

Unlocking the Full Potential of Safety Climate Surveys: A Customised Solution



THE CHALLENGE

Safety climate is an established concept and has been shown to predict safety performance and incidents up to three months into the future.

Our client wanted a safety climate survey tailored to the emergency services setting that would adequately capture operational nuances and improve leading indicator quality.

THE CONTEXT

Generic surveys provide high-level pulse checks of the current state of safety, whereas customised surveys dig deeper and diagnose specific issues.

Emergency services are unique with tensions such as patient vs staff safety, and operational differences between field and support staff. A customised approach to safety climate is necessary.

APPROACH

We reviewed existing surveys and research on safety climate in emergency services to set a foundation for the customised tool. We then interviewed stakeholders to gather specific examples of safety priority and practices. Finally, the survey was built and client feedback integrated.

Customised safety climate surveys perform better than generic surveys when diagnosing specific safety management issues and predicting outcomes.

Both serve their purpose, so we combined the ‘best of both worlds’ for our client: an ultra-short ‘state of safety’ pulse check and a more detailed diagnostic climate survey.

Think differently about the traditional survey methodology to meet your business needs.

We shared strategies to optimise survey administration, data analysis and reporting. Target your respondents, build a representative rather than comprehensive sample, and analyse level and strength together.

It's not straightforward to build a valid and reliable safety climate survey, so engage and leverage appropriate experts.

We subjected the survey to advanced psychometric analyses, going beyond traditional approaches by using Confirmatory Factor Analysis and Omega reliability indices, ultimately giving strong confidence in the survey's integrity and ensuring buy-in.

CONCLUSION

Go beyond generic or ‘vanilla’ safety climate surveys that adequately represent the nuances of your industry and specific business. Engage experts in psychometric tool design to build a survey that works well, every time, and innovate how you administer and report on the data.

Evolve safety through innovation.

Talk with us today to understand how New View Safety can be integrated and extend existing systems and processes in your organisation.

