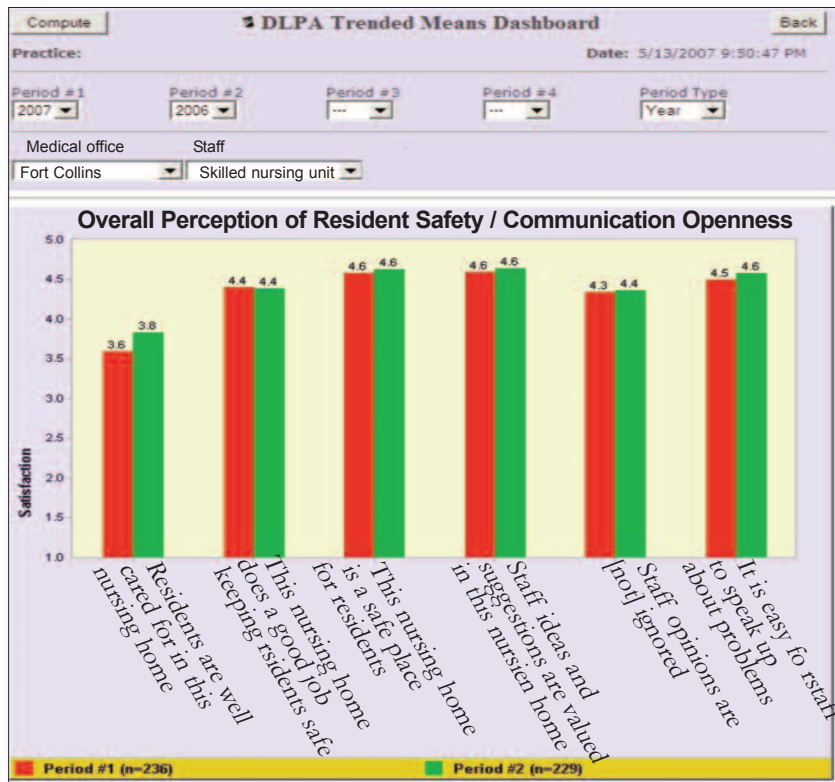


Tracking Nursing Home Safety Culture Online

Instant online reports for assessment and learning



Work together, from any location. Each network's nursing home can search the database for their own report. Drill-down for aggregate or site reports then compare time periods, staff position and medical offices.

Safety-Culture Dimension Reports



1. Teamwork
2. Supervisor Expectations & Actions
3. Compliance with Procedures
4. Overall Perceptions of Resident Safety
5. Communication Openness
6. Feedback & Communication About Incidents
7. Staffing
8. Nonpunitive Response To Mistakes
9. Training and Skills
10. Handoffs
11. Supervisor Expectations and Actions Promoting Resident Safety
12. Management Support for Resident Safety
13. Overall Ratings

Nursing Home

Sample

AHRQ Nursing-Home Safety-Culture Dimension Questions



TEAMWORK	COMPLIANCE WITH PROCEDURES	NONPUNITIVE RESPONSE TO MISTAKES
<p>Staff in this nursing home treat each other with respect</p> <p>Staff support one another in this nursing home</p> <p>Staff feel like they are part of a team</p> <p>When someone gets really busy in this nursing home, other staff help out</p>	<p>Staff follow standard procedures to care for residents</p> <p>Staff use shortcuts to get their work done faster</p> <p>To make work easier, staff often ignore procedures</p>	<p>Staff are blamed when a resident is harmed</p> <p>Staff are afraid to report their mistakes</p> <p>Staff are treated fairly when they make mistakes</p> <p>Staff feel safe reporting their mistakes</p>
STAFFING	TRAINING AND SKILLS	HANDOFFS
<p>We have enough staff to handle the workload</p> <p>Staff have to hurry because they have too much work to do</p> <p>Residents' needs are met during shift changes</p> <p>It is hard to keep residents safe here because so many staff quit their jobs</p>	<p>Staff get the training they need in this nursing home</p> <p>Staff have enough training on how to handle difficult residents</p> <p>Staff understand the training they get in this nursing home</p>	<p>Staff are told what they need to know before taking care of a resident for the first time</p> <p>Staff are told right away when there is a change in a resident's care plan</p> <p>We have all the information we need when residents are transferred from the hospital</p> <p>Staff are given all the information they need to care for residents</p>



Hand-held tablets collect anonymous opinions at staff meetings and work areas for higher response levels.

Track AHRQ Nursing-Home-Safety Culture Progress - Quickly and Cost Effectively!

Step 1. Measure Improvements More Frequently

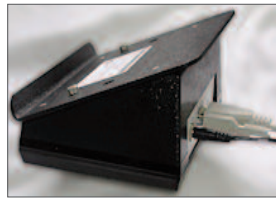
Rotate portable tablets by department to measure change



Staff selects primary work area and indicates agreement or disagreement with safety-culture statements

Step 2. Send in Data

Data, sent via web, is HIPAA compliant. Privacy is protected.



Communication base automatically sends data via web

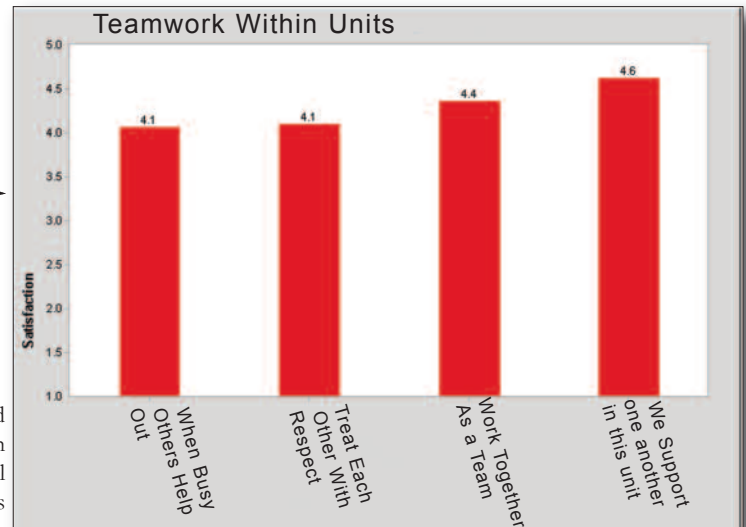
Step 3. Internet Servers Compile Results

Data compiles by hospital department and site

Step 4. Instant Dashboard Reporting

View results from anywhere in your network

Dashboard Reports with Item-level Results



Real-time scorecards

- No waiting to identify safety culture concerns
- Follow-up and support action-plan decisions
- Determine the need for further evaluation

Chronological results of repeat administrations are visually displayed on each dashboard

- Measure trends by week, month, quarter or year
- Unlimited combinations of dashboard-data filters help drill down and find problem areas

Create aggregate reports to monitor entire populations for board meetings

- Monitor network-safety attitude progress
- Evaluate action programs and give feedback
- Compare all sites-mean score by one question

The tablet-data-entry system benefits:

Efficient

- Staff enters opinions at staff meetings or nursing stations
- Quality managers transmit data for instant reports

Higher Response Rates

- Staff uses the tablet at their convenience
- Self-explanatory - easy-to-read explanations
- Quickly select push-button responses
- Confidentiality is assured

Comparative Statistics

Your researchers export data for use in Excel and SPSS. We also can roll up data or drill down as requested.

Level and type of analysis:

We can provide item level and/or summative descriptive statistics, such as averages and percentages, and/or inferential statistics, such as those that compare averages and percentages to indicate statistically significant differences.



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