

# Evaluation of Workplace Stressors in Clinical Practice

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Psychology Course

# Step A: Type of Occupation

Is it High Risk Category for Adverse  
Somatic and Psychological  
Outcomes?

# High Risk for Hypertension and/or CVD

- Professional Drivers
- Air Traffic Controllers
- Sea Pilots
- Workers in the Explosives Industry
- Smelter Workers
- Chimney Sweeps
- Factory Workers

# High Risk for Burnout and/or Other Adverse Mental Health Outcomes

- Nurses,
- Physicians
- Other health professionals
- Teachers
- Painters
- Firefighters

# High Risk for Repetitive Motion Syndromes

- Factory workers
- Workers mainly sitting behind Computer Terminals
- Nurses
- Professional Drivers

# Step B:

## Job Characteristics

- Underload
- High Psychological Demand
- Low Control/Physical Constraints
- Noxious Physical Exposures
- Disaster Potential-Symbolic Aversiveness
- Socially Isolated

# Under-load

- Monotonous work
- No decision-making
- No need to communicate with others  
(socially isolated work)

# High Psychological Demand

- Rapid flow of new information
- Receives and transmits important, job-related information to other people
- Many things going on simultaneously/must divide attention
- Must focus attention upon devices
- Complicated decision making and/or tasks
- Supervises work of others

# Low Control/Physical Constraints

- Strict time schedule
- Paced work
- No chance for creativity
- No influence over work conditions
- Works in a confined space/fixed body position
- Heavily Supervised

# Physically Aversive Exposures

- Glare
- Noise
- Vibration
- Heavy lifting (isometric stress)
- Heat
- Cold
- Gases, Dusts, Fumes

# Disaster Potential- Symbolic Aversiveness

- Serious (even fatal) consequences of error or lapse of attention (threat-avoidant vigilant work)
- Encountering visually disturbing scenes
- Listening to emotionally-disturbing occurrences
- Danger of serious accidents (hazardous tasks)
- Threat of physical violence from other people

# Step C: Specific Work Conditions

*Likely to vary within an occupation*

- Work schedule & rest breaks
- Actual workload & its distribution over time
- Level of exposure to physical noxins
- Number of work accidents
- Hassles and barriers to task performance
- Social climate/social support/collective control

# Work schedule & rest breaks

- Number of work hours
- Shift work
- Irregular work hours
- Rest breaks: scheduled and unscheduled,  
Minibreaks
- Vacations

*Individual and collective worker control over these*

# Actual Workload & its distribution over time

*Best evaluated for the specific occupation, e.g.*

- Teachers: # of classes, class size, number of challenged pupils, etc.
- Air Traffic Controllers: Average and peak traffic density, etc.
- Physicians: Total patient load, # admissions, % emergency or otherwise difficult patients, etc.

# Level of exposure to physical noxins

- Usual and maximal level of exposure  
*(how cold, how hot, how noisy, how heavy?)*
- Characteristics of exposure *(e.g. specific chemicals)*
- Duration *(how many hours/day, days/week, etc.)*

# Work Accidents

- Number experienced
- Severity of accidents
- Witnessing fatal accidents
- Witnessing serious accidents
- Hearing about fatal or serious accidents at one's workplace

# Hassles and barriers to task performance

- Conflicting demands in time and space
- Technical problems/breakdowns

# Interpersonal Relations- Social Climate

- Conflicts with Supervisor
- Conflicts with Colleagues
- Conflicts with Staff—Workers of other profiles

# Step D:

## Exacerbating (new) conditions

- More overtime work than usual
- New deadlines
- Recent involvement in or witnessing serious work accident or other threatening situation
- New interpersonal conflicts

# Step E:

## Larger Questions

- Looming possibility of layoff or permanent unemployment
- Need to change occupation or Workplace
- Minority/refugee/immigrant: Discrimination and/or status incongruity
- Restructuring within the work organization
- Additive burden from major non-work stressors
- Low SES

## Link (1) - High Risk Occupation

*Current occupation, total number of years in that occupation, work history*

General OSI Q. 2-4

Current occupation (as precise as possible)

OSI-PD Q. 2-4

Type of vehicle, urban, suburban or inter-city

OSI-MD Q. 1-4

Specialty, subspecialty and type of practice

## Link (2) - Monotonous work

General OSI: Yes, if Q. 36-37 indicate A small number of simple work tasks & Question 38=b or c)

38. Are your work tasks monotonous?

- a. No, a given task always has its particular qualities, so it's never exactly the same.
- b. Some of my tasks are monotonous, the same thing over and over again.
- c. Most of my tasks are monotonous, the same thing over and over again.

OSI-PD: Yes, unless Q. 9c, indicates otherwise

Monotonous work is a relatively fixed feature of professional driving unless they do other, more complex tasks (e.g. mechanical work on their vehicles).

9. Is driving your only task on the job?

- a. Yes
- b. No, during my driving tours, I also have other tasks such as checking or selling tickets, opening and closing the doors, giving information, etc.
- c. No, I have tasks other than those during the driving tours. My other tasks outside driving tours are:

Physicians: No

No need to ask: the work of physicians is not monotonous.

# Link (3) - Little or no decision-making

General OSI Yes, if Q. 44=a or b.

44. Do you make decisions at your workplace or mainly carry out the decisions made by others?

a. All the decisions have been made by others, I only carry out the tasks given to me, and make no decisions, not even about the smallest details.

b. The decisions have been made by others. I don't decide even about the details. But my judgment is necessary during work.

c. The major decisions have been made by others, but I can decide on my own about the details.

d. Sometimes I must make major decisions, and take the responsibility for these.

e. My job is mainly comprised of making major decisions.

OSI-PD: To some extent, unless Q. 9c, indicates otherwise

Unless indicated otherwise, professional drivers are all scored as 44(b) from General OSI.

Physicians: No

No need to ask: the work of physicians requires decision-making.

## Link (4) - Socially-isolated work

General OSI Yes, if Q.49=a

49. Communication with other people during work:

- a. There is no need for work-related communication with others.
- b. From time to time, I must discuss with others in order to perform my work properly.
- c. Communication with other people is a major feature of my work.

OSI-PD Yes, if Q. 8=a

8. Do you drive most often:

- a. Alone in your vehicle?
- b. With 1 or 2 other persons in your vehicle?
- c. With many passengers in your vehicle?

Physicians: No

No need to ask: the work of all physicians requires at least some work-related communication

## Link (5) - **Rapid flow of new information**

General OSI: Yes, if people-related or machine-related information cannot be controlled and occurs rapidly.

Q. 42=b or c, Q.51 (part II)=no, see also Q. 51-57

OSI-PD Yes, if Q.7=a, drives mostly in the city

OSI-MD Usually yes, especially if emergency cases (Q. 7=b or c)

See also Q. 61-67.

## Link (6) - **Receives and transmits important, job-related information to other people**

General OSI: Yes, if Q. 49=c (and to a lesser extent if b)

49. Communication with other people during work:

- a. There is no need for work-related communication with others.
- b. From time to time, I must discuss with others in order to perform my work properly.
- c. Communication with other people is a major feature of my work.

OSI-PD Yes, if Q. 8=c (and to a lesser extent if b)

8. Do you drive most often:

- a. Alone in your vehicle?
- b. With 1 or 2 other persons in your vehicle?
- c. With many passengers in your vehicle?

Also see Q. 9 about other tasks, and consider whether they use a cell-phone or transmitter to communicate job-related information to other people.

Physicians: Yes.

No need to ask: the work of all physicians requires at least some work-related communication

# Link (7) - Many things going on simultaneously / must divide attention

General OSI: Yes, if Q.40=b or c, Q.55=a or b.

Usually yes, if many people-related or machine-related interactions; see Q. 49-54, 56-57.

OSI-PD: Yes, especially if Q.7=a (drives in the city) and Q.9=b (performs other tasks, during driving tours)

OSI-MD: Usually yes, especially if emergency work (Q.7=b or c) or if Q.66=a or b (several people seek attention at the same time)

# Link (8) - Must focus attention upon devices

General OSI: Yes, if Q. 50 and 51 indicates use of gauges, meters or other such devices / oversees the work of devices

Professional Drivers: Yes

No need to ask: Professional drivers must be paying attention to their vehicles

OSI-MD:: Most often yes, especially if emergency work (Q.7), ICU patients (Q.62), or non-invasive & invasive procedures and surgical interventions (Q. 74-76)

# Link (9) - **Complicated decision making and/or tasks**

General OSI: Yes, if Q. 44=d or e. See also Q. 45 (description of decision-making) and Q. 36-37 to assess tasks

44. Do you make decisions at your workplace or mainly carry out the decisions made by others?

- a. All the decisions have been made by others, I only carry out the tasks given to me, and make no decisions, not even about the smallest details.
- b. The decisions have been made by others. I don't decide even about the details. But my judgment is necessary during work.
- c. The major decisions have been made by others, but I can decide on my own about the details.
- d. Sometimes I must make major decisions, and take the responsibility for these.
- e. My job is mainly comprised of making major decisions.

OSI-PD: Unless Question 9=c and indicates otherwise, the answer will be no.

Physicians: Yes.

No need to ask, the work of all physicians entails complicated decision-making (complicated tasks can be assessed by Q. 74-76)

## Link (10) - Supervises work of others

General OSI Yes, if Q. 43=b, and to some extent if c

43. Do you make decisions that affect the work of others?

a. No.

b. Yes, I work as a supervisor or in a similar capacity, and must oversee the work of others.

c. I am not a supervisor, but sometimes I must oversee the work of others.

OSI-PD: Unless Question 9=c and indicates that they have supervisory duties, the answer will be no.

OSI-MD: Usually yes, see Q. 69.

69. Do you oversee or supervise the work of: *(please check all which apply)*

a) Physicians at your level of training or higher      c) Medical students

b) Physicians with less training than yourself      d) Other health professionals

# Link (11) - Strict time schedule

General OSI Very much so, if Q. 24=a, & 25=a.

24. Do you have a deadline by which a given job or task must be completed?

a. Often      b. Sometimes      c. Rarely or never

25. Do you face speed-up?

a. Every day      b. At least once a week, but not every day.  
c. At certain periods of every month      d. At certain periods of the year      e. Rarely or never

OSI-PD: Very much so, if Q. 18=c or d.

18. With respect to time pressure at work:

a. I don't experience any substantial time pressure at work. It is only important that I arrive at my destination within a reasonable amount of time.

b. Sometimes I must arrive at a given time

c. I have an extremely tight schedule. If I arrive late, I face unpleasantness or even penalty. However, I can usually arrive on schedule.

d. I have an extremely tight schedule. If I arrive late, I face unpleasantness or even penalty.

It happens, that despite my efforts, and for objective reasons, I sometimes or often arrive late.

OSI-MD: Very much so, if Q. 41=a, & 42=a.

(These are identical to General OSI Q. 24 & 25)

## Link (12) - Paced Work

General OSI Yes, if Q. 42=c.

42. Can you control the speed at which you work?

a. Yes, completely since I work independently from others.

b. Only partially, since the speed at which I work affects the work of others in my work group.

c. Not at all. I work on an assembly or other paced system, and I have no control over the speed at which I work.

Professional Drivers: Not *truly paced work*, but the driver has only partial control over speed of work.

No need to ask. Bear in mind that if the very tight schedule, this becomes almost like paced work.

OSI-MD: Cannot ever be *truly paced work*, but if extreme time pressure, almost like paced work.

# Link (13) - No chance for Creativity

General OSI Yes, if Q. 47=a and 48=c

47. Concerning conclusions that are decided upon:

- a. There is usually only one correct decision to be made.
- b. There are a limited number of correct decisions to be made.
- c. There are many possible correct decisions to be made.

48. Is there a defined way of solving problems in your work?

- a. No, I must think up the strategy myself in order to solve problems, and that often requires imagination and creativity.
- b. There are a few variations, but the basic strategy has already been defined.
- c. There is a strictly-defined strategy to solve problems for my work.

Professional Drivers: There is usually not much chance for creativity.  
See 9=c to assess whether tasks besides driving might be somewhat creative.

OSI-MD: Some creative problem-solving is usually part of the work of physicians. This can be compromised if patient-care related rules and regulations are very strict (Q. 51 & 52), if discussion is stifled (q. 58) or if supervision is overly heavy (q. 50)

## Link (14) - **No influence over work conditions**

General OSI: This is best assessed from the decision-latitude dimension of the JCQ (having a lot of say on the job, take part in decisions that affect me)

Professional Drivers: This is best assessed from the decision-latitude dimension of the JCQ (having a lot of say on the job, take part in decisions that affect me)

OSI-MD: Q. 44-49 indicate little or no influence over the cited work conditions

# Link (15) - Works in confined space/fixed body position

General OSI: Yes, if Q. 19=c and 20=c.

19. What is your body position and activity during work?

- a. I am constantly in motion, with no fixed body position.
- b. I mainly work in a single position, but I am free to move about.
- c. My body position is fixed during work, and my motion is restricted.

20. Do you work in a:

- a. Hall, large office or outside?
- b. Small office or workshop?
- c. Very confined space?

Professional Drivers: Yes

No need to ask, driving obviously requires working in a confined space with a fixed body position

OSI-MD: Yes if many invasive/surgical procedures during which the body position is fixed.

(See Q. 1 and 75-76)

# Link (16) - Heavily Supervised

General OSI Yes, if Q. 11=c

11. How is your work evaluated?

- a. No one but me evaluates my work
- b. A supervisor or other responsible person evaluates my work, there are no rigid standards and generally if it is done properly, it is accepted
- c. A supervisor or other responsible person evaluates my work very carefully according to a strict standard. If, for any reason, even a minor one, it does not fully meet these standards, my work may be rejected.

Professional Drivers: Usually not *heavily supervised*.

No need to ask, notwithstanding law enforcement (and sometimes passengers), continuous heavy supervision of performance is unlikely. Bear in mind, however, that with new monitoring techniques, this could be changing.

OSI-MD: Yes, if Q. 50=yes, with clinical judgment often questioned and Q. 58=c

50. Is your work **overseen** by others?  Yes  No

*If yes, please check all which apply:*

- a) By more senior physicians
- b) Non-physician personnel (e.g. administrators, nurses)
- c) Physicians of your level or lower

*If yes, is your clinical judgment questioned?*

- a) Often
- b) Sometimes
- c) Rarely or never

58. When obliged to display knowledge and/or skills in front of colleagues and/or supervisors (e.g. during rounds, journal club, other presentations, etc.):

- a) The atmosphere is constructive and conducive to growth and learning
- b) There is some tension. Oversights and/or lack of knowledge will be noticed and commented upon. If these are of major importance, there may be adverse consequences for me.
- c) These occasions are highly unpleasant. Even the slightest oversight or lack of knowledge inevitably becomes a point of ridicule and/or chastisement

## Link (17) - Glare exposure

General OSI: Yes, if Q.12=a or b

12. Are you exposed to welding or any other strong lights during work?

- a. Yes, often            b. Sometimes            c. Rarely or never

OSI-PD: Yes, if Q. 17 b or c, especially if poorly lit and undivided roads.

17. Do you drive in the dark/at night ?

- a. No, I work (drive) only during the daylight hours.  
b. Yes, I drive in the city at night, and/or when it's dark.  
c. Yes, I drive inter-city (long routes) at night, and/or when it's dark.

*If you drive on the job at night,*

Are the roads well lit?            Yes            No

Are the roads divided according to the direction of traffic?    Yes            No

OSI-MD: Yes, if Q. 25=a or b.

25. Are you exposed to strong lights that create glare for you at work?

- a) Often (in the Operating Room or elsewhere)    b) Occasionally  
c) Rarely or never

## Link (18) - Noise exposure

General OSI: Yes, if Q.13=a or b. (If a assume  $\geq 90$  dB)

13.Are you exposed to noise at your workplace?

- a. Yes, it's very noisy and I must raise my voice to be heard by someone right next to me.
- b. Somewhat, but I can speak normally and be heard by someone next to me.
- c. No, my workplace is not noisy.

Professional Drivers: Yes, based upon average road noise level estimates of 85dB, a conservative estimate is that drivers are exposed to at least moderate noise levels.

OSI-MD: \_If working mainly in the Emergency Room (Q. 7), moderate noise exposure is likely, otherwise less likely.

## Link (19) - Vibration exposure

General OSI Yes,if Q.15=a.

15. Are you exposed to vibration at work?

- a. Yes. Source:\_\_\_\_\_ Approximate number of hours/day:\_\_\_\_\_
- b. Rarely or never

OSI-PD: All professional drivers are exposed to some whole body vibration. Q. 20 provides an estimate of severity:

20. What are the physical conditions like in your vehicle cabin?

I have good shock absorbers and isolation. I don't usually feel much vibration nor gases/fumes.

- b. I have poor shock absorbers, but good isolation. I feel vibration but not much gases/fumes
- c. I have good shock absorbers but poor isolation. I don't usually feel much vibration but I do feel gases/fumes because the isolation is poor.
- d. I have poor shock absorbers and poor isolation. I feel vibration and also gases/fumes.

OSI-MD: Usually not, unless Q.29=a, which may be the case, e.g. for orthopedic surgeons.

29. Are you exposed to vibration during work?

- a) Yes, I use vibrating hand tools (hours/week \_\_\_\_\_)                      b) No, only very rarely or not at all

## Link (20) - Heavy lifting

General OSI Yes, if Q.14=a-c.

14. Do you perform heavy lifting at work?

- a. Yes, often times during the day lift at least 50 kg. (=110 lbs.).
- b. Yes, I lift from 20 to 50 kg loads (44 - 110 lbs) during my usual workday.
- c. Yes, I lift up to 20 kg (44 lbs) during my usual workday.
- d. No, I rarely or never lift anything heavy during work.

OSI-PD: Yes, if Q. 19=a-c. (Same Question as for General OSI above)

OSI-MD: Yes, if Q.28=a or b

28. Do you perform **heavy lifting** during work?

- a) Yes, I regularly must lift patients
- b) I do other heavy lifting, up to: \_\_\_\_\_kg or (\_\_\_\_\_lbs.)
- c) No, I rarely do any heavy lifting during my workday

# Link (21) - Heat

General OSI Yes, if Q.16=b or c. Especially c (smelter-workers, some other factory conditions or outside in very hot climate)

16. Does it get hot at your workplace?

- a. Not more than 30 degrees C (86 degrees F)
- b. It gets hotter than 30 degrees C (86 degrees F), but not >40C (103 F).
- c. Extremely. It can get hotter than >40 C(103 F).

OSI-PD: Yes, if Q. 21=b or c. (Consider the climate).

21. What is the temperature like in your vehicle cabin?

- a. I have proper ventilation/air conditioning, as well as adequate heating. It never gets extremely hot (over 30 C/ 86 F) nor very cold in my cabin (not less than 15 C/ 60 F)
- b. I have good heating, so it never gets too cold in my cabin. However, I don't have a proper ventilation/air conditioning system. Especially in the summer, it gets very hot (over 30 C/ 86 F)
- c. I don't have proper ventilation/air conditioning, nor is the heating system adequate. Especially in the summer, it gets very hot (>30 C/ 86 F) and especially in the winter is can get cold (< 15 C/ 60 F)

OSI-MD: Yes, if Q.30.

30. Concerning heat exposure during work?

- a) Rarely or never hotter than 25° C (77° F) at work
- b) Rarely or never hotter than 30° C (86° F) at work
- c) It is occasionally or often hotter than 30° C (86° F)

## Link (22) - Cold

General OSI: Yes, if Q. 17=b or c (especially c).

17. Does it get cold at your workplace?

a. Not less than 15 degrees C (60 degrees F).

b. It can get colder than 15 degrees C/ 60 degrees F, but not less than 10 degrees C/ 50 degrees F.

c. I work outside in the wintertime where it is often less than 10 degrees C/ 50 degrees F.

OSI-PD: Yes, if Q. 21=c.

OSI-MD Yes, if Q.31=b.

31. Concerning cold exposure during work?

a) Rarely or never colder than 18° C (64° F) at work

b) The heating system is poor, with temperatures <18° C (64° F)

# Link (23) - Chemical exposures: Fumes, Dusts and Gases

General OSI: Yes, if Q.18=b or c.

18. Are you exposed to gases, mists or dusts at your workplace?

- a. No                                      b. Yes, occasionally                                      c. Yes, often.

*If you answered (b) or (c), please list the chemicals to which you are exposed:*

OSI-PD: All professional drivers are exposed to some gases and fumes. Q. 20 provides a rough estimate of severity.

OSI-MD: Yes, if Q.32=b (Most often, surgeons, anesthesiologists, trauma and ER, performance of invasive procedures)

32. Are you exposed to gases, mists or dusts at work?

- a) No, only very rarely or not at all                                      b) Yes, at least occasionally

*If yes, how many hours per week \_\_\_\_\_ to which substances: \_\_\_\_\_*

## Link (24) - Threat Avoidant Vigilant Work

General OSI: Yes, if Q.28=c, and to some extent if b. See also tasks performed (q. 36-37)

28. If you were to make a mistake during work, what are the *most serious* possible consequences:

- a. I can usually correct the error.
- b. There could be irreparable material or other damage.
- c. The outcome could be fatal.

Professional Drivers : Yes.

No need to ask, this is the fundamental to the occupation.

OSI-MD : Yes.

No need to ask, this is the fundamental to the occupation.

# Link (25) - Encountering Visually Disturbing Scenes

## General OSI

Some indication, if Q. 23=a or b.

## OSI-PD

Some indication if Q. 24=a or b.

## OSI-MD (Q.26 if yes to any of these)

26. Do you encounter any of the following **visually disturbing** scenes during work? (*Mark all that apply*)

- a) Severe burns
- b) Dismemberment or other severe trauma
- c) Grotesque dermatological disorders
- d) Other (*specify*: \_\_\_\_\_)

# Link (26) - Listening to Emotionally-disturbing occurrences

## General OSI (Q.)

Some indication, if Q. 23=c.

## OSI-PD

Some indication, if Q. 24=c.

OSI-MD: Likely yes. Q. 27=a or b.

27. Do you listen to accounts of **emotionally disturbing** occurrences?

- a) Often
- b) Occasionally
- c) Rarely or never

# Link (27) - Hazardous tasks/Danger of serious accidents -- harm

General OSI Yes, if Q. 21=a – d.

21. Do you work in dangerous conditions? *(please check all that apply to you)*

- a. Yes, I work on heights or in a workplace in which objects can fall on us.
- b. Yes, I work with flammable material.
- c. Yes, I am in danger of being physically assaulted.
- d. Yes, I am exposed to danger at work due to: \_\_\_\_\_
- e. No

OSI-PD: Truly hazardous if Q. 22=a – d, otherwise professional driving is somewhat, but not acutely, hazardous.

22. Do you drive under especially hazardous conditions *(check all answers that apply)*

- a. Yes, I carry flammable/explosive material in my vehicle.
- b. Yes, I drive along winding, narrow roads
- c. Yes, I face threat of violence from passengers
- d. Yes, for another reason(s): \_\_\_\_\_
- e. No, I face ordinary traffic conditions, but no special hazards.

OSI-MD : Yes, if Q.34 a – d

34. Acute hazards at work: *(please check all which are applicable)*

- a) Threat of violence from psychotic or otherwise dangerous patients
- b) Possible infection /close exposure to blood or other body fluids
- c) Work with flammable materials
- d) Other risk(s), *(please specify: \_\_\_\_\_)*
- e) There are no special acute hazards where I work

**Link (28) - Threat of physical violence /assault**  
(See link 27)

General OSI Yes, if Q. 21=c.

OSI-PD: Yes, if Q.22=c.

OSI-MD: Yes, if Q.34=a.

# Link (29) - **Number of work hours** Hours /day, Days/week, Overtime

General OSI: Q. 5-7

OSI-PD: Q. 12- 14

OSI-MD: Q. 9 -12

## Link (30) - **Night shift work**

General OSI: Yes, if Q. 9=yes

OSI-PD: Yes, if Q. 17 part V = yes

OSI-MD: Often yes, see Q.18 regarding frequency.

## Link (31) - Irregular work hours

General OSI: Yes, if Q. 5 part II=no or if Q.9=b (rotating night shift work)

OSI-PD: Yes, if Q. 17 part II=no or part V=b (rotating night shift work)

OSI-MD Yes, if rotating night (Q. 18=b, c or d), and especially if no guaranteed relief after being on call (Q. 22=b).

## Link (32) - Rest breaks: scheduled and unscheduled, mini-breaks

General OSI: See Q. 8.

8. Do you always have at least one break during your work day?

Yes      No

*If yes*, how many breaks do you usually have? \_\_\_\_\_

How long is your usual break? \_\_\_\_\_

OSI-PD: See Q. 16

OSI-MD: See Q. 16-17

## Link (33) - Vacations

General OSI: See Q. 6

Number of weeks of paid vacation

OSI-PD: See Q. 14

OSI-MD See Q. 12 Part II.

## Link (34) - Workload and distribution over time

### General OSI

Use Q. 36, 50-57 for assessment of machine-related and people-related tasks, asking more specific questions as needed.

### OSI-PD:

Estimate by number of hours behind the wheel + Q. 9b + c (other tasks besides driving)

### OSI-MD

Questions 61-65, 74-77

Number of patients (Inpatient, ICU, outpatient & new admissions), clinical tasks and other duties.

## **Link (35) - Level of exposure to physical noxins**

For any of these physical noxins (Glare, noise, vibration, isometric stress, heat, cold, chemical agents) to which a worker is exposed, obtain more information about level and type of exposure.

# Link (36) - Number and Severity of Work Accidents

General OSI

Q.22

OSI-PD: Q. 23

OSI-MD: Q. 36

# Link (37) - **Work accidents witnessed or heard about**

General OSI: Q.23

OSI-PD: Q. 24

OSI-MD: Q. 37

# Link (38) - Conflicting demands in time and space

General OSI Yes, if Q. 33=b or c.

When there are several work tasks to perform:

- a. It is usually possible to complete everything without much trouble.
- b. Even with maximal efforts, it is sometimes impossible to complete everything.
- c. Even with maximal efforts, it is often impossible to complete everything.

OSI-PD: Yes, if Q. 18=d.

18. With respect to time pressure at work:

- a. I don't experience any substantial time pressure at work. It is only important that I arrive at my destination within a reasonable amount of time.
- b. Sometimes I must arrive at a given time
- c. I have an extremely tight schedule. If I arrive late, I face unpleasantness or even penalty. However, I can usually arrive on schedule.
- d. I have an extremely tight schedule. If I arrive late, I face unpleasantness or even penalty. It happens, that despite my efforts, and for objective reasons, I sometimes or often arrive late.

OSI-MD: Yes, if Q. 43=b or c

43. With regard to your workload and time constraints

- a) It is usually possible complete everything
- b) Even with maximal effort, it is sometimes objectively impossible to complete everything
- c) Even with maximal effort, it is often objectively impossible to complete everything

# Link (39) - Technical Problems and Breakdowns

General OSI: Yes, if Q. 34=a or b.

34. Regarding technical problems that prevent you from proceeding with your work  
(e.g. computer breakdown, power failure, faulty parts, lack of needed supplies, etc.)

- a. We have a lot of those problems.
- b. Occasionally such technical problems happen.
- c. Such problems are rare at my workplace, usually I can proceed with my work without disturbances of that kind.

OSI-PD: Yes, if Q. 25=a, or Q. 26=a or b.

25. With regard to on-the-job driving and weather conditions:

- a. I drive under all weather conditions, without exception.
- b. I drive under various weather conditions, but when visibility is decreased substantially (e.g. snowstorms, heavy fog, etc.) I don't drive.

26. My work vehicle:

- a. Often breaks down.
- b. Sometimes breaks down
- c. Very rarely or never breaks down.

OSI-MD : Yes, if Q.53=a or b. (See Q.54 for a description)

53. Are there problems that directly hamper your providing adequate patient care

- a) Yes, major ones
- b) Occasionally
- c) Rarely or never

54. *If a or b, please check all which contribute to this problem*

- a) Lack of needed supplies (including medications)
- b) Lack of hospital beds
- c) Understaffing
- d) Administrative constraints to ordering needed supplies
- e) Language barriers with patients (lack of translators)
- f) Infra-structural problems (lack of elevators, power failures etc.)
- g) Need for frequent patient transport under tenuous conditions
- h) Delay or inability to obtain medical records
- i) Difficulty in obtaining laboratory results
- j) Limitations in ordering tests
- k) Limitations on sending patients for consult

l) Other problems (\_\_\_\_\_)

# Link (40) - Inter-personal relations

General OSI: If Q. 35=b or c, there are problems in interpersonal relations, that can be explored.

35. Objectively, how are interpersonal relations at your workplace?

- a. Excellent, we all get along together and misunderstandings are rare.
- b. Fair, sometimes there are misunderstandings and tension among us.
- c. Poor, there is a lot of tension and conflict among us.

OSI-PD: Q. 27 is identical to Q. 35 of the General OSI

OSI-MI: Q. 55-58 give a more detailed view of the aspects of interpersonal relations specifically relevant to physicians:

55. Can you get help from colleagues and/or supervisors for difficult cases and/or clinical dilemmas?

- a) Yes, I can almost always count on such help.
- b) Yes, more often than not.
- c) I can't really count on getting such help
- d) Rarely or never do I get the help, which I need.

56. How is cooperation with staff?

- a) Excellent, we get along well together and misunderstanding are rare.
- b) Fair, sometimes there are misunderstandings and tensions.
- c) Poor, there is a great deal on tension and conflict with the staff.

57. Do you receive support and encouragement for improvements in your knowledge and skills/career advancement?

- a) Definitely yes.
- b) Yes, to some extent.
- c) Not really, but there is no active opposition to my efforts
- d) No, there is active opposition to my career advancement.

58. When obliged to display knowledge and/or skills in front of colleagues and/or supervisors (e.g. during rounds, journal club, other presentations, etc.):

- a) The atmosphere is constructive and conducive to growth and learning
- b) There is some tension. Oversights and/or lack of knowledge will be noticed and commented upon. If these are of major importance, there may be adverse consequences for me.
- c) These occasions are highly unpleasant. Even the slightest oversight or lack of knowledge inevitably becomes a point of ridicule and/or chastisement

# Link (41) - **Recent increase in Work hours/more overtime**

General OSI= Yes, if Q. 58=a

OSI-PD: Yes, if Q. 28 a

OSI-MI: Yes, if Q. 79 a

## Link (42) - **New Deadlines**

General OSI: Yes, if Q. 58=c

OSI-PD: Yes, if Q. 28 c

OSI-MI: Yes, if Q. 79c

# Link (43) - **Recent Experiencing or Witnessing Accident**

General OSI If Q. 22 c, or 23a-c, ask whether this was recent.

OSI-PD: If Q. 23 c or Q. 24 a-c, ask whether this was recent.

OSI-MI: If Q. 36 yes or Q. 37 a-c, ask whether this was recent.

# Link (44) - New Interpersonal Conflicts

General OSI: If Q. 35=b or c, ask whether there have been new interpersonal conflicts or worsening situation.

OSI-PD: If Q. 27=b or c, ask whether there have been new interpersonal conflicts or worsening situation., ask whether this was recent.

OSI-MI: If any of the answers to Q. 55-58 indicate that interpersonal problems, ask whether any of these have gotten worse recently.

## Link (45) - **Looming possibility of Lay-off**

General OSI: Yes, if Q. 58 g

OSI-PD: Yes, if Q. 28 g

OSI-MI: Yes, if Q. 79 g