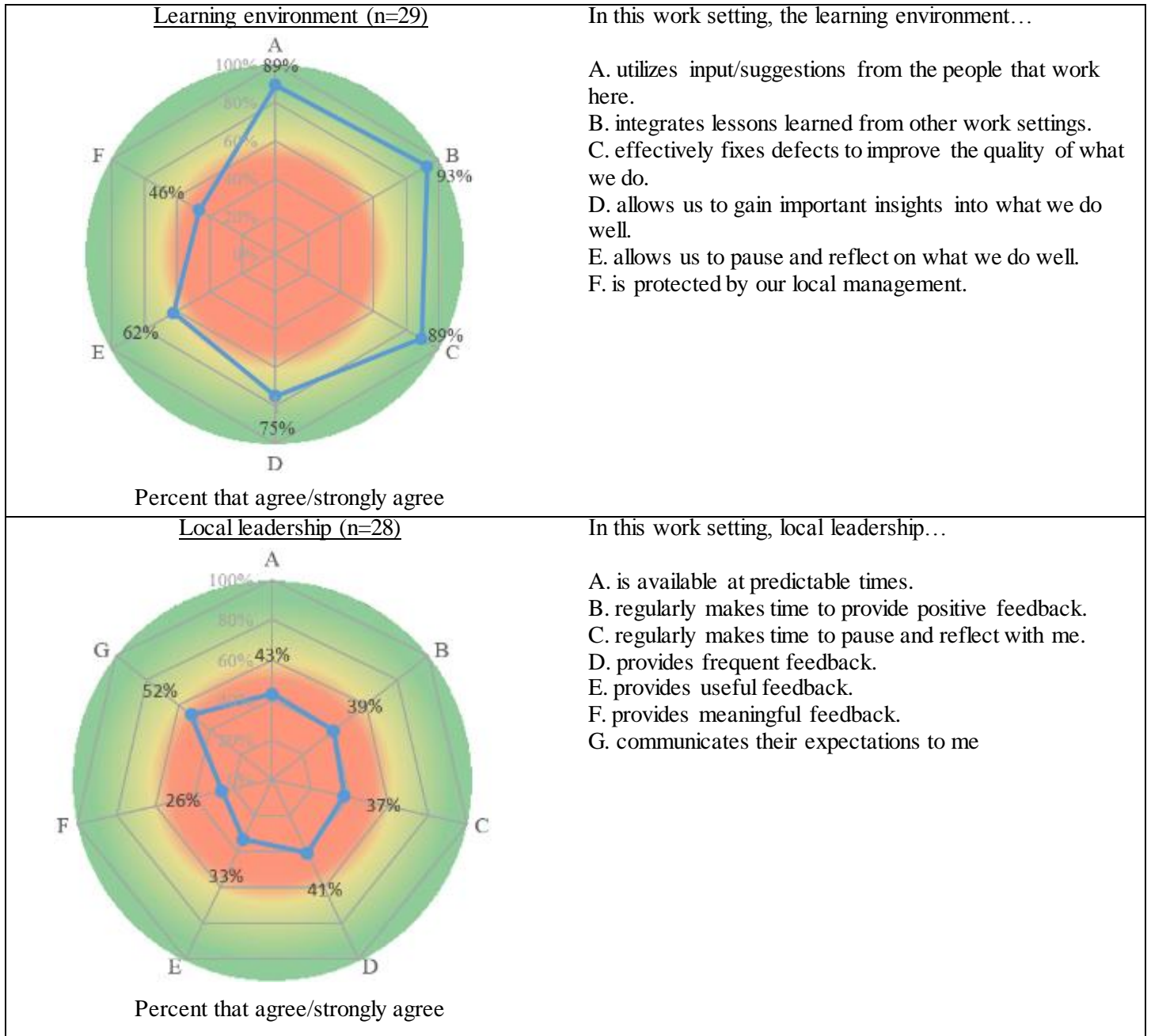
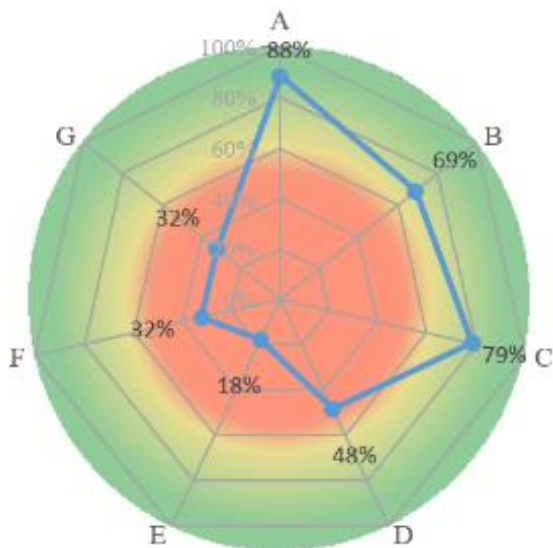


Appendix

Percent favorable responses of SCORE Survey Health Climate domains by employees of the pediatric nephrology unit at Roosevelt Hospital in Guatemala City on March 2017.



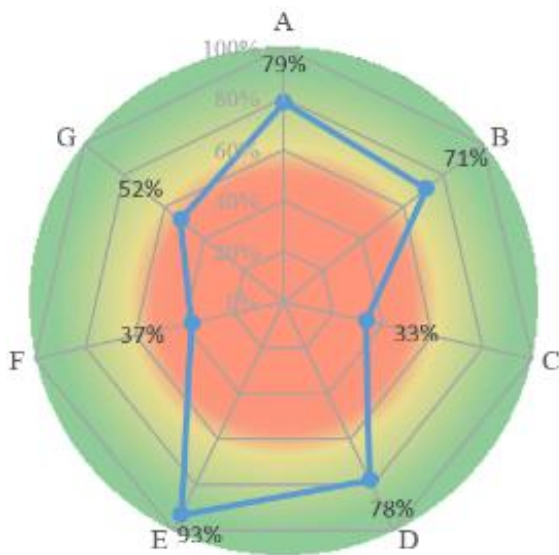
Teamwork (n=29)



Percent that agree/strongly agree

- A. Disagreements here are appropriately resolved.
- B. It is NOT difficult to speak up if I perceive a problem with patient care.
- C. It is easy for personnel here to ask questions when there is something that they do not understand.
- D. People here from different backgrounds work well together.
- E. Dealing with difficult colleagues is NOT consistently a challenging part of my job.
- F. Communication breakdowns are NOT common here.
- G. Communication breakdowns are NOT common when this work setting interacts with other work settings.

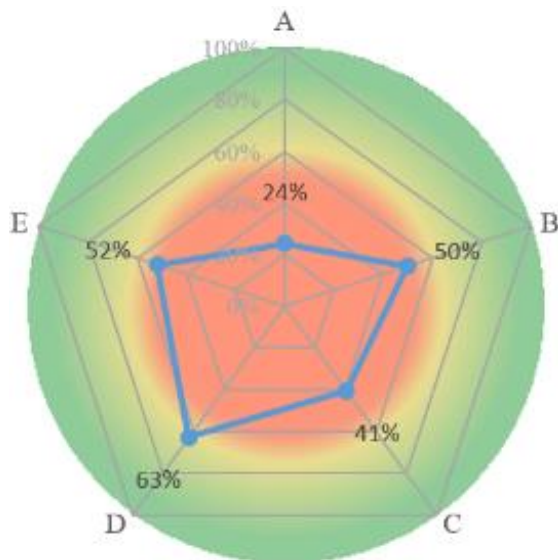
Safety climate (n=28)



Percent that agree/strongly agree

- A. My suggestions about quality would be acted upon by management.
- B. Errors are handled appropriately here.
- C. I receive appropriate feedback about my performance.
- D. The culture here makes it easy to learn from the errors of others.
- E. I would feel safe being treated here as a patient.
- F. It is NOT difficult to discuss errors here.
- G. Values of leadership are the same values that people in this work setting think are important.

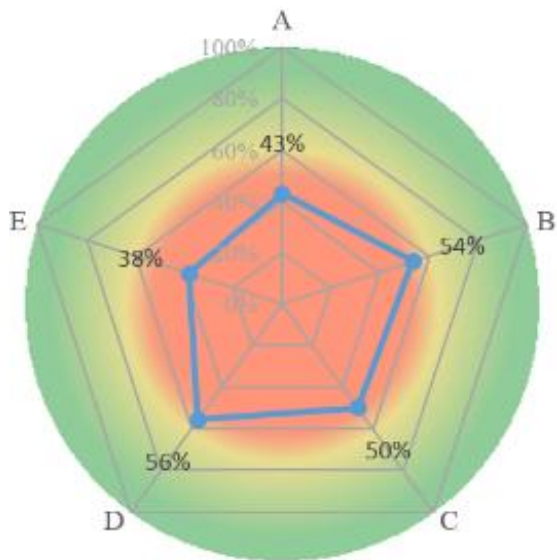
Burnout climate (n=29)



Percent that disagree/strongly disagree.

- A. Events in this work setting affect the lives of people here in an emotionally unhealthy way.
- B. People in this work setting are burned out from their work.
- C. People in this work setting are exhausted from their work.
- D. People in this work setting are frustrated by their jobs.
- E. People in this work setting are working too hard on their jobs.

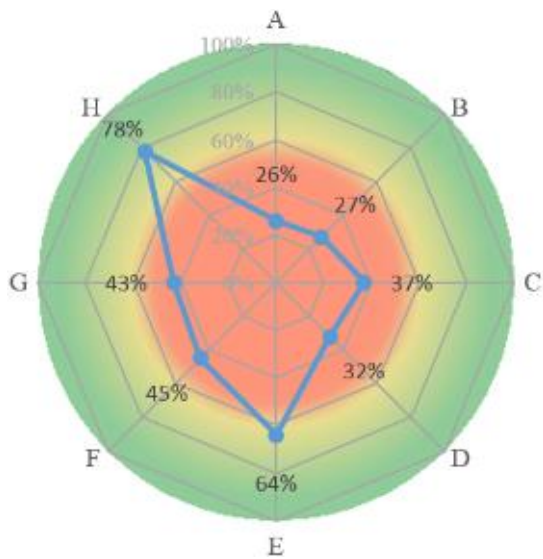
Personal burnout (n=29)



Percent that disagree/strongly disagree.

- A. Events in this work setting affect my life in an emotionally unhealthy way.
- B. I feel burned out from my work.
- C. I feel fatigued when I get up in the morning and have to face another day on the job.
- D. I feel frustrated by my job.
- E. I feel I am working too hard on my job.

Work-life balance (n=29)



Percent that disagree/strongly disagree.

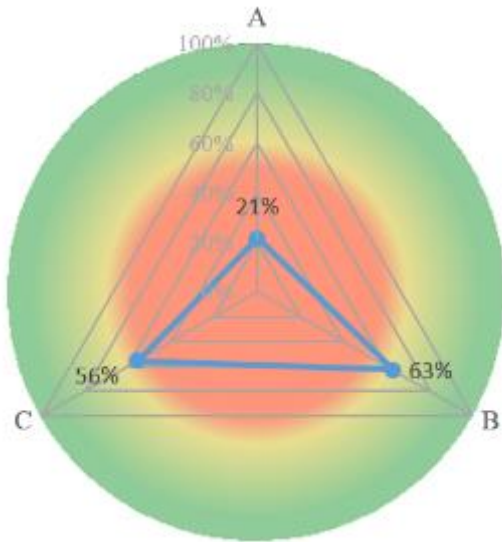
In the past work week, I...

- A. skipped a meal
- B. ate a poorly balanced meal.
- C. worked through a shift without any breaks.
- D. arrived home late from work.
- E. had difficulty sleeping.
- F. slept less than 5 hours in a night.
- G. changed personal/family plans because of work.
- H. felt frustrated by technology.

Percent favorable responses of SCORE Survey Engagement domains by employees of the pediatric nephrology unit at Roosevelt Hospital in Guatemala City on March 2017.

<p><u>Growth opportunities (n=27)</u></p> <p>Percent that agree/strongly agree</p>	<p>With respect to the growth opportunities in this work setting, I have ...</p> <ul style="list-style-type: none"> A. enough variety in my work. B. opportunities for personal growth/development. C. the feeling that I can achieve something. D. opportunities for independent thought and action. E. freedom in carrying out work activities. F. influence in the planning of work activities. G. influence in decisions about work activity timelines.
<p><u>Job certainty (n=28)</u></p> <p>Percent that agree/strongly agree</p>	<p>With respect to job-related uncertainty about the future in this work setting, I feel certain that I will ...</p> <ul style="list-style-type: none"> A. still be working here in one year. B. keep my current job in the next year. C. keep the same function level as currently.

Intentions to leave (n=28)

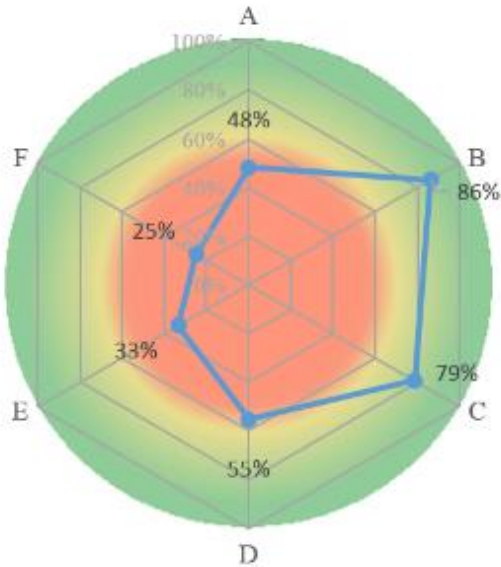


Percent that disagree/strongly disagree.

With respect to my intentions to leave this organization...

- A. I would like to find a better job.
- B. I often think about leaving this job.
- C. I have plans to leave this job within the next year.

Decision making (n=29)



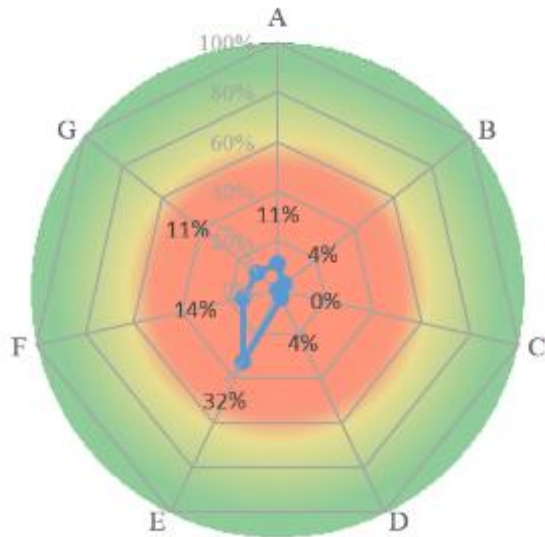
Percent that agree/strongly agree

With respect to the participation in decision making that I experience here ...

- A. the decision making process is clear to me.
- B. it is clear to whom I should address specific problems.
- C. I can discuss work problems with my direct supervisor.
- D. I can participate in decisions about the nature of my work.
- E. I have a direct influence on my organization's decisions.
- F. This organization utilizes input from staff about technology initiatives.

Advancement (n=28)

With respect to advancement in this organization ...

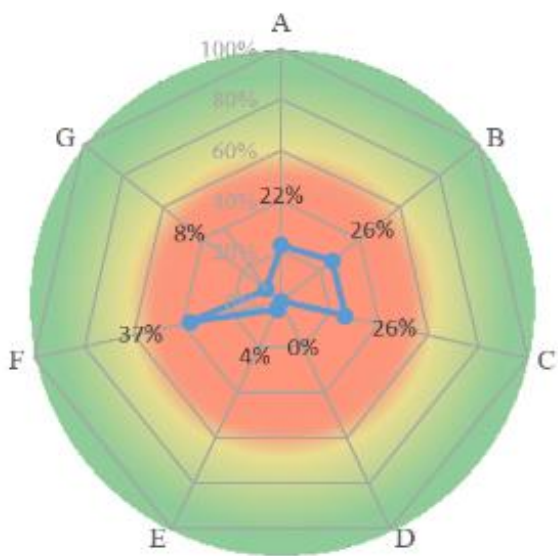


- A. I can live comfortably on my pay.
- B. this organization pays good salaries.
- C. I am paid enough for the work I do.
- D. I have opportunities to progress financially.
- E. I have opportunities to advance through training courses.
- F. I have opportunities to be promoted.
- G. I am satisfied with my total benefits package.

Percent that agree/strongly agree

Workload strain (n=27)

With respect to the workload in this work setting ...



- A. I have too much work to do.
- B. I have to work under time pressure.
- C. I have to attend to many things at the same time.
- D. I have to give continuous attention to work.
- E. I have to remember many things.
- F. I have to deal with things that affect me personally.
- G. I have contact with difficult people.

Percent that disagree/strongly disagree.