In the pages that follow, 3 situations are described in which health care providers do something that may endanger patient health or safety. For each situation, there are two sets of questions.

The first set of questions asks your opinion about certain responses to the situation. Please indicate whether you agree, disagree, or have no opinion about whether each response to the situation is appropriate.

The second set of questions asks you to consider whether the response to the situation should depend on how many times the action has occurred. Please indicate your opinion regarding the number of times the action could occur before the response is taken.

**Situation #1.**

A healthcare practitioner enters a patient’s room to ask a few questions and listen to the patient’s lungs. A secret observer sees that the practitioner does not wash his hands before entering the patient’s room, nor does he wash his hands on exiting the room. This is the practitioner’s second documented instance of failure to properly wash his hands; the first was noted by the infection prevention department but there was no action taken.

In your opinion, how many times would the practitioner need to make this mistake before each of the following responses would be appropriate?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 1 time | 2-5 times | 6-10 times | 11-15 times | 16+ times | Would never be appropriate |
| The practitioner should immediately receive feedback about not washing his hands in an email. | □ | □ | □ | □ | □ | □ |
| The practitioner should immediately receive verbal feedback about not washing his hand from infection control staff. | □ | □ | □ | □ | □ | □ |
| The practitioner should receive feedback via a quick meeting with his supervisor. | □ | □ | □ | □ | □ | □ |
| The practitioner should receive feedback in a quarterly performance review meeting with his supervisor. | □ | □ | □ | □ | □ | □ |
| The practitioner should receive feedback about his hand washing compliance through a quarterly report card (containing only the individual’s performance against group performance) whose results are only seen by the practitioner. | □ | □ | □ | □ | □ | □ |
| The practitioner should receive feedback about his hand washing compliance through a quarterly report card that is posted on a public internet site. | □ | □ | □ | □ | □ | □ |
| The practitioner should pay a fine (such as $100) for failing to comply with proper hand washing practices. | □ | □ | □ | □ | □ | □ |
| The practitioner should be suspended from the staff without pay (such as for one week) for failing to comply with proper hand washing practices. | □ | □ | □ | □ | □ | □ |
| The practitioner should be fired for failing to comply with proper hand washing practices. | □ | □ | □ | □ | □ | □ |

**Situation #2**

Safety standards for surgery include a pre-operative meeting in which the surgeon checks that the correct patient and the correct body part are being operated on. A secret observer notes that a surgeon does not conduct this meeting before beginning the surgery. This is the second time this surgeon has failed to conduct this meeting. The first failure was noted by the patient safety department but there was no action taken.

In your opinion, how many times would the surgeon need to make this mistake before each of the following responses would be appropriate?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 1 time | 2-5 times | 6-10 times | 11-15 times | 16+ times | Would never be appropriate |
| The surgeon should immediately receive feedback about his safety standard lapses in an email. | □ | □ | □ | □ | □ | □ |
| The surgeon should immediately receive verbal feedback about his safety standard lapses from the patient safety department. | □ | □ | □ | □ | □ | □ |
| The surgeon should receive feedback via a quick meeting with his supervisor. | □ | □ | □ | □ | □ | □ |
| The surgeon should receive feedback in a quarterly performance review meeting with his supervisor. | □ | □ | □ | □ | □ | □ |
| The surgeon should receive feedback about his safety standard compliance through a quarterly report card (containing only the individual’s performance against group performance) whose results are only seen by the surgeon. | □ | □ | □ | □ | □ | □ |
| The surgeon should receive feedback about his safety standard compliance through a quarterly report card that is posted on a public internet site. | □ | □ | □ | □ | □ | □ |
| The surgeon should pay a fine (such as $100) for failing to comply with safety standards. | □ | □ | □ | □ | □ | □ |
| The surgeon should be suspended from the staff without pay (such as for one week) for failing to comply with safety standards. | □ | □ | □ | □ | □ | □ |
| The surgeon should be fired for failing to comply with safety standards. | □ | □ | □ | □ | □ | □ |

**Situation #3**

Safety standards require nurses to assess a patient’s risk of falling when allowing them to get out of bed. A secret observer notes that a nurse does not assess his patient’s risk of falling when allowing the patient to get out of bed. This is the second time this nurse has failed to make this assessment. The first failure was noted by the patient safety department but there was no other action taken.

Please indicate your own view on each of the potential institutional responses to the nurse’s lack of adherence to safety standards. Please mark one response for each option.

In your opinion, how many protocol lapses per year would the nurse need to have in order for the following measures to be appropriate? Please mark one response for each option.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 1 time | 2-5 times | 6-10 times | 11-15 times | 16+ times | Would never be appropriate |
| The nurse should immediately receive feedback about his protocol lapses in an email. | □ | □ | □ | □ | □ | □ |
| The nurse should immediately receive verbal feedback about his protocol lapses from the patient safety department. | □ | □ | □ | □ | □ | □ |
| The nurse should receive feedback via a quick meeting with his supervisor. | □ | □ | □ | □ | □ | □ |
| The nurse should receive feedback in a quarterly performance review meeting with his supervisor. | □ | □ | □ | □ | □ | □ |
| The nurse should receive feedback about his protocol compliance through a quarterly report card (containing only the individual’s performance against group performance) whose results are only seen by the nurse. | □ | □ | □ | □ | □ | □ |
| The nurse should receive feedback about his protocol compliance through a quarterly report card that is posted on a public internet site. | □ | □ | □ | □ | □ | □ |
| The nurse should pay a fine (such as $100) for failing to comply with protocol. | □ | □ | □ | □ | □ | □ |
| The nurse should be suspended from the staff without pay (such as for one week) for failing to comply protocol. | □ | □ | □ | □ | □ | □ |
| The nurse should be fired for failing to comply with protocol. | □ | □ | □ | □ | □ | □ |

**IN YOUR JUDGEMENT, PLEASE RATE THE THREE PREVIOUSLY MENTIONED SCENARIOS IN THEIR POTENTIAL TO HARM PATIENTS.**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | No potential to harm patients | Low potential to harm patients | Medium-Low potential to harm patients | Medium potential to harm patients | Medium-high potential to harm patients | High potential to harm patients |
| The healthcare practitioner not properly washing his hands. | □ | □ | □ | □ | □ | □ |
| The surgeon not performing a required pre-operative meeting. | □ | □ | □ | □ | □ | □ |
| The nurse not properly assessing a patient’s risk of falling. | □ | □ | □ | □ | □ | □ |

**If you would like to be entered in the raffle for the $100 UCSF bookstore gift certificate, please provide your email address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Your address will not be included when creating the analytic dataset.**

About You

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

2. Are you: Male □ Female □