

Understanding and Learning From Errors

Dear Colleague,

The WHO World Alliance for Patient Safety has developed a curriculum guide for Medical Schools for teaching patient safety to medical students. As part of your medical course you will participate in learning experiences which have been derived from this curriculum guide. One of these learning experiences focuses on understanding and learning from errors. The following questionnaire has been designed in order to evaluate the levels of knowledge and attitudes to the influence of error in patient safety. Completion of this questionnaire will be very helpful in evaluating the effectiveness of the patient safety curriculum but it is not mandatory. We estimate it will take around 10 minutes to complete the questionnaire. Please respond to the questions honestly, and if you would prefer not to respond to a particular question then just leave it blank. The questionnaire is anonymous and any information you provide will be reported at a group level, not individually. The data collected will be used to inform future revision of the patient safety curriculum and its delivery to make it more effective and responsive to student needs.

**You are being asked to complete this form as part of a study.
This will not form part of your final assessment.
Completing it is not compulsory.**

Introductory question

What is your current year of study? (Please circle as appropriate)

1st year 2nd year 3rd year 4th year 5th year 6th year

Questionnaire

Section 1 Level of Knowledge about Error

Please circle the number that best describes your level of knowledge for each item.

What is your level of knowledge regarding:	Low				High
Different types of error?	1	2	3	4	5
Factors contributing to error?	1	2	3	4	5
Factors influencing patient safety?	1	2	3	4	5
Ways of speaking up about error?	1	2	3	4	5
What should happen if an error is made?	1	2	3	4	5
How to report an error?	1	2	3	4	5
The role of the healthcare institutions (e.g. hospitals, general or primary care practitioners) in error reporting?	1	2	3	4	5

Section 2 Knowledge of Actions to take

Please circle the number that best describes your level of knowledge for each statement.

	Low				High
I would know what to say if I made an error.	1	2	3	4	5
I would know who to talk to if I made an error.	1	2	3	4	5
I would know what to do if someone in my healthcare team made an error.	1	2	3	4	5
I would know what to do if I witnessed someone more senior than me making an error.	1	2	3	4	5
I would know what to do/say if a patient told me I had made an error.	1	2	3	4	5
If I made an error I would want to discuss it with someone.	1	2	3	4	5

Section 3 Personal Influence over Safety

Thinking about your own ability to influence patient safety, please circle the number that best describes your personal view for each statement.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Telling others about an error I made would be easy	1	2	3	4	5
It is easier to find someone to blame rather than focus on the causes of error.	1	2	3	4	5
I am confident about speaking to someone who is showing a lack of concern for a patient's safety.	1	2	3	4	5
I know how to talk to people who have made an error.	1	2	3	4	5
I am always able to ensure that patient safety is not compromised.	1	2	3	4	5
I believe that filling in reporting forms will help to improve patient safety	1	2	3	4	5
I am able to talk about my own errors.	1	2	3	4	5

Section 4 Personal Attitudes to Patient Safety

Thinking about your personal attitudes with regard to patient safety, please circle the number that best describes your own attitude for each statement.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
By concentrating on the causes of incidents I can contribute to patient safety	1	2	3	4	5
If I keep learning from my mistakes, I can prevent incidents.	1	2	3	4	5
Acknowledging and dealing with my errors will be an important part of my job.	1	2	3	4	5
It is important for me to learn how best to acknowledge and deal with my errors by the end of medical school	1	2	3	4	5

Section 5 Safety at the Workplace

Thinking about your experiences with patient care up until now, please circle the number that best describes your personal view for each statement.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The nurses will be committed to identifying and addressing patient safety risks.	1	2	3	4	5
The nurses will not criticise me for making mistakes.	1	2	3	4	5
The doctors will be committed to identifying and addressing patient safety risks.	1	2	3	4	5
The doctors will not criticise me for making mistakes.	1	2	3	4	5
Managers in the healthcare system will make it easy to report errors.	1	2	3	4	5
Managers in the healthcare system will be more interested in meeting performance targets than in patient safety.	1	2	3	4	5
Managers in the healthcare system will expect us to focus on patient safety.	1	2	3	4	5
Being open and honest about the mistakes I make	1	2	3	4	5

will be acceptable at my place of work.

Admitting an error I had made would lead to just and fair treatment by management. 1 2 3 4 5

Section 6 Your Intentions regarding Patient Safety

Thinking about your intentions regarding patient safety issues in the first year of you starting work, please circle the number that best describes your personal view for each statement.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
I will report any errors I make at my place of work	1	2	3	4	5
I intend to challenge any complacency I notice with regard to patient safety issues.	1	2	3	4	5
I intend to clearly communicate my safety expectations to members of my healthcare team(s).	1	2	3	4	5
I will support any members of my healthcare team who are involved in an incident.	1	2	3	4	5
I plan to inform my colleagues about the errors they make.	1	2	3	4	5
I will intervene whenever I think a patient may be exposed to harm.	1	2	3	4	5
I plan to make a point of learning from the mistakes of others.	1	2	3	4	5

Thank you for taking the time to complete this questionnaire