

# Safety Attitudes Questionnaire (Pharmacy Version)

## MARKING INSTRUCTIONS

Correct Mark



Incorrect Marks



Please answer by marking the response of your choice to the right of each item, using the letter from the scale below.

A	B	C	D	E	X
Disagree Slightly	Disagree Strongly	Neutral	Agree Slightly	Agree Strongly	Not Applicable



1. High levels of workload are common in this pharmacy/work setting. (A B C D E X)
2. I like my job. (A B C D E X)
3. Input from pharmacy personnel about patient care is well received here. (A B C D E X)
4. I would feel safe being treated here as a patient. (A B C D E X)
5. Medication errors are handled appropriately at this pharmacy/work setting. (A B C D E X)
6. The pharmacy department does a good job of training new personnel. (A B C D E X)
7. All the necessary information for therapeutic decisions is routinely available to me. (A B C D E X)
8. Working in this pharmacy/work setting is like being part of a large family. (A B C D E X)
9. The management of this department is doing a good job. (A B C D E X)
10. The management of this department supports my daily efforts. (A B C D E X)
11. I receive appropriate feedback about my performance. (A B C D E X)
12. In this pharmacy/work setting it is difficult to discuss errors. (A B C D E X)
13. This pharmacy/work setting is a good place to work. (A B C D E X)
14. When I am interrupted, my patient's safety is not affected. (A B C D E X)
15. Fatigue impairs my performance during emergency situations. (A B C D E X)
16. The management of this department does not knowingly compromise the safety of patients. (A B C D E X)
17. The levels of staffing in this pharmacy/work setting are sufficient to handle the number of patients. (A B C D E X)
18. Decision-making in this pharmacy/work setting includes adequate input from relevant personnel. (A B C D E X)
19. This pharmacy/work setting encourages teamwork and cooperation amongst its personnel. (A B C D E X)
20. I am encouraged by my colleagues to report any patient safety concerns I have. (A B C D E X)
21. The culture in this pharmacy/work setting makes it easy to learn from the errors of others. (A B C D E X)
22. This pharmacy/work setting constructively deals with problem physicians and employees. (A B C D E X)
23. The equipment in this pharmacy/work setting is adequate. (A B C D E X)
24. In this pharmacy/work setting it is difficult to speak up if I perceive a problem with patient care. (A B C D E X)
25. When my workload becomes excessive, my performance is impaired. (A B C D E X)
26. I am provided with adequate, timely information about events in this department that might affect my work. (A B C D E X)
27. I have seen others make errors that had the potential to harm patients. (A B C D E X)
28. I know the proper channels to direct questions regarding patient safety in this pharmacy/work setting. (A B C D E X)
29. I am proud to work at this pharmacy/work setting. (A B C D E X)
30. Disagreements in this pharmacy/work setting are appropriately resolved (i.e., not *who* is right, but *what* is best for the patient). (A B C D E X)
31. I am less effective at work when fatigued. (A B C D E X)
32. I am more likely to make errors in hostile or tense situations. (A B C D E X)
33. Stress from personal problems adversely affects my performance. (A B C D E X)
34. I have the support I need from other personnel to care for patients. (A B C D E X)
35. It is easy for personnel in this pharmacy/work setting to ask questions when there is something that they do not understand. (A B C D E X)
36. Disruptions in the continuity of patient care (e.g., shift changes) can be detrimental to patient safety. (A B C D E X)
37. During stressful situations, I can predict what other personnel are going to do next. (A B C D E X)
38. The physicians, nurses, and pharmacy personnel here work together as a well-coordinated team. (A B C D E X)
39. I am frequently unable to express disagreement with the physicians here. (A B C D E X)
40. Very high levels of workload stimulate and improve my performance. (A B C D E X)
41. Truly professional personnel can leave personal problems behind when working. (A B C D E X)
42. Morale in this pharmacy/work setting is high. (A B C D E X)
43. Trainees in pharmacy are adequately supervised. (A B C D E X)
44. I know the first and last names of all the personnel I worked with during my last shift. (A B C D E X)
45. I have made errors that had the potential to harm patients. (A B C D E X)
46. The staff physicians here are doing a good job. (A B C D E X)

PLEASE DO NOT WRITE IN THIS AREA

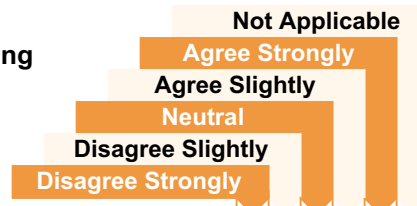


SERIAL

TURN OVER

Please answer by marking the response of your choice to the right of each item, using the letter from the scale below.

A	B	C	D	E	X
Disagree Strongly	Disagree Slightly	Neutral	Agree Slightly	Agree Strongly	Not Applicable



47. All the personnel in my pharmacy/work setting take responsibility for patient safety.
48. If necessary, I know how to report errors that happen in this pharmacy/work setting.
49. Patient safety is constantly reinforced as the priority in this pharmacy/work setting.
50. Interactions in this pharmacy/work setting are collegial, rather than hierarchical.
51. Important issues are well communicated at shift changes.
52. In this pharmacy/work setting, there is widespread adherence to clinical guidelines regarding patient safety.
53. Personnel are not punished for errors reported through incident reports.
54. Error reporting is rewarded in this pharmacy/work setting.
55. Information obtained through incident reports is used to make patient care safer here.
56. During stressful situations, my performance is not affected by working with inexperienced or less capable personnel.
57. Personnel frequently disregard rules or guidelines that are established for this pharmacy/work setting.
58. Communication breakdowns which lead to delays in delivery of care are common.
59. A confidential reporting system that documents medical incidents is helpful for improving patient safety.
60. I may hesitate to use a reporting system for medical incidents because I am concerned about being identified.

Use the scale below to describe the *quality of collaboration and communication* you have experienced with the following:

A	B	C	D	E	X
Very Low	Low	Adequate	High	Very High	Not Applicable



- |  |  |
|--|--|
| <ol style="list-style-type: none"> <li>1. Physicians - Primary care</li> <li>2. Physicians - Specialists</li> <li>3. Nurse Practitioners</li> <li>4. Physician Assistants</li> <li>5. Registered Nurses</li> <li>6. Disease State Managers</li> <li>7. Pharmacists - Operations</li> </ol> | <ol style="list-style-type: none"> <li>8. Pharmacists - Clinical</li> <li>9. Pharmacy Technicians</li> <li>10. Pharmacy Clerks</li> <li>11. Pharmacy Management</li> <li>12. Medical Office Administrator</li> <li>13. Physician Supervisor(s)</li> <li>14. Nursing Supervisor(s)</li> </ol> |
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### BACKGROUND INFORMATION

<p><b>Gender:</b>  <input type="radio"/> Male <input type="radio"/> Female</p> <p><b>Race/Ethnicity:</b>  <input type="radio"/> Asian <input type="radio"/> Black  <input type="radio"/> Hispanic <input type="radio"/> White  <input type="radio"/> Other (specify) _____</p> <p>*Optional* collected as part of a cross-cultural study          Citizenship (e.g., Canadian, Filipino, USA, etc.):          _____</p> <p>Country of birth (if different): _____</p>	<p><b>How many years of experience do you have in this specialty?</b></p> <table border="1"> <tr><td>0</td><td>0</td></tr> <tr><td>1</td><td>1</td></tr> <tr><td>2</td><td>2</td></tr> <tr><td>3</td><td>3</td></tr> <tr><td>4</td><td>4</td></tr> <tr><td>5</td><td>5</td></tr> <tr><td>6</td><td>6</td></tr> <tr><td>7</td><td>7</td></tr> <tr><td>8</td><td>8</td></tr> <tr><td>9</td><td>9</td></tr> </table>	0	0	1	1	2	2	3	3	4	4	5	5	6	6	7	7	8	8	9	9	<p><b>How many years have you worked (mark 00 if less than 1 year)?</b></p> <table border="1"> <tr><td>0</td><td>0</td></tr> <tr><td>1</td><td>1</td></tr> <tr><td>2</td><td>2</td></tr> <tr><td>3</td><td>3</td></tr> <tr><td>4</td><td>4</td></tr> <tr><td>5</td><td>5</td></tr> <tr><td>6</td><td>6</td></tr> <tr><td>7</td><td>7</td></tr> <tr><td>8</td><td>8</td></tr> <tr><td>9</td><td>9</td></tr> </table>	0	0	1	1	2	2	3	3	4	4	5	5	6	6	7	7	8	8	9	9	<p><b>CURRENT AGE</b></p> <table border="1"> <tr><td>0</td><td>0</td></tr> <tr><td>1</td><td>1</td></tr> <tr><td>2</td><td>2</td></tr> <tr><td>3</td><td>3</td></tr> <tr><td>4</td><td>4</td></tr> <tr><td>5</td><td>5</td></tr> <tr><td>6</td><td>6</td></tr> <tr><td>7</td><td>7</td></tr> <tr><td>8</td><td>8</td></tr> <tr><td>9</td><td>9</td></tr> </table>	0	0	1	1	2	2	3	3	4	4	5	5	6	6	7	7	8	8	9	9	<p><b>Years in position</b></p> <table border="1"> <tr><td>0</td><td>0</td></tr> <tr><td>1</td><td>1</td></tr> <tr><td>2</td><td>2</td></tr> <tr><td>3</td><td>3</td></tr> <tr><td>4</td><td>4</td></tr> <tr><td>5</td><td>5</td></tr> <tr><td>6</td><td>6</td></tr> <tr><td>7</td><td>7</td></tr> <tr><td>8</td><td>8</td></tr> <tr><td>9</td><td>9</td></tr> </table>	0	0	1	1	2	2	3	3	4	4	5	5	6	6	7	7	8	8	9	9
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**COMMENTS: What are your top three recommendations for improving patient safety in this pharmacy/work setting?**

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If more room for comments is needed, please provide your response on a separate sheet of paper.

**Thank you for completing the questionnaire - Your time and participation are greatly appreciated**