

High Reliability Survey

Please respond to the following items. Answer each question for the extent to which it characterizes the behavior of people with which you currently and regularly work (e.g., people in your department, clinic, etc.).

Give a numerical response from 1 to 7 for each question. 1 meaning “not at all” and 7 meaning “to a very great extent.”

1. When giving report to another employee, we usually discuss what to look out for. _____

2. We spend time identifying activities we do not want to go wrong. _____

Average 1 and 2 _____

3. We discuss alternatives as to how to go about our normal work activities. _____

4. We have a good understanding of each other’s talents and skills. _____

5. We discuss our unique skills with each other so we know who on the unit has relevant specialized skills and knowledge. _____

Average 4 and 5 _____

6. We talk about mistakes and ways to learn from them. _____

7. When errors happen, we discuss how we could have prevented them. _____

Average 6 and 7 _____

8. When attempting to resolve a problem, we take advantage of the unique skills of our colleagues. _____

9. When a patient crisis occurs, we rapidly pool our collective expertise to attempt to resolve it. _____

Average 8 and 9 _____

Average for 1 through 9 _____