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PART II. FINANCIAL INFORMATION
Intro1
May I speak to <<insert first and last name>>

1. Yes
2. No - (Wait for respondent to come to phone)
3. No - CTRL-END TO SCHEDULE CALLBACK (record name of person you talked to)
9. REFUSED

INTERVIEWER: Respondent is either the Director of Quality or Chief Quality Officer for hospital

Intro2
Hi, my name is____ and I am calling on behalf of the University of California, Berkeley School of Public Health regarding the Patient Safety and Infection Prevention study we are conducting with all of California’s acute care hospitals. We recently mailed you an orange/blue envelope with details for this study and a little box of Godiva chocolates. Did you receive that mailing?

1. Yes (skip to Intro3)
0. No

Intro2a
The letter explained the study we are conducting with all acute care hospitals in California regarding their policies, practices and progress in preventing hospital acquired infections. This study is headed by Professor Helen Halpin of the University of California, Berkeley and funded by the Blue Shield of California Research and Education Foundation.

Governor Schwarzenegger recently signed into law two bills that will require California hospitals to develop a plan for preventing hospital acquired infections and report their hospital infections rates to the state beginning in January 2009. In addition, The Centers for Medicare and Medicaid Services has stopped paying hospitals for the additional costs attributable to specific hospital acquired infections effective October 1st of this year.

Intro3
The study asks about your hospital’s policies and practices as they relate to the prevention of hospital-acquired infections and will take about 30-40 minutes of your time on the telephone. As the Director of Quality or Chief Quality Officer for your hospital, we are asking you to provide your overall assessment for each question, based on your own knowledge and experience. All your responses will be kept confidential and study results will be reported in the aggregate, not by individual hospital. Your answers will contribute to understanding how to best prevent hospital-acquired infections and the value of preventing those infections. Results of our study of hospitals in California will
be made available to you, enabling you to examine best practices implemented by other hospitals and evaluate their usefulness in your setting.

Intro4
Do I have your consent to start the interview now?
1. Yes
0. No - When is a better time for you?
9. REFUSED - Is there another person I might be able to talk to who could answer these questions for your hospital?

Intro4
Thank you very much. Please let me start by reading you the following two definitions:

A Hospital-Acquired Infection: “is an infection that is a localized or systemic condition that 1) results from adverse reaction to the presence of an infectious agents or its toxins and 2) was not present or incubating at the time of admission to the hospital.”

The definition of Patient Safety includes: Activities to avoid, prevent, or correct adverse patient outcomes that may result from the delivery of healthcare.

PART I. POLICIES AND PRACTICES FOR PATIENT SAFETY/INFECTION CONTROL

A. Experience with Improvement

Q1int
The first set of questions asks about your hospital’s experience with improvement of patient safety to reduce hospital-acquired infections. For each of the following questions, please select the response that best corresponds with your hospital’s experience based on your knowledge and overall assessment.

Q1
Does your hospital have a formal model in place that provides a philosophy for preventing hospital acquired infections and serves as a roadmap for guiding infection control initiatives?
1. Yes
0. No
8. DK/Unsure

Q3
Has your hospital participated in a hospital-acquired infection prevention collaborative in California during calendar year 2008?
1. Yes
0. No [skip to Q5]
8. DK/Refused

Q4a
In which collaboratives have you been participating? Did your hospital participate in the...

1. Yes
0. No
8. DK/Refused

1. IHI 100,000 Lives Campaign
2. IHI 5 Million Lives Campaign in California
3. Beacon (San Francisco Patient Safety Collaborative)
4. CPQCC/CSS HAI Collaborative
5. Southern California Patient Safety Collaborative
6. CHAICI funded by Blue Shield of California Foundation
7. WHO Safe Surgical Checklist Campaign
8. Hand hygiene collaborative (specify)_____________
9. Any other collaboration (please specify)_________________

Q4b
For how many months has your hospital participated in the
<<insert Q4 list member>>?

_________(enter number of months)
888. Don’t know
999. Refused

Q5
Has your hospital participated in any formal research studies related to the prevention of hospital-acquired infections in calendar year 2008?

1. Yes
0. No
8. DK/Refused

Q6
In your hospital, how extensive has manager training been in patient safety and prevention of hospital-acquired infections? (select one)
1. Almost none of the hospital’s managers have this type of training
2. At least half of the hospital’s managers have this type of training
3. Most of the hospital’s managers have this type of training
8. DK/Refused

Q7
In your hospital, which of the following four statements best describes front-line staff participation in patient safety improvement projects and teams? The front-line staff...(single choice)
1. Almost never participate
2. Sometimes participate
3. Frequently participate
4. Always participate
8. DK/Refused

Q8
In your hospital, which of the following four statements best describes physician participation in patient safety improvement projects and teams? Physicians...
1. Almost never participate
2. Sometimes participate
3. Frequently participate
4. Always participate in
8. DK/Refused

Q9
In your hospital, which of the following four statements best describes senior management participation in patient safety improvement projects and teams? Senior management...
1. Almost never participates
2. Sometimes participates
3. Frequently participates
4. Always participates
8. DK/Refused

Q10
Which statement below best describes your hospital’s current use of small-scale, rapid-cycle testing? (single choice)
1. No one uses small-scale, rapid-cycle testing
2. At least one unit uses small-scale, rapid-cycle testing
3. Two or more units use small-scale, rapid-cycle testing
8. DK/Refused

B. Organizational Resources for Safety

Q11
The next set of questions asks about your hospital’s organizational resources for patient safety and infection prevention.

Q12a
Does your hospital have a physician or microbiologist (medical epidemiologist) who serves as the supervisor of the infection control program?
1. Yes
0. No
8. DK/Refused

Q12b
Does your hospital have a nurse, technician or other person (besides the medical epidemiologist) who spends at least 10 hours per week on infection prevention surveillance or control apart from direct patient care responsibilities?
1. Yes
0. No (skip to Q14)
8. DK/Refused

Q13a
How many FTE Infection Control Preventionists does your hospital employ? ______ (record number)
888 DK
If none, skip to Q13c

Q13b
How many of these are certified in infection control (CIC)? ______ (record number)
888 DK

Q13c
How many FTE dedicated administrative and analytic staff does your hospital employ to support infection control and patient safety? ______ (record number)
888 DK

Q13d
Does your hospital provide funding and time for Infection Control Preventionists to attend trainings in infection control outside of your hospital?
1. Yes
0. No
8. DK/Refused

Q14
Does your hospital contract with any hospitalists?
1. Yes
0. No
8. DK/Refused

Q15
Does your hospital contract with any intensivists?
1. Yes
0. No
8. DK/Refused

Q18
Which designation best describes the metropolitan area or community surrounding your hospital?
1. Urban
2. Suburban
3. Rural
8. DK/Refused

Medical School Affiliation
Q19
Do medical students rotate through (i.e., involved in patient care) your hospital?
1. Yes
0. No
8. DK/Refused

Q20
Does your hospital have any medical or surgical residency program(s)?
1. Yes
0. No
8. DK/Refused

Q21int
This next set of statements relates to the organizational resources available for patient safety in your hospital as of today. For the following statements, please give us your overall assessment, based on your own knowledge and experience, indicating whether you strongly agree with the statement as it pertains to your hospital, agree, neither agree nor disagree, disagree or strongly disagree.

Q21a
The first statement is: This hospital provides adequate resources, including personnel, budget, and equipment for safe patient care. Would you say you...
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q21b
This hospital has enough time to complete patient care tasks safely. Would you say you...
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q21c
This hospital receives sufficient training to address patient safety problems
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused
Q21d
This hospital devotes sufficient resources to follow up on identified safety problems
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

C. Improving Patient Safety

Q23
How frequently does your hospital use formally, written evidence-based practices (i.e., protocols, guidelines, clinical pathways, bundles, checklists) to guide hospital-acquired infection prevention?
1. Never
2. Seldom
3. Sometimes
4. Frequently
8. DK/Refused
If answer 1, 2, or 8, SKIP to Q28

Q24
For which of the following does your hospital have formally written evidence-based practices to prevent hospital-acquired infection?
1. Yes
0. No
8. DK/Refused
1. Central Line-Associated Bloodstream Infections (CLABSI)
2. MRSA Bloodstream Infections
3. Ventilator-Associated Pneumonia (VAP)
4. Catheter-Associated Urinary Tract Infection (CAUTI)
5. Clostridium difficile (C diff) infections
6. Surgical Care Improvement Project (SCIP) compliance
7. Appropriate hand hygiene
8. Compliance with contact precautions

Q25
For which of the following has your hospital implemented these written evidence-based practices to prevent hospital-acquired infections?
1. Yes
0. No
8. DK/Refused
1. Central Line-Associated Bloodstream Infections (CLABSI)
2. MRSA Bloodstream Infections
3. Ventilator-Associated Pneumonia (VAP)
4. Catheter-Associated Urinary Tract Infection (CAUTI)
5. Clostridium difficile infections
6. Surgical Care Improvement Project (SCIP) compliance
7. Appropriate hand hygiene
8. Compliance with contact precautions

Q26
For which of the following does your hospital assess compliance to these evidence-based practices to prevent hospital-acquired infection?:

1. Yes
0. No
8. DK/Refused

1. Central Line-Associated Bloodstream Infections (CLABSI)
2. MRSA Bloodstream Infections
3. Ventilator-Associated Pneumonia (VAP)
4. Catheter-Associated Urinary Tract Infection (CAUTI)
5. Clostridium difficile infections
6. Surgical Care Improvement Project (SCIP) compliance
7. Appropriate hand hygiene
8. Compliance with contact precautions

Q27
Do these evidence-based practices involve (circle all that apply):

1. Physician staff only
2. Nursing staff only
3. Interdisciplinary staff
8. DK/Refused

Q28
Does your hospital have a systematic procedure for the consistent reporting of hospital-acquired infections up through the medical staff?

1. Yes
0. No
8. DK

Q29
Does your hospital have a mechanism for feedback on infection rates to physicians?

1. Yes
0. No
8. DK

Q30
Does your hospital have a mechanism for feedback on infection rates to nursing unit
D. Surveillance Program for Hospital-Acquired Infections

**Q31**
The next set of questions asks about your hospital’s surveillance program for hospital-acquired infections. Please again respond based on your own knowledge and experience in your hospital.

Does your hospital use an **electronic surveillance system** for tracking hospital-acquired infections?
1. Yes [skip to Q32]
0. No [skip to Q33]
8. DK

**Q32**
What system do you use? (single choice)
1. A custom system developed at your hospital
2. AICE
3. MedMined
4. Theradoc
5. Safety Surveillor
6. Another system (Specify ___________)

[All skip to Q34]

**Q33**
Does your hospital plan to acquire an electronic surveillance system in the next 12-18 months to track hospital-acquired infections?
1. Yes
0. No
8. DK

**Q34**
I am now going to read you characteristics of hospital surveillance systems and I would like you to tell me which of these characteristics, or both, best apply to your hospital.

Please tell me if your hospital engages in **active or passive** surveillance for the detection of hospital-acquired infections, with…
1. Active, meaning: Active surveillance involves infection control practitioners vigorously looking for hospital-acquired infections using a variety of data sources
2. Passive, meaning: Passive surveillance involves persons without a primary surveillance role, such as ward nurses or respiratory therapists, identifying and reporting hospital-acquired infections
3. Both
8. DK/Refused

**Q35**
Is your hospital's surveillance system patient based or laboratory based; with…
1. Patient based, meaning: Count hospital-acquired infections, assess risk factors and monitor patient care procedures and practices for adherence to infection control principles; requires ward rounds and discussion with caregivers
2. Laboratory based, meaning: Detection is based solely on the findings of laboratory studies of clinical specimen
3. Both
8. DK/Refused

**Q36**
Is your surveillance system prospective or retrospective; with…
1. Prospective, meaning: Prospective surveillance monitors patients during their hospitalization and post-discharge for hospital-acquired infections
2. Retrospective, meaning: Retrospective surveillance identifies infections via chart reviews after patient discharge
3. Both
8. DK/Refused

**Q37**
Is your surveillance system priority directed or comprehensive; with…
1. Priority, meaning: Priority directed means objectives for surveillance are defined and focus is on specific events, processes, organisms, units or patient populations
2. Comprehensive, meaning: Comprehensive means continuous monitoring of all patients for all events and/or processes and highly personnel resource intensive
8. DK/Refused

*(IF Answer > 1 skip to Q39)*

**Q38**
Which units in your hospital are targeted for surveillance?
Please specify: _____________________________________

**Q39**
Do you report risk adjusted rates or crude rates of hospital-acquired infections?
1. Risk adjusted rates
2. Crude rates
3. Both
8. DK/Refused

**Q40**
Do you report incidence or prevalence for hospital-acquired infections, with…
1. Incidence, meaning: Incidence counts only new events occurring during a defined time period
2. Prevalence, meaning: Prevalence counts all events (new and previously existing) occurring either at a point of time or during some defined time period
3. Both
8. DK/Refused

E. Nosocomial Infection Data Collection and Reporting

Q41int
The next set of questions addresses data collection and reporting of hospital-acquired infections in your hospital.

Please identify the types of ICUs in your hospital and, for each unit, indicate if your hospital collects data on *device-associated hospital-acquired infections*:

1. Yes
0. No
8. DK

Q41a
Does your hospital have a…
1. Burn ICU
2. Coronary Care ICU
3. Cardiothoracic ICU
4. Medical ICU
5. Medical/Surgical ICU
6. Neonatal ICU
7. Neurosurgical ICU
8. Pediatric ICU
9. Respiratory ICU
10. Surgical ICU
11. Trauma ICU
12. Any other ICU, please specify_________

Q41b
Do you collect device-associated infection data in the <<insert Q41blist member>>?

1. Yes
0. No
8. DK

Q42a
Next, we would like to ask if <<insert name of hospital>> provides any of the following *specialized services* and if you collect device-associated infection data for each of these units:

Does <<insert name of hospital>> have an Oncology Unit?

1. Yes
Q42aa
Do you collect device-associated infection data in your Oncology Unit?
1. Yes
0. No
8. DK

Q42b
Does <<insert name of hospital>> have a Bone Marrow Transplant Unit?
1. Yes
0. No
8. DK

Q42bb
Do you collect device-associated infection data in your Bone Marrow Transplant Unit?
1. Yes
0. No
8. DK

Q42c
Does <<insert name of hospital>> have a Solid Organ Transplant Unit?
1. Yes
0. No
8. DK

Q42cc
Do you collect device-associated infection data in your Solid Organ Transplant Unit?
1. Yes
0. No
8. DK

F. INFORMATION ON AND ANALYSIS OF PATIENT SAFETY DATA
If CHAIPI = 1 (CHAIPI Hospital), ask Q43int and Q43a only, then skip to Q51int

Q43int
For each of the following specific hospital-acquired infections and basic infection prevention practices, please indicate whether you collect data to measure your hospital’s performance continuously, periodically or not at all.
**Continuously** means that you collect these data on a weekly or monthly basis. **Periodically** means that you collect these data only at designated times or as needed.

**Q43a**
Do you collect data on...<insert list item>...
1. Continuously
2. Periodically
3. Not at all
8. DK/Refused

1. Central Line-Associated Bloodstream Infections
2. MRSA Bloodstream Infections
3. Ventilator-Associated Pneumonia
4. Catheter-Associated Urinary Tract Infection
5. Clostridium difficile Infection
6. Surgical Care Improvement Project (SCIP) compliance
7. Appropriate hand hygiene
8. Contact precautions

If CHAIPI = 1 (CHAIP1 Hospital), skip to Q51int

**Infection Rates**

**Q44a**
Please indicate the total number of hospital-acquired infections identified in your hospital in each of the months of June, July, and August of 2008.

How many hospital MRSA Bloodstream Infections did your hospital identify in...
1. July 2008 ______________(enter number)
2. August 2008 ______________(enter number)
3. September 2008 ______________(enter number)
8. DK/Refused

**Q44b**
How many Clostridium difficile (C diff) infections did your hospital identify in...
1. July 2008 ______________(enter number)
2. August 2008 ______________(enter number)
3. September 2008 ______________(enter number)
8. DK/Refused

**Q44x**
Please provide the number of TOTAL hospital admissions per month in your hospital for the month of...
1. July 2008 ______________(enter number)
2. August 2008 ______________(enter number)
3. September 2008 ______________(enter number)
8. DK/Refused
Q44y
Please provide the **total number of inpatient days per month** for the month of…
1. July 2008 ______________(enter number)
2. August 2008 ______________(enter number)
3. September 2008 ______________(enter number)
8. DK/Refused

# DEVICE-ASSOCIATED HOSPITAL-ACQUIRED INFECTIONS

Q44c
How many central line-associated bloodstream infections did your hospital identify in…
1. July 2008 ______________(enter number)
2. August 2008 ______________(enter number)
3. September 2008 ______________(enter number)
8. DK/Refused

Q44d
What was the total number of central line days for patients who have a central line in place in…
1. July 2008 ______________(enter number)
2. August 2008 ______________(enter number)
3. September 2008 ______________(enter number)
8. DK/Refused

Q44e
How many Ventilator-Associated Pneumonia infections did your hospital identify in…
1. July 2008 ______________(enter number)
2. August 2008 ______________(enter number)
3. September 2008 ______________(enter number)
8. DK/Refused

Q44f
What was the total number of ventilator days for patients on ventilators in…
1. July 2008 ______________(enter number)
2. August 2008 ______________(enter number)
3. September 2008 ______________(enter number)
8. DK/Refused

Q44g
How many Catheter-Associated Urinary Tract infections did your hospital identify in…
1. July 2008 ______________(enter number)
2. August 2008 ______________(enter number)
3. September 2008 ______________(enter number)
8. DK/Refused

Q44h
What was the total number of urinary catheter days for patients with indwelling urinary catheters in…
1. July 2008 __________ (enter number)
2. August 2008 __________ (enter number)
3. September 2008 __________ (enter number)
8. DK/Refused

BASIC INFECTION PREVENTION PROCESS MEASURES

Appropriate Hand Hygiene

Q45a
And in each month, what was the total number of hand hygiene opportunities observed in your hospital
1. July 2008 __________ (enter number)
2. August 2008 __________ (enter number)
3. September 2008 __________ (enter number)
8. DK/Refused

Q45b
In assessing appropriate hand hygiene in your hospital, what was the total number of opportunities for appropriate hand hygiene that were successfully completed in
1. July 2008 __________ (enter number)
2. August 2008 __________ (enter number)
3. September 2008 __________ (enter number)
8. DK/Refused

Compliance for Contact Precautions

Q47a
What was the total number of patient encounters observed to assess healthcare worker use of contact precautions in the calendar month
1. July 2008 __________ (enter number)
2. August 2008 __________ (enter number)
3. September 2008 __________ (enter number)
8. DK/Refused

Q47b
What was the total number of patients observed in which a healthcare worker performed ALL components of contact precautions in the calendar month
1. July 2008 __________ (enter number)
2. August 2008 __________ (enter number)
3. September 2008 __________ (enter number)
8. DK/Refused

Q48
Does your hospital assess hospital-acquired infection rates using CDC’s NHSN definitions?
1. Yes
0. No
8. DK

Q49
How confident are you that the infection rate data reported above are accurate? Would you say you are…
1. Not confident at all
2. Not very confident
3. Somewhat confident
4. Very confident
8. Don't know/not sure

G. PATIENT SAFETY CLIMATE

Q51a
Staff are rewarded for taking quick action to identify a serious mistake. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q51b
The hospital provides training on teamwork in order to improve patient care performance and safety. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q51c
The hospital recognizes individual safety achievement through rewards and incentives.
Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q51d
Staff performance is evaluated against defined safety standards. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q51e
There is significant peer pressure to discourage unsafe patient care. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q51f
Staff take the time to identify and assess risks to ensure patient safety. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q51g
Staff do a good job managing risks to ensure patient safety
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q51h
Anyone found to intentionally violate standards or safety rules is corrected. Would you
say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q51i
Deliberate violations of standard operating procedures are rare. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q51j
Staff identify and fix safety problems before an incident actually occurs. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q51k
Patient safety problems and errors are communicated to the right people so that the problem can be corrected. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q51l
Patient safety decisions are made by the most qualified people, regardless of rank or hierarchy. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q51m
Mistakes have led to positive changes in the hospital. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q51n
Our process of accident and incident investigation is effective at identifying root causes. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q51o
Staff have learned how to do their own job better by learning about mistakes made by coworkers. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q51p
Staff freely speak up if they see something that may negatively affect patient care. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q51q
Staff feel comfortable questioning the actions of those with more authority when patient safety is at risk. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused
Q51r
Staff are comfortable reporting safety concerns without fear of being punished by management. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q51s
Bringing patient safety concerns to management’s attention usually results in the problem being addressed. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q51t
When staff take time to communicate about patient safety problems there is appropriate follow up. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q51u
Staff lose respect for coworkers if they know they have made a mistake. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q51v
Asking for help is a sign of incompetence. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused
Q51w
If someone makes a mistake that has significant consequences and nobody notices, staff do not tell anyone about it. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q51x
Managers will doubt staff abilities if they ask a question. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q51y
Staff feel embarrassed when they make a mistake in front of their coworkers. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q51z
If people find out a coworker has made a mistake, that person will be disciplined. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q51aa
Clinicians who make serious mistakes are usually punished. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused
Q51ab
Staff are blamed if they make an error. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q51ac
Compared to other facilities in the area, this hospital cares more about the quality of patient care it provides. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q51ad
Overall, the level of patient safety at this hospital is improving. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

H. LEADERSHIP ON PATIENT SAFETY

Q52
The next set of questions relates to support for patient safety by your hospital’s senior leadership.

How is the reduction in hospital-acquired infection rates related to your hospital’s strategic plan? Please select one response that best corresponds to the importance of reducing hospital acquired infections to the success of your hospital’s strategic plan over the next 1-3 years.

1. It is not important to the strategic plan’s success.
2. It is not central to the strategic plan’s success
3. It is important to the strategic plan’s success.
4. It is crucial to the strategic plan’s success.
Q53
How often does the CEO of your hospital make a practice of going on patient safety rounds?
1. Never
2. Rarely
3. Occasionally
4. Routinely
8. DK/Refused

Q54a
The following statements relate to your hospital’s leadership for patient safety in your hospital as of today. Please give us your overall assessment for each statement for your hospital, based on your own knowledge and experience. For each of the following statements, please indicate if you strongly agree with the statement as it pertains to your hospital, agree, neither agree nor disagree, disagree or strongly disagree.

The senior executives clearly articulate the hospital’s values relevant to patient safety and hospital-acquired infections. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q54b
The behavior of the senior executives is consistent with values relevant to patient safety and hospital-acquired infections. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q54c
The senior executives have demonstrated an ability to manage the changes (e.g., organizational and technological) needed to improve patient safety and reduce hospital-acquired infections. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q54d
The senior executives act on suggestions to improve patient safety and reduce hospital-
acquired infections. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q54e
The hospital’s senior executives generate confidence that efforts to improve patient safety and reduce hospital-acquired infections will succeed. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q54f
Senior management supports a climate that promotes patient safety. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q54g
Senior management has a clear picture of the risks associated with patient care. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q54h
Senior management has a good idea of the kinds of mistakes that actually occur in this hospital. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused
Q54i
Senior management considers patient safety when program changes are discussed. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q54j
Good communication flow exists up and down the chain of command regarding patient safety issues. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q54k
Unit managers help staff overcome problems that make it hard to provide safe patient care. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q54l
Whenever pressure builds up, unit managers want staff to work faster, even if it means taking shortcuts that might negatively affect patient safety. Would you say you…
1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree
8. DK/Refused

Q54m
Unit managers put safety at a higher level of importance than meeting the schedule and productivity. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
I. TEAMWORK

Q55int
This set of statements relates to teamwork in your hospital as of today. Please give us your overall assessment for each statement for your hospital, based on your own knowledge and experience. For each of the following statements, please indicate if you strongly agree with the statement as it pertains to your hospital, agree, neither agree nor disagree, disagree or strongly disagree.

Q55a
It is easy for personnel in this hospital to ask questions when there is something that they do not understand. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q55b
Staff have the support they need from other personnel to care for patients. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q55c
Nurse input is well received in this hospital. Would you say you…
6. Strongly disagree
7. Disagree
8. Neither agree nor disagree
9. Agree
10. Strongly agree
8. DK/Refused

Q55d
In this hospital, it is difficult to speak up if staff perceive a problem with patient care. Would you say you…
6. Strongly agree
7. Agree
8. Neither agree nor disagree
9. Disagree
Q55e
Disagreements in this hospital are resolved appropriately (i.e., not who is right, but what is best for the patient). Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q55f
The physicians and nurses here work together as a well-coordinated team. Would you say you…
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
8. DK/Refused

Q56
Does your hospital estimate the costs of hospital-acquired infections or estimate savings for preventing hospital-acquired infections?
1. Yes
0. No
8. DK/Refused

(if ans=1 skip to THANK1)

Q57
To your knowledge, has the “business case” for reducing hospital-acquired infections been made to the senior leadership in your hospital?
1. Yes
0. No
8. DK

Q58
Is it your sense, based on your own knowledge and experience, that the senior leadership in your hospital is convinced that reducing hospital-acquired infections will benefit your hospital financially?
1. Yes
0. No
8. DK
THANK1
And those are all the questions I have for you, on behalf of the University of California at Berkeley I thank you very much for taking the time to help us in our important study. Bye Bye.

PART II. FINANCIAL INFORMATION

IntroCEO
Hi, my name is_____ and I am calling on behalf of the University of California, Berkeley School of Public Health regarding the Patient Safety and Infection Prevention study we are conducting with all of California’s acute care hospitals.

The study asks about your hospital’s policies and practices as they relate to the prevention of hospital-acquired infections and will take about 10 minutes of your time on the telephone. As the CFO or a staff member in the CFO’s office for your hospital, we are asking you to provide your overall assessment for each question, based on your own knowledge and experience. All your responses will be kept confidential and study results will be reported in the aggregate, not by individual hospital. Your answers will contribute to understanding how to best prevent hospital-acquired infections and the value of preventing those infections. Results from our study of hospitals in California will be made available to you, enabling you to examine best practices implemented by other hospitals and evaluate their usefulness in your setting.

INTERVIEWER: Respondent is the CFO or staff in the CFO’s Office

Q59
The following questions ask about your hospital’s practices in estimating the costs of hospital-acquired infections and in using financial incentives to improve infection control performance among hospital staff.

To your knowledge, has the “business case” for reducing hospital-acquired infections been made to the senior leadership in your hospital?
1. Yes
0. No
8. DK

Q60
Is it your sense, based on your own knowledge and experience, that the senior leadership in your hospital is convinced that reducing hospital-acquired infections will benefit your hospital financially?
1. Yes
0. No
8. DK

Incentives for Patient Safety

Q61
The next questions address the use of incentives for patient safety in your hospital.

Can any staff in your hospital receive any additional pay for helping to achieve predetermined patient safety objectives?
1. Yes
0. No
8. DK

Q61a
Approximately what percentage of staff receive such pay?
_____% (enter number in percent)

Q61b
Can any staff in your hospital receive any additional pay for saving costs from meeting patient safety objectives?
1. Yes
0. No
8. DK

(if answer = 0, skip to Q62)

Q61c
Approximately what percentage of staff receive such pay?
_____% (enter number in percent)

Q62
Is there a program for incentives to improve patient safety and reduce hospital-acquired infections for attending physicians in your hospital?
1. Yes
0. No
8. DK

COSTS OF HOSPITAL-ACQUIRED INFECTIONS

Q63
This final set of questions addresses the costs of hospital-acquired infections in your hospital.

Does your hospital estimate the total annual costs attributable to hospital-acquired infections?
1. Yes
0. No
8. DK

(if answer = 0, skip to Q71)

Q64
What were the total costs of hospital-acquired infections to your hospital in 2007? $__________ (enter number in dollar)

Q65
Does your hospital estimate the costs associated with different types of hospital-acquired infections?:
1. Yes
0. No
8. DK

Q66a
Please indicate for which of the following specific infections your hospital estimates the annual attributable costs:

Central Line-Associated Bloodstream Infections?
1. Yes
0. No
8. DK

(if answer =0,8 skip to Q67a)

Q66b
What was the estimated attributable cost for…
Central Line-Associated Bloodstream Infections in 2007? $_______(enter number)
8. DK

Q67a
Does your hospital estimate the annual attributable cost for…
Hospital-acquired MRSA Bloodstream Infections in 2007?
1. Yes
0. No
8. DK

(if answer =0,8 skip to Q68a)

Q67b
What was the estimated attributable cost for…
MRSA Bloodstream Infections in 2007? $_______(enter number)
8. DK

Q68a
Does your hospital estimate the annual attributable cost for…
Ventilator-Associated Pneumonia in 2007?
1. Yes
0. No
8. DK
Q68b
What was the estimated attributable cost for Ventilator-Associated Pneumonia in 2007?
$_________(enter number)
8. DK

Q69a
Does your hospital estimate the annual attributable cost for Catheter-Associated Urinary Tract Infections in 2007?
1. Yes
0. No
8. DK

Q69b
What was the estimated attributable cost for Catheter-Associated Urinary Tract Infections in 2007?
$_________(enter number)
8. DK

Q70a
Does your hospital estimate the annual attributable cost for Hospital-Acquired Clostridium difficile in 2007?
1. Yes
0. No
8. DK

Q70b
What was the estimated attributable cost for Clostridium difficile in 2007?
$_________(enter number)
8. DK

Q71
Does your hospital estimate the total annual cost savings attributable to reducing hospital-acquired infections?
1. Yes
0. No
8. DK

(if answer =0,8 skip Q74)
Q72
How do you estimate cost savings?
________(open ended)

Q73
How much did your hospital estimate it saved from reducing hospital-acquired infections in 2007?
$________ (enter number)
8. DK

Q74
Do you estimate cost savings for specific types of hospital-acquired infections?
1. Yes
0. No
8. DK
If answer to Q74 =0,8 skip to THANK

Q75a
Please indicate for which of the following specific infections your hospital estimated the annual cost savings in 2007:
Did your hospital estimate the annual cost savings attributable to reducing…
Central Line-Associated Bloodstream Infections?
1. Yes
0. No
8. DK
(if answer =0,8 skip to Q76a)

Q75b
What was the estimated cost savings attributable to reducing…
Central Line-Associated Bloodstream Infections in 2007?
$________(enter number)
8. DK

Q76a
Did your hospital estimate the annual cost savings attributable to reducing…
Hospital-acquired MRSA Bloodstream Infections in 2007?
1. Yes
0. No
8. DK
(if answer =0,8 skip to Q77a)

Q76b
What was the estimated cost savings attributable to reducing…
MRSA Bloodstream Infections in 2007?
$________(enter number)
8. DK
Q77a
Did your hospital estimate the annual cost savings attributable to reducing… Ventilator-Associated Pneumonia in 2007?
 1. Yes
 0. No
 8. DK

(if answer =0,8 skip to Q78a)

Q77b
What was the estimated cost savings attributable to reducing… Ventilator-Associated Pneumonia in 2007?
$_______(enter number)
 8. DK

Q78a
Did your hospital estimate the annual cost savings attributable to reducing… Catheter-Associated Urinary Tract Infections in 2007?
 1. Yes
 0. No
 8. DK

(if answer =0,8 skip to Q79a)

Q78b
What was the estimated cost savings attributable to reducing… Catheter-Associated Urinary Tract Infections in 2007?
$_______(enter number)
 8. DK

Q79a
Did your hospital estimate the annual cost savings attributable to reducing… Hospital-Acquired Clostridium difficile in 2007?
 1. Yes
 0. No
 8. DK

(if answer =0,8 skip to THANK)

Q79b
What was the estimated cost savings attributable to reducing… Clostridium difficile in 2007?
$_______(enter number)
 8. DK

THANK
And those are all the questions I have for you. On behalf of the University of California,
Berkeley, I thank you very much for taking the time to help us in our important study. Bye Bye.