

DUHCBI Staff Assessment- Revised for 2020

Guide to Using the Staff Assessment Tool

Purpose:

This Staff Assessment Tool is intended to help organizations establish a baseline measurement of staff attitudes in relation to working with clients who use drugs and evaluate the impact of capacity building programs on staff attitudes.

Informed Consent:

Your participation in this survey is completely voluntary. You are not required to complete the survey and may change your decision to participate at any time. You may also refuse to answer any questions you choose.

There is no cost to you for participating in this survey other than your time and effort. There are no direct benefits to you as a result of completing this survey. However, the information you provide will help your facility learn more about staff knowledge, roles and responsibilities with the aim of improving service delivery to people who use drugs. All information you provide will be kept confidential.

Please contact Mr. Tony Watson, IRB Administrative Director at the New York State Department of Health, at (518) 474-8539, should you have questions about the research (e.g., investigator and other research team members), questions about your rights as a human subject in research, comments, suggestions, or input, and in the event of a research-related injury (depending on the nature of the research).

If you have any other questions or concerns about this survey, you may speak with management at your facility or the AIDS Institute at hepatabc@health.ny.gov.

Your consent is implied by completing this survey.

How to Complete the Staff Assessment

Staff completing the *Staff Assessment* are asked to read each item and use the scale ranging from “Strongly Disagree (1)” to “Strongly Agree (5)” to evaluate the extent to which they agree or disagree with the statement.

Responses to the *Staff Assessment* should remain anonymous and staff should be encouraged to answer with their initial impression of the statement as honestly and accurately as possible.

The instrument takes approximately 15 minutes to complete.

		Strongly Disagree (1)	Disagree	Undecided	Agree	Strongly Agree (5)
Role Adequacy	1. I feel I have a working knowledge of drugs and drug related problems.					
	2. I feel I know enough about the causes of drug problems to carry out my role when working with people who use drugs (PWUD).					
	3. I feel I know enough about the physical effects of drug use to carry out my role when working with PWUD.					
	4. I feel I know enough about the psychological effects of drugs to carry out my role when working with PWUD.					
	5. I feel I know enough about the factors which put people at risk of developing drug problems to carry out my role when working with PWUD.					
	6. I feel I know how to counsel PWUD over the long-term.					
	7. I feel I can appropriately advise my patients/clients about drugs and their effects.					
Role Legitimacy	8. I feel I have the right to ask patients/clients questions about their drug use when necessary.					
	9. I feel I have the right to ask a patient for any information that is relevant to their drug problems.					
Role Support	10. If I felt the need when working with PWUD, I could easily find someone with whom I could discuss any personal difficulties that I might encounter.					
	11. If I felt the need when working with PWUD, I could easily find someone who would help me clarify my professional responsibilities.					
	12. If I felt the need I could easily find someone who would be able to help me formulate the best approach to a PWUD.					
Role-Related Self-Esteem	13. I feel that there is little I can do to help PWUD.					
	14. All in all, I am inclined to feel I am successful when working with PWUD.					
	15. In general, I have just as much respect for PWUD than I do for other patients/clients I work with.					
	16. I often feel comfortable when working with PWUD.					

		Strongly Disagree (1)	Disagree	Undecided	Agree	Strongly Agree (5)
Job Satisfaction	17. I feel I am able to work with PWUD as well as other client groups.					
	18. In general, one can get satisfaction from working with PWUD.					
	19. In general, it is rewarding to work with PWUD.					
	20. In general, I feel I can understand PWUD.					
Perception of Organizational Environment	21. The leadership of my organization values the provision of non-discriminatory, non-judgmental care to PWUD.					
	22. The physical environment within my organization promotes a sense of safety, privacy, and discretion for all staff and patients, including PWUD.					
	23. My organization obtains meaningful input from PWUD about the services they receive and makes use of this to improve the services provided to them.					
	24. My organization actively seeks out referral options to effectively meet the needs of PWUD.					
	25. PWUD have the same access to services in our organization as people who do not use drugs.					
	26. My organization has a system in place to effectively monitor the quality of care provided to PWUD.					
	27. My organization invests adequate resources to provide services to PWUD.					
	28. My organization has trained me to effectively apply a harm reduction approach to serve PWUD.					
	29. My organization applies harm reduction principles to support staff with prior history of or current drug use.					

Agency: _____

Department, Service or Clinic (ex. Internal Medicine, Emergency Department, HIV Medicine): _____

What is your current job role?

- Administration (including administrator, manager, HR, medical records)
- Ancillary services (including billing, cashier, receptionist, security, housekeeping)
- Clinical services (including MD, DO, PA, NP)
- Dental services (including dentists, dental hygienists)
- Lab services (including Lab tech, phlebotomist)
- Nursing services (including RN, LPN, nursing assistant)
- Pharmacy services (including pharmacist, pharmacy tech)
- Supportive services (including peer, community health worker, patient navigator, case worker, social worker, counselor, educator)
- Other, please specify: _____

How many years have you worked in healthcare? _____ years

How many years have you worked for this facility/clinic? _____ years

References:

1. Watson, H. (2003). *Measuring staff attitudes to people with drug problems: the development of a tool*. Edinburgh: Scottish Executive, Effective Interventions Unit.
2. Watson, H., Maclaren, W., & Kerr, S. (2007). Staff attitudes towards working with drug users: development of the Drug Problems Perceptions Questionnaire. *Addiction, 102*(2), 206-215.