

## 2019 UVA Health System Engagement and Safety Survey Items

Keep the following key terms in mind when taking the survey.

### Key Terms

**Organization:** When a question refers to the organization, consider the place where you primarily deliver services within the University of Virginia Health System (i.e. UPG, Medical Center, SON, HSL, etc.).

**Senior Management:** consider the EVP/CEO/Administrator and the executive team of your function within UVA Health System.

\*School of Medicine Physicians: consider your service line leaders.

**"The person I report to":** When a question refers to the person you report to, consider the person who primarily reported to directly on February 25<sup>th</sup>.

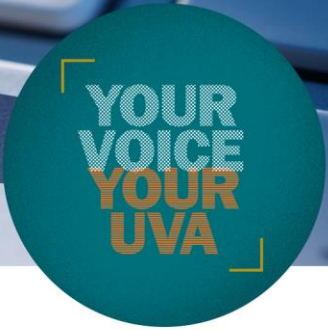
\* School of Medicine Physicians: consider the Medical Director of the area in which you primarily practice.

**Work Unit:** When a question refers to your work unit, consider the group of team members you primarily work with on a regular basis on February 25<sup>th</sup> who report to the same person as you.

\* School of Medicine Physicians: consider the group of team members in the area in which you primarily practice.

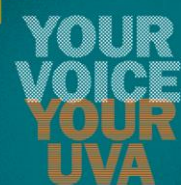
**Team Members/Employees:** When a question refers to team members/employees, consider all of the people you work with at UVA Health System.

# Engagement and Safety Survey


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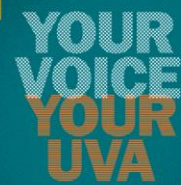
#	Survey Item	Domain
1	This organization cares about its clients/patients.	Organization
2	The person I report to treats me with respect.	Manager
3	This organization values employees from different backgrounds.	Organization
4	My ideas and suggestions are seriously considered.	Manager
5	The person I report to cares about my job satisfaction.	Manager
6	I am satisfied with the recognition I receive for doing a good job.	Manager
7	There is a climate of trust within my work unit.	Employee
8	This organization conducts business in an ethical manner.	Organization
9	I am involved in decisions that affect my work.	Manager
10	When appropriate, I can act on my own without asking for approval.	Manager
11	This organization supports me in balancing my work life and personal life.	Organization
12	I like the work I do.	Employee
13	My pay is fair compared to other healthcare employers in this area.	Organization
14	The environment at this organization makes employees in my work unit want to go above and beyond what's expected of them.	Employee
15	I get the training I need to do a good job.	Organization
16	Patient safety is a priority in this organization.	Organization
17	This organization treats employees with respect.	Organization

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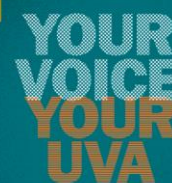
#	Survey Item	Domain
18	The person I report to encourages teamwork.	Manager
19	I am proud to tell people I work for this organization.	Engagement Indicator
20	I would stay with this organization if offered a similar position elsewhere.	Engagement Indicator
21	My job makes good use of my skills and abilities.	Employee
22	This organization provides career development opportunities.	Organization
23	I get the tools and resources I need to provide the best care/service for our clients/patients.	Organization
24	I have sufficient time to provide the best care/service for our clients/patients.	Employee
25	I respect the abilities of the person to whom I report.	Manager
26	I would like to be working at this organization three years from now.	Engagement Indicator
27	The person I report to is a good communicator.	Manager
28	My work is meaningful.	Employee
29	I would recommend this organization as a good place to work.	Engagement Indicator
30	Overall, I am a satisfied employee.	Engagement Indicator
31	I can enjoy my personal time without focusing on work matters.	Employee
32	I am able to disconnect from work communications during my free time (emails/phone etc.).	Employee
33	I rarely lose sleep over work issues.	Employee
34	I am able to free my mind from work when I am away from it.	Employee
35	I see every patient/client as an individual person with specific needs.	Employee

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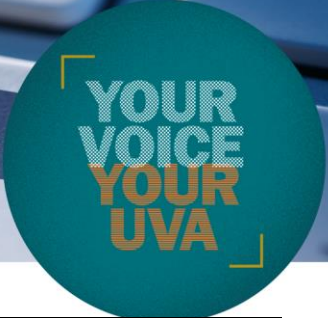
#	Survey Item	Domain
36	I care for all patients/clients equally even when it is difficult.	Employee
37	The work I do makes a real difference.	Employee
38	I can report patient safety mistakes without fear of punishment.	Organization
39	In my work unit, we discuss ways to prevent errors from happening again.	Employee
40	Employees will freely speak up if they see something that may negatively affect patient care.	Employee
41	We are actively doing things to improve patient safety.	Organization
42	Mistakes have led to positive changes here.	Organization
43	When a mistake is reported, it feels like the focus is on solving the problem, not writing up the person.	Organization
44	Where I work, employees and management work together to ensure the safest possible working conditions.	Employee
45	I feel free to raise workplace safety concerns.	Employee
46	My work unit works well together.	Employee
47	Different work units work well together in this organization.	Organization
48	There is effective teamwork between physicians and nurses at this hospital.	Organization
49	My work unit is adequately staffed.	Organization
50	Communication between work units is effective in this organization.	Organization
51	The amount of job stress I feel is reasonable.	Employee
52	Communication between physicians, nurses, and other medical personnel is good in this organization.	Organization
53	This organization provides high-quality care and service.	Organization

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#	Survey Item	Domain
54	I would recommend this organization to family and friends who need care.	Engagement Indicator
55	This organization makes every effort to deliver safe, error-free care to patients.	Organization
56	Senior management provides a work climate that promotes patient safety.	Organization
57	UVA Health System communicates effectively across different levels of the organization	Organization
<b>Magnet Survey Items (Nursing Only)</b>		
58	Within my scope of nursing practice, I have the freedom to act on what I know is in the best interest of the patient.	
59	I have the opportunity to influence nursing practice in this organization.	
60	I have opportunities to learn and grow in this organization.	
61	The person I report to uses the performance process to coach me on my professional development.	
62	The person I report to supports free exchanges of opinions and ideas.	
63	The person I report to is responsive when I raise an issue.	
64	Nurse leaders are accessible in this organization.	
65	Senior nursing leadership is responsive to my feedback.	
66	We effectively use cross functional (interprofessional) teams in this organization.	
67	There is good collaboration between nursing and the different ancillary services, e.g., pharmacy, lab, radiology, nutrition, behavioral health, etc.	
68	Overall, I am satisfied with the expertise of the nursing staff.	
69	My work unit uses evidence-based practice in providing patient care.	
70	My work unit demonstrates a commitment to patient- and family-centered care.	

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## Magnet Survey Items (Nursing Only)

71	I am involved in quality improvement activities.
72	Our organizational values are reflected in our Nursing Professional Practice Model.
73	Nurse leaders share a clear vision for how nursing should be practiced in this organization.
74	Nurses in my work unit help others to accomplish their work.
75	Nurses in my work unit help others even when it's not part of their job.

## Open Ended Survey Item

**Please share any changes or improvements you have seen in your work unit since the last survey.**

**Please provide one suggestion on how to make this organization a better place to work.**