Interpreting SCORE Data Reports
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**Safety, Communication, Operational Reliability and Engagement (SCORE) Survey Domains**

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* Some facilities only administer the SCOR (Culture domains), so your reports may not include the Engagement domains.

*- the "Learning Environment" domain was renamed "Improvement Readiness." The items remained exactly the same.
The two charts below illustrate why it is important to look at data at the Work Setting level. Even though the Hospital has a good average score (74%), you can see the vast difference in perceptions within that hospital’s work settings.

**All Hospitals in a System**

**All Work Settings in One Hospital**

Culture is Local
The SRH Reporting Platform
Landing Page
https://reports.safeandreliablecare.com/login.html
The Select a Report Template list and Domains to Include in Report will vary depending on whether your facility included Engagement.
The Population selectors allow you to select the Work Setting(s) and Position Type(s) to include in any of the reports.
Other Report Options allow you to show bar charts for each item (in addition to the Domains) for each work setting and each position. You can also choose how to sort the charts; to see % of Positive/Neutral/Negative on items; and if work setting labels (names) should appear.
Types of Reports
The overview report will provide a view of the hospital with a comparison of each work setting and each position type for each selected domain score. It can optionally compare the responses for each question across the work settings and/or position types of respondents.
The work setting report will iterate over each work setting selected in the Work Setting dropdown defined in Population. It will create an individual report for each work setting and automatically download the PDF report for that work setting. In the work setting report, the results for the individual work setting can be compared to all other work settings. Additionally, a break down of the results by position for respondents in that work setting can be provided.
The combined work setting report allows you to create a report for a subset of all of the work settings in your hospital. For example, if you selected all of your ambulatory units in the Work Setting drop-down, you can label that as 'Ambulatory Units' in the Name of Combined Work Setting Report field. The results for each selected domain will be providing comparing across work settings in your combined group, and/or by positions in the combined group.

You can label the Combined Work Settings report as appropriate for the work settings you select (a dept or service line, etc.).
Looking at a Report
Overview Report
SCORE Survey Culture and Engagement Survey Results

Demo Hospital

Survey Period: July 2015
Total work settings surveyed: 46
Current period response rates:
- Demo Hospital: 68%

Survey results are increasingly accurate as response rates (RR) rise. We do not report work setting data with response rates <40% or with fewer than 5 responses. At 40-60% RR, the data requires other corroboration (i.e. interviews of staff). At >60% RR, the data depicts an accurate image of a work setting.
Buttons on Top Left Side of Page
Buttons on Top Right Side of Page
The first page of a report shows the Survey Period, # of Work Settings in the Hospital, and the Hospital Response Rate.
Each Domain is Represented by a “Radar Diagram”

This shows the way the items in the domain are scored.

Each Item In Domain w/ # of Respondents

The work setting(s) and role type(s) depicted in this report.
Domain Score for the Work Setting

Benchmark Information (see more info about benchmarking starting on page 32)

The legend for each bar chart (for Domain or Item) tells you how to interpret the score.
Domain Score by POSITION TYPE

Learning Environment by Position

Source Data: July 2015
Institution: Demo Hospital
Work Setting(s): ICU
Position(s): All Positions
Item Scores

All items are on a scale of 1-5:
(1) Strongly Disagree
(2) Disagree
(3) Neither Agree nor Disagree
(4) Agree
(5) Strongly Agree
(na) Not applicable

The Item Score reflects the percentage of respondents who chose “Agree” (4) or “Strongly Agree” (5) on an individual positively-worded item.
Understanding the Item Score

On a positively worded item, the score is the % of respondents who “Agreed Slightly” or “Agreed Strongly.”

It is also important to look at the amount of “Neutral” (yellow). There might not seem like much difference in these two groups (38% positive vs 40% positive) but the group on the upper bar has a much higher percentage of people who are “truly” negative.
Individual Item Score for Work Setting

In this work setting, local leadership is available at predictable times.

Benchmark Information

Percentage who agreed slightly or agreed strongly with each question.
Individual Item Score by POSITION TYPE

Note: Any group with fewer than 5 respondents will automatically go into a group called “Other.” People who did not select their position type will also be in that group.
Why Does My Domain Score Seem So Low?

Domain scores measure the percentage of individuals who have strong scores consistently across most or all of the items within the domain: To achieve high domain scores requires that ALL work setting components are robust.

Work Settings in transition, or working on improvement, should evaluate change in individual questions – these have less demanding thresholds than domain scores.
Understanding Negative Domains and Items
Understanding “Negative” Domains

Two Domains (Burnout and Personal Burnout) are “negative”, meaning that LOWER scores are better (you want people to be less burned out). Note how the Radar Diagram and Bar Chart are RED. The most favorable scores are when respondents Strongly Disagree or Disagree with all items.

These work settings are more burned out than the ones at the bottom of the graph.
A Simple Rule

**GREEN**: the more you see, the better!
**GOOD**

**RED**: the less you see, the better!
**BAD**
Domain Radars

The Radar Diagrams at the the *beginning of each Domain in the report* show all the items within that Domain, whether a Positive or Negative Domain:
Summary Domain Score Radars

There is also a Radar diagram that shows each Domain Score – one for all Culture Domains and one for all Engagement Domains. You will note that even the ‘negative’ domains (such as Burnout), are represented on these reports as % Positive for consistency:

You would read this as 73% NOT reporting Personal Burnout. Note that the score is in the green part of the radar, indicating % positive.
Understanding “Negatively Worded” Items

Several Domains include a combination of items that are positively worded and some that are negatively worded – i.e., for some items the most favorable response is for people to Agree or Strongly Agree, but for others the most favorable response is for them to Disagree or Strongly Disagree. As an example, here is a negatively worded question as it appears on the survey:

“In this work setting, it is difficult to speak up if I perceive a problem with patient care.”

We want people to “Disagree” or “Strongly Disagree” with this item (choose a 1 or a 2), because we always want to have a work setting where people feel free to speak up if they perceive a problem with patient care.

Using both positive and negative items is a common and well-validated strategy in surveys because it acts as a “speed bump” that keeps respondents from simply selecting all positive or negative scores.
Reverse Scoring

When both positively and negatively worded items are in the same Domain (such as Teamwork or Safety), you will see that the negatively worded item is ‘reversed’ in the reports, so that all the items in the Domain have the same scoring (i.e. 4 or 5 is the best):

“It is difficult to speak up if I perceive a problem with patient care”

is represented on Radar Diagrams and Bar Charts in the report as:

“It is NOT difficult to speak up if I perceive a problem with patient care.”

The favorable score of 1 or 2 (Strongly Disagree, Disagree) is ‘reverse scored’ to count as a 4 or 5 (Agree, Strongly Agree)
Understanding Benchmarks
Benchmarks on Positive Items/Domains

The scores indicating the 25th%ile, 50th%ile, and 75th %ile are shown on the top of each bar chart for Domains or Items at the work setting level (not for slides showing Role Types). The legend to the right of the chart shows the database statistics.

See the next page for how to interpret these data.
Benchmarks on Positive Items/Domains

These work settings are above the 75th%ile (i.e. 75% of work settings in the database scored lower than 83 on this item).

These work settings are between the 25th and 75th %ile.

The 50th%ile or median (yellow line) indicates that half of the work settings in the database scored lower than 68 and half scored above 68.

These work settings are below the 25th%ile (i.e. 75% of work settings in the database scored higher than 53 on this item).
Benchmarks on Negative Items/Domains

For negative items and domains, we want to see lower scores (fewer people reporting burnout). Therefore, the best scoring work settings will have the lowest scores.

These work settings are above the 75th %ile (i.e. 75% of work settings in the database scored higher (worse) than 23 on this item).

These work settings are between the 25th and 75th %ile.

These work settings are below the 25th %ile (i.e. 75% of work settings in the database scored lower (better) than 50 on this item).
Adding a Scatterplot to Your Report
From a standard report, click the “Add Slide” Button in the header.
On the menu that appears, click on the Scatterplots Tab.
Choose the domains/items of interest for each axis

Helpful Hint: The Domains which correlate most strongly are:

- Learning Environment & Local Leadership
- Teamwork & Safety
On the same menu, choose the work settings or position types you want to see represented on the scatterplot.
Choose the work settings or position types you want to see labeled on the scatterplot.
Click “Add Slide” to add this scatterplot to your report.
Why Use a Scatterplot

A Scatterplot is a great way to display data for many units at once and understand where there is opportunity for improvement at a hospital level. In this case it would make sense to focus initially on those work settings in the lower left quadrant.

You can use the selectors to identify only certain work settings (all high risk, all Medicine units, etc) to make it easier to read.
Further Resources
Three other resources are available on the Reporting Platform. When you click these links, they download as PDFs.
Guide to Interpreting Results

An explanation of the Culture and Engagement items, questions to ask during debriefing and actions to take.
Quick Tips about how to lead a Debriefing Session to understand the context regarding results and help prioritize things to work on.
How to select issues and items to work on at the Work Setting level.