## Improving Ethics Quality in Health Care

# 2010 IntegratedEthics™ Staff Survey



## **Privacy Act Statement:**

In accordance with Public Law 93-579 (Privacy Act of 1974), providing the personal information asked in this survey is completely voluntary. Collection of this information is requested to allow the Department of Veterans Affairs, and its subdivisions, to assess employees' perceptions and level of satisfaction with their work environment. Sections 1302, 3301, and 3304 of Title 5, US Code authorize collection of this information. Completed surveys will be returned directly to an outside vendor for tabulation. All information you provide about your job and about yourself will be treated confidentially. The information you provide will be compiled, analyzed, and reported for the whole population and certain subgroups. Future disclosures may involve releases of statistical data and other non-identifying data for the improvement of employee work environments and associated administrative purposes. No identifiable, individual responses will be reported or revealed.





#### **ABOUT THIS SURVEY**

This survey asks for your views of ethics in your work environment and your facility's support for ethics. The data collected will be used to improve the work environment in your facility and throughout the Veterans Health Administration (VHA).

The survey is completely confidential, and anonymity is protected throughout the process. To protect your anonymity, data will never be reported for any group when there are less than 10 employees who responded to the survey from that group. It is not possible to link individuals with their responses. Completing the survey is voluntary, but your help in responding to the survey is very important. By voicing your opinion you can help to make changes in your facility and throughout VHA.

#### INSTRUCTIONS

Please read each question carefully and choose the answer that best matches how you think or feel.

Respond to the questions <u>based on your perceptions and experiences</u> at your current VHA facility. We want your input based on what you know or believe. <u>You do not have to have complete knowledge of all activities at your facility to provide important, useful information</u>.

Most respondents take less than 30 minutes to complete the entire survey.

The instructions for completing this survey are clear.

For multiple-choice questions: click one answer for each question. Sample question:

	Strongly Agree
0	Agree
	Neither Agree Nor Disagree
	Disagree
	Strongly Disagree
	Don't Know
1	

To select the response "Agree" as your answer, you would simply click on "Agree" as shown above.

When you have completed the survey, click on "Submit" to send your answers directly to an outside vendor's confidential survey system. **Please complete the survey only once.** 

Note: For some questions, only an abbreviated version of the question is included here due to a licensing agreement with the Ethics Resource Center for questions that are copyrighted. These questions are indicated by an asterisk (\*). The full versions of the questions were used in the administration of the survey

## YOUR WORK IN VHA

Please do not begin the survey until you have completed the next three questions about your work in VHA. Answering these questions will determine which sections of the survey apply to your work. To protect your anonymity, data will never be reported for any group when there are less than 10 employees who responded to the survey from a group.

Please complete the following questions regarding your role in VHA.

1.	regist	ered nui	rse, p	VHA involve direct patient care (e.g., as a physician, nurse practitioner, sychologist, chaplain, social worker, resident, fellow, counseling staff, pist, respiratory therapist, nutritionist)?
		Yes	$\rightarrow$	If yes to Item 1, respondents should see questions identified for all staff (sections W, PC, M, G, and RA), then the items for Clinical Staff (sections DM, P, E, and items CD1 and CD2), and then background items (section D).
		No	$\rightarrow$	If no, respondents should see questions identified for all staff (sections W, PC, M, G, and RA) and then the background items (section D).
2.	Fiscal Integr receiv	i, Health ity (CBI) able, uti	Infor func ilizatio	VHA involve administrative or service operations such as Revenue, mation Management (HIM), Logistics, or Compliance and Business tions (e.g., patient registration, eligibility, billing, coding, accounts on review, MCCR/MCCF, budget, purchasing and contracting, auditing, pliance)?
		Yes	$\rightarrow$	If yes to item 2, respondents should see questions identified for all staff (sections W, PC, and M), then items for Compliance and Business Integrity (section CB), then remaining all staff items (sections G and RA), and then the background items (section D).
				If yes to items 1 and 2, respondents should see the questions identified for all staff (sections W, PC, and M), then items for Compliance and Business Integrity (section CB), then all staff items (sections G and RA), then the items for Clinical Staff (sections DM, P, E, and items CD1 and CD2), and then the background items (section D).
		No	$\rightarrow$	If no to item 2, respondents should see questions identified for all staff (sections W, PC, M, G, and RA) and then the background items (section D).

3. Does your work in VHA involve research (e.g., conduct of research, managerial or administrative responsibility for research, research oversight, or service on a research related committee or group)? ☐ Yes If yes to item 3, respondents should see questions identified for all staff (sections W, PC, M, G, and RA), then the research items (section R), and then the background items (section D). If yes to items 1 and 3, respondents should see questions identified for all staff (sections W, PC, M, G, and RA), then the items for Clinical Staff (sections DM, P, E, and items CD1 and CD2), then the research items (section R), and then the background items (section D). If yes to items 1, 2, and 3, respondents should see all items including the questions identified for all staff (sections W, PC, and M), then items for Compliance and Business Integrity (section CB), then all staff items (sections G and RA), then the items for Clinical Staff (sections DM, P. E. and items CD1 and CD2), then the research items (section R), and then the background items (section D).

If no to item 3, respondents should see questions identified for all staff (sections W, PC, M, G, and RA) and then the background items (section D).

## **DEFINITIONS**

No

Please use the following definition when answering questions referring to these terms.

**Ethics**: what is right or what should be done.

Ethics concern: uncertainty or conflict about values.

**Facility**: the physical location where you work.

- For most, your facility is a **VA Medical Center**. If you work at a medical center with multiple divisions, your facility is the particular campus where you work.
- If you work at a CBOC, your facility is the parent VA Medical Center.
- If you work in a VISN office, your facility is the VISN office.
- If you work in **Central Office**, your facility is **Central Office**.
- If you work in a virtual department or offsite, your facility is the one where your department is based or that you report to.

### **BEGIN THE SURVEY**

- A. Please select your facility. (Drop down list of VHA facilities)
- B. What is your occupation? (Drop down list of VHA occupation codes)

## ETHICAL PRACTICES IN THE EVERYDAY WORKPLACE

Please use the following definition when answering questions in this section.

**Manager**: an individual who has administrative authority for a unit, department, service line, or entire facility. Managers include senior managers (e.g., Medical Center Director, Chief Nurse Executive), middle managers (e.g., Associate Chiefs, Service Line Managers), and first line managers (e.g., Unit Supervisors, Team Leaders), all of whom are responsible for making policy, fiscal, or operational decisions.

At this W1.	facility, how often: Are patients treated fairly?	Almost Never	Occasionally	About Half the Time	Usually	Almost Always	Don't Know
W2.	Are employees treated fairly?						
W3.	At this facility, there is made ample as	Completely Disagree	Disagree	Agree	Completely Agree	Don't Know	
vvs.	At this facility, there is more emphasis on following "the rules" than doing what is best for patients.						
W4.	This facility follows up on ethical concerns that are reported by employees.						
W5.*	Coworkers consider ethics in decision making.						
W6.*	Trust management to keep promises and commitments.						
W7.	At this facility, I am reluctant to raise ethical concerns.						
<b>1</b> //O	How familiar are you with your	Not At All Familiar	Not Very Familiar	Moderately Familiar	Very Familiar	Don't Know	
W8.	How familiar are you with your facility's ethics consultation service, a service to help patients, providers and staff resolve ethical concerns in the health care setting?						

		Not At All	Not Very	Moderately	Very	
		Likely	Likely	Likely	Likely	Don't Know
W9.	If you had an ethical concern related to health care, how likely are you to use your facility's ethics consultation service?					

## ETHICAL PRACTICES IN PATIENT PRIVACY AND CONFIDENTIALITY

At this	facility, how often:	Almost Never	Occasionally	About Half the Time	Usually	Almost Always	Don't Know
PC1.	Is private information about a patient discussed within earshot of others who are not involved in that patient's care?						
PC2.	Are notes or papers with identifiable patient information left in areas where they might be viewed by patients, family or non-treating staff members?						
PC3.	Are computers left unattended with medical/health record information visible on the screen?						
		Not At All Well	Not Very Well	Moderately Well	Very Well	I Have Not Received Education On This Topic	
PC4.	How well has your facility educated you about privacy and confidentiality?					П	_

## ETHICAL PRACTICES IN BUSINESS AND MANAGEMENT

Please use the following definitions when answering questions in this section.

**Manager**: an individual who has administrative authority for a unit, department, service line, or entire facility. Managers include senior managers (e.g., Medical Center Director, Chief Nurse Executive), middle managers (e.g., Associate Chiefs, Service Line Managers), and first line managers (e.g., Unit Supervisors, Team Leaders), all of whom are responsible for making policy, fiscal, or operational decisions.

**Supervisor**: first line supervisor, typically those who are responsible for employees' performance appraisals and approval of their leave.

		Almost		About Half the		Almost	Don'i
At this	s facility <u>how often</u> :	Never	Occasionally	Time	Usually	Always	Know
M1.	Do you get "mixed messages" from managers that create ethical uncertainty or ethical concerns?						
M2.	Do personal relationships between employees unfairly influence important management decisions?						
		Completely			Completely	Don't	
At this	s facility:	Disagree	Disagree	Agree	Agree	Know	
M3.	Employees can talk with supervisors about ethical concerns without fear of having their comments held against them.						
M4.	Managers place more emphasis on staff meeting performance goals (i.e., "getting to green") than doing the right thing.						
M5.*	Management stresses ethical behavior even when under pressure.						
M6.	Hiring and promotion decisions meet the ethical standards in VHA policies.						
M7.*	Management gives positive feedback for ethical behavior.						
M8.*	Management does not tolerate retaliation for reporting a potential violation.						

<b>How \</b> M9.		your facility's managers: municate that ethics is a priority?	Not At All Well	Not Very Well □	Moderately Well □	Very Well □	Don't Know □		
M10.	maki	into account staff perspectives when ng decisions with important ethical cations?							
M11.	wher	into account Veterans' perspectives making decisions with important al implications?							
M12.*	112.* Supervisor evaluates ethical conduct in performance appraisals.								
		Yes							
		No							
		Don't Know							
ЕТНІ	CAL P	RACTICES IN GOVERNMENT SERVIO	CE						
Pleas	se use	the following definition when answering	questions in t	his section	on.				
statut	tes on	nt ethics: standards of conduct applicate bribery and financial conflicts of interest and use of government resources.							
	ond to facility	the following questions <b>based on your</b> .	perceptions	and exp	<b>eriences</b> at	your cu	ırrent		
G1.	•	ou aware that there are officials in the Officials in the Officials include proves?			•				
	□ Yes								
		¬ No							

G2.*	Observed conduct that violated government ethics rules or laws.								
		Yes							
		No							
		Don't Know							
			Not At All Familiar	Not Very Familiar	Moderately Familiar	Very Familiar	Don't Know		
G3.	ethica	familiar are you with the rules of al conduct for government oyees?							
G4.	Empl	oyees at all levels are held	Completely Disagree	Disagree	Agree	Completely Agree	Don't Know		
<b>.</b>	gove	untable for adhering to rnment ethics rules, VHA policy he law.							
G5.	Ethic trainii video	useful was the Government s Training (e.g., instructor-led ng, computer-based training, o, written materials) you received	Not At All Useful	Not very Useful	Moderately Useful	Very Useful	I Have Not Received Training		
	decis	e past two years in guiding your ions and conduct in connection our work?							

## ETHICAL PRACTICES IN RESOURCE ALLOCATION

		Almost		Abo	out Half		Alı	nost	Don't
	facility, how often:	Never	Occasi	onally the	Time	Usually	Alv	ways	Know
RA1.	Does the focus on controlling costs come at the expense of providing quality patient care?						[	<b>_</b>	
RA2.	Does management communicate the reasoning behind local resource allocation decisions?						[		
RA3.	Are resource allocation decisions considered business decisions that have little to do with ethics?						[		
			Not At All Fairly	Not Very Fairly		derately =airly	Very Fairly	Don Kno	
RA4.	How fairly does your facility allocate resources among programs and service	ces?							
			Not At All Well	Not Very W		derately Well	Very Well	Don Kno	
RA5.	How well does your facility make resonallocation decisions that are consistent its mission and values?								w
RA6.	How well do you understand your facil decision-making process for allocating resources?								
D.4.7			Not At All Well	Not Very W		derately Well	Very Well	I Have Receir Educa On Ti	ved tion his
RA7.	How well does your facility educate you the ethical aspects of resource allocat								

## **COMPLIANCE AND BUSINESS INTEGRITY**

Please use the following definitions when answering questions in this section.

**Manager**: an individual who has administrative authority for a unit, department, service line, or entire facility. Managers include senior managers (e.g., Medical Center Director, Chief Nurse Executive), middle managers (e.g., Associate Chiefs, Service Line Managers), and first line managers (e.g., Unit Supervisors, Team Leaders), all of whom are responsible for making policy, fiscal, or operational decisions.

**Supervisor**: typically those who are responsible for employees' performance appraisals and approval of their leave.

At this			d diaguag athiagl	Completely Disagree	Disagree	Agree	Completely Agree	Don't Know	
CB1.	Managers raise and discuss ethical concerns related to business practices and compliance issues.								
CB2.	COI	ould feel comfor npliance and bus lation to a super	siness integrity						
A4 thic	fac	ility how ofton		Almost Never	Occasionally	About Half the Time	Usually	Almost Always	Don'i
CB3.*	this facility, how often:  3.* Advice seeking from organizational resources if faced with a difficult decision.								
CB4.*		essure to compro iical workplace c	omise standards of onduct.						
CB5.*	Ob	served conduct t	hat violated the law c	or organizat	ion's standa	rds of et	hical condu	ct.	
		Yes→	(continue)						
		No→	(skip to question CB	86)					
		Don't Know→	(skip to guestion CB	86)					

	Yes→	(continue)						
	l No→	(skip to question	CB6)					
	Don't Know→	(skip to question	CB6)					
			Very Dissatisfied	Dissatisfied	Neither Satisfied Nor Dissatisfied	Satisfied	Very Satisfied	Don't Know
CB5b.*	Satisfaction with response to report.							
			Strongly		Neither Agree Nor		Strongly	Don't
_			Disagree	Disagree	Disagree	Agree	Agree	Know
CB6.*	Managers held accaught violating \( \) and fiscal policies	/HA business	Disagree	Disagree	Disagree	Agree	Agree	Know
CB6.* CB7.*	caught violating \	/HA business s or the law.  It employees if caught siness and fiscal	_	_	_	_	-	
	caught violating Vand fiscal policies  Non-managemenheld accountable violating VHA bus	/HA business sor the law.  It employees if caught siness and fiscal w.  Accountable if /HA business						

CB5a.\* Reported observation of misconduct.

#### **CLINICAL STAFF SECTIONS**

Please use the following definitions when answering questions referring to these terms.

**Ethics**: what is right or what should be done.

<u>Clinicians</u>: staff who provide direct patient care including physicians, nurse practitioners, registered nurses, social workers, physician assistants, psychologists, chaplains, residents, fellows, counseling staff, rehabilitation therapists, respiratory therapists, etc. Clinicians do **not** include students.

**Facility**: the physical location where you work.

- For most, your facility is a **VA Medical Center**. If you work at a medical center with multiple divisions, your facility is the particular campus where you work.
- If you work at a CBOC, your facility is the parent VA Medical Center.
- If you work in a **VISN office**, your facility is the **VISN office**.
- If you work in **Central Office**, your facility is **Central Office**.
- If you work in a **virtual department or offsite**, your facility is the one where your **department is based or that you report to.**

#### SHARED DECISION MAKING WITH PATIENTS

# For all questions in this section, assume that patients have decision-making capacity unless otherwise noted.

		Almost		About Half		Almost	Don't
At this	facility, how often:	Never	Occasionally	the Time	Usually	Always	Know
DM1.	Doclinicians talk to patients about the pros and cons of each choice for their treatment or health care?						
DM2.	Do clinicians give patients sufficient time to discuss treatment recommendations?						
DM3.	Are surrogate decision makers promptly identified for patients who lack decision-making capacity?						
		Not At All Effective	Not Very Effective	Moderately Effective	Very Effective	Don't Know	
DM4.	How effective are your facility's clinicians at integrating a patient's values and preferences into health care recommendations?						

How		Not At All Well	Not Very Well	Moderate Well	ely Very Well	Don't Know
DM5.	Do your facility's staff help patients prepare advance directives?					
DM6.	Does your facility educate patients about their role in making health care decisions?					
PROF	ESSIONALISM IN PATIENT CARE					
	acility.	your perce	ptions and	d experien	<b>ces</b> at you	r current
۸+ +bi	s facility:	Completely Disagree	Disagree	Agree	Completely Agree	Don't know
P1.	If a medical error caused harm, the error would be disclosed to the patient or surrogates.			□		
P2.	I am reluctant to raise concerns when I think a colleague's clinical abilities are impaired.					
P3.	If a clinician displays intimidating, abusive, or disruptive behavior toward others, managers will intervene.					
<b>How</b> (P4.	well does your facility: Educate you on incorporating patients' cultural customs into clinical practice?	Not At All Well □	Not Very Well	Moderately Well □	Very Well	I Have Not Received Education On This Topic
P5.	Provide you with clear guidance on	Not At All Well	Not Very Well	Moderately Well	Very Well	I Have Not Received Guidance on This Topic
	how to maintain professional boundaries in your relationships with patients?					

At th P6.	•	facility, how often:  Do clinicians treat patients who		Occasionally	About Half the Time	Usually	Almost Always	Don't Know	
. 0.	practice unde drug abuse, less sympath								
ETHI	CAL PRACTION	CES IN END-OF-LIFE CARI	 E					_	
	ond to the follo	owing questions <b>based on y</b>	our perce	eptions and	l experienc	es at yo	ur current		
Does	your practice	e ever include working wit	h dying p	atients?					
	□ Yes→	(continue with this domai	n)						
	□ No→	(skip to next section)							
<b>How</b> E1.		facility's clinicians: n dying patients?	Not At All Well □	Not Very Well	Moderately Well	Very Well □	Don't Know		
E2.	Manage the psychological distress of dying patients?								
E3.	E3. Attend to the spiritual needs of dying patients?								
E4.	How well do	es your facility address the	Not At All Well	Not Very Well	Moderately Well	Very Well	Don't Know		
		I needs of family caregivers							

		Not At All Well	Not Very Well	Moderately Well	Very Well	I Have Not Received Education On This Topic	
E5.	How well does your facility educate you about ethical issues in end-of-life care?	□		☐ About Half		□	Don't
E6.	How often do clinicians decrease their	Never	Occasionally	the Time	Usually	Always	Know
	interaction with dying patients when the goal of care is comfort only?						

## **BACKGROUND: CLINICAL EXPERIENCE**

Your answers in this survey are anonymous. It is not possible to link individuals with their responses.

Respond to the following questions based on your work at your current VHA facility.

## CD1. Where do you perform the <u>majority</u> of your patient care activities?

		Inpatient: intensive care unit
		Inpatient: acute care hospital, non-ICU
		Inpatient: other
		Outpatient: community-based outpatient clinic
		Outpatient: hospital-based outpatient clinic
		Outpatient: readjustment counseling (Vet Centers)
		Outpatient: other
		Extended care: community living centers (nursing homes)
		Extended care: home care programs
		Extended care (mental health): residential rehabilitation treatment programs (domiciliaries
		Extended care: other (e.g., transitional care programs, adult day health care programs)
		Other (specify):
		Not applicable
CD2.	Which o	one of the following <u>best</u> describes your <u>service</u> or <u>clinical area</u> ?
		Medical and Subspecialty Care (e.g., Acute Care, Ambulatory Care, Primary Care)
		Geriatric and Extended Care/Rehabilitation Medicine
		Mental Health (e.g., Psychiatry, Psychology)
		Surgical and Anesthesia
		Administration (e.g., Chief of Staff, Service Chief, Nurse Executive, Quality Management, Utilization Management, Infection Control)
		Other (specify):
		Not Applicable

## **ETHICAL PRACTICES IN RESEARCH**

Please use the following definitions when answering questions in this section.

**Human subjects:** individuals (including Veterans, VA employees, and others) who are enrolled in a research study or whose private information is used for a research study (sometimes referred to as "research participants" or "study participants").

Respond to the following questions <u>based on your experiences or perceptions</u> at your current VHA facility.

		Completely			Completely	Don't	
R1.	At this facility, investigators, regardless of their status (e.g., funding, national reputation), are held accountable for	Disagree	Disagree	Agree	Agree	Know	
	adhering to research standards.						
R2.	At this facility, I am reluctant to raise ethical concerns related to research.						
R3.	I would feel comfortable reporting an ethical violation related to research.						
		Almost		About Half the		Almost	Don't
	s facility, <u>how often:</u>	Never	Occasionally	Time	Usually	Always	Know
R4.	Do researchers interact with private industry in ways that could						
	inappropriately influence their research?						
R5.	Do researchers engage in activities or relationships (including personal, academic, or financial) that could inappropriately affect their research?						
R6.	Do you feel pressured to compromise						
	federal regulations, VHA policy, or ethical standards related to research?						
R7.*	Observed misconduct related to research	).					
	□ Yes						
	□ No						
	□ Don't Know						

						Not Applicable
		Not At All	Not Very	Moderately	Very	То Му
		Well	Well	Well	Well	Research
R8.	How well do researchers at this facility ensure that human subjects understand the research study, including the potential risks, before they consent to participate?					
		Not At All Well	Not Very Well	Moderately Well	Very Well	I Have Not Received Education On This Topic
R9.	How well does this facility educate you about ethical issues in research?					

## **BACKGROUND INFORMATION**

Definitions: please use the following definitions when answering questions in this section.

**Manager**: an individual who has administrative authority for a unit, department, service line, or entire facility. Managers include senior managers (e.g., Medical Center Director, Chief Nurse Executive), middle managers (e.g., Associate Chiefs, Service Line Managers), and first line managers (e.g., Unit Supervisors, Team Leaders), all of whom are responsible for making policy, fiscal, or operational decisions.

## Senior manager/executive:

- Those in executive positions who supervise managers.
- If you work at a VA Medical Center, your senior managers are the leadership team, typically
  consisting of the Director, Associate Director, Chief of Staff, and Chief Nurse or
  Executive/Associate Director for Nursing or Patient Care Services.
- If you work in a **VISN office**, your senior managers include the Network Director, Deputy Network Director, Chief Medical Officer, Chief Financial Officer, Chief Logistics Officer, and Quality Management Officer.
- If you work in **Central Office**, your senior managers are the Under Secretary, Deputy Under Secretary, and Chief Officers.

**Supervisor**: first line supervisor; typically those who are responsible for employees' performance appraisals and approval of their leave.

**Team leader**: those who lead a team of employees but who may not be responsible for employees' performance appraisals or approval of their leave.

Your answers in this survey are anonymous. It is not possible to link individuals with their responses.

Resp facilit		the following que	estions <u>b</u>	ased o	on you	r perc	<u>eption</u>	s or e	<u>xperie</u>	nces a	at your	currer	nt VHA
			Not At All Ethical										Exceptionally Ethical
			0	1	2	3	4	5	6	7	8	9	10
D1.	your	would you rate facility as an all organization?											
D2.	What	is your gender?											
		Male Female											
D3.	Wha	at is your age?											
		Less than 20 ye	ears old										
		20-29											
		30-39											
		40-49											
		50-59											
		60 years or olde	er										

		Female				
D3.	Wha	at is your age?				
		Less than 20 years old				
		20-29				
		30-39				
		40-49				
		50-59				
		60 years or older				
D4.	Are y	ou Spanish, Hispanic, or Latino?				
		Yes				
		No				
D5.	D5. What is your race? (select all that apply)					
		White				
		Black or African American				
		American Indian or Alaskan Native				
		Asian				
		Native Hawaiian or other Pacific Islander				

D6.	How long have you been with VA?					
	☐ Less than six months					
	$\Box$ Six months to one year					
	☐ More than one to three years					
	☐ Four to five years					
	☐ Six to ten years					
	☐ 11 to 20 years					
	☐ More than 20 years					
D7.	What is your level of supervisory resp	oonsibility?				
	□ None					
	☐ Team leader					
	☐ First line supervisor					
	□ Manager					
	☐ Senior manager/executive					
D8.	What are your financial disclosure res	sponsibilities?				
	☐ I file a Public Financial Disclosure Re	eport (SF 278).				
	I file a Confidential Financial Disclos 450 or 450-A).	ure Report (OGE	Form			
	$_{\square}$ I am not required to file a financial di	sclosure report.				
	☐ I don't know my filing status.					
Plea	se indicate whether you agree or disagre	ee with the follo	wing stater	nent.		
		Completely Disagree	Disagree	Agree	Completely Agree	Don'
D9.	Overall, my facility is an ethical organization.	Disagree		□		

Thank you for participating in the Summer Voice of VA – IntegratedEthics™ Staff Survey. Your input is very important. Have a nice day.