

Practice Staff Questionnaire Subscales
10-27-09

(Items generally use a five-point Likert scale, from 1 for strongly disagree to 5 for strongly agree)

Improvement and Change Culture – Cronbach’s alpha =.888

1. After making a change, we discuss what worked and what didn’t.
9. This practice puts a great deal of effort into improving the quality of care.
11. We regularly take time to consider ways to improve how we do things.
17. People in this practice are thoughtful about how they do their jobs.
18. This practice uses data and information to improve the work of the practice.
19. People in our practice actively seek new ways to improve how we do things.
20. Our practice encourages people to share their ideas about how to improve things.
23. We regularly take time to reflect on how we do things.
29. When we experience a problem in the practice we make a serious effort to figure out what’s really going on.

Scoring – $(q1 + q9 + q11 + q17 + q18 + q19 + q20 + q23 + q29)/9) *20$

Work Relationships - Alpha = .911

2. Our practice is able to easily adjust routines to deal with unusual situations.
3. My opinion is valued by others in this practice.
4. People in this practice understand how their jobs fit into the rest of the practice.
5. People in this practice feel they can trust the information they receive from the other people who work here.
7. I can rely on the other people in this practice to do their jobs well.
14. This practice values people who have different points of view.
21. Most of the people in this practice are willing to change how they do things in response to feedback from others.
22. People in this practice actively seek out the opinions of others.
24. I am comfortable telling people in my practice what I really think.

26. People in this practice speak up to offer ideas about issues under discussion.
27. People in this practice pay attention to how their actions affect others in the practice.
35. People in this practice are comfortable voicing their opinion even when it may be unpopular.

Scoring – $((q2 + q3 + q4 + q5 + q7 + q14 + q21 + q22 + q24 + q26 + q27 + q35)/12)*20$

Change Leadership - .904

10. This practice encourages everybody’s input for making changes.
13. The practice leadership makes sure that we have the time and space necessary to discuss changes to improve care.
28. The leadership in this practice is available to discuss work related problems.
32. The leadership of this practice is good at helping us to make sense of problems or difficult situations.
34. The practice leadership promotes an environment that is an enjoyable place to work.
36. The practice leadership supports having different opinions expressed in solving problems.

Scoring – $((q10 + q13 + q28 + q32 + q34 + q36)/6)*20$

Chaos - .776

6. This practice is almost always in chaos.
15. This practice is very disorganized.
30. *Our practice has recently been very stable.*
31. Things have been changing so fast in our practice that it is hard to keep up with what is going on.

Scoring – $((q6 + q15 + (6-q30) + q31)/4)*20$

Work Environment – alpha = .848

12. Most people who work in this practice seem to look forward to coming to work each day.
33. Most of the people who work in our practice seem enjoy their work.
- How often does each of the following words or phrases describe your day to day experience of working in this practice?
37. “Rewarding”
38. “Friendly and warm”

Scoring – $((q12 + q33 + q37 + q38)/4)*20$

Conflict Management - .778

16. When there is conflict or tension in this practice, those involved are encouraged to talk about it.

25. Conflicts often go unresolved in this practice.

8. When a conflict arises in this practice, there is an effective process for resolving it.

Scoring – $((q8 + q16 + (6-q25))/3)*20$

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