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## **Professional involvement**

### **in European hospitals**

#### Questionnaire for Professionals at pathway level

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(PTG1) A professional is considered to be a qualified medical or nurse practitioner (physician or nurse), whose activities consist of medical or nursing practice for at least 50%, and is a member of the Medical or Nursing Staff.

For the measures at pathway level we would like to approach (medical and nursing) professionals who are involved in the care of that particular pathway (AMI, Stroke, Hip fracture, Deliveries).

Content:

- Demographics
- Attitude towards professionalism
- Personal behaviour your own clinical area
- Professional actions towards quality of care
- Patient involvement



## Deepening our Understanding of Quality Improvement in Europe

(PTG2) This questionnaire has been developed as part of the European Union Funded Research Project “Deepening our Understanding of Quality Improvement in Europe” DUQuE. The project will study the effectiveness of quality improvement systems in European hospitals in order to help hospitals to develop their own effective safety and quality improvement programmes.

DUQuE is a collaborative project involving 9 European (research) institutes from the Netherlands, the UK, Denmark, Poland, Germany, Belgium, Spain and the USA. DUQuE is coordinated by the Spanish Avedis Donabedian Foundation/University of Barcelona.

The purpose of this questionnaire is to describe the situation in European hospitals with respect to the role of professionals in quality management. In particular – in this part of the questionnaire - we are interested in exploring professional attitudes and behaviours.

This study focuses on professionals: medical doctors and nurses.  
This questionnaire is sent to physicians and nurses in 96 hospitals in 8 European countries.

This questionnaire consists of questions relating to your attitudes towards professionalism and physician-nurse collaboration and to your own behaviour in recent years. The answering categories vary with each (sub)set of questions. Filling out this questionnaire will take you approximately 20 minutes.

In this questionnaire the generic term “nurses” includes nurses and midwives to be able to fit in this category the different denominations we see in each country in Europe.

All data that you and your colleagues (physicians and nurses) provide will be (statistically) analyzed anonymously in order to complete a European perspective of quality improvement and the extent to which professional involvement is an influential factor in quality improvement systems. Ultimately we are interested in the effectiveness of QI systems in delivering high quality patient care.

We thank you in advance for spending your valuable time on this research.

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## Demographics

### G01 What is your profession?

- Attending physician / practising medical specialist / consultant
- Resident in training / house officer<sup>1</sup>
- Registered nurse

### G02 In what year did you complete your professional training?

— — — —

### G03 Are you a member of your national professional (medical / nursing) society?

- No
- Yes

### G04 What is your gender?

- Male
- Female

### G05 What is your age?

— —

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<sup>1</sup> To translator: Doctors being trained to be qualified medical professionals

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### Attitude towards professionalism

(PTG3) In this questionnaire '**quality**' is a multidimensional concept, covering the dimensions: effectiveness, efficiency, patient centeredness, patient safety, timeliness, and accessibility. **Quality of care** is the degree to which health services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge. If we ask specifically about **Patient safety**, we are referring to: minimising harm to patients because of the performance or lack of it of a healthcare provider and/or healthcare system.

Please indicate how much you agree with each of the following 4 statements.

- 1 = Strongly disagree
- 2 = Somewhat disagree
- 3 = Neutral
- 4 = Somewhat agree
- 5 = Strongly agree

The following 4 statements are related to your opinion on general attitudes towards professionalism ...

G06 Improving quality of care		1	2	3	4	5
<b>G0601</b>	Physicians and nurses should be willing to work on quality improvement initiatives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>G0602</b>	Physicians and nurses should initiate actions to improve daily practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>G0603</b>	Physicians and nurses should engage in ongoing self-evaluation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>G0604</b>	Physicians and nurses should participate in peer evaluations of the quality of care provided by colleagues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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- Demographics
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### Attitude towards professionalism (continue)

(PTG4) Please indicate how much you agree with each of the following 3 statements.

- 1 = Strongly disagree
- 2 = Somewhat disagree
- 3 = Neutral
- 4 = Somewhat agree
- 5 = Strongly agree

The following 3 statements are related to your opinion on general attitudes towards professionalism ...

#### G07 Maintaining professional competence

	1	2	3	4	5
<b>G0701</b> Physicians and nurses should maintain competency in their area of practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>G0702</b> Physicians and nurses should seek additional education to update knowledge and skills.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>G0703</b> Physicians and nurses should undergo recertification / revalidation examinations periodically throughout their career.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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### Attitude towards professionalism (continue)

(PTG5) Please indicate how much you agree with each of the following 4 statements.

- 1 = Strongly disagree  
 2 = Somewhat disagree  
 3 = Neutral  
 4 = Somewhat agree  
 5 = Strongly agree

The following 4 statements are related to your opinion on general attitudes towards professionalism ...

G08	Fulfilling professional responsibilities	1	2	3	4	5
G0801	Physicians and nurses should disclose all significant medical errors <sup>2</sup> to affected patients and/or guardians.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G0802	Physicians and nurses should report all significant medical errors they observe to hospital, clinic, or other relevant authorities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G0803	Physicians and nurses should report all instances of significantly impaired or incompetent colleagues to hospital, clinic, or other relevant authorities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G0804	Physicians and nurses should confront practitioners with questionable or inappropriate practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<sup>2</sup> To translator: Significant should be interpreted as 'Major' or 'serious' errors, not as small, near, potential or insignificant errors

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### Attitude towards professionalism (continue)

(PTG6) Please indicate how much you agree with each of the following 7 statements.

- 1 = Strongly disagree  
 2 = Somewhat disagree  
 3 = Neutral  
 4 = Somewhat agree  
 5 = Strongly agree

The following 7 statements are related to your opinion on general attitudes towards professionalism ...

G09	Interprofessional collaboration	1	2	3	4	5
G0901	Physicians should be educated to establish collaborative relationships with nurses <sup>3</sup> .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G0902	Interprofessional relationships between physicians and nurses should be included in their educational programs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G0903	Nurses should also have responsibility for monitoring the effects of medical treatment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G0904	Nurses should clarify a physician's order when they feel that it might have the potential for detrimental effects on the patient.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G0905	A nurse should be viewed as a collaborator and colleague with a physician rather than his/her assistant.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G0906	Doctors should be the dominant authority in all health care matters.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G0907	The primary function of the nurse is to carry out the physician's orders.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<sup>3</sup> To translator: Education in this statement refers to education in establishing and/or maintaining good collaborative relationships or 'working together' with nurses;

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### Personal behaviour in your own clinical area

(PTG7) Please indicate how much you agree with each of the following 14 statements.

- 1 = Strongly disagree  
 2 = Somewhat disagree  
 3 = Neutral  
 4 = Somewhat agree  
 5 = Strongly agree

The following 14 statements are related to your own professional behaviour in recent years ...

G10	Teamwork climate	1	2	3	4	5
G1001	Nurse input <sup>4</sup> is well received in my clinical area.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G1002	In my clinical area, it is difficult to speak up if I perceive a problem with patient care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G1003	Decision-making in my clinical area utilizes input from relevant personnel.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G1004	The physicians and nurses here work together as a well-coordinated team.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G1005	Disagreements in my clinical area are resolved appropriately (i.e., not <i>who</i> is right, but <i>what</i> is best for the patient).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G1006	I am frequently unable to express disagreement with the attending/staff physicians here.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G1007	It is easy for personnel here to ask questions when there is something that they do not understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G1008	I have the support I need from other personnel to care for patients.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G1009	I know the first and last names of all the personnel I worked with during my last shift.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<sup>4</sup> To translator: Nurse input can be defined as the views and suggestions about patient care made by nurses



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- |               |  |                          |                          |                          |                          |                          |
|---------------|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <b>G1010</b>  | Important issues are well communicated at shift changes.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>G1011</b>  | Briefing personnel before the start of a shift (i.e., to plan for possible contingencies) is important for patient safety. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>G1012</b>  | Briefings are common in my clinical area.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>G1013</b>  | I am satisfied with the quality of collaboration that I experience with staff physicians in my clinical area.              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>G10.14</b> | I am satisfied with the quality of collaboration that I experience with nurses in my clinical area.                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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### Personal behaviour in your own clinical area (continue)

(PTG8) Please indicate how much you agree with each of the following 13 statements.

- 1 = Strongly disagree  
 2 = Somewhat disagree  
 3 = Neutral  
 4 = Somewhat agree  
 5 = Strongly agree

The following 13 statements are related to your own professional behaviour in recent years ...

#### G11 Safety climate

	1	2	3	4	5
<b>G1101</b> The levels of staffing in my clinical area are sufficient to handle the number of patients.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>G1102</b> I would feel safe being treated here as a patient.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>G1103</b> I am encouraged by my colleagues to report any patient safety concerns I may have.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>G1104</b> Personnel frequently disregard rules or guidelines (e.g. hand-washing, treatment protocols/clinical pathway, sterile field, etc.) that are established for my clinical area.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>G1105</b> The culture in my clinical area makes it easy to learn from the errors of others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>G1106</b> I receive appropriate feedback about my performance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>G1107</b> Medical errors are handled appropriately here.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>G1108</b> I know the proper channels to direct questions regarding patient safety in my clinical area.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>G1109</b> In my clinical area, it is difficult to discuss errors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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- |              |  |                          |                          |                          |                          |                          |
|--------------|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <b>G1110</b> | Hospital management does not knowingly <sup>5</sup> compromise the safety of patients. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>G1111</b> | This hospital is doing more for patient safety now, than it did one year ago.          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>G1112</b> | Leadership is driving us to be a safety-centred hospital.                              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>G1113</b> | My suggestions about safety would be acted upon if I expressed them to management.     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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<sup>5</sup> To translator: Consciously compromise / endanger patient safety

## Deepening our Understanding of Quality Improvement in Europe

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### Professional actions towards quality of care

(PTG9) Please answer the following 4 questions related to your own behaviour in recent years...

**G12 In the last 3 years, have you participated in a formal error reduction initiative in your hospital?**

- No
- Yes

**G13 In the last 3 years, have you reviewed medical/nursing records for quality improvement reasons?**

- No
- Yes

**G14 In the last 3 years, have you undergone competency assessment by a professional society or other authority (i.e. insurance company)?**

- No
- Yes

**G15 In the last 3 years, have you had direct personal knowledge of a colleague (physician or nurse) who was impaired or incompetent in your hospital, group or practice?**

- No (Please, continue with question # 17)
- Yes

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### Professional actions towards quality of care (continue)

(PTG10) Please answer the following 3 questions related to your own behaviour in recent years...

**G16 If yes, did you report that colleague (physician or nurse) to the hospital, professional society, or other relevant authority?**

- No
- Yes

**G17 Other than the care you or your family received, in the last 3 years have you had direct personal knowledge of a serious medical error in your hospital, group or practice?**

- No (Please, continue with question # 19)
- Yes

**G18 If yes, did you report that error to the hospital, professional society, or other relevant authority?**

- No
- Yes

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### Patient involvement

**G19 To the best of your knowledge, are patients or patient representatives currently being involved in this hospital in formal quality functions (such as setting targets, discussing results)?**

- No (Thank you, you have reached the end of the questionnaire)
- Yes

**G20 If yes, how would you assess the contributions patients/patient representatives make towards quality improvement?**

- No contribution, but we have to do this
- Some contribution, but unconstructive, unrealistic or not feasible
- Constructive contributions, allowing us to make improvements
- Major contributions, the key to realizing patient-centered care

**G21 If yes, how do you think the involvement of patients/patient representatives affect the professional-patient relationships in general in your hospital?**

- Very negative, I do not see the benefit of it
- Partly negative, critique made is often based on individual cases and unique situations that patients/patient representatives cannot assess
- Partly positive, but different worldviews hinder mutual understanding
- Very positive, mutual learning and respect

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**Thank you for filling in the questionnaire.**