

## ATTACHMENT O

### STAFF SURVEY INSTRUMENT AND SOURCE OF SURVEY ITEMS

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Source  
of item

Staff Survey Instrument

MCG

1. How familiar are you with the term “patient- and family-centered care”?
- 1  Very familiar
  - 2  Somewhat familiar
  - 3  Not very familiar
  - 4  Not at all familiar collaborate

**Please rate your level of agreement with the following statements.**

MCG

2. The quality of health care is improved when patients and families are involved as partners in their care.
- 1  Strongly Agree
  - 2  Agree
  - 3  Disagree
  - 4  Strongly Disagree

MCG

3. Health care is safer when patients and families are involved as partners in their care.
- 1  Strongly Agree
  - 2  Agree
  - 3  Disagree
  - 4  Strongly Disagree

MCG

4. Patient- and family-centered care makes delivery of care more challenging.
- 1  Strongly Agree
  - 2  Agree
  - 3  Disagree
  - 4  Strongly Disagree

MCG

5. Patient- and family-centered care is just another quality improvement initiative.

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

MCG

6. It is important to me to partner with patients and families in their care.

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

**Please rate your level of agreement with the following statements.**

MCG

7. I am able to carry out my work in ways that support a patient- and family-centered care environment.

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

MCG

8. I have had the opportunity in my professional practice to hear patients' stories about their health care experiences.

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

**Please rate your level of agreement with the following statements about staff in your hospital.**

MCG

9. Staff place a high value on the involvement of patients and families in health care decision-making.

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

**Staff support families' choices, in accordance with patient preference, about whether to remain with the patient during the following:**

MCG

10. Clinic visits/examinations

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

MCG

11. Therapy/treatment

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

MCG

12. Painful/invasive procedures

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

MCG

13. Resuscitation

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

Please rate your level of agreement with the following statements.

MCG

14. Leaders of my hospital consistently convey that the patient's and family's experience of care is important to quality.

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

MCG

15. Leaders of my hospital consistently convey that the patient's and family's experience of care is important to safety.

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

MCG

16. **Leaders of my hospital encourage patient and family collaboration in clinical care of the individual patient.**

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

MCG

17. **Leaders of my hospital encourage patient and family collaboration in developing hospital policies and programs.**

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

MCG

18. **Leaders of my hospital encourage patient and family collaboration in planning organizational goals.**

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

MCG

19. **Leaders of my hospital encourage patient and family collaboration in facilities planning**

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

MCG

20. **Leaders of my hospital support staff and physicians in the practice of patient- and family-centered care.**

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

MCG

21. **Leaders of my hospital reflect the values of patient- and family-centered care.**

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

**Please rate your level of agreement with the following statements.**

MCG

22. **My hospital has defined quality care to include how patients and families will experience care.**

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

**My hospital's definition for delivery of care articulates the following standards:**

MCG

23. The importance of conveying respect and preserving the dignity of each patient and family.

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

MCG

24. Acknowledgement of the individuality, culture, capacity, and abilities of each patient and family.

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

MCG

25. A broad definition of family.

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

MCG

26. The importance of families to the care and comfort of patients.

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

MCG

27. The importance of collaborating with patients and families at all levels of care.

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

**Please rate your level of agreement with the following statements.**

MCG

28. Family members are always welcome to be with the patient, in accordance with patient preference.

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

MCG

29. Care is coordinated with patients and families across disciplines and departments.

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

MCG

30. Policies and practices encourage patient and family involvement in decision-making regarding their health care.

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

MCG

31. Patients and families are viewed as integral members of the health care team.

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

MCG

32. Employees/medical staff ask patients to identify family members or other support people who will participate in care.

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

MCG

33. Position descriptions define expectations for behaviors consistent with patient- and family- centered care concepts.

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

MCG

34. Performance appraisals define expectations for behaviors consistent with patient- and family-centered care concepts.

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

MCG

35. Patient- and family-centered care brings about delays in the planning process.

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

MCG

36. In-service programs support staff in developing a patient and family centered care approach to delivering care.

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

MCG

37. Do you have any additional comments about the practice of patient- and family-centered care within your hospital?

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**PATIENT SAFETY**

HSOP

38. 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  Failing

**JOB SATISFACTION**

Please rate your level of agreement with the following statements.

AMDCS

39. My job provides me with a sense of accomplishment.

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

AMDCS

40. I feel good about my job.

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

AMDCS

41. I enjoy doing the things that I do at work.

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

AMDCS

42. My talents and skill are used in my job.

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

AMDCS

43. My job is stimulating and challenging.

- 1  Strongly Agree
- 2  Agree
- 3  Disagree
- 4  Strongly Disagree

**ABOUT YOU**

HSOP

44. Think of your "unit" as the work area, department, or clinical area of the hospital where you spend most of your work time or provide most of your clinical services. What is your primary work area or unit in this hospital? Select ONE answer.

- 1  Many different hospital units/No specific unit
- 2  Medicine (non-surgical)
- 3  Surgery
- 4  Obstetrics
- 5  Pediatrics
- 6  Emergency department
- 7  Intensive care unit (any type)
- 8  Psychiatry/mental health
- 9  Rehabilitation
- 10  Pharmacy
- 11  Laboratory
- 12  Radiology
- 13  Anesthesiology
- 14  Other:  
Please specify: \_\_\_\_\_

NEW

45. What is your staff position in this hospital? Select ONE answer that best describes your staff position.

- 1  Registered Nurse
- 2  Physician Assistant/Nurse Practitioner
- 3  LVN/LPN
- 4  Patient Care Asst/Hospital Aide/Care Partner
- 5  Attending/Staff Physician
- 6  Resident Physician/Physician in Training
- 7  Pharmacist
- 8  Dietician
- 9  Unit Assistant/Clerk/Secretary
- 10  Respiratory Therapist

- 11  Physical, Occupational, or Speech Therapist
- 12  Technician (e.g., EKG, Lab, Radiology)
- 13  Administration/Management
- 14  Other:  
Please specify: \_\_\_\_\_

NEW

46. How many years have you worked in your current position?

- 1  Less than one year
- 2  1-2 years
- 3  3-5 years
- 4  6-10 years
- 5  more than 10 years

MCG

47. Are you of Hispanic or Latino origin or descent?

- 1  No
- 2  Yes

MCG

48. What is your race? Please mark one or more.

- 1  American Indian or Alaska Native
- 2  Asian
- 3  Native Hawaiian or other Pacific Islander
- 4  Black or African American
- 5  White

MCG

49. What is your gender?

- 1  Female
- 2  Male

MCG

50. What is your age?  
\_\_\_\_\_ years

**Key:**

**MCG** Medical College of Georgia Patient and Family Centered Care Survey - Culture Survey ©2005.

**AMDCS** Army Medical Department Climate Survey

**HSOP** Hospital Survey on Patient Safety. Agency for Healthcare Research and Quality