

## Practice Staff Questionnaire

*For each of the following questions, please indicate your level of agreement or disagreement with each statement as it applies to this practice by circling your response. Your responses are confidential, and the results of the survey will be reported back to your practice only in a summary form that will not identify you or your responses.*

|  | Strongly<br>disagree | Disagree | Neutral | Agree | Strongly<br>agree |
|--|----------------------|----------|---------|-------|-------------------|
| 1. After making a change, we discuss what worked and what didn't.  | 1                    | 2        | 3       | 4     | 5                 |
| 2. Our practice is able to easily adjust routines to deal with unusual situations.                                   | 1                    | 2        | 3       | 4     | 5                 |
| 3. My opinion is valued by others in this practice.  | 1                    | 2        | 3       | 4     | 5                 |
| 4. People in this practice understand how their jobs fit into the rest of the practice.                              | 1                    | 2        | 3       | 4     | 5                 |
| 5. People in this practice feel they can trust the information they receive from the other people who work here.     | 1                    | 2        | 3       | 4     | 5                 |
| 6. This practice is almost always in chaos.  | 1                    | 2        | 3       | 4     | 5                 |
| 7. I can rely on the other people in this practice to do their jobs well.  | 1                    | 2        | 3       | 4     | 5                 |
| 8. When a conflict arises in this practice, there is an effective process for resolving it.                          | 1                    | 2        | 3       | 4     | 5                 |
| 9. This practice puts a great deal of effort into improving the quality of care                                      | 1                    | 2        | 3       | 4     | 5                 |
| 10. This practice encourages everybody's input for making changes.   | 1                    | 2        | 3       | 4     | 5                 |
| 11. We regularly take time to consider ways to improve how we do things.   | 1                    | 2        | 3       | 4     | 5                 |
| 12. Most people who work in this practice seem to look forward to coming to work each day.                           | 1                    | 2        | 3       | 4     | 5                 |
| 13. The practice leadership makes sure that we have the time and space necessary to discuss changes to improve care. | 1                    | 2        | 3       | 4     | 5                 |
| 14. This practice values people who have different points of view.   | 1                    | 2        | 3       | 4     | 5                 |
| 15. This practice is very disorganized.  | 1                    | 2        | 3       | 4     | 5                 |
| 16. When there is conflict or tension in this practice, those involved are encouraged to talk about it.              | 1                    | 2        | 3       | 4     | 5                 |
| 17. People in this practice are thoughtful about how they do their jobs.   | 1                    | 2        | 3       | 4     | 5                 |

|   | <b>Strongly disagree</b> | <b>Disagree</b> | <b>Neutral</b> | <b>Agree</b> | <b>Strongly agree</b> |
|---|--------------------------|-----------------|----------------|--------------|-----------------------|
| 18. This practice uses data and information to improve the work of the practice.                                      | 1                        | 2               | 3              | 4            | 5                     |
| 19. People in our practice actively seek new ways to improve how we do things.  | 1                        | 2               | 3              | 4            | 5                     |
| 20. Our practice encourages people to share their ideas about how to improve things.                                  | 1                        | 2               | 3              | 4            | 5                     |
| 21. Most of the people in this practice are willing to change how they do things in response to feedback from others. | 1                        | 2               | 3              | 4            | 5                     |
| 22. People in this practice actively seek out the opinions of others.   | 1                        | 2               | 3              | 4            | 5                     |
| 23. We regularly take time to reflect on how we do things.  | 1                        | 2               | 3              | 4            | 5                     |
| 24. I am comfortable telling people in my practice what I really think.   | 1                        | 2               | 3              | 4            | 5                     |
| 25. Conflicts often go unresolved in this practice.   | 1                        | 2               | 3              | 4            | 5                     |
| 26. People in this practice speak up to offer ideas about issues under discussion.                                    | 1                        | 2               | 3              | 4            | 5                     |
| 27. People in this practice pay attention to how their actions affect others in the practice.                         | 1                        | 2               | 3              | 4            | 5                     |
| 28. The leadership in this practice is available to discuss work related problems.                                    | 1                        | 2               | 3              | 4            | 5                     |
| 29. When we experience a problem in the practice we make a serious effort to figure out what's really going on.       | 1                        | 2               | 3              | 4            | 5                     |
| 30. Our practice has recently been very stable.   | 1                        | 2               | 3              | 4            | 5                     |
| 31. Things have been changing so fast in our practice that it is hard to keep up with what is going on.               | 1                        | 2               | 3              | 4            | 5                     |
| 32. The leadership of this practice is good at helping us to make sense of problems or difficult situations.          | 1                        | 2               | 3              | 4            | 5                     |
| 33. Most of the people who work in our practice seem to enjoy their work.   | 1                        | 2               | 3              | 4            | 5                     |
| 34. The practice leadership promotes an environment that is an enjoyable place to work.                               | 1                        | 2               | 3              | 4            | 5                     |
| 35. People in this practice are comfortable voicing their opinion even when it may be unpopular.                      | 1                        | 2               | 3              | 4            | 5                     |
| 36. The practice leadership supports having different opinions expressed in solving problems.                         | 1                        | 2               | 3              | 4            | 5                     |

How often does each of the following words or phrases describe your day to day experience of working in this practice?

|                       | <u>Never</u> | <u>Rarely</u> | <u>Occasionally</u> | <u>Usually</u> | <u>Always</u> |
|-----------------------|--------------|---------------|---------------------|----------------|---------------|
| 37) Rewarding         | 1            | 2             | 3                   | 4              | 5             |
| 38) Friendly and warm | 1            | 2             | 3                   | 4              | 5             |

**Name of your practice:** \_\_\_\_\_

**Your position in the practice** (*check or circle best response*):

Clinician:

Physician \_\_\_\_\_

PA/NP \_\_\_\_\_

Other clinician \_\_\_\_\_ (specify \_\_\_\_\_)

Nursing staff:

RN or LPN \_\_\_\_\_

MA \_\_\_\_\_

Front office staff \_\_\_\_\_

Other \_\_\_\_\_ (specify \_\_\_\_\_)

**How long have you worked in this practice?** \_\_\_\_\_ years and \_\_\_\_\_ months.

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