>
<p>Handoffs (4 items--% Most of the time/Always)</p>	<p style="text-align: center;">45%</p>
<p>Communication Openness (3 items--% Most of the time/Always)</p>	<p style="text-align: center;">40%</p>
<p>Nonpunitive Response to Mistakes (4 items--% Agree/Strongly Agree)</p>	<p style="text-align: center;">53%</p>
<p>Staffing (4 items--% Agree/Strongly Agree)</p>	<p style="text-align: center;">35%</p>

*** Composite scores are not calculated when any item in the composite has fewer than three respondents.**

Demographic Data about Respondents for _____ home

1. Staff position in the Nursing Home:

6%	Administrator/Manager	40%	Nursing Assistant/Aide
0%	Physician	4%	Direct Care Staff
1%	Other Provider	6%	Administrative Support Staff
30%	Licensed Nurse	8%	Support Staff
5%	Other, please specify		

2. Work area in the Nursing Home:

62%	Many different areas or units in the nursing home / No specific area or unit
6%	Alzheimer's / Dementia Unit
6%	Rehab Unit
19%	Skilled nursing unit
7%	Other area of unit (please specify)

3. Tenure with Nursing Home:

0%	Less than 2 months	22%	3 to 5 years
7%	2 to 11 months	24%	6 to 10 years
15%	1 to 2 years	32%	11 years or more

4. Hours Worked per Week:

2%	15 or fewer hours per week	81%	25 to 40 hours per week
0%	16 to 24 hours per week	16%	More than 40 hours per week

5. Time of Work:

71%	Days
20%	Evenings
9%	Nights

6. Percentage of Respondents Paid by Staffing Agency: 4%

7. Percentage of Respondents with Direct Interaction or Contact with Residents: 81%

CONCLUSION

In May 2009, GMCF administered the AHRQ NH survey _____. 88 People completed the survey, giving a response rate of 59 %. _____ home staff's overall perception of resident safety was 81%. Of the respondents, 60% would recommend this nursing home to a friend or a family member. Some areas emerged that may need improvement: Staffing issues, communication openness and teamwork (see appendix C for participants' comments). Most respondents gave _____ home an overall very good or good rating on patient safety (see appendix B for graphs).

APPENDICES

APPENDIX A

Nursing Home Survey on Patient Safety

In this survey, “resident safety” means preventing resident injuries, incidents, and harm to residents in the nursing home.

This survey asks for your opinions about resident safety issues in your nursing home. It will take about 15 minutes to complete.

To mark your answer, just put an X or a √ in the box: or .

If a question does not apply to your job or you do not know the answer, please mark the box in the last column. If you do not wish to answer a question, you may leave your answer blank.

SECTION A: Working in This Nursing Home

How much do you agree or disagree with the following statements?	Strongly Disagree ▼	Disagree ▼	Neither Agree nor Disagree ▼	Agree ▼	Strongly Agree ▼	Does Not Apply or Don't Know ▼
1. Staff in this nursing home treat each other with respect	<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 support one another 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
3. We have enough staff to handle the workload.....	<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 follow standard procedures to care for 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
5. Staff feel like they are part of a team.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
6. Staff use shortcuts to get their work done faster.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
7. Staff get the training they need 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
8. Staff have to hurry because they have too much work to do	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
9. When someone gets really busy in this nursing home, other staff help out.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
10. Staff are blamed when a resident is harmed	<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 A: Working in This Nursing Home (continued)

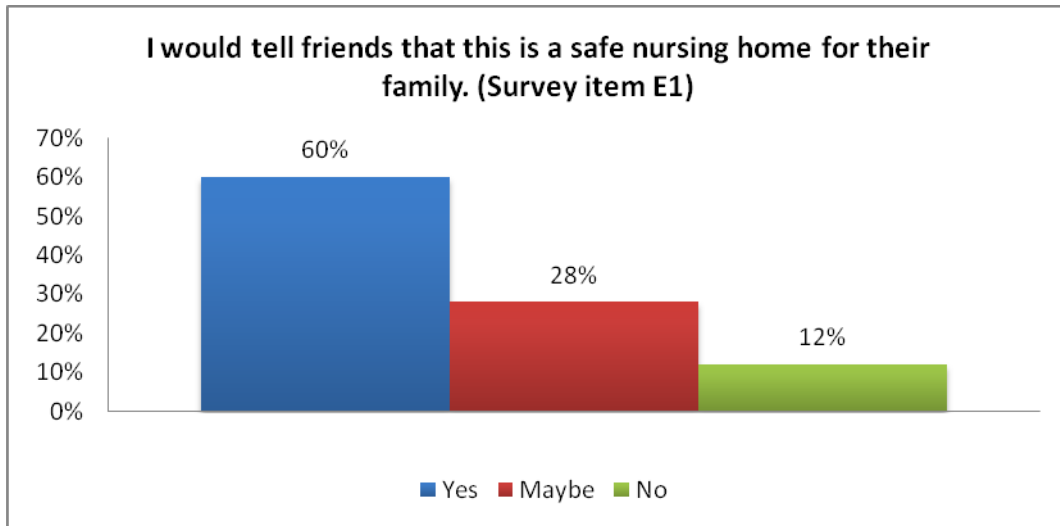
	Strongly Disagree ▼	Disagree ▼	Neither Agree nor Disagree ▼	Agree ▼	Strongly Agree ▼	Does Not Apply or Don't Know ▼
11. Staff have enough training on how to handle difficult residents	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
12. Staff are afraid to report their mistakes.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
13. Staff understand the training they get 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
14. To make work easier, staff often ignore procedures	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
15. Staff are treated fairly when they make mistakes.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
16. Residents' needs are met during shift changes	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
17. It is hard to keep residents safe here because so many staff quit their jobs	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
18. Staff feel safe reporting their mistakes.....	<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: Communications

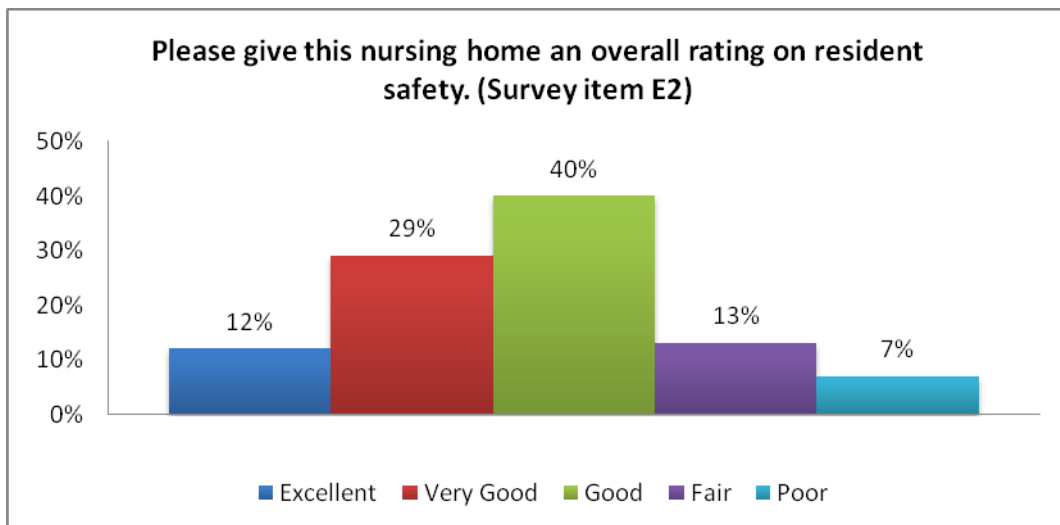
<u>How often do the following things happen in your nursing home?</u>	Never ▼	Rarely ▼	Some- times ▼	Most of the time ▼	Always ▼	Does Not Apply or Don't Know ▼
1. Staff are told what they need to know before taking care of a resident for the first time	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
2. Staff members are told right away when there is a change in a resident's care plan	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉

APPENDIX B

Nursing Home Recommendation

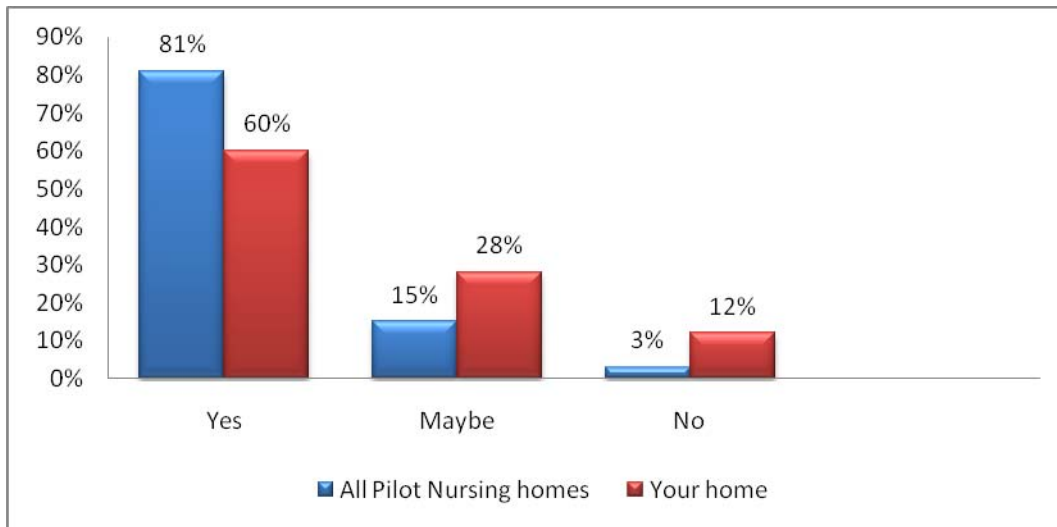


Overall rating on resident safety

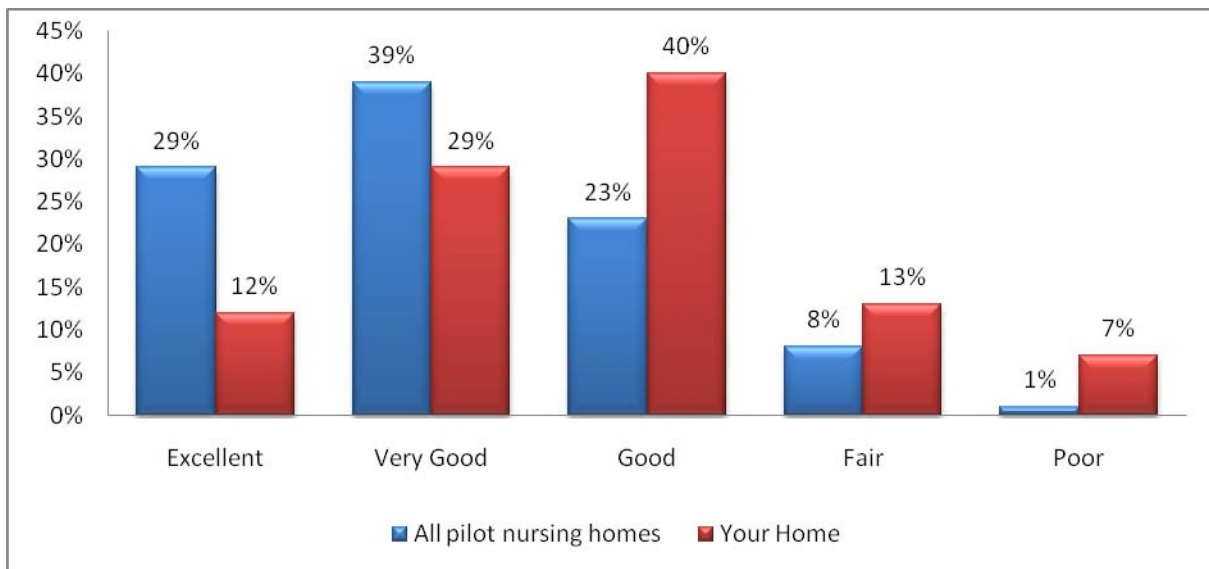


Comparison with 40 Pilot Study Nursing Homes

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



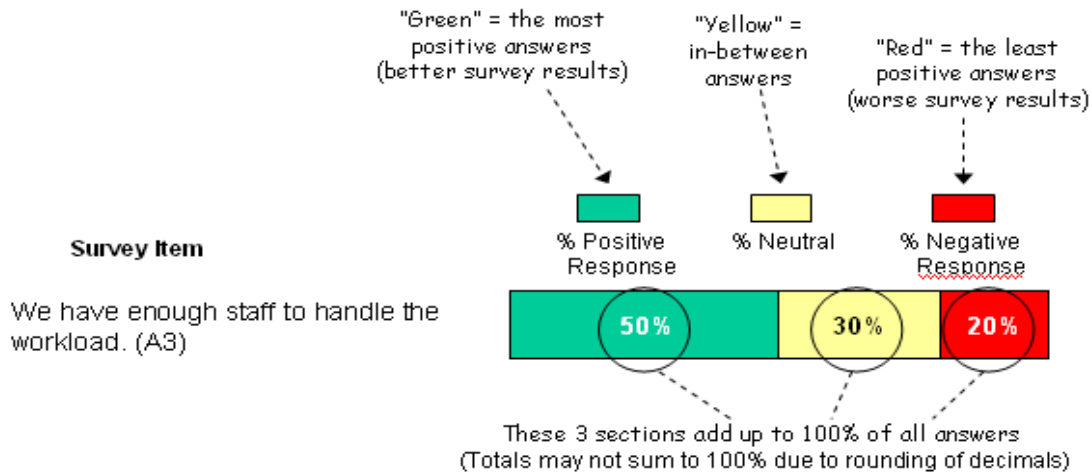
Please give this nursing home an overall rating on resident safety. (Survey item E2)




APPENDIX C

POSITIVELY WORDED ITEMS

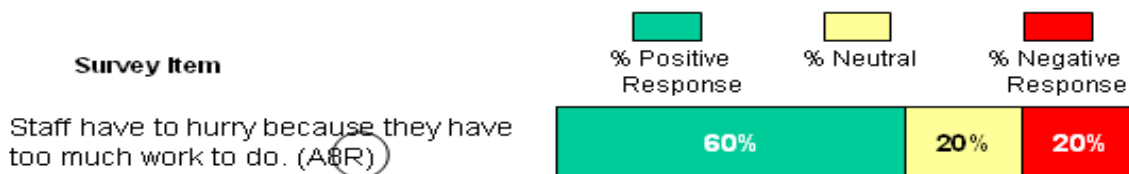
This is an example of a positively worded item. For this item, the percentage who answered “Strongly Agree/Agree” is shown in green (positive response), “Neither” in yellow, and “Strongly Disagree/Disagree” (negative response) in red.




 **The more "green" the better 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.



Negatively worded items are identified with the letter R.

 **The more "green" the better the results**


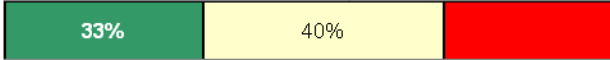
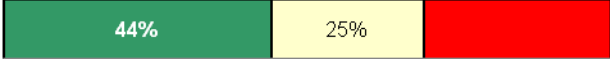





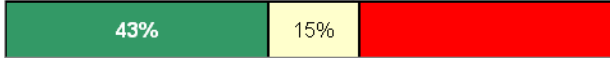


This item is negatively worded so the percentage who answered "Strongly Disagree/Disagree" is shown in green (positive response), "Neither" in yellow, and "Strongly Agree/Agree" (negative response) in red.

<div style="display: flex; justify-content: center; align-items: center; gap: 20px;"> ■ Positive ■ Neutral ■ Negative </div>			
Overall Perceptions of Resident Safety			
1. Residents are well cared for in this nursing home. (D1)		15%	NA/DK/MI = 2%
2. This nursing home does a good job keeping residents safe. (D6)		8%	NA/DK/MI = 3%
3. This nursing home is a safe place for residents. (D8)		7%	NA/DK/MI = 2%
Feedback & Communication About Incidents			
1. When staff report something that could harm a resident, someone takes care of it. (B4)		4%	NA/DK/MI = 5%
2. In this nursing home, we talk about ways to keep incidents from happening again. (B5)		6%	NA/DK/MI = 1%
3. Staff tell someone if they see something that might harm a resident. (B6)		2%	NA/DK/MI = 5%
4. In this nursing home, we discuss ways to keep residents safe from harm. (B8)		2%	NA/DK/MI = 2%
Supervisor Expectations & Actions Promoting Resident Safety			
1. My supervisor listens to staff ideas and suggestions about resident safety. (C1)		23%	NA/DK/MI = 9%
2. My supervisor says a good word to staff who follow the right procedures. (C2)		21%	NA/DK/MI = 7%
3. My supervisor pays attention to resident safety problems in this nursing home. (C3)		15%	NA/DK/MI = 7%

Organizational Learning			
R1. This nursing home lets the same mistakes happen again and again. (D3)		20%	NA/DK/MI = 5%
2. It is easy to make changes to improve resident safety in this nursing home. (D4)		9%	NA/DK/MI = 6%
3. This nursing home is always doing things to improve resident safety. (D5)		17%	NA/DK/MI = 3%
4. When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (D10)		24%	NA/DK/MI = 7%
Management Support for Resident Safety			
1. Management asks staff how the nursing home can improve resident safety. (D2)		20%	NA/DK/MI = 5%
2. Management listens to staff ideas and suggestions to improve resident safety. (D7)		29%	NA/DK/MI = 5%
3. Management often walks around the nursing home to check on resident care. (D9)		23%	NA/DK/MI = 9%
Training & Skills			
1. Staff get the training they need in this nursing home. (A7)		22%	NA/DK/MI = 2%
2. Staff members have enough training on how to handle difficult residents. (A11)		9%	NA/DK/MI = 3%
3. Staff members understand the training they get in this nursing home (A13).		31%	NA/DK/MI = 3%

Compliance with Procedures		
1. Staff follow standard procedures to care for residents. (A4)	<p>76% 8% 15%</p>	NA/DK/MI = 3%
R2. Staff use shortcuts to get their work done faster. (A6)	<p>68% 16% 16%</p>	NA/DK/MI = 6%
R3. To make work easier, staff often ignore procedures. (A14)	<p>45% 19% 36%</p>	NA/DK/MI = 8%
Teamwork		
1. Staff in this nursing home treat each other with respect. (A1)	<p>44% 13% 44%</p>	NA/DK/MI = 3%
2. Staff support one another in this nursing home. (A2)	<p>41% 23% 36%</p>	NA/DK/MI = 1%
3. Staff feel like they are part of a team. (A5)	<p>38% 20% 42%</p>	NA/DK/MI = 2%
4. When someone gets really busy in this nursing home, other staff help out. (A9)	<p>52% 11% 37%</p>	NA/DK/MI = 5%
Handoffs		
1. Staff members are told what they need to know before taking care of a resident for the first time. (B1)	<p>43% 42% 14%</p>	NA/DK/MI = 6%
2. Staff are told right away when there is a change in a resident's care plan. (B2)	<p>48% 39% 14%</p>	NA/DK/MI = 10%
3. We have all the information we need when residents are transferred from the hospital. (B3)	<p>56% 33% 11%</p>	NA/DK/MI = 9%
4. Staff members are given all the information they need to care for residents. (B10)	<p>34% 49% 16%</p>	NA/DK/MI = 3%

AHRQ NH Results

	Communication Openness	
1. Staff ideas and suggestions are valued in this nursing home. (B7)		NA/DK/MI = 2%
R2. Staff opinions are ignored in this nursing home. (B9)		NA/DK/MI = 6%
3. It is easy for staff to speak up about problems in this nursing home. (B11)		NA/DK/MI = 5%
Nonpunitive Response to Mistakes		
R1. Staff members are blamed when a resident is harmed. (A10)		NA/DK/MI = 7%
R2. Staff are afraid to report their mistakes. (A12)		NA/DK/MI = 3%
3. Staff are treated fairly when they make mistakes. (A15)		NA/DK/MI = 3%
4. Staff feel safe reporting their mistakes. (A18)		NA/DK/MI = 6%
Staffing		
1. We have enough staff to handle the workload. (A3)		NA/DK/MI = 5%
R2. Staff members have to hurry because they have too much work to do. (A8)		NA/DK/MI = 5%
3. Residents' needs are met during shift changes. (A16)		NA/DK/MI = 5%
R4. It is hard to keep residents safe here because so many staff quit their jobs. (A17)		NA/DK/MI = 3%

Note: "R" indicates a question that was worded in reverse. The code after the question e.g. (A14) indicates the original survey question number. Total may not equal 100% due to rounding.

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.

APPENDIX D

Participants' Comments

10% of respondents provided comments

1. RESPONDENT COMMENTS HERE

This material was prepared by GMCF, the Medicare Quality Improvement Organization for Georgia, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. Publication No. 9SOW-GA-PSF-10-18

***Comments appear as written on the survey. No changes have been made.**