



## **Supporting Information**

### **Survey text and supplementary results**

**This appendix was part of the submitted manuscript and has been peer reviewed.  
It is posted as supplied by the authors.**

Appendix to: Westbrook J, Sunderland N, Li L, et al. The prevalence and impact of unprofessional behaviour among hospital workers: a survey in seven Australian hospitals. *Med J Aust* 2021; doi: 10.5694/mja2.50849.



1. In the past 12 months, how often have you <i>experienced</i> or <i>seen</i> the following <u>staff behaviours</u> in this hospital:	This has <u>happened to me</u> :							I have seen this happen <i>to someone else</i> ( <i>staff, patients, visitors</i> ):						
	Never	1-2 times/year	Every few months	Around monthly	Weekly	Daily	Multiple times daily	Never	1-2 times/year	Every few months	Around monthly	Weekly	Daily	Multiple times daily
12. Graphic comments/ questions/ insinuations about appearance, sexual or private life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Being the subject of excessive teasing/sarcasm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Threats of violence/physical abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Being ignored or excluded	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Inappropriate or unwanted touching	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Unwelcome sexual flirtations/persistent requests for dates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Being humiliated or ridiculed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Demands for sexual favours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Having unjustified allegations made	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. Having key areas of responsibility removed or replaced with meaningless or unpleasant tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. Being shown sexually suggestive photos, videos, emails or texts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. Sexual assault	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. Physical assault (e.g. hitting, shoving, punching)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. Negative comments or offensive jokes about gender, ethnicity, sexual orientation, religion, disability, pregnancy, parenting responsibilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>If yes, comments/jokes were based on (choose all that apply):</i>	Gender <input type="radio"/> Ethnicity <input type="radio"/> Sexual orientation <input type="radio"/> Religion <input type="radio"/> Disability <input type="radio"/> Pregnancy <input type="radio"/> Parenting/carer responsibilities <input type="radio"/>							Gender <input type="radio"/> Ethnicity <input type="radio"/> Sexual orientation <input type="radio"/> Religion <input type="radio"/> Disability <input type="radio"/> Pregnancy <input type="radio"/> Parenting/carer responsibilities <input type="radio"/>						
26. Treated unfairly based on gender, ethnicity, sexual orientation, religion, disability, pregnancy, parenting responsibilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>If yes, unfair treatment was based on (choose all that apply):</i>	Gender <input type="radio"/> Ethnicity <input type="radio"/> Sexual orientation <input type="radio"/> Religion <input type="radio"/> Disability <input type="radio"/> Pregnancy <input type="radio"/> Parenting/carer responsibilities <input type="radio"/>							Gender <input type="radio"/> Ethnicity <input type="radio"/> Sexual orientation <input type="radio"/> Religion <input type="radio"/> Disability <input type="radio"/> Pregnancy <input type="radio"/> Parenting/carer responsibilities <input type="radio"/>						

**2. Are there any specific instances of unprofessional staff behaviour that you would like to describe?** [Note: This question is **optional**. Please do not use names or other information that could be used to identify an individual.]

**3. Are there any other comments you would like to make about staff behaviour in this hospital?** [Note: This question is **optional**. Please do not use names or other information that could be used to identify an individual.]

<b>4. Thinking about your experience of unprofessional staff behaviours in this hospital, to what extent do you believe they have had a NEGATIVE impact on:</b>	<b>No Impact</b>	<b>Minor Impact</b>	<b>Moderate Impact</b>	<b>Major Impact</b>	<b>Not sure</b>
You and your wellbeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teamwork	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of errors or mistakes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of service provided at this hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>5. Thinking about unprofessional staff behaviours in this hospital, how much do you agree or disagree with the following statements:</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Disagree nor Agree</b>	<b>Agree</b>	<b>Strongly Agree</b>
Speaking up or reporting unprofessional behaviour is important for patient safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am encouraged by my colleagues to speak up about unprofessional behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>I have the skills to effectively speak up if I experience unprofessional behaviour</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>I know the proper channels to raise concerns about unprofessional behaviour</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Unprofessional behaviour is effectively managed in this hospital</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel comfortable speaking up or reporting unprofessional behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It takes too much time and effort to report unprofessional behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>I am confident I would receive support from my supervisor if I reported unprofessional behaviour</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speaking up or reporting unprofessional behaviour is likely to have a negative impact on my career	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>I am confident I would be believed and taken seriously if I reported unprofessional behaviour</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**6. What is your main role at XX Hospital? (please tick one):**

**Medical**

- Surgical Staff specialist/  
VMO
- Medical Staff specialist/  
VMO
- Registrar
- Career/Hospital Medical  
Officer/Medical Fellow
- Resident
- Intern

**Nursing**

- Nurse Unit Manager or  
Associate NUM
- Clinical Nurse  
Consultant/Specialist/ Educator
- Registered nurse or midwife
- Enrolled nurse
- Graduate nurse or midwife

**Allied Health & Clinical  
Services**

- Allied health (e.g. pharmacy,  
physiotherapy, occupational  
therapy, dietitian)
- Clinical services (e.g.  
psychology, medical imaging,  
perfusionist, technologist,  
pathology collector)
- Social, welfare or pastoral  
care worker
- Other clinical services

**Non-clinical Services**

- Scientist, laboratory or  
research staff
- Personal care/patient  
services assistant or orderly
- Food services
- Engineering services,  
security or tradesperson
- Cleaner/environmental  
services
- Other non-clinical staff

**Management & Administrative**

- Manager
- Administrative staff (e.g.  
Finance, HR, payroll, medical  
records, IT)
- Ward clerk/patient services  
clerk
- Other management &  
administrative

### Sources of questions:

All 26 unprofessional behaviour items in Question 1 were drawn from the Negative Acts Questionnaire,<sup>1</sup> with the exclusion of 6 items (12, 16, 17, 19, 22, 23).

Six Items (12,16,17,19,22,23) were drawn from the survey by the Royal Australasian College of Surgeons (RACS).<sup>2</sup>

Five items (14, 16, 19, 23, 24) were classified as extreme unprofessional behaviours for the analysis. The remaining 21 items were classified as incivility/bullying behaviours

Items in **bold** in question 5 drew on reasons identified in the RACS survey influencing the reporting of unprofessional behaviours.<sup>2</sup>

Survey design was also informed by the work of Martinez et al.<sup>3</sup> and Sexton et al.<sup>4</sup>

### References

1. Einarsen S, Hoel H, Notelaers G. Measuring exposure to bullying and harassment at work: validity, factor structure and psychometric properties of the Negative Acts Questionnaire-Revised. *Work Stress* 2009; 23: 24-44.
2. Royal Australasian College of Surgeons (RACS) Expert Advisory Group on discrimination, bullying and sexual harassment. 2015. [www.surgeons.org/-/media/Project/RACS/surgeons-org/files/operating-with-respectcomplaints/expert-advisory-group/racs\\_final-draft\\_for-print-v2.pdf?rev=5c59569f54594ec79c57bc7681583f28&hash=FE403324D0260F223E3E36CC389DC26E](http://www.surgeons.org/-/media/Project/RACS/surgeons-org/files/operating-with-respectcomplaints/expert-advisory-group/racs_final-draft_for-print-v2.pdf?rev=5c59569f54594ec79c57bc7681583f28&hash=FE403324D0260F223E3E36CC389DC26E) (viewed July 2020).
3. Martinez W, Etchegaray JM, Thomas EJ, et al. 'Speaking up' about patient safety concerns and unprofessional behaviour among residents: validation of two scales. *BMJ Qual Saf* 2015; 24: 671-680.
4. Sexton JB, Helmreich RL, Neilands TB, et al. The Safety Attitudes Questionnaire: psychometric properties, benchmarking data, and emerging research. *BMC Health Serv Res* 2006; 6: 44.

## 2. Survey response rates, by hospital, age, sex and role

	Respondents*	Total estimated staff number†	Response rate
<b>Hospital</b>			
Hospital A	1874	5691	32.9%
Hospital B	752	1838	40.9%
Hospital C	1309	3645	35.9%
Hospital D	300	1370	21.9%
Hospital E	430	1163	37.0%
Hospital F	142	458	31.0%
Hospital G	371	1048	35.4%
<b>Age</b>			
18-24	300	412	42.1%
25-34	1567	3315	32.1%
35-44	1127	2844	28.4%
45-54	1097	2156	33.7%
55+	983	2663	27.0%
Missing data	104	—	—
<b>Sex</b>			
Men	1176	3547	24.9%
Women	3909	10122	27.9%
Missing data	93	—	—
<b>Role</b>			
Nursing	2248	6632	25.3%
Medical	546	2394	18.6%
Allied Health & Clinical Services	795	1536	34.1%
Non-clinical Services	590	2912	16.8%
Management & Administrative	822	1102	42.7%
Missing data	177	—	—
<b>Total</b>	<b>5178</b>	<b>15213</b>	<b>34.0%</b>

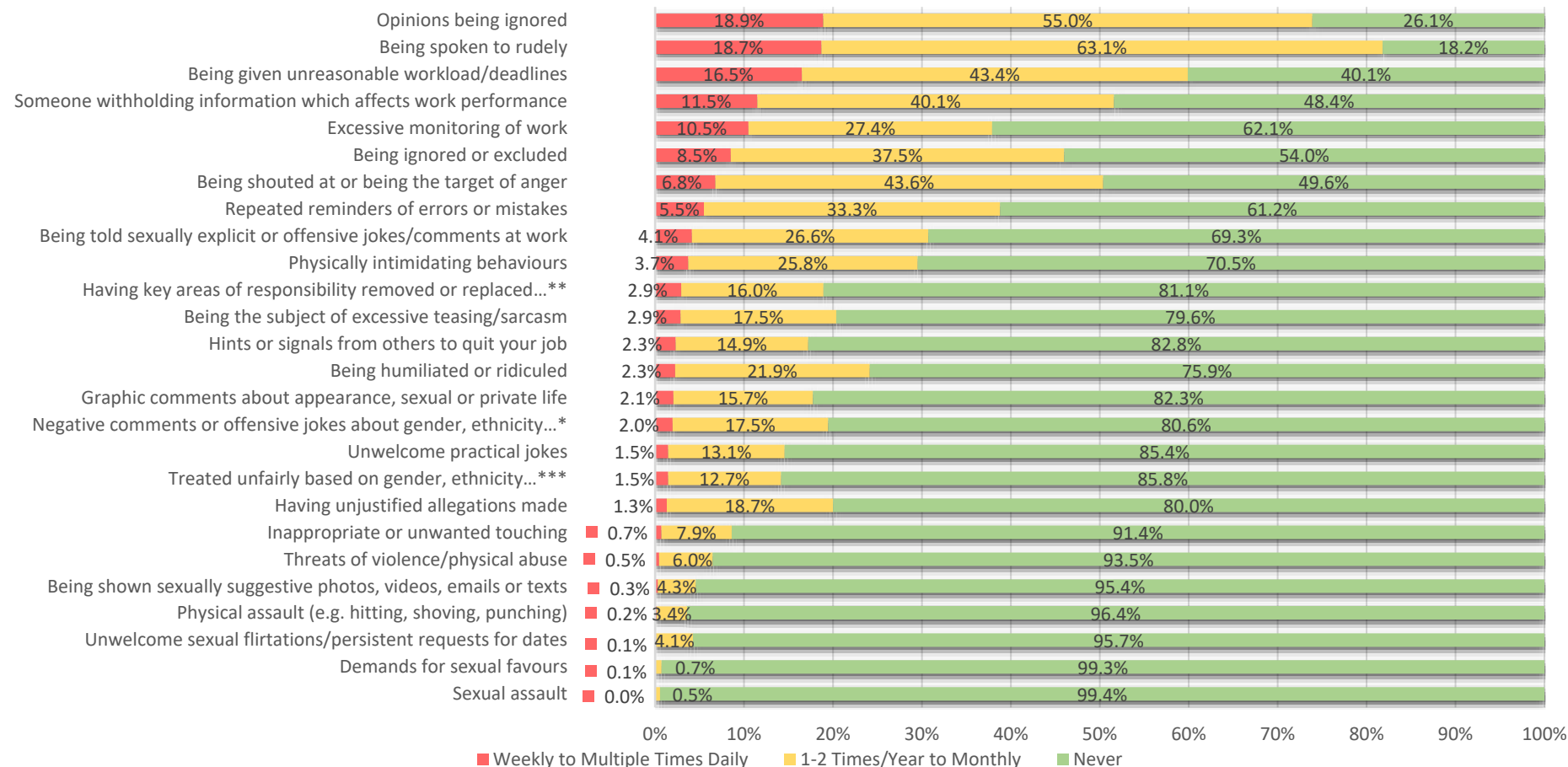
\* Valid surveys (> 60% of questions answered).

† Total staff number estimated by hospital human resources department: total employee count less number of staff absent (on leave) during the 2-week recruitment period.



### 3. Frequency of experiencing unprofessional behaviours in the past 12 months

This bar chart shows each of the 26 unprofessional behaviours participants were asked about, in decreasing order of frequency. The red bars indicate the proportion of participants who reported experiencing the behaviour at least weekly, the yellow bars for behaviours experienced between 1-2 times per year and monthly, and the green bars for never experiencing the behaviour. Missing and 'prefer not to answer' responses have been excluded for clarity.



\* 5189 respondents, including 11 who did not specify Hospital and were excluded from subsequent analyses.

#### 4. Data used for models and model outputs

##### Data included

<b>Box</b>	<b>Number of respondents included</b>	<b>% of all respondents</b>	<b>Number of respondents excluded</b>	<b>% of all respondents</b>
2	4585	88.5%	593	11.5%
3	4727	91.3%	451	8.7%
4	4588	88.6%	590	11.4%
5A	4534	87.6%	644	12.4%
5B	4389	84.8%	789	15.2%
6	4553	87.9%	625	12.1%
7	4765	92.0%	413	8.0%