## English version Questionnaire

**Part I: Questions assessing Socio Demographic characteristics of respondents**

**Instructions:** Please encircle the number in front of the option you choose if you are asked to write a response, please do in the blank space provided.

| **S.No** | **Questions** | **Response** |
| --- | --- | --- |
| 101 | Sex | 1. Female 2. Male |
| 102 | Age(years) |  |
| 103 | Religion | 1. Orthodox Christian 2. Muslim 3. Protestant 4. Catholic 5. Other specify…… |
| 104 | Marital Status | 1. Single 2. Married 3. Divorced 4. Widowed |
| 105 | Profession |  |
| 106 | Educational status | 1. Diploma 2. Bachelor Degree 3. Master Degree 4. General practitioner 5. Resident doctor 6. Specialized doctor 7. Sub-specialty doctor 8. Doctorate (PhD) 9. Other(specify) |
| 107 | Working institution/  Hospital | 1. Tibebe Ghion Specialized hospital 2. Felege Hiwot Comprhensive specialized Hospital 3. Adis Alem Primary Hospital |
| 108 | Work experience (years) |  |
| 109 | Monthly salary in USD($) | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_- |

**Part I: Questions assessing Socio Demographic characteristics of respondents**

**Instructions:** Please encircle the number in front of the option you choose if you are asked to write a response, please do in the blank space provided.

**Part II: Questions regarding patient safety culture dimensions**

Please circle the number that you consider as best option on each question.

**Section A: Your work area/unit** (Please answer the following about your work area)

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **S.No** | **Questions** | **Response** | | | | | |
| **Strongly**  **Disagree (SD)** | **Disagree (D)** | | **Neutral(N)** | **Agree(A)** | **Strongly Agree(SA)** |
| 201 | People support one another in this unit | 1 | 2 | | 3 | 4 | 5 |
| 202 | When a lot of work needs to be done quickly, we work together as a team to get the work done | 1 | 2 | | 3 | 4 | 5 |
| 203 | In this unit, people treat each other with respect. | 1 | 2 | | 3 | 4 | 5 |
| 204 | When one area in this unit gets really busy, others help out | 1 | 2 | | 3 | 4 | 5 |
| 205 | We are actively doing things to improve patient safety | 1 | 2 | 3 | | 4 | 5 |
| 206 | Mistakes have led to positive changes here | 1 | 2 | 3 | | 4 | 5 |
| 207 | After we make changes to improve patient safety, we evaluate their effectiveness | 1 | 2 | 3 | | 4 | 5 |
| 208 | Staff feel like their mistakes are held against them | 1 | 2 | 3 | | 4 | 5 |
| 209 | When an event is reported, it feels like the person is being written up, not the problem | 1 | 2 | 3 | | 4 | 5 |
| 210 | Staff worry that mistakes they make are kept in their personnel file | 1 | 2 | 3 | | 4 | 5 |
| 211 | We have enough staff to handle the workload | 1 | 2 | 3 | | 4 | 5 |
| 212 | Staff in this unit work longer hours than is best for patient care | 1 | 2 | 3 | | 4 | 5 |
| 213 | We use more agency/temporary staff than is best for patient care | 1 | 2 | 3 | | 4 | 5 |
| 214 | We work in “crisis mode,” trying to do too much, too quickly | 1 | 2 | 3 | | 4 | 5 |
| 215 | Patient safety is never sacrificed to get more work done | 1 | 2 | 3 | | 4 | 5 |
| 216 | Our procedures and systems are good at preventing errors from happening | 1 | 2 | 3 | | 4 | 5 |
| 217 | It is just by chance that more serious mistakes don’t happen around here | 1 | 2 | 3 | | 4 | 5 |
| 218 | We have patient safety problems in this unit | 1 | 2 | 3 | | 4 | 5 |

**Section B: Your supervisor/Manager (**Please answer the following about your immediate supervisor/Manager or person to whom you directly report**)**

| **S.No** | **Questions** | **Response** | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| **SD** | **D** | **N** | **A** | **SA** |
| 219 | My supervisor/manager says a good word when he/she sees a job done according to established patient safety procedures | 1 | 2 | 3 | 4 | 5 |
| 220 | My supervisor/manager seriously considers staff suggestions for improving patient safety | 1 | 2 | 3 | 4 | 5 |
| 221 | Whenever pressure builds up, my supervisor/manager wants us to work faster, even if it means taking shortcuts | 1 | 2 | 3 | 4 | 5 |
| 222 | My supervisor/manager overlooks patient safety problems that happen over and over | 1 | 2 | 3 | 4 | 5 |

**Section C: Communications** (How often do the following happen in your work area?)

| **S.No** | **Questions** | **Response** | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Never (N)** | **Rarely** | **Some times** | **Most of the time** | **Always** |
| 223 | Staff will freely speak up if they see something that may negatively affect patient care | 1 | 2 | 3 | 4 | 5 |
| 224 | Staff feel free to question the decisions or actions of those with more authority | 1 | 2 | 3 | 4 | 5 |
| 225 | Staff are afraid to ask questions when something does not seem right | 1 | 2 | 3 | 4 | 5 |
| 226 | We are given feedback about changes put into place based on event reports | 1 | 2 | 3 | 4 | 5 |
| 227 | We are informed about errors that happen in this unit | 1 | 2 | 3 | 4 | 5 |
| 228 | In this unit, we discuss ways to prevent errors from happening again | 1 | 2 | 3 | 4 | 5 |

**Section D: Frequency of Events reported (**When mistakes happen in your hospital work area, how often are they reported**)**

**Adverse event:** Any type of error, mistakes, incident, near misses, accident or deviation regardless of whether or not it results in patient harm

| **S.No** | **Questions** | **Response** | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Never (N)** | **Rarely** | **Some times** | **Most of the time** | **Always** |
| 229 | When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported? | 1 | 2 | 3 | 4 | 5 |
| 230 | When a mistake is made, but has no potential to harm the patient, how often is this reported? | 1 | 2 | 3 | 4 | 5 |
| 231 | When a mistake is made that could harm the patient, but does not, how often is this reported? | 1 | 2 | 3 | 4 | 5 |
| **Section E: Patient safety grade** | | | | | | |
| **S.No** | **Questions** | **Response** | | | | |
| 232 | Please give your work area/unit in this hospital an overall grade on patient safety | 1. Excellent 2. Very good 3. Acceptable 4. Poor 5. Falling | | | | |

**Section F: Hospital-Wide (**please answer the following about your hospital**)**

| **S.No** | **Questions** | **Response** | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **SD** | **D** | **N** | | **A** | **SA** |
| 233 | Hospital management provides a work climate that promotes patient safety | 1 | 2 | 3 | | 4 | 5 |
| 234 | The actions of hospital management show that patient safety is a top priority | 1 | 2 | 3 | | 4 | 5 |
| 235 | Hospital management seems interested in patient safety only after an adverse event happens | 1 | 2 | 3 | | 4 | 5 |
| 236 | There is good cooperation among hospital units that need to work together | 1 | 2 | 3 | | 4 | 5 |
| 237 | Hospital units work well together to provide the best care for patients | 1 | 2 | 3 | | 4 | 5 |
| 238 | Hospital units do not coordinate well with each other | 1 | 2 | 3 | | 4 | 5 |
| 239 | It is often unpleasant to work with staff from other hospital units | 1 | 2 | 3 | | 4 | 5 |
| 240 | Things “fall between the cracks” when transferring patients from one unit to another | 1 | 2 | 3 | | 4 | 5 |
| 241 | Important patient care information is often lost during shift changes | 1 | 2 | 3 | | 4 | 5 |
| 242 | Problems often occur in the exchange of information across hospital units | 1 | 2 | 3 | | 4 | 5 |
| 243 | Shift changes are problematic for patients in this hospital | 1 | 2 | 3 | | 4 | 5 |
| **Section G: Number of events Reported** | | | | |
| **S.No** | **Questions** | **Response** | | | | | |
| 244 | In the past 12 months, how many event reports have you filled out and submitted? | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | |

**Part III: organizational factors associated with patient safety culture.**

Please encircle the number in front of the option you choose. If you are asked to write a response, please do in the blank space provided.

|  |  |  |
| --- | --- | --- |
| **S.No** | **Questions** | **Response** |
| 301 | Hospital levels | 1. Primary Hospital 2. Specialized Hospital 3. Other specifiy………… |
| 302 | Hospital’s shifting type | 1. Regular 2. Two-Shift 3. Other Specifiy……. |
| 303 | What is your primary work unit/ department or clinical area of the hospitals where you spent most of the work time or provides most of the clinical service? | 1. Internal Medicine 2. Surgery 3. Gynecology/Obstetric 4. Pediatrics 5. Emergency 6. Psychiatry/mental health 7. Pharmacy 8. Laboratory 9. Radiology 10. OPD 11. Other(specify) |
| 304 | In average how many hours per week do you work in this hospital? |  |
| 305 | Do you have a direct contact with the patient? | 1. Yes 2. No |
| 306 | Had you ever participated in patient safety program? | 1. Yes 2. No |
| 307 | Have you ever reported adverse events? | 1. Yes 2. No |
| 308 | Did you taken any patient safety training? | 1. Yes 2. No |
| 309 | Do you get the necessary equipment and materials timely at the time of giving care? | 1. Yes 2. No |