

7-Question Survey

The Seven Crucial Conversations in Healthcare™

We encourage you to insert these seven questions into your existing employee engagement and employee satisfaction surveys. As a condition of use, please reference VitalSmarts when you use these questions and include the trademark symbol when you use the phrase, "The Seven Crucial Conversations in Healthcare™."

What percentage of the people you work with most regularly (physicians, residents, employees in your unit, employees from other units)...

1. Take occasional shortcuts that could be dangerous for patients (for example, not washing hands long enough, not changing gloves when appropriate, failing to check armbands, forgetting to perform a safety check)?

- None
- 5%
- 10%
- 15%
- 20%
- 25% or more

2. Make a mistake when doing an assessment, doing triage, diagnosing, suggesting treatment/medication options, or performing a procedure?

- None
- 5%
- 10%
- 15%
- 20%
- 25% or more

3. Show poor initiative--don't look for opportunities to help, don't do their fair share of the work, or complain when they are asked to pitch in by a peer?

- None
- 5%
- 10%
- 15%
- 20%
- 25% or more

4. Are not up-to-date on a procedure, medication, or practice that is occasionally required in your unit or are lacking basic competencies?

- None
- 5%
- 10%
- 15%
- 20%
- 25% or more

5. Show poor teamwork. For example, gossip, spread rumors, talk behind people's backs, use the "silent treatment," give the "cold shoulder" to teammates, make themselves look good at others' expense, or are part of a clique that divides the team?

- None
- 5%
- 10%
- 15%
- 20%
- 25% or more

6. Are disrespectful? For example are condescending, insulting, or rude—or yell, shout, swear, or name call?

- None
- 5%
- 10%
- 15%
- 20%
- 25% or more

7. Micromanage too much or abuse their authority--i.e., tell people how to do their jobs, pull rank, bully, threaten, or force their point of view on others?

- None
- 5%
- 10%
- 15%
- 20%
- 25% or more