Hospital Survey on Patient Safety Culture: 2008 Comparative Database Report

Part II: Appendix A—Overall Results by Hospital Characteristics

Appendix B—Overall Results by Respondent Characteristics

Part III: Appendix C—Trending Results by Respondent Characteristics

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No investigators have any affiliations or financial involvement (e.g., employment, consultancies, honoraria, stock options, expert testimony, grants or patents received or pending, or royalties) that conflict with material presented in this report.

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Appendixes A & B: Overall Results by Hospital and Respondent Characteristics

Appendixes A and B present data tables that show average percent positive scores on the survey composites and items across database hospitals broken down by the following hospital and respondent characteristics:

> Appendix A: Results by Hospital Characteristics
> - 1-Bed size
> - 2-Teaching status
> - 3-Ownership and control
> - 4-Geographic region
>
> Appendix B: Results by Respondent Characteristics
> - 1-Work area/unit
> - 2-Staff position
> - 3-Interaction with patients

Highlights from these results by hospital and respondent characteristics were presented in the main body of the report, Part I: Comparative Database Report, at the end of Chapter 6 and are also shown on the next two pages. Highlights were based on results for the 12 patient safety culture composites, and on patient safety grade and number of events reported. In the bottom row of the composite-level tables, an overall average across composites is shown as a summary statistic when comparing across breakout categories.

To ensure hospital confidentiality, a rule was established requiring at least 20 hospitals to be in a particular breakout category before data would be displayed by that category. Therefore, in Appendix A some of the standard AHA bed size categories and regions have been combined.

You can compare your hospital's percent positive scores on the patient safety culture composites and items against the averages shown in Appendix A for hospitals with your same bed size, teaching status, ownership and control, and geographic region. You can use a 5 percent difference as a rule of thumb for determining what differences to pay attention to.

To compare your hospital's results against Appendix B, your hospital will have to compute percent positive scores on the safety culture composites and items broken down by respondent work area/unit, staff position, and interaction with patients. You would then compare your hospital's percent positive scores against the averages shown in the tables.

Again, you can use a 5 percent difference as a rule of thumb for determining what differences to pay attention to. *Hospitals that did not ask respondents for their work area/unit, staff position, or about interaction with patients will not be able to make comparisons by these categories, and such hospitals were excluded from the breakout tables in Appendix B.* Also, respondents who selected "Many different work areas/No specific work area" (for their work area), "Other" (for their work area or staff position), or did not answer (missing) were not included in the breakout tables in Appendix B.

Highlights from Appendix A:
Overall Results by Hospital Characteristics

Bed Size (Tables A-1, A-3, A-4)

- Smaller hospitals (49 beds or fewer) had the highest average positive response on all 12 patient safety culture composites.

- The largest difference by bed size was on *Handoffs & Transitions* where the smallest hospitals (6-24 beds) scored 21 percent higher than the largest hospitals (400+ beds) (56 percent compared to 35 percent positive).

- The smallest difference by bed size was 6 percent on *Feedback & Communication About Error*.

- Large hospitals (400+ beds) scored lowest on the percent of respondents who gave their work area/unit a patient safety grade of "Excellent" or "Very good" (64 percent for 400+ beds compared to 78 percent for 25-49 beds).

- There were no noticeable differences on number of events reported based on bed size (all differences were 3 percent or less).

Teaching Status, and Ownership and Control (Tables A-5, A-7, A-8)

- There were no noticeable differences on the composites between the teaching and non-teaching hospitals (differences were 4 percent or less).

- Government-owned hospitals were more positive than non-government owned hospitals on *Handoffs & Transitions* (7 percent more positive), *Staffing* (5 percent more positive), and *Teamwork Across Units* (5 percent more positive).

- There were no noticeable differences on patient safety grade based on teaching status or ownership and control (all differences were 2 percent or less).

- There were no noticeable differences on number of events reported based on teaching status or ownership and control (all differences were 1 percent or less).

Region (Tables A-9, A-11, A-12)

- East South Central and West North Central hospitals scored highest across the 12 patient safety culture composites; Mid-Atlantic/New England, East North Central, and Pacific hospitals scored lowest.

- The largest difference by region was on *Staffing* where West North Central hospitals were 13 percent more positive than Mid Atlantic/New England hospitals (62 percent compared to 49 percent positive).

- Hospitals in the Mid Atlantic/New England and Pacific regions scored lowest on the percent of respondents who gave their work area/unit a patient safety grade of "Excellent" or "Very good" (69 percent for these regions).

- Hospitals in the Pacific region had the highest percent of respondents who reported one or more events in the past year (53 percent); the lowest percent of respondents reporting events was 40 percent in the West South Central region.

Highlights from Appendix B:
Overall Results by Respondent Characteristics

Respondent Work Area/Unit (Tables B-1, B-3, B-4)

- Respondents in *Rehabilitation* had the highest average positive response on 9 of the 12 patient safety culture composites.

- The largest difference by work area/unit was on *Overall Perceptions of Patient Safety* (21 percent) (*Rehabilitation* was 76 percent positive; *ICU (any type)* and *Medicine* were 55 percent positive).

- *Rehabilitation* had the highest percent of respondents who gave their work area/unit a patient safety grade of "Excellent" or "Very good" (82 percent); *Emergency* and *Medicine* had the lowest percent (62 percent).

- *ICU (any type)* had the highest percent of respondents reporting one or more events in the past year (68 percent); *Anesthesiology* and *Rehabilitation* had the lowest percent of respondents reporting events (43 percent).

Respondent Staff Position (Tables B-5, B-7, B-8)

- Respondents in *Administration/Management* had the highest average positive response on 11 of the 12 patient safety culture composites.

- The largest difference (27 percent) by staff position was on *Nonpunitive Response to Error; Administration/Management* was 62 percent positive and *Patient Care Assistants Aides/Care Partners* were 35 percent positive.

- *Administration/Management* had the highest percent of respondents who gave their work area/unit a patient safety grade of "Excellent" or "Very good" (82 percent); *Registered Nurse/LVN/LPN* had the lowest percent (67 percent).

- *Pharmacists* had the highest percent of respondents reporting one or more events in the past year (78 percent); *Unit Assistants/Clerks/Secretaries* had the lowest percent reporting events (23 percent).

Respondent Interaction With Patients (Tables B-9, B-11, B-12)

- Respondents *with* direct patient interaction were 7 percent more positive on *Handoffs & Transitions* compared to those *without* direct patient interaction (46 percent compared to 39 percent positive).

- Respondents *without* direct patient interaction were 7 percent more positive about *Management Support for Patient Safety* than those *with* direct patient interaction (76 percent compared to 69 percent positive).

- Respondents *without* direct patient interaction had the highest percent of respondents who gave their work area/unit a patient safety grade of "Excellent" or "Very good" (76 percent) compared to those *with* direct patient interaction (71 percent).

- More respondents *with* direct patient interaction reported one or more events in the past year (53 percent) than respondents those *without* direct patient interaction (32 percent).

Appendix C: Trending Results by Respondent Characteristics

Part III of the report, Appendix C, shows trends over time for the 98 hospitals (of the 519 total database hospitals) that administered the survey and submitted data twice. Average percent positive scores across hospitals from the most recent and previous administrations are shown on the survey composites and items, broken down by the following respondent characteristics:

Appendix C: Trending Results by Respondent Characteristics
➢ 1-Work area/unit
➢ 2-Staff position
➢ 3-Interaction with patients

Tables 1 and 2 below show examples of the statistics shown in this appendix. The tables show the average percent of respondents who answered positively among the trending hospitals for the hospitals' most recent survey administration (top row) and their previous administration (middle row). The change over time is shown in the bottom row as a negative number if the most recent administration showed a decline, or is shown as a positive number if the most recent administration showed an increase. Changes in scores of 5 percent or greater, whether positive or negative, are bolded.

Table 1: Example of Decrease in Average Score Over Time (Negative Change)

Most Recent	85%
Previous	90%
Change	**-5%**

Table 2: Example of Increase in Average Score Over Time (Positive Change)

Most Recent	70%
Previous	60%
Change	**10%**

Highlights of the findings from the breakout tables in this appendix are provided on the following page.

Highlights from Appendix C:
Trending Results by Respondent Characteristics

Respondent Work Area/Unit (Tables C-1, C-3, C-4)

- Respondents in *Pediatrics* had the largest increases in positive response over time on 9 of the 12 patient safety culture composites (average increase across the 9 composites was 11 percent).

- Respondents in *Anesthesiology* had the largest decreases in positive response over time on 7 of the 12 patient safety culture composites (average decrease across the 7 composites was 13 percent).

- *Pediatrics* had the largest average percent of respondents who increased over time in giving their work area/unit a patient safety grade of "Excellent" or "Very good" (a 21 percent increase--from 60 to 81 percent); *Anesthesiology* had the largest decrease over time (a 7 percent decrease--from 89 to 82 percent).

- *Anesthesiology* had the largest average percent of respondents who increased over time in their reporting of one or more events in the past year (a 13 percent increase: from 35 to 48 percent); the largest decrease in percent reporting was in *Obstetrics* (an 11 percent decrease from 65 to 54 percent).

Respondent Staff Position (Tables C-5, C-7, C-8)

- *Dieticians* had the largest decreases in positive response over time on 7 of the 12 patient safety culture composites (average decrease across the 7 composites was 8 percent).

- *Pharmacists* had the largest average percent of respondents who increased over time in giving their work area/unit a patient safety grade of "Excellent" or "Very good" (a 15 percent increase--from 67 to 82 percent); *Dieticians* had the largest decrease over time (a 9 percent decrease--from 83 to 74 percent).

- *Pharmacists* had the largest average percent of respondents who increased over time in their reporting of one or more events in the past year (a 12 percent increase from 69 to 81 percent); the largest decrease in percent reporting was with *Therapists (Respiratory, Physical, Occupational, Speech)* (a 5 percent decrease from 43 to 38 percent).

Respondent Interaction With Patients (Tables C-9, C-11, C-12)

- There were no noticeable composite differences over time based on respondent interaction with patients (all were increases over time of 3 percent or less).

- There were no noticeable differences in patient safety grade over time based on respondent direct patient interaction (difference was 1 percent; a 7 percent increase for respondents *with* direct interaction and a 6 percent increase for respondents *without* direct interaction).

- There were no noticeable differences in the number of events reported over time based on respondent interaction with patients (difference was 3 percent; a 5 percent increase for respondents *with* direct interaction and a 2 percent increase for respondents *without* direct interaction).

Appendix A: Overall Results by Hospital Characteristics

Appendix A: Overall Results by Hospital Characteristics

(1) Bed Size

NOTE: The number of hospitals and respondents in each breakout category is shown in each table (e.g., the number of hospitals and respondents by bed size, teaching status, region, etc.). However, the precise number of hospitals and respondents corresponding to each data cell in a table will vary because hospitals may have omitted a specific survey item and because of individual non-response/missing data.

Table A-1. Composite-level Average Percent Positive Response by Hospital Bed Size

Patient Safety Culture Composites	Bed Size						
	6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400 or more beds
# Hospitals	58	131	98	86	57	42	47
# Respondents	3,601	12,421	14,243	22,092	27,730	27,568	52,521
1. Teamwork Within Units	83%	82%	79%	76%	74%	76%	75%
2. Supervisor/Manager Expectations & Actions Promoting Patient Safety	76%	78%	75%	74%	71%	72%	70%
3. Management Support for Patient Safety	75%	76%	71%	67%	65%	66%	62%
4. Org Learning--Continuous Improvement	71%	74%	71%	68%	67%	68%	66%
5. Overall Perceptions of Patient Safety	69%	70%	66%	61%	59%	59%	56%
6. Feedback & Communication About Error	65%	65%	62%	60%	60%	60%	59%
7. Communication Openness	66%	64%	62%	60%	59%	60%	60%
8. Frequency of Events Reported	64%	62%	60%	59%	57%	59%	54%
9. Teamwork Across Units	66%	63%	59%	54%	50%	52%	47%
10. Staffing	63%	61%	56%	50%	48%	49%	48%
11. Handoffs & Transitions	56%	50%	46%	40%	37%	39%	35%
12. Nonpunitive Response to Error	48%	48%	44%	42%	40%	40%	37%
Average Across Composites	67%	66%	63%	59%	57%	58%	56%

Table A-2. Item-level Average Percent Positive Response by Hospital Bed Size (Page 1 of 4)

Item	Survey Items By Composite	Bed Size						
		6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400 or more beds
	# Hospitals	58	131	98	86	57	42	47
	# Respondents	3,601	12,421	14,243	22,092	27,730	27,568	52,521
1.	**Teamwork Within Units**							
A1	1. People support one another in this unit.	87%	87%	85%	82%	80%	82%	81%
A3	2. When a lot of work needs to be done quickly, we work together as a team to get the work done.	90%	89%	86%	82%	81%	84%	81%
A4	3. In this unit, people treat each other with respect.	80%	80%	78%	75%	73%	75%	73%
A11	4. When one area in this unit gets really busy, others help out.	73%	71%	68%	66%	64%	66%	63%
2.	**Supervisor/Manager Expectations & Actions Promoting Patient Safety**							
B1	1. My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	72%	73%	71%	70%	68%	69%	68%
B2	2. My supv/mgr seriously considers staff suggestions for improving patient safety.	77%	80%	76%	74%	72%	72%	72%
B3R	3. Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	79%	79%	76%	72%	69%	70%	67%
B4R	4. My supv/mgr overlooks patient safety problems that happen over and over.	77%	80%	78%	75%	71%	73%	71%
3.	**Management Support for Patient Safety**							
F1	1. Hospital mgmt provides a work climate that promotes patient safety.	84%	85%	81%	76%	74%	76%	72%
F8	2. The actions of hospital mgmt show that patient safety is a top priority.	75%	77%	72%	68%	67%	68%	65%
F9R	3. Hospital mgmt seems interested in patient safety only after an adverse event happens.	64%	66%	60%	56%	54%	55%	50%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table A-2. Item-level Average Percent Positive Response by Hospital Bed Size (Page 2 of 4)

Item	Survey Items By Composite	6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400 or more beds
					Bed Size			
	# Hospitals	*58*	*131*	*98*	*86*	*57*	*42*	*47*
	# Respondents	*3,601*	*12,421*	*14,243*	*22,092*	*27,730*	*27,568*	*52,521*
4.	**Organizational Learning— Continuous Improvement**							
A6	1. We are actively doing things to improve patient safety.	83%	84%	82%	78%	77%	79%	77%
A9	2. Mistakes have led to positive changes here.	65%	67%	63%	60%	58%	60%	58%
A13	3. After we make changes to improve patient safety, we evaluate their effectiveness.	67%	71%	68%	65%	65%	64%	62%
5.	**Overall Perceptions of Patient Safety**							
A10R	1. It is just by chance that more serious mistakes don't happen around here.	66%	66%	61%	57%	55%	57%	53%
A15	2. Patient safety is never sacrificed to get more work done.	72%	71%	66%	60%	58%	57%	55%
A17R	3. We have patient safety problems in this unit.	69%	69%	64%	59%	56%	56%	52%
A18	4. Our procedures and systems are good at preventing errors from happening.	70%	74%	71%	67%	65%	67%	64%
6.	**Feedback and Communication About Error**							
C1	1. We are given feedback about changes put into place based on event reports.	52%	54%	51%	51%	52%	53%	53%
C3	2. We are informed about errors that happen in this unit.	68%	67%	65%	61%	61%	61%	59%
C5	3. In this unit, we discuss ways to prevent errors from happening again.	74%	74%	70%	68%	66%	66%	65%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table A-2. Item-level Average Percent Positive Response by Hospital Bed Size (Page 3 of 4)

Item	Survey Items By Composite	6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400 or more beds
					Bed Size			
	# Hospitals	*58*	*131*	*98*	*86*	*57*	*42*	*47*
	# Respondents	*3,601*	*12,421*	*14,243*	*22,092*	*27,730*	*27,568*	*52,521*
7.	**Communication Openness**							
C2	1. Staff will freely speak up if they see something that may negatively affect patient care.	79%	77%	76%	74%	72%	74%	72%
C4	2. Staff feel free to question the decisions or actions of those with more authority.	51%	48%	47%	45%	46%	46%	46%
C6R	3. Staff are afraid to ask questions when something does not seem right.	66%	66%	62%	61%	58%	61%	60%
8.	**Frequency of Events Reported**							
D1	1. When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	54%	53%	51%	50%	49%	51%	47%
D2	2. When a mistake is made, but has no potential to harm the patient, how often is this reported?	60%	58%	55%	55%	52%	54%	50%
D3	3. When a mistake is made that could harm the patient, but does not, how often is this reported?	77%	76%	73%	71%	69%	71%	67%
9.	**Teamwork Across Units**							
F2R	1. Hospital units do not coordinate well with each other.	55%	51%	47%	42%	38%	40%	34%
F4	2. There is good cooperation among hospital units that need to work together.	69%	64%	60%	54%	50%	53%	47%
F6R	3. It is often unpleasant to work with staff from other hospital units.	65%	64%	59%	55%	52%	54%	51%
F10	4. Hospital units work well together to provide the best care for patients.	77%	73%	69%	63%	59%	62%	56%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table A-2. Item-level Average Percent Positive Response by Hospital Bed Size (Page 4 of 4)

Item	Survey Items By Composite	6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400 or more beds
					Bed Size			
	# Hospitals	58	131	98	86	57	42	47
	# Respondents	3,601	12,421	14,243	22,092	27,730	27,568	52,521
10.	**Staffing**							
A2	1. We have enough staff to handle the workload.	64%	62%	56%	48%	46%	46%	45%
A5R	2. Staff in this unit work longer hours than is best for patient care.	58%	57%	53%	47%	48%	48%	48%
A7R	3. We use more agency/temporary staff than is best for patient care.	69%	68%	64%	60%	58%	61%	61%
A14R	4. We work in "crisis mode" trying to do too much, too quickly.	59%	57%	52%	43%	41%	42%	40%
11.	**Handoffs & Transitions**							
F3R	1. Things "fall between the cracks" when transferring patients from one unit to another.	55%	48%	44%	36%	33%	33%	29%
F5R	2. Important patient care information is often lost during shift changes.	57%	52%	50%	45%	44%	46%	44%
F7R	3. Problems often occur in the exchange of information across hospital units.	54%	48%	43%	38%	35%	36%	32%
F11R	4. Shift changes are problematic for patients in this hospital.	57%	51%	47%	41%	38%	40%	36%
12.	**Nonpunitive Response to Error**							
A8R	1. Staff feel like their mistakes are held against them.	55%	55%	52%	49%	46%	47%	44%
A12R	2. When an event is reported, it feels like the person is being written up, not the problem.	48%	48%	45%	43%	42%	42%	39%
A16R	3. Staff worry that mistakes they make are kept in their personnel file.	41%	39%	36%	34%	31%	31%	28%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table A-3. Percent of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Hospital Bed Size

Work Area/Unit Patient Safety Grade	Bed Size						
	6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400 or more beds
# Hospitals	58	131	98	86	57	42	47
# Respondents	3,601	12,421	14,243	22,092	27,730	27,568	52,521
A Excellent	26%	27%	24%	23%	22%	23%	20%
B Very Good	50%	51%	49%	48%	45%	46%	44%
C Acceptable	20%	20%	22%	24%	26%	24%	28%
D Poor	3%	2%	4%	5%	6%	5%	7%
E Failing	0%	0%	1%	1%	1%	1%	2%

Note: Average percent totals in the table may not sum to exactly 100% due to rounding of decimals.

Table A-4. Percent of Respondents Reporting Events in the Past 12 Months by Hospital Bed Size

Number of Events Reported by Respondents	Bed Size						
	6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400 or more beds
# Hospitals	58	131	98	86	57	42	47
# Respondents	3,601	12,421	14,243	22,092	27,730	27,568	52,521
No events	50%	52%	52%	53%	52%	51%	52%
1 to 2 events	28%	29%	27%	27%	27%	28%	29%
3 to 5 events	14%	12%	12%	13%	13%	13%	13%
6 to 10 events	5%	4%	5%	5%	5%	5%	4%
11 to 20 events	2%	2%	2%	2%	2%	2%	1%
21 event reports or more	1%	1%	1%	1%	1%	1%	1%

Note: Average percent totals in the table may not sum to exactly 100% due to rounding of decimals.

Appendix A: Overall Results by Hospital Characteristics

(2) Teaching Status and (3) Ownership and Control

NOTE: The number of hospitals and respondents in each breakout category is shown in each table (e.g., the number of hospitals and respondents by bed size, teaching status, region, etc.). However, the precise number of hospitals and respondents corresponding to each data cell in a table will vary because hospitals may have omitted a specific survey item and because of individual non-response/missing data.

Table A-5. Composite-level Average Percent Positive Response by Hospital Teaching Status, and Ownership and Control

Patient Safety Culture Composites	Teaching Status		Ownership and Control	
	Teaching	Non-teaching	Govt	Non-govt
# Hospitals	135	384	127	392
# Respondents	70,495	89,681	17,482	142,694
1. Teamwork Within Units	77%	79%	80%	78%
2. Supervisor/Manager Expectations & Actions Promoting Patient Safety	73%	75%	76%	74%
3. Management Support for Patient Safety	68%	71%	73%	69%
4. Org Learning—Continuous Improvement	69%	70%	72%	69%
5. Overall Perceptions of Patient Safety	62%	65%	67%	63%
6. Feedback & Communication About Error	61%	62%	63%	62%
7. Communication Openness	60%	62%	63%	61%
8. Frequency of Events Reported	58%	60%	61%	59%
9. Teamwork Across Units	54%	58%	61%	56%
10. Staffing	53%	55%	59%	54%
11. Handoffs & Transitions	42%	46%	50%	43%
12. Nonpunitive Response to Error	42%	44%	45%	43%
Average Across Composites	60%	62%	64%	61%

Table A-6. Item-level Average Percent Positive Response by Hospital Teaching Status, and Ownership and Control (Page 1 of 4)

Item	Survey Items by Composite	Teaching Status		Ownership and Control	
		Teaching	Non-teaching	Govt	Non-govt
	# Hospitals	*135*	*384*	*127*	*392*
	# Respondents	*70,495*	*89,681*	*17,482*	*142,694*
1.	**Teamwork Within Units**				
A1	1. People support one another in this unit.	84%	84%	85%	84%
A3	2. When a lot of work needs to be done quickly, we work together as a team to get the work done.	84%	86%	87%	85%
A4	3. In this unit, people treat each other with respect.	76%	77%	77%	77%
A11	4. When one area in this unit gets really busy, others help out.	66%	68%	69%	67%
2.	**Supervisor/Manager Expectations & Actions Promoting Patient Safety**				
B1	1. My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	69%	71%	71%	71%
B2	2. My supv/mgr seriously considers staff suggestions for improving patient safety.	75%	76%	76%	75%
B3R	3. Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	72%	75%	77%	73%
B4R	4. My supv/mgr overlooks patient safety problems that happen over and over.	75%	76%	78%	75%
3.	**Management Support for Patient Safety**				
F1	1. Hospital mgmt provides a work climate that promotes patient safety.	78%	80%	83%	78%
F8	2. The actions of hospital mgmt show that patient safety is a top priority.	70%	72%	74%	70%
F9R	3. Hospital mgmt seems interested in patient safety only after an adverse event happens.	58%	60%	61%	59%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table A-6. Item-level Average Percent Positive Response by Hospital Teaching Status, and Ownership and Control (Page 2 of 4)

Item	Survey Items by Composite	Teaching Status		Ownership and Control	
		Teaching	Non-teaching	Govt	Non-govt
	# Hospitals	135	384	127	392
	# Respondents	70,495	89,681	17,482	142,694
4.	**Organizational Learning— Continuous Improvement**				
A6	1. We are actively doing things to improve patient safety.	81%	81%	82%	81%
A9	2. Mistakes have led to positive changes here.	61%	63%	65%	62%
A13	3. After we make changes to improve patient safety, we evaluate their effectiveness.	66%	67%	68%	66%
5.	**Overall Perceptions of Patient Safety**				
A10R	1. It is just by chance that more serious mistakes don't happen around here.	59%	61%	62%	60%
A15	2. Patient safety is never sacrificed to get more work done.	61%	65%	69%	63%
A17R	3. We have patient safety problems in this unit.	60%	63%	66%	61%
A18	4. Our procedures and systems are good at preventing errors from happening.	69%	69%	70%	69%
6.	**Feedback and Communication About Error**				
C1	1. We are given feedback about changes put into place based on event reports.	53%	52%	51%	53%
C3	2. We are informed about errors that happen in this unit.	62%	65%	66%	63%
C5	3. In this unit, we discuss ways to prevent errors from happening again.	68%	70%	72%	69%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table A-6. Item-level Average Percent Positive Response by Hospital Teaching Status, and Ownership and Control (Page 3 of 4)

Item	Survey Items by Composite	Teaching Status		Ownership and Control	
		Teaching	Non-teaching	Govt	Non-govt
	# Hospitals	135	384	127	392
	# Respondents	70,495	89,681	17,482	142,694
7.	**Communication Openness**				
C2	1. Staff will freely speak up if they see something that may negatively affect patient care.	74%	76%	76%	75%
C4	2. Staff feel free to question the decisions or actions of those with more authority.	46%	48%	47%	47%
C6R	3. Staff are afraid to ask questions when something does not seem right.	61%	63%	65%	62%
8.	**Frequency of Events Reported**				
D1	1. When a mistake is made, but is <u>caught and corrected before affecting the patient</u>, how often is this reported?	50%	52%	51%	51%
D2	2. When a mistake is made, but has <u>no potential to harm the patient</u>, how often is this reported?	53%	56%	56%	55%
D3	3. When a mistake is made that <u>could harm the patient</u>, but does not, how often is this reported?	70%	74%	74%	72%
9.	**Teamwork Across Units**				
F2R	1. Hospital units do not coordinate well with each other.	41%	46%	48%	44%
F4	2. There is good cooperation among hospital units that need to work together.	54%	60%	63%	57%
F6R	3. It is often unpleasant to work with staff from other hospital units.	57%	59%	61%	57%
F10	4. Hospital units work well together to provide the best care for patients.	64%	68%	71%	66%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table A-6. Item-level Average Percent Positive Response by Hospital Teaching Status, and Ownership and Control (Page 4 of 4)

Item	Survey Items by Composite	Teaching Status		Ownership and Control	
		Teaching	Non-teaching	Govt	Non-govt
	# Hospitals	*135*	*384*	*127*	*392*
	# Respondents	*70,495*	*89,681*	*17,482*	*142,694*
10.	**Staffing**				
A2	1. We have enough staff to handle the workload.	52%	55%	61%	52%
A5R	2. Staff in this unit work longer hours than is best for patient care.	51%	52%	55%	51%
A7R	3. We use more agency/temporary staff than is best for patient care.	64%	64%	65%	63%
A14R	4. We work in "crisis mode" trying to do too much, too quickly.	48%	50%	56%	47%
11.	**Handoffs & Transitions**				
F3R	1. Things "fall between the cracks" when transferring patients from one unit to another.	37%	43%	48%	39%
F5R	2. Important patient care information is often lost during shift changes.	48%	50%	53%	48%
F7R	3. Problems often occur in the exchange of information across hospital units.	39%	43%	47%	41%
F11R	4. Shift changes are problematic for patients in this hospital.	43%	47%	51%	44%
12.	**Nonpunitive Response to Error**				
A8R	1. Staff feel like their mistakes are held against them.	49%	52%	52%	51%
A12R	2. When an event is reported, it feels like the person is being written up, not the problem.	44%	45%	45%	45%
A16R	3. Staff worry that mistakes they make are kept in their personnel file.	34%	36%	38%	35%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table A-7. Percent of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Teaching Status, and Ownership and Control

Work Area/Unit Patient Safety Grade	Teaching Status		Ownership and Control	
	Teaching	Non-teaching	Govt	Non-govt
# Hospitals	135	384	127	392
# Respondents	70,495	89,681	17,482	142,694
A Excellent	23%	24%	23%	24%
B Very Good	47%	49%	50%	48%
C Acceptable	24%	22%	23%	23%
D Poor	5%	4%	3%	4%
E Failing	1%	1%	0%	1%

Note: Average percent totals in the table may not sum to exactly 100% due to rounding of decimals.

Table A-8. Percent of Respondents Reporting Events in the Past 12 Months by Teaching Status, and Ownership and Control

Number of Events Reported by Respondents	Teaching Status		Ownership and Control	
	Teaching	Non-teaching	Govt	Non-govt
# Hospitals	135	384	127	392
# Respondents	70,495	89,681	17,482	142,694
No events	53%	52%	52%	52%
1 to 2 events	28%	28%	27%	28%
3 to 5 events	12%	13%	13%	13%
6 to 10 events	4%	5%	5%	5%
11 to 20 events	1%	2%	2%	2%
21 event reports or more	1%	1%	1%	1%

Note: Average percent totals in the table may not sum to exactly 100% due to rounding of decimals.

Appendix A: Overall Results by Hospital Characteristics

(4) Geographic Region

NOTE: The number of hospitals and respondents in each breakout category is shown in each table (e.g., the number of hospitals and respondents by bed size, teaching status, region, etc.). However, the precise number of hospitals and respondents corresponding to each data cell in a table will vary because hospitals may have omitted a specific survey item and because of individual non-response/missing data.

Table A-9. Composite-level Average Percent Positive Response by Hospital Geographic Region

Patient Safety Culture Composites	Region							
	Mid Atlantic/ New England	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Hospitals	32	89	113	29	92	37	57	70
# Respondents	17,875	29,200	40,643	7,350	19,255	11,121	13,301	21,431
1. Teamwork Within Units	76%	78%	76%	81%	81%	81%	80%	79%
2. Supervisor/Manager Expectations & Actions Promoting Patient Safety	71%	76%	73%	78%	75%	78%	74%	73%
3. Management Support for Patient Safety	68%	71%	67%	74%	74%	73%	70%	67%
4. Org Learning—Continuous Improvement	68%	72%	66%	75%	72%	74%	70%	67%
5. Overall Perceptions of Patient Safety	61%	63%	61%	67%	69%	67%	66%	60%
6. Feedback & Communication About Error	62%	64%	59%	66%	62%	66%	64%	60%
7. Communication Openness	61%	62%	60%	63%	61%	64%	64%	62%
8. Frequency of Events Reported	60%	59%	56%	65%	63%	63%	60%	58%
9. Teamwork Across Units	54%	56%	55%	63%	62%	57%	58%	54%
10. Staffing	49%	54%	54%	54%	62%	56%	54%	52%
11. Handoffs & Transitions	42%	44%	43%	48%	51%	44%	45%	40%
12. Nonpunitive Response to Error	40%	42%	41%	45%	49%	45%	46%	41%
Average Across Composites	59%	62%	59%	65%	65%	64%	63%	59%

NOTE: States are categorized into AHA-defined regions as follows:

Mid Atlantic/New England: NY, NJ, PA, ME, NH, VT, MA, RI, CT   West North Central: MN, IA, MO, ND, SD, NE, KS

South Atlantic: DE, MD, DC, VA, WV, NC, SC, GA, FL   West South Central: AR, LA, OK, TX

East North Central: OH, IN, IL, MI, WI   Mountain: MT, ID, WY, CO, NM, AZ, UT, NV

East South Central: KY, TN, AL, MS   Pacific: WA, OR, CA, AK, HI

Table A-10. Item-level Average Percent Positive Response by Hospital Geographic Region (Page 1 of 4)

Item	Survey Items By Composite	Mid Atlantic/ New England	South Atlantic	E. North Central	E. South Central	W. North Central	W. South Central	Mountain	Pacific
					Region				
	# Hospitals	*32*	*89*	*113*	*29*	*92*	*37*	*57*	*70*
	# Respondents	*17,875*	*29,200*	*40,643*	*7,350*	*19,255*	*11,121*	*13,301*	*21,431*
1.	**Teamwork Within Units**								
A1	1. People support one another in this unit.	82%	83%	81%	86%	86%	87%	86%	85%
A3	2. When a lot of work needs to be done quickly, we work together as a team to get the work done.	83%	85%	82%	89%	88%	88%	87%	84%
A4	3. In this unit, people treat each other with respect.	75%	77%	74%	81%	79%	80%	78%	78%
A11	4. When one area in this unit gets really busy, others help out.	63%	67%	66%	70%	70%	71%	70%	67%
2.	**Supervisor/Manager Expectations & Actions Promoting Patient Safety**								
B1	1. My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	69%	73%	67%	76%	69%	76%	72%	71%
B2	2. My supv/mgr seriously considers staff suggestions for improving patient safety.	74%	77%	72%	79%	76%	79%	76%	76%
B3 R	3. Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	70%	76%	73%	77%	77%	76%	75%	72%
B4 R	4. My supv/mgr overlooks patient safety problems that happen over and over.	72%	79%	73%	80%	79%	80%	74%	73%
3.	**Management Support for Patient Safety**								
F1	1. Hospital mgmt provides a work climate that promotes patient safety.	76%	80%	77%	84%	83%	81%	80%	77%
F8	2. The actions of hospital mgmt show that patient safety is a top priority.	70%	72%	68%	77%	74%	75%	72%	69%
F9 R	3. Hospital mgmt seems interested in patient safety only after an adverse event happens.	57%	59%	58%	63%	64%	63%	59%	55%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table A-10. Item-level Average Percent Positive Response by Hospital Geographic Region (Page 2 of 4)

Item	Survey Items By Composite	Region							
		Mid Atlantic/ New England	South Atlantic	E. North Central	E. South Central	W. North Central	W. South Central	Mountain	Pacific
	# Hospitals	*32*	*89*	*113*	*29*	*92*	*37*	*57*	*70*
	# Respondents	*17,875*	*29,200*	*40,643*	*7,350*	*19,255*	*11,121*	*13,301*	*21,431*
4.	**Organizational Learning— Continuous Improvement**								
A6	1. We are actively doing things to improve patient safety.	80%	83%	77%	85%	83%	84%	81%	81%
A9	2. Mistakes have led to positive changes here.	58%	64%	58%	66%	65%	66%	64%	61%
A13	3. After we make changes to improve patient safety, we evaluate their effectiveness.	67%	70%	63%	74%	69%	72%	66%	60%
5.	**Overall Perceptions of Patient Safety**								
A10 R	1. It is just by chance that more serious mistakes don't happen around here.	56%	57%	58%	61%	67%	63%	63%	57%
A15	2. Patient safety is never sacrificed to get more work done.	63%	65%	61%	68%	68%	66%	66%	61%
A17 R	3. We have patient safety problems in this unit.	57%	60%	60%	65%	69%	67%	66%	57%
A18	4. Our procedures and systems are good at preventing errors from happening.	68%	69%	66%	74%	72%	74%	69%	66%
6.	**Feedback and Communication About Error**								
C1	1. We are given feedback about changes put into place based on event reports.	53%	54%	51%	55%	50%	56%	53%	52%
C3	2. We are informed about errors that happen in this unit.	64%	66%	61%	71%	64%	69%	65%	60%
C5	3. In this unit, we discuss ways to prevent errors from happening again.	68%	71%	65%	73%	71%	73%	73%	69%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table A-10. Item-level Average Percent Positive Response by Hospital Geographic Region (Page 3 of 4)

Item	Survey Items By Composite	Region							
		Mid Atlantic/ New England	South Atlantic	E. North Central	E. South Central	W. North Central	W. South Central	Mountain	Pacific
	# Hospitals	*32*	*89*	*113*	*29*	*92*	*37*	*57*	*70*
	# Respondents	*17,875*	*29,200*	*40,643*	*7,350*	*19,255*	*11,121*	*13,301*	*21,431*
7.	**Communication Openness**								
C2	1. Staff will freely speak up if they see something that may negatively affect patient care.	75%	75%	74%	77%	76%	77%	77%	76%
C4	2. Staff feel free to question the decisions or actions of those with more authority.	48%	47%	45%	49%	46%	49%	50%	49%
C6 R	3. Staff are afraid to ask questions when something does not seem right.	60%	63%	60%	64%	63%	66%	64%	63%
8.	**Frequency of Events Reported**								
D1	1. When a mistake is made, but is <u>caught and corrected before affecting the patient</u>, how often is this reported?	53%	51%	47%	57%	53%	56%	52%	49%
D2	2. When a mistake is made, but has <u>no potential to harm the patient</u>, how often is this reported?	56%	55%	51%	60%	59%	58%	56%	54%
D3	3. When a mistake is made that <u>could harm the patient</u>, but does not, how often is this reported?	72%	72%	70%	78%	77%	75%	72%	72%
9.	**Teamwork Across Units**								
F2 R	1. Hospital units do not coordinate well with each other.	43%	44%	44%	51%	50%	45%	45%	40%
F4	2. There is good cooperation among hospital units that need to work together.	54%	58%	56%	65%	63%	60%	60%	55%
F6 R	3. It is often unpleasant to work with staff from other hospital units.	55%	58%	56%	61%	63%	57%	59%	57%
F10	4. Hospital units work well together to provide the best care for patients.	64%	66%	64%	73%	73%	68%	68%	65%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table A-10. Item-level Average Percent Positive Response by Hospital Geographic Region (Page 4 of 4)

Item	Survey Items By Composite	Mid Atlantic/ New England	South Atlantic	E. North Central	E. South Central	W. North Central	W. South Central	Mountain	Pacific
					Region				
	# Hospitals	*32*	*89*	*113*	*29*	*92*	*37*	*57*	*70*
	# Respondents	*17,875*	*29,200*	*40,643*	*7,350*	*19,255*	*11,121*	*13,301*	*21,431*
10.	**Staffing**								
A2	1. We have enough staff to handle the workload.	46%	52%	52%	51%	63%	55%	55%	52%
A5 R	2. Staff in this unit work longer hours than is best for patient care.	45%	51%	52%	52%	57%	53%	51%	51%
A7 R	3. We use more agency/temporary staff than is best for patient care.	59%	63%	64%	63%	71%	64%	60%	59%
A14 R	4. We work in "crisis mode" trying to do too much, too quickly.	44%	49%	46%	49%	57%	52%	52%	46%
11.	**Handoffs & Transitions**								
F3 R	1. Things "fall between the cracks" when transferring patients from one unit to another.	38%	41%	39%	46%	49%	43%	41%	36%
F5 R	2. Important patient care information is often lost during shift changes.	48%	49%	48%	52%	54%	48%	49%	45%
F7 R	3. Problems often occur in the exchange of information across hospital units.	40%	41%	40%	47%	48%	42%	43%	39%
F11 R	4. Shift changes are problematic for patients in this hospital.	42%	44%	44%	47%	54%	44%	46%	42%
12.	**Nonpunitive Response to Error**								
A8 R	1. Staff feel like their mistakes are held against them.	47%	49%	49%	53%	56%	53%	54%	48%
A12 R	2. When an event is reported, it feels like the person is being written up, not the problem.	43%	43%	42%	46%	49%	46%	48%	42%
A16 R	3. Staff worry that mistakes they make are kept in their personnel file.	31%	33%	33%	36%	42%	37%	38%	33%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table A-11. Percent of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Hospital Geographic Region

Work Area/Unit Patient Safety Grade	Region							
	Mid Atlantic/ New England	South Atlantic	E. North Central	E. South Central	W. North Central	W. South Central	Mountain	Pacific
# Hospitals	*32*	*89*	*113*	*29*	*92*	*37*	*57*	*70*
# Respondents	*17,875*	*29,200*	*40,643*	*7,350*	*19,255*	*11,121*	*13,301*	*21,431*
A Excellent	24%	22%	21%	27%	24%	30%	27%	23%
B Very Good	45%	48%	50%	48%	51%	48%	47%	46%
C Acceptable	25%	25%	24%	22%	21%	19%	21%	24%
D Poor	5%	4%	5%	3%	3%	3%	4%	6%
E Failing	1%	1%	1%	0%	0%	1%	1%	1%

Note: Average percent totals in the table may not sum to exactly 100% due to rounding of decimals.

Table A-12. Percent of Respondents Reporting Events in the Past 12 Months by Hospital Geographic Region

Number of Events Reported by Respondents	Region							
	Mid Atlantic/ New England	South Atlantic	E. North Central	E. South Central	W. North Central	W. South Central	Mountain	Pacific
# Hospitals	*32*	*89*	*113*	*29*	*92*	*37*	*57*	*70*
# Respondents	*17,875*	*29,200*	*40,643*	*7,350*	*19,255*	*11,121*	*13,301*	*21,431*
No events	56%	53%	51%	57%	50%	60%	53%	46%
1 to 2 events	26%	28%	29%	26%	28%	24%	27%	30%
3 to 5 events	12%	12%	13%	10%	14%	10%	12%	15%
6 to 10 events	4%	4%	4%	4%	6%	4%	5%	5%
11 to 20 events	2%	2%	2%	2%	2%	1%	2%	2%
21 event reports or more	1%	1%	1%	1%	1%	1%	1%	1%

Note: Average percent totals in the table may not sum to exactly 100% due to rounding of decimals.

Appendix B: Overall Results by Respondent Characteristics

Appendix B: Overall Results by Respondent Characteristics

(1) Work area/Unit

NOTE 1: Hospitals that did not ask respondents to indicate their work area/unit were excluded from these breakout tables. In addition, respondents who selected "Many different work areas/No specific work area," "Other," or did not answer (missing) were not included.

NOTE 2: The number of hospitals and respondents in each work area/unit is shown. The number of hospitals is based on: 1) hospitals that asked respondents to indicate their work area/unit (not all hospitals asked this question), and 2) whether the hospital had at least 1 respondent in a particular work area/unit. However, the precise number of hospitals and respondents corresponding to each data cell in the tables will vary because hospitals may have omitted a specific survey item and because of individual non-response/missing data.

Table B-1. Composite-level Average Percent Positive Response by Respondent Work Area/Unit

Patient Safety Culture Composites	Anesthe-siology	Emer-gency	ICU (any type)	Lab	Medicine	Obste-trics	Pediatrics	Pharmacy	Psych/ Mental Hlth	Radi-ology	Rehab-ilitation	Surgery
# Hospitals	*135*	*405*	*313*	*443*	*433*	*269*	*183*	*375*	*174*	*449*	*385*	*417*
# Respondents	*1,115*	*7,846*	*9,845*	*7,740*	*13,228*	*5,800*	*4,044*	*4,159*	*3,308*	*8,439*	*5,708*	*14,327*
1. Teamwork Within Units	78%	79%	81%	79%	74%	79%	79%	78%	78%	79%	86%	77%
2. Supv/Mgr Expectations & Actions Promoting Patient Safety	71%	73%	70%	76%	73%	73%	74%	77%	76%	77%	81%	75%
3. Mgmt Support for Patient Safety	67%	62%	59%	72%	65%	65%	66%	71%	67%	72%	74%	69%
4. Org Learning--Continuous Improvement	71%	65%	68%	71%	69%	68%	70%	76%	69%	69%	74%	74%
5. Overall Perceptions of Patient Safety	64%	56%	55%	71%	55%	60%	65%	66%	60%	72%	76%	68%
6. Feedback & Communication About Error	61%	56%	55%	64%	56%	60%	61%	67%	63%	65%	70%	65%
7. Communication Openness	68%	61%	60%	64%	56%	63%	63%	70%	63%	65%	71%	65%
8. Frequency of Events Reported	53%	56%	56%	64%	61%	60%	59%	61%	62%	53%	60%	64%
9. Teamwork Across Units	53%	50%	52%	57%	56%	53%	53%	56%	53%	56%	60%	52%
10. Staffing	56%	51%	52%	55%	51%	54%	60%	56%	55%	62%	62%	57%
11. Handoffs & Transitions	37%	50%	48%	38%	47%	51%	45%	32%	40%	42%	41%	40%
12. Nonpunitive Response to Error	43%	38%	39%	44%	40%	41%	41%	56%	44%	47%	58%	47%
Average Across Composites	60%	58%	58%	63%	59%	61%	61%	64%	61%	63%	68%	63%

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Table B-2. Item-level Average Percent Positive Response by Respondent Work Area/Unit (Page 1 of 4)

Item	Survey Items by Composite	Anesthe-siology	Emer-gency	ICU	Lab	Medicine	Obstet-rics	Pedi-atrics	Pharmacy	Psych/Mental Hlth	Radi-ology	Rehab-ilitation	Surgery
	# Hospitals	*135*	*405*	*313*	*443*	*433*	*269*	*183*	*375*	*174*	*449*	*385*	*417*
	# Respondents	*1,115*	*7,846*	*9,845*	*7,740*	*13,228*	*5,800*	*4,044*	*4,159*	*3,308*	*8,439*	*5,708*	*14,327*
1.	**Teamwork Within Units**												
A1	1. People support one another in this unit.	82%	85%	86%	83%	81%	85%	84%	84%	82%	85%	91%	82%
A3	2. When a lot of work needs to be done quickly, we work together as a team to get the work done.	88%	86%	87%	85%	80%	88%	86%	84%	84%	87%	90%	86%
A4	3. In this unit, people treat each other with respect.	80%	76%	78%	77%	73%	77%	79%	78%	78%	77%	87%	74%
A11	4. When one area in this unit gets really busy, others help out.	63%	70%	72%	71%	59%	67%	67%	68%	68%	67%	77%	65%
2.	**Supv/Mgr Expectations & Actions Promoting Patient Safety**												
B1	1. My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	65%	68%	66%	69%	69%	69%	68%	71%	71%	70%	76%	72%
B2	2. My supv/mgr seriously considers staff suggestions for improving patient safety.	72%	73%	70%	74%	72%	74%	75%	78%	76%	78%	84%	76%
B3 R	3. Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	71%	73%	69%	80%	73%	72%	74%	79%	75%	79%	81%	72%
B4 R	4. My supv/mgr overlooks patient safety problems that happen over and over.	74%	75%	73%	77%	75%	74%	75%	79%	78%	80%	83%	77%
3.	**Mgmt Support for Patient Safety**												
F1	1. Hospital mgmt provides a work climate that promotes patient safety.	75%	71%	68%	81%	74%	76%	76%	78%	74%	83%	84%	78%
F8	2. The actions of hospital mgmt show that patient safety is a top priority.	68%	62%	59%	74%	66%	66%	66%	72%	68%	74%	76%	69%
F9 R	3. Hospital mgmt seems interested in patient safety only after an adverse event happens.	57%	52%	49%	61%	55%	52%	55%	62%	58%	61%	63%	59%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table B-2. Item-level Average Percent Positive Response by Respondent Work Area/Unit (Page 2 of 4)

Item	Survey Items by Composite	Anesthe-siology	Emer-gency	ICU	Lab	Medicine	Obstet-rics	Pedi-atrics	Pharmacy	Psych/Mental Hlth	Radi-ology	Rehab-ilitation	Surgery
	# Hospitals	*135*	*405*	*313*	*443*	*433*	*269*	*183*	*375*	*174*	*449*	*385*	*417*
	# Respondents	*1,115*	*7,846*	*9,845*	*7,740*	*13,228*	*5,800*	*4,044*	*4,159*	*3,308*	*8,439*	*5,708*	*14,327*
4.	**Organizational Learning— Continuous Improvement**												
A6	1. We are actively doing things to improve patient safety.	82%	77%	82%	79%	80%	78%	83%	86%	81%	80%	87%	86%
A9	2. Mistakes have led to positive changes here.	63%	56%	55%	68%	60%	60%	58%	74%	58%	63%	61%	63%
A13	3. After we make changes to improve patient safety, we evaluate their effectiveness.	66%	62%	65%	66%	67%	66%	68%	68%	68%	64%	72%	71%
5.	**Overall Perceptions of Patient Safety**												
A10 R	1. It is just by chance that more serious mistakes don't happen around here.	63%	53%	53%	65%	53%	59%	62%	64%	60%	67%	74%	64%
A15	2. Patient safety is never sacrificed to get more work done.	59%	56%	50%	70%	54%	55%	63%	64%	64%	74%	76%	65%
A17 R	3. We have patient safety problems in this unit.	64%	52%	55%	72%	51%	59%	65%	64%	50%	73%	75%	68%
A18	4. Our procedures and systems are good at preventing errors from happening.	71%	61%	62%	78%	61%	67%	71%	73%	67%	74%	78%	74%
6.	**Feedback and Communication About Error**												
C1	1. We are given feedback about changes put into place based on event reports.	50%	48%	46%	51%	49%	53%	51%	53%	55%	53%	62%	53%
C3	2. We are informed about errors that happen in this unit.	61%	57%	54%	70%	54%	60%	63%	72%	62%	71%	71%	67%
C5	3. In this unit, we discuss ways to prevent errors from happening again.	72%	64%	63%	72%	64%	69%	67%	75%	71%	71%	78%	74%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table B-2. Item-level Average Percent Positive Response by Respondent Work Area/Unit (Page 3 of 4)

Item	Survey Items by Composite	Anesthe-siology	Emer-gency	ICU	Lab	Medicine	Obstet-rics	Pedi-atrics	Pharmacy	Psych/ Mental Hlth	Radi-ology	Rehab-ilitation	Surgery
	# Hospitals	*135*	*405*	*313*	*443*	*433*	*269*	*183*	*375*	*174*	*449*	*385*	*417*
	# Respondents	*1,115*	*7,846*	*9,845*	*7,740*	*13,228*	*5,800*	*4,044*	*4,159*	*3,308*	*8,439*	*5,708*	*14,327*
7.	**Communication Openness**												
C2	1. Staff will freely speak up if they see something that may negatively affect patient care.	78%	73%	74%	77%	72%	78%	78%	78%	76%	80%	83%	80%
C4	2. Staff feel free to question the decisions or actions of those with more authority.	55%	47%	45%	48%	40%	48%	48%	59%	50%	49%	57%	50%
C6 R	3. Staff are afraid to ask questions when something does not seem right.	69%	63%	61%	67%	56%	63%	62%	73%	64%	68%	72%	65%
8.	**Frequency of Events Reported**												
D1	1. When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	44%	44%	43%	54%	49%	49%	49%	48%	54%	44%	53%	56%
D2	2. When a mistake is made, but has no potential to harm the patient, how often is this reported?	47%	54%	52%	58%	59%	56%	56%	58%	57%	47%	55%	60%
D3	3. When a mistake is made that could harm the patient, but does not, how often is this reported?	67%	72%	72%	80%	74%	75%	72%	77%	73%	69%	71%	75%
9.	**Teamwork Across Units**												
F2 R	1. Hospital units do not coordinate well with each other.	39%	40%	39%	45%	44%	38%	41%	44%	39%	44%	47%	40%
F4	2. There is good cooperation among hospital units that need to work together.	52%	50%	53%	60%	56%	55%	54%	57%	52%	58%	61%	52%
F6 R	3. It is often unpleasant to work with staff from other hospital units.	58%	51%	57%	56%	61%	55%	56%	59%	59%	57%	64%	55%
F10	4. Hospital units work well together to provide the best care for patients.	62%	59%	59%	67%	64%	63%	62%	66%	61%	67%	69%	62%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table B-2. Item-level Average Percent Positive Response by Respondent Work Area/Unit (Page 4 of 4)

Item	Survey Items by Composite	Anesthe-siology	Emer-gency	ICU	Lab	Medicine	Obstet-rics	Pedi-atrics	Pharmacy	Psych/Mental Hlth	Radi-ology	Rehab-ilitation	Surgery
	# Hospitals	135	405	313	443	433	269	183	375	174	449	385	417
	# Respondents	1,115	7,846	9,845	7,740	13,228	5,800	4,044	4,159	3,308	8,439	5,708	14,327
10.	**Staffing**												
A2	1. We have enough staff to handle the workload.	60%	44%	48%	51%	46%	49%	58%	53%	49%	60%	57%	56%
A5 R	2. Staff in this unit work longer hours than is best for patient care.	47%	51%	52%	54%	49%	51%	56%	57%	52%	59%	60%	51%
A7 R	3. We use more agency/temporary staff than is best for patient care.	62%	64%	63%	66%	64%	71%	73%	67%	68%	71%	69%	70%
A14 R	4. We work in "crisis mode" trying to do too much, too quickly.	52%	43%	46%	49%	44%	44%	55%	48%	49%	57%	62%	52%
11.	**Handoffs & Transitions**												
F3 R	1. Things "fall between the cracks" when transferring patients from one unit to another.	35%	47%	38%	29%	43%	43%	40%	26%	32%	42%	40%	41%
F5 R	2. Important patient care information is often lost during shift changes.	43%	57%	58%	44%	51%	60%	53%	34%	46%	46%	45%	45%
F7 R	3. Problems often occur in the exchange of information across hospital units.	36%	47%	42%	37%	45%	43%	42%	32%	37%	39%	42%	39%
F11 R	4. Shift changes are problematic for patients in this hospital.	34%	47%	55%	41%	49%	57%	46%	35%	44%	42%	39%	37%
12.	**Nonpunitive Response to Error**												
A8 R	1. Staff feel like their mistakes are held against them.	54%	45%	47%	53%	46%	49%	50%	62%	50%	54%	65%	53%
A12 R	2. When an event is reported, it feels like the person is being written up, not the problem.	42%	38%	39%	44%	42%	42%	43%	57%	49%	46%	57%	49%
A16 R	3. Staff worry that mistakes they make are kept in their personnel file.	32%	29%	29%	36%	32%	32%	32%	50%	33%	41%	52%	38%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table B-3. Percent of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Respondent Work Area/Unit

Work Area/Unit Patient Safety Grade		Anesthe-siology	Emer-gency	ICU (any type)	Lab	Medicine	Obstetrics	Pediatrics	Pharmacy	Psych/ Mental Health	Radiology	Rehab-ilitation	Surgery
	# Hospitals	135	405	313	443	433	269	183	375	174	449	385	417
	# Respondents	1,115	7,846	9,845	7,740	13,228	5,800	4,044	4,159	3,308	8,439	5,708	14,327
A	Excellent	35%	16%	18%	27%	14%	20%	23%	24%	23%	28%	35%	32%
B	Very Good	42%	46%	47%	51%	48%	50%	49%	50%	46%	50%	47%	45%
C	Acceptable	19%	30%	27%	19%	30%	24%	22%	19%	24%	19%	15%	18%
D	Poor	2%	7%	6%	3%	6%	5%	5%	5%	7%	3%	2%	4%
E	Failing	2%	1%	1%	0%	1%	1%	1%	1%	1%	0%	1%	1%

Note: Average percent totals in the table may not sum to exactly 100% due to rounding of decimals.

Table B-4. Percent of Respondents Reporting Events in the Past 12 Months by Respondent Work Area/Unit

Number of Events Reported by Respondents	Anesthe-siology	Emer-gency	ICU (any type)	Lab	Medicine	Obstetrics	Pediatrics	Pharmacy	Psych/ Mental Health	Radiology	Rehab-ilitation	Surgery
# Hospitals	135	405	313	443	433	269	183	375	174	449	385	417
# Respondents	1,115	7,846	9,845	7,740	13,228	5,800	4,044	4,159	3,308	8,439	5,708	14,327
No events	57%	45%	32%	48%	38%	42%	46%	40%	49%	54%	56%	46%
1 to 2 events	29%	32%	37%	29%	32%	38%	34%	18%	28%	32%	32%	32%
3 to 5 events	8%	14%	23%	12%	20%	14%	16%	16%	13%	11%	8%	15%
6 to 10 events	4%	6%	6%	6%	7%	4%	3%	11%	7%	2%	2%	5%
11 to 20 events	1%	3%	2%	2%	3%	1%	1%	7%	2%	1%	1%	1%
21 event reports or more	1%	1%	0%	2%	1%	0%	0%	8%	1%	0%	0%	1%

Note: Average percent totals in the table may not sum to exactly 100% due to rounding of decimals.

Appendix B: Overall Results by Respondent Characteristics

(2) Staff Position

NOTE 1: Hospitals that did not ask respondents to indicate their staff position were excluded from these breakout tables. In addition, respondents who selected "Other," or did not answer (missing) were not included.

NOTE 2: The number of hospitals and respondents in each staff position is shown. The number of hospitals is based on: 1) hospitals that asked respondents to indicate their staff position (not all hospitals asked this question), and 2) whether the hospital had at least 1 respondent in a particular staff position. However, the precise number of hospitals and respondents corresponding to each data cell in the tables will vary because hospitals may have omitted a specific survey item and because of individual non-response/missing data.

Table B-5. Composite-level Average Percent Positive Response by Respondent Staff Position

Patient Safety Culture Composites	Staff Position								
	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietician	Pat Care Asst/Aide/ Care Partner	Pharmacist	RN/LVN/LPN	Technician (EKG, Lab, Radiology)	Therapist (Respiratory, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
# Hospitals	487	346	265	438	345	510	458	433	479
# Respondents	10,955	7,345	1,046	8,663	2,387	55,119	16,173	7,258	9,864
1. Teamwork Within Units	86%	82%	79%	73%	79%	79%	77%	84%	76%
2. Supervisor/Manager Expectations & Actions Promoting Patient Safety	84%	70%	76%	74%	75%	74%	75%	77%	76%
3. Management Support for Patient Safety	82%	69%	74%	72%	67%	64%	70%	70%	73%
4. Org Learning--Continuous Improvement	80%	70%	69%	72%	73%	70%	68%	70%	69%
5. Overall Perceptions of Patient Safety	72%	62%	64%	60%	62%	59%	70%	70%	66%
6. Feedback & Communication About Error	73%	61%	66%	63%	63%	58%	64%	65%	64%
7. Communication Openness	74%	64%	63%	58%	71%	61%	63%	68%	59%
8. Frequency of Events Reported	65%	55%	55%	65%	53%	61%	58%	54%	63%
9. Teamwork Across Units	63%	59%	60%	59%	56%	55%	55%	62%	56%
10. Staffing	62%	55%	55%	49%	55%	57%	56%	58%	52%
11. Handoffs & Transitions	45%	43%	37%	49%	29%	48%	40%	42%	45%
12. Nonpunitive Response to Error	62%	42%	44%	35%	59%	43%	43%	50%	40%
Average Across Composites	71%	61%	62%	61%	62%	61%	62%	64%	62%

Table B-6. Item-level Average Percent Positive Response by Respondent Staff Position (Page 1 of 4)

Item	Patient Safety Culture Composites	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietician	Pat Care Asst/Aide/ Care Partner	Pharma-cist	RN/ LVN/ LPN	Technician (EKG, Lab, Radiology)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
								Staff Position		
	# Hospitals	487	346	265	438	345	510	458	433	479
	# Respondents	10,955	7,345	1,046	8,663	2,387	55,119	16,173	7,258	9,864
1.	**Teamwork Within Units**									
A1	1. People support one another in this unit.	92%	88%	84%	78%	85%	85%	82%	89%	81%
A3	2. When a lot of work needs to be done quickly, we work together as a team to get the work done.	92%	87%	84%	80%	84%	86%	84%	87%	82%
A4	3. In this unit, people treat each other with respect.	86%	85%	77%	70%	79%	77%	75%	84%	74%
A11	4. When one area in this unit gets really busy, others help out.	76%	69%	71%	64%	67%	66%	67%	75%	67%
2.	**Supv/Mgr Expectations & Actions Promoting Patient Safety**									
B1	1. My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	80%	65%	76%	72%	68%	69%	68%	73%	73%
B2	2. My supv/mgr seriously considers staff suggestions for improving patient safety.	86%	74%	78%	75%	77%	74%	75%	80%	75%
B3 R	3. Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	83%	66%	73%	74%	77%	73%	77%	75%	78%
B4 R	4. My supv/mgr overlooks patient safety problems that happen over and over.	84%	72%	73%	74%	77%	76%	77%	77%	78%
3.	**Mgmt Support for Patient Safety**									
F1	1. Hospital mgmt provides a work climate that promotes patient safety.	89%	78%	84%	81%	73%	73%	81%	82%	83%
F8	2. The actions of hospital mgmt show that patient safety is a top priority.	83%	70%	78%	77%	68%	64%	72%	70%	75%
F9 R	3. Hospital mgmt seems interested in patient safety only after an adverse event happens.	75%	60%	60%	59%	60%	55%	59%	58%	60%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table B-6. Item-level Average Percent Positive Response by Respondent Staff Position (Page 2 of 4)

Item	Patient Safety Culture Composites	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietician	Pat Care Asst/Aide/ Care Partner	Pharma-cist	RN/ LVN/ LPN	Technician (EKG, Lab, Radiology)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
	# Hospitals	487	346	265	438	345	510	458	433	479
	# Respondents	10,955	7,345	1,046	8,663	2,387	55,119	16,173	7,258	9,864
4.	**Organizational Learning— Continuous Improvement**									
A6	1. We are actively doing things to improve patient safety.	87%	79%	81%	84%	85%	82%	79%	83%	80%
A9	2. Mistakes have led to positive changes here.	79%	67%	63%	59%	74%	60%	62%	58%	61%
A13	3. After we make changes to improve patient safety, we evaluate their effectiveness.	75%	65%	64%	72%	61%	67%	64%	68%	66%
5.	**Overall Perceptions of Patient Safety**									
A10 R	1. It is just by chance that more serious mistakes don't happen around here.	72%	62%	57%	52%	62%	59%	64%	67%	58%
A15	2. Patient safety is never sacrificed to get more work done.	72%	61%	64%	64%	58%	57%	70%	70%	70%
A17 R	3. We have patient safety problems in this unit.	69%	59%	63%	59%	58%	57%	71%	69%	66%
A18	4. Our procedures and systems are good at preventing errors from happening.	76%	67%	73%	67%	69%	65%	73%	74%	70%
6.	**Feedback and Communication About Error**									
C1	1. We are given feedback about changes put into place based on event reports.	63%	53%	58%	55%	50%	50%	51%	55%	54%
C3	2. We are informed about errors that happen in this unit.	76%	62%	66%	66%	67%	57%	69%	65%	68%
C5	3. In this unit, we discuss ways to prevent errors from happening again.	82%	68%	75%	70%	72%	66%	71%	73%	70%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table B-6. Item-level Average Percent Positive Response by Respondent Staff Position (Page 3 of 4)

Item	Patient Safety Culture Composites	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietician	Pat Care Asst/Aide/ Care Partner	Pharma-cist	RN/ LVN/ LPN	Technician (EKG, Lab, Radiology)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
						Staff Position				
	# Hospitals	*487*	*346*	*265*	*438*	*345*	*510*	*458*	*433*	*479*
	# Respondents	*10,955*	*7,345*	*1,046*	*8,663*	*2,387*	*55,119*	*16,173*	*7,258*	*9,864*
7.	**Communication Openness**									
C2	1. Staff will freely speak up if they see something that may negatively affect patient care.	83%	73%	75%	76%	77%	75%	77%	81%	75%
C4	2. Staff feel free to question the decisions or actions of those with more authority.	67%	56%	53%	41%	61%	45%	46%	53%	42%
C6 R	3. Staff are afraid to ask questions when something does not seem right.	73%	63%	62%	57%	73%	62%	65%	69%	60%
8.	**Frequency of Events Reported**									
D1	1. When a mistake is made, but is <u>caught and corrected before affecting the patient</u>, how often is this reported?	57%	47%	49%	61%	36%	48%	49%	46%	59%
D2	2. When a mistake is made, but has <u>no potential to harm the patient</u>, how often is this reported?	60%	49%	48%	60%	50%	59%	51%	47%	58%
D3	3. When a mistake is made that <u>could harm the patient</u>, but does not, how often is this reported?	77%	68%	68%	73%	73%	76%	73%	67%	74%
9.	**Teamwork Across Units**									
F2 R	1. Hospital units do not coordinate well with each other.	51%	48%	51%	47%	42%	42%	42%	50%	45%
F4	2. There is good cooperation among hospital units that need to work together.	65%	60%	59%	60%	56%	55%	57%	62%	57%
F6 R	3. It is often unpleasant to work with staff from other hospital units.	63%	61%	60%	59%	61%	59%	55%	65%	55%
F10	4. Hospital units work well together to provide the best care for patients.	74%	67%	70%	71%	62%	63%	65%	69%	68%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table B-6. Item-level Average Percent Positive Response by Respondent Staff Position (Page 4 of 4)

Item	Patient Safety Culture Composites	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietician	Pat Care Asst/Aide/ Care Partner	Pharma-cist	RN/ LVN/ LPN	Technician (EKG, Lab, Radiology)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
	# Hospitals	*487*	*346*	*265*	*438*	*345*	*510*	*458*	*433*	*479*
	# Respondents	*10,955*	*7,345*	*1,046*	*8,663*	*2,387*	*55,119*	*16,173*	*7,258*	*9,864*
10.	**Staffing**									
A2	1. We have enough staff to handle the workload.	67%	56%	58%	45%	49%	53%	54%	53%	50%
A5 R	2. Staff in this unit work longer hours than is best for patient care.	59%	51%	54%	45%	59%	55%	54%	56%	50%
A7 R	3. We use more agency/temporary staff than is best for patient care.	68%	60%	57%	61%	67%	70%	66%	69%	58%
A14 R	4. We work in "crisis mode" trying to do too much, too quickly.	55%	53%	52%	47%	46%	48%	50%	55%	51%
11.	**Handoffs & Transitions**									
F3 R	1. Things "fall between the cracks" when transferring patients from one unit to another.	41%	43%	32%	45%	25%	44%	36%	39%	44%
F5 R	2. Important patient care information is often lost during shift changes.	48%	46%	41%	57%	31%	53%	45%	46%	51%
F7 R	3. Problems often occur in the exchange of information across hospital units.	44%	44%	37%	43%	31%	45%	39%	43%	42%
F11 R	4. Shift changes are problematic for patients in this hospital.	47%	40%	38%	51%	31%	50%	41%	41%	45%
12.	**Nonpunitive Response to Error**									
A8 R	1. Staff feel like their mistakes are held against them.	68%	48%	51%	42%	63%	50%	50%	57%	47%
A12 R	2. When an event is reported, it feels like the person is being written up, not the problem.	67%	45%	46%	36%	60%	45%	42%	50%	40%
A16 R	3. Staff worry that mistakes they make are kept in their personnel file.	50%	33%	35%	27%	54%	34%	36%	43%	32%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table B-7. Percent of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Respondent Staff Position

				Staff Position					
Work Area/Unit Patient Safety Grade	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietician	Pat Care Asst/Aide/ Care Partner	Pharmacist	RN/LVN/LPN	Technician (EKG, Lab, Radiology)	Therapist (Respiratory, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
# Hospitals	*487*	*346*	*265*	*438*	*345*	*510*	*458*	*433*	*479*
# Respondents	*10,955*	*7,345*	*1,046*	*8,663*	*2,387*	*55,119*	*16,173*	*7,258*	*9,864*
A Excellent	29%	23%	25%	23%	20%	19%	27%	29%	26%
B Very Good	53%	49%	48%	47%	50%	48%	49%	47%	48%
C Acceptable	16%	22%	23%	24%	22%	26%	19%	20%	22%
D Poor	2%	5%	4%	4%	6%	6%	3%	3%	3%
E Failing	1%	1%	1%	1%	1%	1%	1%	1%	1%

Note: Average percent totals in the table may not sum to exactly 100% due to rounding of decimals.

Table B-8. Percent of Respondents Reporting Events in the Past 12 Months by Respondent Staff Position

				Staff Position					
Number of Events Reported by Respondents	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietician	Pat Care Asst/Aide/ Care Partner	Pharmacist	RN/LVN/LPN	Technician (EKG, Lab, Radiology)	Therapist (Respiratory, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
# Hospitals	*487*	*346*	*265*	*438*	*345*	*510*	*458*	*433*	*479*
# Respondents	*10,955*	*7,345*	*1,046*	*8,663*	*2,387*	*55,119*	*16,173*	*7,258*	*9,864*
No events	45%	59%	73%	74%	22%	28%	57%	59%	76%
1 to 2 events	24%	26%	17%	20%	21%	38%	29%	31%	18%
3 to 5 events	15%	9%	7%	5%	21%	22%	9%	7%	4%
6 to 10 events	9%	4%	3%	1%	15%	8%	3%	2%	1%
11 to 20 events	4%	2%	0%	0%	10%	3%	1%	0%	0%
21 event reports or more	2%	1%	0%	0%	11%	1%	1%	0%	0%

Note: Average percent totals in the table may not sum to exactly 100% due to rounding of decimals.

Appendix B: Overall Results by Respondent Characteristics

(3) Interaction With Patients

NOTE 1: Hospitals that did not ask respondents to indicate their interaction with patients were excluded from these breakout tables. In addition, respondents who did not answer (missing) were not included.

NOTE 2: The number of hospitals and respondents is shown in each table. The number of hospitals is based on: 1) hospitals that asked respondents to indicate their interaction with patients (not all hospitals asked this question), and 2) whether the hospital had at least 1 respondent in the response categories (WITH or WITHOUT direct interaction with patients). However, the precise number of hospitals and respondents corresponding to each data cell in the tables will vary because hospitals may have omitted a specific survey item and because of individual non-response/missing data.

Table B-9. Composite-level Average Percent Positive Response by Respondent Interaction with Patients

Patient Safety Culture Composites	Respondent Interaction with Patients	
	WITH direct interaction	**WITHOUT** direct interaction
# Hospitals	*512*	*495*
# Respondents	*115,426*	*35,122*
1. Teamwork Within Units	79%	79%
2. Supervisor/Manager Expectations & Actions Promoting Patient Safety	75%	76%
3. Management Support for Patient Safety	69%	76%
4. Org Learning--Continuous Improvement	70%	71%
5. Overall Perceptions of Patient Safety	64%	66%
6. Feedback & Communication About Error	62%	66%
7. Communication Openness	62%	64%
8. Frequency of Events Reported	60%	61%
9. Teamwork Across Units	57%	58%
10. Staffing	56%	52%
11. Handoffs & Transitions	46%	39%
12. Nonpunitive Response to Error	44%	47%
Average Across Composites	62%	63%

Table B-10. Item-level Average Percent Positive Response by Respondent Interaction with Patients (Page 1 of 4)

Item	Survey Items By Composite	WITH direct interaction	WITHOUT direct interaction
		Respondent Interaction with Patients	
	# Hospitals	*512*	*495*
	# Respondents	*115,426*	*35,122*
1.	**Teamwork Within Units**		
A1	1. People support one another in this unit.	84%	85%
A3	2. When a lot of work needs to be done quickly, we work together as a team to get the work done.	85%	86%
A4	3. In this unit, people treat each other with respect.	77%	79%
A11	4. When one area in this unit gets really busy, others help out.	68%	69%
2.	**Supervisor/Manager Expectations & Actions Promoting Patient Safety**		
B1	1. My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	70%	74%
B2	2. My supv/mgr seriously considers staff suggestions for improving patient safety.	76%	77%
B3R	3. Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	75%	75%
B4R	4. My supv/mgr overlooks patient safety problems that happen over and over.	77%	76%
3.	**Management Support for Patient Safety**		
F1	1. Hospital mgmt provides a work climate that promotes patient safety.	78%	85%
F8	2. The actions of hospital mgmt show that patient safety is a top priority.	70%	78%
F9R	3. Hospital mgmt seems interested in patient safety only after an adverse event happens.	58%	66%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table B-10. Item-level Average Percent Positive Response by Respondent Interaction with Patients (Page 2 of 4)

Item	Survey Items By Composite	Respondent Interaction with Patients	
		WITH direct interaction	WITHOUT direct interaction
	# Hospitals	*512*	*495*
	# Respondents	*115,426*	*35,122*
4.	**Organizational Learning— Continuous Improvement**		
A6	1. We are actively doing things to improve patient safety.	82%	79%
A9	2. Mistakes have led to positive changes here.	61%	68%
A13	3. After we make changes to improve patient safety, we evaluate their effectiveness.	68%	67%
5.	**Overall Perceptions of Patient Safety**		
A10R	1. It is just by chance that more serious mistakes don't happen around here.	61%	61%
A15	2. Patient safety is never sacrificed to get more work done.	64%	66%
A17R	3. We have patient safety problems in this unit.	63%	65%
A18	4. Our procedures and systems are good at preventing errors from happening.	69%	71%
6.	**Feedback and Communication About Error**		
C1	1. We are given feedback about changes put into place based on event reports.	52%	55%
C3	2. We are informed about errors that happen in this unit.	63%	69%
C5	3. In this unit, we discuss ways to prevent errors from happening again.	69%	73%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table B-10. Item-level Average Percent Positive Response by Respondent Interaction with Patients (Page 3 of 4)

Item	Survey Items By Composite	Respondent Interaction with Patients	
		WITH direct interaction	**WITHOUT** direct interaction
	# Hospitals	*512*	*495*
	# Respondents	*115,426*	*35,122*
7.	**Communication Openness**		
C2	1. Staff will freely speak up if they see something that may negatively affect patient care.	76%	75%
C4	2. Staff feel free to question the decisions or actions of those with more authority.	47%	51%
C6R	3. Staff are afraid to ask questions when something does not seem right.	63%	65%
8.	**Frequency of Events Reported**		
D1	1. When a mistake is made, but is <u>caught and corrected before affecting the patient</u>, how often is this reported?	50%	55%
D2	2. When a mistake is made, but has <u>no potential to harm the patient</u>, how often is this reported?	56%	56%
D3	3. When a mistake is made that <u>could harm the patient</u>, but does not, how often is this reported?	73%	72%
9.	**Teamwork Across Units**		
F2R	1. Hospital units do not coordinate well with each other.	45%	47%
F4	2. There is good cooperation among hospital units that need to work together.	58%	59%
F6R	3. It is often unpleasant to work with staff from other hospital units.	59%	56%
F10	4. Hospital units work well together to provide the best care for patients.	67%	70%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table B-10. Item-level Average Percent Positive Response by Respondent Interaction with Patients (Page 4 of 4)

Item	Survey Items By Composite	Respondent Interaction with Patients	
		WITH direct interaction	**WITHOUT** direct interaction
	# Hospitals	*512*	*495*
	# Respondents	*115,426*	*35,122*
10.	**Staffing**		
A2	1. We have enough staff to handle the workload.	54%	57%
A5R	2. Staff in this unit work longer hours than is best for patient care.	53%	49%
A7R	3. We use more agency/temporary staff than is best for patient care.	66%	56%
A14R	4. We work in "crisis mode" trying to do too much, too quickly.	50%	47%
11.	**Handoffs & Transitions**		
F3R	1. Things "fall between the cracks" when transferring patients from one unit to another.	43%	35%
F5R	2. Important patient care information is often lost during shift changes.	51%	42%
F7R	3. Problems often occur in the exchange of information across hospital units.	44%	37%
F11R	4. Shift changes are problematic for patients in this hospital.	47%	39%
12.	**Nonpunitive Response to Error**		
A8R	1. Staff feel like their mistakes are held against them.	51%	55%
A12R	2. When an event is reported, it feels like the person is being written up, not the problem.	45%	48%
A16R	3. Staff worry that mistakes they make are kept in their personnel file.	35%	38%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table B-11. Percent of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Respondent Interaction With Patients

Work Area/Unit Patient Safety Grade	Respondent Interaction with Patients	
	WITH direct interaction	WITHOUT direct interaction
# Hospitals	*512*	*495*
# Respondents	*115,426*	*35,122*
A Excellent	23%	27%
B Very Good	48%	49%
C Acceptable	23%	21%
D Poor	5%	2%
E Failing	1%	1%

Note: Average percent totals in the table may not sum to exactly 100% due to rounding of decimals.

Table B-12. Percent of Respondents Reporting Events in the Past 12 Months by Respondent Interaction With Patients

Number of Events Reported by Respondents	Respondent Interaction with Patients	
	WITH direct interaction	WITHOUT direct interaction
# Hospitals	*512*	*495*
# Respondents	*115,426*	*35,122*
No events	47%	68%
1 to 2 events	31%	17%
3 to 5 events	14%	7%
6 to 10 events	5%	4%
11 to 20 events	2%	2%
21 event reports or more	1%	2%

Note: Average percent totals in the table may not sum to exactly 100% due to rounding of decimals.

Appendix C: Trending Results by Respondent Characteristics

Appendix C: Trending Results by

(1) Work Area/Unit

NOTE: The number of hospitals and respondents in each breakout category is shown in each table (e.g., the number of hospitals and respondents by work area/unit). However, the precise number of hospitals and respondents corresponding to each data cell in a table will vary because hospitals may have omitted a specific survey item and because of individual non-response/missing data.

NOTE 2: Only hospitals that had at least 1 respondent in the particular work area/unit for both their previous and most recent administrations of the survey are included.

NOTE 3: Respondents who selected "Many different work areas/No specific work area," "Other," or those who did not answer (missing) are not included.

Table C-1. Trending: Composite-level Percent Positive Response by Respondent Work Area/Unit (Page 1 of 2)

Patient Safety Culture Composites	Database Year	Anesthe-siology	Emer-gency	ICU (any type)	Lab	Medicine	Obstet-rics	Pedi-atrics	Pharmacy	Psych/ Mental Hlth	Radi-ology	Rehab-ilitation	Surgery
No. of Hospitals	*Both Years*	*10*	*68*	*39*	*83*	*84*	*37*	*21*	*61*	*20*	*80*	*66*	*72*
No. of Respondents	*Most Recent*	*170*	*1,035*	*1,315*	*1,102*	*2,702*	*586*	*497*	*617*	*504*	*1,066*	*546*	*1,984*
	Previous	*85*	*903*	*988*	*890*	*2,048*	*551*	*456*	*487*	*467*	*810*	*650*	*1,635*
1. Teamwork Within Units	Most Recent	85%	84%	78%	81%	76%	81%	84%	82%	78%	80%	89%	81%
	Previous	91%	81%	83%	80%	74%	77%	75%	85%	77%	81%	86%	80%
	Change	**-6%**	3%	**-5%**	1%	2%	4%	**9%**	-3%	1%	-1%	3%	1%
2. Supv/Mgr Expectations & Actions Promoting Patient Safety	Most Recent	69%	75%	66%	74%	74%	77%	77%	81%	76%	78%	85%	80%
	Previous	88%	73%	74%	75%	70%	78%	68%	81%	77%	74%	82%	76%
	Change	**-19%**	2%	**-8%**	-1%	4%	-1%	**9%**	0%	-1%	4%	3%	4%
3. Mgmt Support for Patient Safety	Most Recent	64%	68%	57%	73%	69%	71%	71%	74%	62%	76%	74%	74%
	Previous	82%	63%	58%	73%	64%	70%	63%	74%	68%	73%	77%	72%
	Change	**-18%**	**5%**	-1%	0%	**5%**	1%	**8%**	0%	**-6%**	3%	-3%	2%
4. Org Learning--Continuous Improvement	Most Recent	72%	68%	69%	73%	72%	72%	80%	83%	71%	74%	76%	81%
	Previous	85%	65%	73%	67%	66%	75%	67%	83%	74%	70%	77%	76%
	Change	**-13%**	3%	-4%	**6%**	**6%**	-3%	**13%**	0%	-3%	4%	-1%	**5%**
5. Overall Perceptions of Patient Safety	Most Recent	63%	60%	58%	74%	59%	68%	76%	74%	62%	77%	79%	76%
	Previous	72%	58%	58%	74%	54%	62%	60%	73%	62%	74%	79%	72%
	Change	**-9%**	2%	0%	0%	**5%**	**6%**	**16%**	1%	0%	3%	0%	4%
6. Feedback & Communication About Error	Most Recent	61%	56%	54%	65%	57%	67%	69%	69%	65%	67%	74%	72%
	Previous	56%	55%	54%	65%	55%	64%	59%	72%	59%	65%	72%	65%
	Change	**5%**	1%	0%	0%	2%	3%	**10%**	-3%	**6%**	2%	2%	**7%**

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Table C-1. Trending: Composite-level Percent Positive Response by Respondent Work Area/Unit (Page 2 of 2)

Patient Safety Culture Composites	Database Year	Anesthe-siology	Emer-gency	ICU (any type)	Lab	Medicine	Obstet-rics	Pedi-atrics	Pharmacy	Psych/Mental Hlth	Radi-ology	Rehab-ilitation	Surgery
							Work Area/Unit						
No. of Hospitals	*Both Years*	*10*	*68*	*39*	*83*	*84*	*37*	*21*	*61*	*20*	*80*	*66*	*72*
No. of Respondents	*Most Recent*	*170*	*1,035*	*1,315*	*1,102*	*2,702*	*586*	*497*	*617*	*504*	*1,066*	*546*	*1,984*
	Previous	*85*	*903*	*988*	*890*	*2,048*	*551*	*456*	*487*	*467*	*810*	*650*	*1,635*
7. Communication Openness	Most Recent	54%	61%	57%	65%	57%	68%	74%	74%	68%	66%	73%	70%
	Previous	74%	58%	60%	63%	52%	68%	61%	72%	59%	61%	72%	69%
	Change	**-20%**	3%	-3%	2%	**5%**	0%	**13%**	2%	**9%**	**5%**	1%	1%
8. Frequency of Events Reported	Most Recent	54%	61%	57%	60%	67%	65%	59%	69%	63%	57%	61%	69%
	Previous	47%	61%	63%	58%	61%	65%	64%	66%	63%	52%	64%	63%
	Change	**7%**	0%	**-6%**	2%	**6%**	0%	**-5%**	3%	0%	**5%**	-3%	**6%**
9. Teamwork Across Units	Most Recent	56%	56%	50%	61%	61%	55%	60%	59%	54%	63%	61%	58%
	Previous	56%	57%	48%	58%	58%	58%	48%	59%	48%	61%	62%	58%
	Change	0%	-1%	2%	3%	3%	-3%	**12%**	0%	**6%**	2%	-1%	0%
10. Staffing	Most Recent	55%	53%	54%	58%	52%	60%	66%	60%	48%	68%	64%	62%
	Previous	62%	53%	54%	59%	54%	56%	56%	60%	56%	67%	66%	61%
	Change	**-7%**	0%	0%	-1%	-2%	4%	**10%**	0%	**-8%**	1%	-2%	1%
11. Handoffs & Transitions	Most Recent	24%	54%	46%	41%	54%	57%	44%	32%	34%	50%	44%	46%
	Previous	32%	55%	46%	42%	51%	53%	43%	38%	31%	48%	45%	45%
	Change	**-8%**	-1%	0%	-1%	3%	4%	1%	**-6%**	3%	2%	-1%	1%
12. Nonpunitive Response to Error	Most Recent	40%	39%	40%	47%	42%	44%	38%	60%	48%	48%	58%	54%
	Previous	38%	35%	43%	45%	36%	39%	41%	61%	43%	46%	62%	50%
	Change	2%	4%	-3%	2%	**6%**	5%	-3%	-1%	**5%**	2%	-4%	4%

Table C-2. Trending: Item-level Percent Positive Response by Respondent Work Area/Unit (Page 1 of 6)

Item	Survey Items by Composite	Database Year	Anesthe-siology	Emer-gency	ICU (any type)	Lab	Medi-cine	Obste-trics	Pedi-atrics	Pharm-acy	Psych/ Mental Hlth	Radi-ology	Rehab-ilitation	Surgery
						Work Area/Unit								
	No. of Hospitals	*Both Years*	*10*	*68*	*39*	*83*	*84*	*37*	*21*	*61*	*20*	*80*	*66*	*72*
	No. of Respondents	*Most Recent*	*170*	*1,035*	*1,315*	*1,102*	*2,702*	*586*	*497*	*617*	*504*	*1,066*	*546*	*1,984*
		Previous	*85*	*903*	*988*	*890*	*2,048*	*551*	*456*	*487*	*467*	*810*	*650*	*1,635*
1.	**Teamwork Within Units**													
A1	1. People support one another in this unit.	Most Recent	88%	89%	83%	85%	84%	86%	87%	87%	84%	85%	91%	86%
		Previous	96%	84%	88%	81%	81%	81%	79%	92%	83%	83%	93%	84%
		Change	**-8%**	**5%**	**-5%**	4%	3%	**5%**	**8%**	**-5%**	1%	2%	-2%	2%
A3	2. When a lot of work needs to be done quickly, we work together as a team to get the work done.	Most Recent	99%	91%	92%	87%	84%	90%	92%	89%	85%	89%	94%	89%
		Previous	90%	89%	94%	87%	84%	87%	79%	90%	80%	91%	89%	89%
		Change	**9%**	2%	-2%	0%	0%	3%	**13%**	-1%	**5%**	-2%	**5%**	0%
A4	3. In this unit, people treat each other with respect.	Most Recent	98%	80%	73%	80%	76%	80%	82%	85%	80%	75%	90%	81%
		Previous	94%	77%	84%	77%	71%	75%	74%	86%	77%	78%	87%	79%
		Change	4%	3%	**-11%**	3%	**5%**	**5%**	**8%**	-1%	3%	-3%	3%	2%
A11	4. When one area in this unit gets really busy, others help out.	Most Recent	54%	74%	66%	74%	59%	68%	73%	70%	65%	71%	82%	68%
		Previous	81%	73%	67%	73%	61%	63%	69%	72%	68%	73%	75%	69%
		Change	**-27%**	1%	-1%	1%	-2%	**5%**	4%	-2%	-3%	-2%	**7%**	-1%
2.	**Supv/Mgr Expectations & Actions Promoting Patient Safety**													
B1	1. My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	Most Recent	60%	68%	59%	67%	68%	76%	67%	73%	75%	69%	80%	78%
		Previous	81%	69%	72%	64%	63%	74%	60%	75%	70%	69%	75%	70%
		Change	**-21%**	-1%	**-13%**	3%	**5%**	2%	**7%**	-2%	**5%**	0%	**5%**	**8%**
B2	2. My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	71%	75%	65%	73%	73%	75%	80%	82%	75%	78%	87%	80%
		Previous	88%	72%	77%	79%	69%	79%	72%	80%	81%	73%	87%	78%
		Change	**-17%**	3%	**-12%**	**-6%**	4%	-4%	**8%**	2%	**-6%**	**5%**	0%	2%
B3 R	3. Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	67%	77%	72%	80%	77%	77%	80%	83%	78%	81%	85%	76%
		Previous	89%	76%	71%	81%	72%	78%	69%	84%	79%	76%	79%	77%
		Change	**-22%**	1%	1%	-1%	**5%**	-1%	**11%**	-1%	-1%	**5%**	**6%**	-1%
B4 R	4. My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	79%	79%	70%	77%	77%	79%	81%	87%	78%	84%	87%	83%
		Previous	90%	75%	76%	75%	75%	81%	72%	83%	79%	76%	86%	79%
		Change	**-11%**	4%	**-6%**	2%	2%	-2%	**9%**	4%	-1%	**8%**	1%	4%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table C-2. Trending: Item-level Percent Positive Response by Respondent Work Area/Unit (Page 2 of 6)

Item	Survey Items by Composite	Database Year	Anesthe-siology	Emer-gency	ICU (any type)	Lab	Medi-cine	Obste-trics	Pedi-atrics	Pharm-acy	Psych/ Mental Hlth	Radi-ology	Rehab-ilitation	Surgery
	No. of Hospitals	Both Years	10	68	39	83	84	37	21	61	20	80	66	72
	No. of Respondents	Most Recent	170	1,035	1,315	1,102	2,702	586	497	617	504	1,066	546	1,984
		Previous	85	903	988	890	2,048	551	456	487	467	810	650	1,635
3.	**Management Support for Patient Safety**													
F1	1. Hospital mgmt provides a work climate that promotes patient safety.	Most Recent	67%	76%	64%	84%	78%	81%	86%	81%	68%	87%	82%	84%
		Previous	89%	75%	68%	83%	75%	81%	74%	80%	77%	86%	88%	81%
		Change	**-22%**	1%	-4%	1%	3%	0%	**12%**	1%	**-9%**	1%	**-6%**	3%
F8	2. The actions of hospital mgmt show that patient safety is a top priority.	Most Recent	71%	70%	57%	74%	71%	72%	68%	74%	67%	76%	75%	75%
		Previous	83%	63%	58%	74%	65%	71%	62%	76%	71%	73%	78%	74%
		Change	**-12%**	**7%**	-1%	0%	**6%**	1%	**6%**	-2%	-4%	3%	-3%	1%
F9 R	3. Hospital mgmt seems interested in patient safety only after an adverse event happens.	Most Recent	54%	58%	49%	60%	58%	60%	59%	67%	52%	67%	64%	64%
		Previous	75%	53%	48%	61%	52%	59%	53%	66%	55%	61%	67%	60%
		Change	**-21%**	**5%**	1%	-1%	**6%**	1%	**6%**	1%	-3%	**6%**	-3%	4%
4.	**Organizational Learning— Continuous Improvement**													
A6	1. We are actively doing things to improve patient safety.	Most Recent	84%	79%	85%	79%	83%	83%	91%	91%	81%	84%	90%	92%
		Previous	89%	76%	86%	77%	78%	81%	82%	93%	85%	81%	88%	88%
		Change	**-5%**	3%	-1%	2%	**5%**	2%	**9%**	-2%	-4%	3%	2%	4%
A9	2. Mistakes have led to positive changes here.	Most Recent	60%	60%	55%	70%	64%	64%	74%	79%	60%	68%	63%	69%
		Previous	78%	57%	60%	64%	57%	70%	58%	79%	65%	61%	66%	68%
		Change	**-18%**	3%	**-5%**	**6%**	7%	**-6%**	**16%**	0%	**-5%**	**7%**	-3%	1%
A13	3. After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	75%	66%	66%	69%	69%	68%	75%	80%	72%	70%	76%	83%
		Previous	87%	63%	73%	61%	63%	72%	61%	78%	71%	68%	77%	72%
		Change	**-12%**	3%	**-7%**	**8%**	**6%**	-4%	**14%**	2%	1%	2%	-1%	**11%**

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table C-2. Trending: Item-level Percent Positive Response by Respondent Work Area/Unit (Page 3 of 6)

Item	Survey Items by Composite	Database Year	Anesthe-siology	Emer-gency	ICU (any type)	Lab	Medi-cine	Obste-trics	Pedi-atrics	Pharm-acy	Psych/ Mental Hlth	Radi-ology	Rehab-ilitation	Surgery
	No. of Hospitals	*Both Years*	*10*	*68*	*39*	*83*	*84*	*37*	*21*	*61*	*20*	*80*	*66*	*72*
	No. of Respondents	*Most Recent*	*170*	*1,035*	*1,315*	*1,102*	*2,702*	*586*	*497*	*617*	*504*	*1,066*	*546*	*1,984*
		Previous	*85*	*903*	*988*	*890*	*2,048*	*551*	*456*	*487*	*467*	*810*	*650*	*1,635*
5.	**Overall Perceptions of Patient Safety**													
A10 R	1. It is just by chance that more serious mistakes don't happen around here.	Most Recent	66%	56%	57%	70%	56%	67%	73%	68%	61%	74%	78%	72%
		Previous	77%	56%	61%	68%	56%	57%	66%	70%	60%	66%	75%	67%
		Change	**-11%**	0%	-4%	2%	0%	**10%**	**7%**	-2%	1%	**8%**	3%	**5%**
A15	2. Patient safety is never sacrificed to get more work done.	Most Recent	46%	63%	50%	75%	58%	63%	67%	72%	71%	78%	78%	75%
		Previous	65%	58%	50%	74%	55%	57%	56%	71%	69%	81%	79%	71%
		Change	**-19%**	**5%**	0%	1%	3%	**6%**	**11%**	1%	2%	-3%	-1%	4%
A17 R	3. We have patient safety problems in this unit.	Most Recent	70%	57%	60%	74%	57%	67%	83%	72%	53%	78%	78%	75%
		Previous	65%	57%	55%	73%	49%	63%	54%	69%	48%	75%	79%	73%
		Change	**5%**	0%	**5%**	1%	**8%**	4%	**29%**	3%	**5%**	3%	-1%	2%
A18	4. Our procedures and systems are good at preventing errors from happening.	Most Recent	69%	64%	65%	78%	65%	74%	82%	83%	63%	79%	82%	83%
		Previous	83%	62%	68%	81%	57%	70%	62%	82%	71%	75%	85%	80%
		Change	**-14%**	2%	-3%	-3%	**8%**	4%	**20%**	1%	**-8%**	4%	-3%	3%
6.	**Feedback and Communication About Error**													
C1	1. We are given feedback about changes put into place based on event reports.	Most Recent	49%	47%	40%	47%	44%	60%	64%	52%	54%	53%	62%	60%
		Previous	29%	47%	46%	51%	47%	58%	48%	55%	55%	53%	58%	48%
		Change	**20%**	0%	**-6%**	-4%	-3%	2%	**16%**	-3%	-1%	0%	4%	**12%**
C3	2. We are informed about errors that happen in this unit.	Most Recent	63%	56%	60%	75%	57%	68%	67%	77%	66%	75%	78%	74%
		Previous	51%	57%	54%	70%	59%	67%	61%	78%	53%	72%	76%	72%
		Change	**12%**	-1%	**6%**	**5%**	-2%	1%	**6%**	-1%	**13%**	3%	2%	2%
C5	3. In this unit, we discuss ways to prevent errors from happening again.	Most Recent	71%	65%	60%	72%	67%	73%	76%	80%	75%	72%	81%	81%
		Previous	87%	61%	62%	73%	59%	69%	69%	82%	69%	71%	81%	76%
		Change	**-16%**	4%	-2%	-1%	**8%**	4%	**7%**	-2%	**6%**	1%	0%	**5%**

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table C-2. Trending: Item-level Percent Positive Response by Respondent Work Area/Unit (Page 4 of 6)

Item	Survey Items by Composite	Database Year	Anesthe-siology	Emer-gency	ICU (any type)	Lab	Medi-cine	Obste-trics	Pedi-atrics	Pharm-acy	Psych/Mental Hlth	Radi-ology	Rehab-ilitation	Surgery
	No. of Hospitals	Both Years	10	68	39	83	84	37	21	61	20	80	66	72
	No. of Respondents	Most Recent	170	1,035	1,315	1,102	2,702	586	497	617	504	1,066	546	1,984
		Previous	85	903	988	890	2,048	551	456	487	467	810	650	1,635
7.	**Communication Openness**													
C2	1. Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent	64%	74%	72%	79%	73%	83%	87%	82%	79%	80%	88%	84%
		Previous	85%	70%	70%	73%	66%	81%	71%	86%	76%	76%	86%	83%
		Change	**-21%**	4%	2%	**6%**	**7%**	2%	**16%**	-4%	3%	4%	2%	1%
C4	2. Staff feel free to question the decisions or actions of those with more authority.	Most Recent	47%	47%	41%	47%	42%	56%	60%	64%	54%	48%	60%	57%
		Previous	58%	45%	46%	44%	35%	56%	48%	53%	42%	45%	56%	54%
		Change	**-11%**	2%	**-5%**	3%	**7%**	0%	**12%**	**11%**	**12%**	3%	4%	3%
C6 R	3. Staff are afraid to ask questions when something does not seem right.	Most Recent	53%	62%	58%	69%	56%	65%	76%	76%	71%	69%	72%	70%
		Previous	78%	58%	65%	71%	55%	68%	64%	77%	59%	62%	74%	69%
		Change	**-25%**	4%	**-7%**	-2%	1%	-3%	**12%**	-1%	**12%**	7%	-2%	1%
8.	**Frequency of Events Reported**													
D1	1. When a mistake is made, but is <u>caught and corrected before affecting the patient</u>, how often is this reported?	Most Recent	45%	50%	44%	48%	56%	60%	50%	55%	58%	47%	54%	58%
		Previous	48%	47%	50%	47%	49%	50%	53%	54%	61%	44%	57%	52%
		Change	-3%	3%	**-6%**	1%	**7%**	**10%**	-3%	1%	-3%	3%	-3%	**6%**
D2	2. When a mistake is made, but has <u>no potential to harm the patient</u>, how often is this reported?	Most Recent	56%	58%	57%	54%	66%	57%	56%	68%	56%	51%	57%	66%
		Previous	42%	62%	64%	50%	60%	63%	60%	63%	56%	43%	58%	59%
		Change	**14%**	-4%	**-7%**	4%	**6%**	**-6%**	-4%	**5%**	0%	**8%**	-1%	**7%**
D3	3. When a mistake is made that <u>could harm the patient</u>, but does not, how often is this reported?	Most Recent	61%	75%	71%	78%	80%	78%	69%	85%	74%	73%	71%	82%
		Previous	52%	74%	75%	77%	74%	81%	80%	80%	73%	67%	76%	80%
		Change	**9%**	1%	**-4%**	1%	**6%**	-3%	**-11%**	**5%**	1%	**6%**	**-5%**	2%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table C-2. Trending: Item-level Percent Positive Response by Respondent Work Area/Unit (Page 5 of 6)

Item	Survey Items by Composite	Database Year	Anesthe-siology	Emer-gency	ICU (any type)	Lab	Medi-cine	Obste-trics	Pedi-atrics	Pharm-acy	Psych/ Mental Hlth	Radi-ology	Rehab-ilitation	Surgery
	No. of Hospitals	Both Years	10	68	39	83	84	37	21	61	20	80	66	72
	No. of Respondents	Most Recent	170	1,035	1,315	1,102	2,702	586	497	617	504	1,066	546	1,984
		Previous	85	903	988	890	2,048	551	456	487	467	810	650	1,635
9.	**Teamwork Across Units**													
F2 R	1. Hospital units do not coordinate well with each other.	Most Recent	30%	43%	34%	48%	47%	41%	41%	47%	34%	51%	48%	47%
		Previous	34%	47%	36%	44%	45%	45%	36%	48%	33%	48%	50%	41%
		Change	-4%	-4%	-2%	4%	2%	-4%	**5%**	-1%	1%	3%	-2%	**6%**
F4	2. There is good cooperation among hospital units that need to work together.	Most Recent	69%	59%	50%	65%	62%	57%	64%	58%	54%	65%	66%	59%
		Previous	52%	57%	52%	59%	58%	58%	49%	61%	47%	63%	65%	59%
		Change	**17%**	2%	-2%	**6%**	4%	-1%	**15%**	-3%	**7%**	2%	1%	0%
F6 R	3. It is often unpleasant to work with staff from other hospital units.	Most Recent	55%	54%	56%	61%	65%	59%	60%	60%	61%	62%	61%	57%
		Previous	80%	55%	47%	60%	61%	62%	51%	57%	57%	62%	62%	61%
		Change	**-25%**	-1%	**9%**	1%	4%	-3%	**9%**	3%	4%	0%	-1%	-4%
F10	4. Hospital units work well together to provide the best care for patients.	Most Recent	71%	67%	61%	72%	70%	64%	74%	69%	68%	74%	69%	69%
		Previous	61%	69%	58%	69%	68%	65%	57%	70%	54%	71%	71%	70%
		Change	**10%**	-2%	3%	3%	2%	-1%	**17%**	-1%	**14%**	3%	-2%	-1%
10.	**Staffing**													
A2	1. We have enough staff to handle the workload.	Most Recent	69%	45%	52%	55%	48%	54%	69%	58%	41%	66%	57%	59%
		Previous	58%	46%	50%	61%	47%	50%	49%	58%	54%	66%	58%	61%
		Change	**11%**	-1%	2%	**-6%**	1%	4%	**20%**	0%	**-13%**	0%	-1%	-2%
A5 R	2. Staff in this unit work longer hours than is best for patient care.	Most Recent	33%	54%	54%	52%	47%	54%	57%	58%	43%	67%	60%	56%
		Previous	45%	53%	57%	57%	52%	49%	52%	58%	53%	64%	63%	56%
		Change	**-12%**	1%	-3%	**-5%**	**-5%**	5%	5%	0%	**-10%**	3%	-3%	0%
A7 R	3. We use more agency/temporary staff than is best for patient care.	Most Recent	80%	65%	62%	72%	61%	81%	81%	68%	61%	72%	73%	71%
		Previous	75%	65%	63%	69%	69%	75%	72%	68%	66%	74%	73%	72%
		Change	**5%**	0%	-1%	3%	**-8%**	**6%**	**9%**	0%	**-5%**	-2%	0%	**-1%**
A14 R	4. We work in "crisis mode" trying to do too much, too quickly.	Most Recent	38%	48%	47%	53%	51%	50%	57%	57%	48%	66%	65%	62%
		Previous	56%	46%	48%	51%	48%	52%	51%	55%	53%	63%	68%	54%
		Change	**-18%**	2%	-1%	2%	3%	-2%	**6%**	2%	**-5%**	3%	-3%	**8%**

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Table C-2. Trending: Item-level Percent Positive Response by Respondent Work Area/Unit (Page 6 of 6)

Item	Survey Items by Composite	Database Year	Anesthe-siology	Emer-gency	ICU (any type)	Lab	Medi-cine	Obste-trics	Pedi-atrics	Pharm-acy	Psych/Mental Hlth	Radi-ology	Rehab-ilitation	Surgery
	No. of Hospitals	Both Years	10	68	39	83	84	37	21	61	20	80	66	72
	No. of Respondents	Most Recent	170	1,035	1,315	1,102	2,702	586	497	617	504	1,066	546	1,984
		Previous	85	903	988	890	2,048	551	456	487	467	810	650	1,635
11.	**Handoffs & Transitions**													
F3 R	1. Things "fall between the cracks" when transferring patients from one unit to another.	Most Recent	18%	52%	39%	36%	54%	47%	38%	29%	28%	48%	43%	49%
		Previous	28%	57%	36%	36%	51%	43%	35%	33%	23%	47%	41%	46%
		Change	**-10%**	**-5%**	3%	0%	3%	4%	3%	-4%	**5%**	1%	2%	3%
F5 R	2. Important patient care information is often lost during shift changes.	Most Recent	29%	60%	54%	40%	53%	65%	60%	32%	42%	54%	48%	47%
		Previous	32%	59%	63%	47%	53%	64%	51%	37%	42%	52%	47%	48%
		Change	-3%	1%	**-9%**	**-7%**	0%	1%	**9%**	**-5%**	0%	2%	1%	-1%
F7 R	3. Problems often occur in the exchange of information across hospital units.	Most Recent	18%	54%	40%	40%	50%	50%	39%	33%	33%	48%	44%	46%
		Previous	45%	53%	36%	38%	44%	43%	40%	38%	28%	43%	48%	45%
		Change	**-27%**	1%	4%	2%	**6%**	**7%**	-1%	**-5%**	**5%**	**5%**	-4%	1%
F11 R	4. Shift changes are problematic for patients in this hospital.	Most Recent	30%	51%	50%	45%	58%	64%	40%	35%	31%	50%	40%	42%
		Previous	23%	50%	50%	47%	56%	63%	46%	41%	33%	50%	42%	40%
		Change	**7%**	1%	0%	-2%	2%	1%	**-6%**	**-6%**	-2%	0%	-2%	2%
12.	**Nonpunitive Response to Error**													
A8 R	1. Staff feel like their mistakes are held against them.	Most Recent	55%	48%	49%	57%	48%	51%	51%	68%	48%	53%	63%	63%
		Previous	58%	41%	47%	53%	45%	46%	50%	70%	50%	54%	69%	56%
		Change	-3%	**7%**	2%	4%	3%	**5%**	1%	-2%	-2%	-1%	**-6%**	**7%**
A12 R	2. When an event is reported, it feels like the person is being written up, not the problem.	Most Recent	36%	43%	37%	44%	43%	44%	38%	59%	53%	47%	55%	55%
		Previous	42%	36%	45%	43%	38%	38%	42%	61%	42%	47%	58%	50%
		Change	**-6%**	**7%**	**-8%**	1%	**5%**	**6%**	-4%	-2%	**11%**	0%	-3%	**5%**
A16 R	3. Staff worry that mistakes they make are kept in their personnel file.	Most Recent	29%	29%	33%	40%	36%	38%	24%	54%	42%	44%	55%	43%
		Previous	14%	28%	37%	40%	26%	33%	30%	51%	37%	38%	58%	43%
		Change	**15%**	1%	-4%	0%	**10%**	**5%**	**-6%**	3%	**5%**	**6%**	-3%	0%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table C-3. Trending: Average Distribution of Work Area/Unit Patient Safety Grade by Respondent Work Area/Unit

	Database Year	Anesthe-siology	Emer-gency	ICU	Lab	Medicine	Obstet-rics	Pedi-atrics	Pharmacy	Psych/Mental Health	Radiology	Rehab-ilitation	Surgery
							Work Area/Unit						
No. of Hospitals	Both Years	10	68	39	83	84	37	21	61	20	80	66	72
No. of Respondents	Most Recent	170	1,035	1,315	1,102	2,702	586	497	617	504	1,066	546	1,984
	Previous	85	903	988	890	2,048	551	456	487	467	810	650	1,635
Patient Safety Grade						**Average Percent of Respondents within Hospitals**							
A Excellent	Most Recent	26%	17%	18%	25%	13%	27%	28%	27%	22%	28%	37%	38%
	Previous	32%	15%	14%	26%	10%	24%	19%	23%	17%	21%	31%	32%
	Change	**-6%**	2%	4%	-1%	3%	3%	**9%**	4%	**5%**	**7%**	**6%**	**6%**
B Very Good	Most Recent	56%	48%	51%	53%	56%	47%	53%	55%	42%	50%	48%	46%
	Previous	57%	43%	43%	48%	44%	39%	41%	51%	36%	53%	47%	45%
	Change	-1%	**5%**	**8%**	**5%**	**12%**	**8%**	**12%**	4%	**6%**	-3%	1%	1%
C Acceptable	Most Recent	17%	30%	23%	19%	27%	19%	14%	14%	25%	18%	13%	12%
	Previous	6%	28%	24%	20%	37%	27%	34%	19%	26%	20%	16%	15%
	Change	**11%**	2%	-1%	-1%	**-10%**	**-8%**	**-20%**	**-5%**	-1%	-2%	-3%	-3%
D Poor	Most Recent	1%	5%	5%	3%	4%	7%	5%	4%	10%	3%	1%	3%
	Previous	4%	11%	14%	6%	9%	10%	6%	6%	17%	5%	4%	7%
	Change	-3%	**-6%**	**-9%**	-3%	**-5%**	-3%	-1%	-2%	**-7%**	-2%	-3%	-4%
E Failing	Most Recent	0%	0%	4%	0%	0%	1%	0%	0%	2%	0%	0%	0%
	Previous	0%	2%	4%	1%	1%	0%	0%	2%	4%	0%	1%	1%
	Change	0%	-2%	0%	-1%	-1%	1%	0%	-2%	-2%	0%	-1%	-1%

Table C-4. Trending: Average Distribution of Number of Events Reported in the Past 12 Months by Respondent Work Area/Unit

	Database Year	Work Area/Unit											
		Anesthe-siology	Emer-gency	ICU	Lab	Medicine	Obstet-rics	Pedi-atrics	Pharm-acy	Psych/ Mental Health	Radiology	Rehab-ilitation	Surgery
No. of Hospitals	*Both Years*	10	68	39	83	84	37	21	61	20	80	66	72
No. of Respondents	*Most Recent*	170	1,035	1,315	1,102	2,702	586	497	617	504	1,066	546	1,984
	Previous	85	903	988	890	2,048	551	456	487	467	810	650	1,635
Number of Events Reported		Average Percent of Respondents within Hospitals											
No events	Most Recent	52%	39%	32%	50%	35%	47%	50%	41%	54%	56%	57%	51%
	Previous	65%	42%	29%	63%	38%	35%	44%	43%	47%	66%	66%	46%
	Change	**-13%**	-3%	3%	**-13%**	-3%	**12%**	**6%**	-2%	**7%**	**-10%**	**-9%**	**5%**
1 to 2 events	Most Recent	45%	33%	41%	31%	33%	33%	32%	17%	19%	31%	32%	29%
	Previous	31%	31%	35%	25%	29%	38%	36%	14%	30%	24%	25%	37%
	Change	**14%**	2%	**6%**	**6%**	4%	**-5%**	-4%	3%	**-11%**	**7%**	**7%**	**-8%**
3 to 5 events	Most Recent	3%	17%	16%	12%	19%	15%	16%	13%	11%	13%	7%	14%
	Previous	3%	18%	23%	8%	22%	16%	15%	13%	18%	7%	7%	13%
	Change	0%	-1%	**-7%**	4%	-3%	-1%	1%	0%	**-7%**	**6%**	0%	1%
6 to 10 events	Most Recent	0%	6%	8%	4%	9%	4%	1%	9%	11%	1%	3%	5%
	Previous	1%	6%	9%	3%	7%	8%	4%	10%	4%	2%	1%	3%
	Change	-1%	0%	-1%	1%	2%	-4%	-3%	-1%	**7%**	-1%	2%	2%
11 to 20 events	Most Recent	0%	3%	2%	1%	3%	2%	0%	9%	3%	0%	0%	1%
	Previous	0%	2%	5%	1%	3%	3%	0%	7%	1%	1%	0%	2%
	Change	0%	1%	-3%	0%	0%	-1%	0%	2%	2%	-1%	0%	-1%
21 event reports or more	Most Recent	0%	1%	1%	1%	1%	0%	0%	12%	2%	0%	0%	0%
	Previous	0%	1%	0%	0%	2%	0%	0%	13%	0%	0%	0%	0%
	Change	0%	0%	1%	1%	-1%	0%	0%	-1%	2%	0%	0%	0%

Appendix C: Trending Results by

(2) Staff Position

NOTE: The number of hospitals and respondents in each breakout category is shown in each table (e.g., the number of hospitals and respondents by staff position). However, the precise number of hospitals and respondents corresponding to each data cell in a table will vary because hospitals may have omitted a specific survey item and because of individual non-response/missing data.

NOTE 2: Only hospitals that had at least 1 respondent in the particular staff position for both their previous and most recent administrations of the survey are included.

NOTE 3: Respondents who selected "Other" or those who did not answer (missing) are not included.

Table C-5. Trending: Composite-level Average Percent Positive Response by Respondent Staff Position (Page 1 of 2)

Patient Safety Culture Composites	Database Year	Staff Position								
		Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Diet-ician	Pat Care Asst/Aide/ Care Partner	Pharm-acist	RN/LVN/ LPN	Technician (EKG, Lab, Radiology)	Therapist (Resp, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
No. of Hospitals	*Both Years*	*92*	*53*	*27*	*58*	*41*	*98*	*70*	*66*	*89*
No. of Respondents	*Most Recent*	*1,201*	*1,656*	*117*	*1,160*	*297*	*7,452*	*2,113*	*891*	*1,270*
	Previous	*1,046*	*1,118*	*83*	*1,062*	*235*	*6,560*	*1,513*	*814*	*1,105*
1. Teamwork Within Units	Most Recent	89%	84%	85%	75%	85%	79%	79%	84%	78%
	Previous	84%	81%	88%	73%	83%	79%	77%	83%	80%
	Change	**5%**	3%	-3%	2%	2%	0%	2%	1%	-2%
2. Supervisor/Manager Expectations & Actions Promoting Patient Safety	Most Recent	85%	73%	83%	75%	80%	74%	78%	79%	76%
	Previous	81%	68%	76%	74%	79%	73%	76%	79%	81%
	Change	4%	**5%**	**7%**	1%	1%	1%	2%	0%	**-5%**
3. Management Support for Patient Safety	Most Recent	85%	74%	71%	76%	74%	67%	75%	71%	77%
	Previous	82%	68%	73%	69%	73%	67%	73%	71%	77%
	Change	3%	**6%**	-2%	**7%**	1%	0%	2%	0%	0%
4. Org Learning--Continuous Improvement	Most Recent	85%	75%	76%	78%	81%	72%	73%	72%	70%
	Previous	81%	72%	81%	70%	78%	71%	69%	74%	73%
	Change	4%	3%	**-5%**	**8%**	3%	1%	4%	-2%	-3%
5. Overall Perceptions of Patient Safety	Most Recent	74%	65%	68%	65%	73%	64%	75%	74%	70%
	Previous	72%	63%	76%	59%	67%	61%	72%	71%	71%
	Change	2%	2%	**-8%**	**6%**	**6%**	3%	3%	3%	-1%
6. Feedback & Communication About Error	Most Recent	76%	63%	71%	64%	70%	58%	65%	67%	63%
	Previous	72%	56%	77%	58%	66%	59%	63%	68%	69%
	Change	4%	**7%**	-6%	**6%**	4%	-1%	2%	-1%	**-6%**

Table C-5. Trending: Composite-level Average Percent Positive Response by Respondent Staff Position (Page 2 of 2)

Patient Safety Culture Composites	Database Year	Staff Position								
		Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Diet-ician	Pat Care Asst/Aide/ Care Partner	Pharm-acist	RN/LVN/ LPN	Technician (EKG, Lab, Radiology)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
No. of Hospitals	Both Years	92	53	27	58	41	98	70	66	89
No. of Respondents	Most Recent	1,201	1,656	117	1,160	297	7,452	2,113	891	1,270
	Previous	1,046	1,118	83	1,062	235	6,560	1,513	814	1,105
7. Communication Openness	Most Recent	76%	69%	63%	56%	76%	61%	63%	69%	58%
	Previous	71%	59%	71%	53%	71%	61%	61%	67%	61%
	Change	**5%**	**10%**	**-8%**	3%	**5%**	0%	2%	2%	-3%
8. Frequency of Events Reported	Most Recent	67%	63%	65%	66%	65%	66%	61%	53%	65%
	Previous	64%	62%	60%	59%	50%	62%	60%	58%	67%
	Change	3%	1%	**5%**	**7%**	**15%**	4%	1%	**-5%**	-2%
9. Teamwork Across Units	Most Recent	67%	64%	61%	61%	64%	59%	59%	65%	61%
	Previous	63%	62%	70%	63%	56%	57%	58%	61%	65%
	Change	4%	2%	**-9%**	-2%	**8%**	2%	1%	4%	-4%
10. Staffing	Most Recent	65%	62%	60%	47%	59%	58%	60%	62%	52%
	Previous	61%	63%	70%	47%	57%	59%	59%	62%	57%
	Change	4%	-1%	**-10%**	0%	2%	-1%	1%	0%	**-5%**
11. Handoffs & Transitions	Most Recent	51%	53%	43%	47%	33%	53%	42%	45%	52%
	Previous	50%	48%	52%	50%	36%	50%	42%	42%	52%
	Change	1%	**5%**	**-9%**	-3%	-3%	3%	0%	3%	0%
12. Nonpunitive Response to Error	Most Recent	65%	41%	50%	37%	70%	45%	44%	56%	41%
	Previous	61%	42%	55%	32%	68%	45%	42%	52%	44%
	Change	4%	-1%	**-5%**	**5%**	2%	0%	2%	4%	-3%

Table C-6. Trending: Item-level Percent Positive Response by Respondent Staff Position (Page 1 of 6)

Item	Patient Safety Culture Composites	Database Year	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietician	Pat Care Asst/Aide/ Care Partner	Pharma-cist	RN/ LVN/ LPN	Technician (EKG, Lab, Radiology)	Therapist (Respiratory, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
	No. of Hospitals	*Both Years*	*92*	*53*	*27*	*58*	*41*	*98*	*70*	*66*	*89*
	No. of Respondents	*Most Recent*	*1,201*	*1,656*	*117*	*1,160*	*297*	*7,452*	*2,113*	*891*	*1,270*
		Previous	*1,046*	*1,118*	*83*	*1,062*	*235*	*6,560*	*1,513*	*814*	*1,105*
1.	**Teamwork Within Units**										
A1	1. People support one another in this unit.	Most Recent	94%	92%	86%	79%	89%	85%	84%	90%	83%
		Previous	90%	83%	87%	77%	91%	85%	79%	86%	85%
		Change	4%	**9%**	-1%	2%	-2%	0%	**5%**	4%	-2%
A3	2. When a lot of work needs to be done quickly, we work together as a team to get the work done.	Most Recent	93%	90%	93%	84%	90%	88%	86%	86%	84%
		Previous	90%	83%	94%	82%	90%	87%	87%	88%	87%
		Change	3%	**7%**	-1%	2%	0%	1%	-1%	-2%	-3%
A4	3. In this unit, people treat each other with respect.	Most Recent	89%	88%	82%	74%	89%	77%	76%	85%	73%
		Previous	84%	83%	86%	69%	78%	77%	75%	83%	77%
		Change	**5%**	**5%**	-4%	**5%**	**11%**	0%	1%	2%	-4%
A11	4. When one area in this unit gets really busy, others help out.	Most Recent	79%	69%	78%	65%	71%	67%	70%	76%	70%
		Previous	73%	73%	85%	64%	72%	67%	69%	73%	72%
		Change	**6%**	-4%	**-7%**	1%	-1%	0%	1%	3%	-2%
2.	**Supv/Mgr Expectations & Actions Promoting Patient Safety**										
B1	1. My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	Most Recent	82%	66%	84%	74%	69%	69%	70%	77%	73%
		Previous	75%	59%	78%	69%	72%	68%	68%	72%	76%
		Change	**7%**	**7%**	**6%**	**5%**	-3%	1%	2%	**5%**	-3%
B2	2. My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	87%	74%	86%	78%	80%	74%	76%	82%	73%
		Previous	86%	68%	77%	70%	85%	75%	79%	84%	83%
		Change	1%	**6%**	**9%**	**8%**	**-5%**	-1%	-3%	-2%	**-10%**
B3 R	3. Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	85%	75%	77%	73%	86%	75%	83%	80%	79%
		Previous	81%	70%	67%	76%	79%	74%	80%	80%	81%
		Change	4%	**5%**	**10%**	-3%	**7%**	1%	3%	0%	-2%
B4 R	4. My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	85%	76%	86%	75%	86%	76%	83%	75%	80%
		Previous	81%	72%	83%	80%	78%	75%	78%	81%	84%
		Change	4%	4%	3%	**-5%**	**8%**	1%	**5%**	**-6%**	-4%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table C-6. Trending: Item-level Percent Positive Response by Respondent Staff Position (Page 2 of 6)

Item	Patient Safety Culture Composites	Database Year	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietician	Pat Care Asst/Aide/ Care Partner	Pharma-cist	RN/ LVN/ LPN	Technician (EKG, Lab, Radiology)	Therapist (Respiratory, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
						Staff Position					
	No. of Hospitals	*Both Years*	*92*	*53*	*27*	*58*	*41*	*98*	*70*	*66*	*89*
	No. of Respondents	*Most Recent*	*1,201*	*1,656*	*117*	*1,160*	*297*	*7,452*	*2,113*	*891*	*1,270*
		Previous	*1,046*	*1,118*	*83*	*1,062*	*235*	*6,560*	*1,513*	*814*	*1,105*
3.	**Management Support for Patient Safety**										
F1	1. Hospital mgmt provides a work climate that promotes patient safety.	Most Recent	91%	79%	79%	84%	78%	76%	85%	84%	87%
		Previous	91%	80%	86%	80%	75%	77%	84%	84%	87%
		Change	0%	-1%	**-7%**	4%	3%	-1%	1%	0%	0%
F8	2. The actions of hospital mgmt show that patient safety is a top priority.	Most Recent	87%	76%	81%	82%	76%	68%	77%	69%	79%
		Previous	82%	63%	73%	74%	75%	67%	76%	73%	77%
		Change	**5%**	**13%**	**8%**	**8%**	1%	1%	1%	-4%	2%
F9 R	3. Hospital mgmt seems interested in patient safety only after an adverse event happens.	Most Recent	76%	67%	54%	63%	70%	57%	64%	58%	63%
		Previous	74%	60%	61%	54%	67%	57%	59%	58%	66%
		Change	2%	**7%**	-7%	9%	3%	0%	**5%**	0%	-3%
4.	**Organizational Learning— Continuous Improvement**										
A6	1. We are actively doing things to improve patient safety.	Most Recent	90%	84%	82%	90%	89%	85%	82%	87%	81%
		Previous	86%	82%	80%	79%	91%	83%	78%	83%	83%
		Change	4%	2%	2%	**11%**	-2%	2%	4%	4%	-2%
A9	2. Mistakes have led to positive changes here.	Most Recent	83%	74%	71%	67%	76%	62%	67%	60%	62%
		Previous	81%	65%	81%	59%	77%	63%	61%	63%	60%
		Change	2%	**9%**	-10%	**8%**	-1%	-1%	**6%**	-3%	2%
A13	3. After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	81%	69%	74%	77%	77%	70%	70%	68%	68%
		Previous	76%	69%	79%	73%	66%	68%	67%	73%	75%
		Change	**5%**	0%	**-5%**	4%	**11%**	2%	3%	**-5%**	**-7%**

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table C-6. Trending: Item-level Percent Positive Response by Respondent Staff Position (Page 3 of 6)

Item	Patient Safety Culture Composites	Database Year	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietician	Pat Care Asst/Aide/ Care Partner	Pharma-cist	RN/ LVN/ LPN	Technician (EKG, Lab, Radiology)	Therapist (Respiratory, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
	No. of Hospitals	Both Years	92	53	27	58	41	98	70	66	89
	No. of Respondents	Most Recent	1,201	1,656	117	1,160	297	7,452	2,113	891	1,270
		Previous	1,046	1,118	83	1,062	235	6,560	1,513	814	1,105
5.	**Overall Perceptions of Patient Safety**										
A10 R	1. It is just by chance that more serious mistakes don't happen around here.	Most Recent	75%	60%	60%	59%	68%	62%	70%	71%	61%
		Previous	71%	67%	81%	49%	66%	60%	61%	70%	63%
		Change	4%	**-7%**	**-21%**	**10%**	2%	2%	**9%**	1%	-2%
A15	2. Patient safety is never sacrificed to get more work done.	Most Recent	75%	70%	63%	68%	70%	62%	74%	73%	75%
		Previous	70%	65%	76%	67%	62%	58%	74%	68%	75%
		Change	**5%**	**5%**	**-13%**	1%	**8%**	4%	0%	**5%**	0%
A17 R	3. We have patient safety problems in this unit.	Most Recent	68%	62%	69%	60%	70%	62%	76%	72%	69%
		Previous	69%	58%	73%	53%	62%	60%	73%	71%	71%
		Change	-1%	4%	-4%	**7%**	**8%**	2%	3%	1%	-2%
A18	4. Our procedures and systems are good at preventing errors from happening.	Most Recent	77%	69%	81%	71%	83%	68%	78%	78%	77%
		Previous	77%	62%	76%	70%	78%	65%	80%	76%	75%
		Change	0%	**7%**	**5%**	1%	**5%**	3%	-2%	2%	2%
6.	**Feedback and Communication About Error**										
C1	1. We are given feedback about changes put into place based on event reports.	Most Recent	61%	53%	62%	57%	57%	48%	50%	56%	49%
		Previous	58%	48%	70%	52%	51%	49%	50%	57%	58%
		Change	3%	**5%**	**-8%**	**5%**	**6%**	-1%	0%	-1%	**-9%**
C3	2. We are informed about errors that happen in this unit.	Most Recent	79%	60%	74%	66%	74%	59%	73%	69%	69%
		Previous	76%	57%	75%	62%	72%	60%	70%	72%	72%
		Change	3%	3%	-1%	4%	2%	-1%	3%	-3%	-3%
C5	3. In this unit, we discuss ways to prevent errors from happening again.	Most Recent	87%	75%	78%	68%	79%	68%	72%	75%	71%
		Previous	81%	63%	86%	62%	75%	66%	71%	76%	76%
		Change	**6%**	**12%**	**-8%**	**6%**	4%	2%	1%	-1%	**-5%**

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table C-6. Trending: Item-level Percent Positive Response by Respondent Staff Position (Page 4 of 6)

Item	Patient Safety Culture Composites	Database Year	Staff Position								
			Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietician	Pat Care Asst/Aide/ Care Partner	Pharma-cist	RN/ LVN/ LPN	Technician (EKG, Lab, Radiology)	Therapist (Respiratory, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
	No. of Hospitals	*Both Years*	*92*	*53*	*27*	*58*	*41*	*98*	*70*	*66*	*89*
	No. of Respondents	*Most Recent*	*1,201*	*1,656*	*117*	*1,160*	*297*	*7,452*	*2,113*	*891*	*1,270*
		Previous	*1,046*	*1,118*	*83*	*1,062*	*235*	*6,560*	*1,513*	*814*	*1,105*
7.	**Communication Openness**										
C2	1. Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent	85%	76%	76%	72%	80%	75%	78%	81%	73%
		Previous	80%	70%	88%	71%	83%	75%	75%	81%	74%
		Change	**5%**	**6%**	**-12%**	1%	-3%	0%	3%	0%	-1%
C4	2. Staff feel free to question the decisions or actions of those with more authority.	Most Recent	67%	62%	47%	41%	71%	44%	46%	55%	42%
		Previous	61%	47%	70%	36%	56%	46%	41%	50%	45%
		Change	**6%**	**15%**	**-23%**	**5%**	**15%**	-2%	**5%**	**5%**	-3%
C6 R	3. Staff are afraid to ask questions when something does not seem right.	Most Recent	76%	70%	64%	56%	78%	62%	65%	70%	60%
		Previous	70%	58%	55%	53%	74%	62%	66%	70%	65%
		Change	**6%**	**12%**	**9%**	3%	4%	0%	-1%	0%	**-5%**
8.	**Frequency of Events Reported**										
D1	1. When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	Most Recent	58%	54%	59%	61%	52%	52%	51%	46%	62%
		Previous	56%	54%	55%	56%	37%	48%	50%	49%	63%
		Change	2%	0%	4%	**5%**	**15%**	4%	1%	-3%	-1%
D2	2. When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent	64%	57%	59%	62%	63%	65%	54%	46%	60%
		Previous	60%	57%	55%	54%	47%	59%	55%	54%	62%
		Change	4%	0%	4%	**8%**	**16%**	**6%**	-1%	**-8%**	-2%
D3	3. When a mistake is made that could harm the patient, but does not, how often is this reported?	Most Recent	78%	78%	77%	75%	78%	80%	77%	66%	73%
		Previous	76%	73%	71%	66%	67%	78%	76%	71%	76%
		Change	2%	**5%**	**6%**	**9%**	**11%**	2%	1%	**-5%**	-3%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table C-6. Trending: Item-level Percent Positive Response by Respondent Staff Position (Page 5 of 6)

Item	Patient Safety Culture Composites	Database Year	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietician	Pat Care Asst/Aide/ Care Partner	Pharma-cist	RN/ LVN/ LPN	Technician (EKG, Lab, Radiology)	Therapist (Respiratory, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
						Staff Position					
	No. of Hospitals	Both Years	92	53	27	58	41	98	70	66	89
	No. of Respondents	Most Recent	1,201	1,656	117	1,160	297	7,452	2,113	891	1,270
		Previous	1,046	1,118	83	1,062	235	6,560	1,513	814	1,105
9.	**Teamwork Across Units**										
F2 R	1. Hospital units do not coordinate well with each other.	Most Recent	54%	51%	54%	44%	50%	48%	48%	57%	48%
		Previous	51%	46%	53%	51%	44%	44%	45%	46%	52%
		Change	3%	**5%**	1%	**-7%**	**6%**	4%	3%	**11%**	**-4%**
F4	2. There is good cooperation among hospital units that need to work together.	Most Recent	69%	65%	58%	64%	62%	62%	61%	67%	63%
		Previous	65%	65%	71%	64%	59%	58%	60%	65%	67%
		Change	4%	0%	**-13%**	0%	3%	4%	1%	2%	-4%
F6 R	3. It is often unpleasant to work with staff from other hospital units.	Most Recent	66%	71%	60%	61%	69%	61%	59%	63%	58%
		Previous	60%	65%	76%	63%	58%	59%	59%	63%	62%
		Change	**6%**	**6%**	**-16%**	-2%	**11%**	2%	0%	0%	-4%
F10	4. Hospital units work well together to provide the best care for patients.	Most Recent	78%	68%	71%	73%	74%	68%	70%	69%	76%
		Previous	75%	70%	78%	73%	62%	67%	69%	69%	79%
		Change	3%	-2%	**-7%**	0%	**12%**	1%	1%	0%	-3%
10.	**Staffing**										
A2	1. We have enough staff to handle the workload.	Most Recent	69%	64%	66%	42%	50%	54%	59%	54%	48%
		Previous	68%	67%	73%	43%	53%	54%	59%	57%	51%
		Change	1%	-3%	**-7%**	-1%	-3%	0%	0%	-3%	-3%
A5 R	2. Staff in this unit work longer hours than is best for patient care.	Most Recent	61%	56%	63%	43%	63%	56%	57%	58%	51%
		Previous	55%	58%	59%	43%	61%	58%	58%	58%	57%
		Change	**6%**	-2%	4%	0%	2%	-2%	-1%	0%	**-6%**
A7 R	3. We use more agency/temporary staff than is best for patient care.	Most Recent	68%	65%	53%	54%	67%	70%	68%	75%	57%
		Previous	68%	71%	76%	58%	57%	70%	68%	73%	65%
		Change	0%	**-6%**	**-23%**	-4%	**10%**	0%	0%	2%	**-8%**
A14 R	4. We work in "crisis mode" trying to do too much, too quickly.	Most Recent	62%	63%	56%	48%	58%	53%	57%	59%	54%
		Previous	56%	56%	70%	42%	57%	52%	50%	58%	57%
		Change	**6%**	7%	**-14%**	6%	1%	1%	**7%**	1%	-3%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table C-6. Trending: Item-level Percent Positive Response by Respondent Staff Position (Page 6 of 6)

Item	Patient Safety Culture Composites	Database Year	Staff Position								
			Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietician	Pat Care Asst/Aide/ Care Partner	Pharma-cist	RN/ LVN/ LPN	Technician (EKG, Lab, Radiology)	Therapist (Respiratory, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
	No. of Hospitals	*Both Years*	*92*	*53*	*27*	*58*	*41*	*98*	*70*	*66*	*89*
	No. of Respondents	*Most Recent*	*1,201*	*1,656*	*117*	*1,160*	*297*	*7,452*	*2,113*	*891*	*1,270*
		Previous	*1,046*	*1,118*	*83*	*1,062*	*235*	*6,560*	*1,513*	*814*	*1,105*
11.	**Handoffs & Transitions**										
F3 R	1. Things "fall between the cracks" when transferring patients from one unit to another.	Most Recent	47%	55%	41%	45%	34%	50%	36%	44%	51%
		Previous	46%	45%	52%	51%	33%	46%	38%	37%	53%
		Change	1%	**10%**	**-11%**	**-6%**	1%	4%	-2%	**7%**	-2%
F5 R	2. Important patient care information is often lost during shift changes.	Most Recent	53%	53%	50%	54%	30%	57%	46%	48%	56%
		Previous	51%	49%	48%	58%	41%	55%	45%	49%	53%
		Change	2%	4%	2%	-4%	**-11%**	2%	1%	-1%	3%
F7 R	3. Problems often occur in the exchange of information across hospital units.	Most Recent	49%	57%	38%	40%	34%	50%	43%	48%	49%
		Previous	49%	49%	59%	44%	34%	45%	37%	44%	48%
		Change	0%	**8%**	**-21%**	-4%	0%	**5%**	**6%**	4%	1%
F11 R	4. Shift changes are problematic for patients in this hospital.	Most Recent	53%	46%	43%	49%	35%	55%	43%	41%	53%
		Previous	53%	47%	56%	49%	35%	51%	46%	39%	53%
		Change	0%	-1%	**-13%**	0%	0%	4%	-3%	2%	0%
12.	**Nonpunitive Response to Error**										
A8 R	1. Staff feel like their mistakes are held against them.	Most Recent	70%	53%	54%	43%	75%	52%	52%	64%	47%
		Previous	67%	53%	59%	42%	72%	52%	49%	61%	55%
		Change	3%	0%	**-5%**	1%	3%	0%	3%	3%	**-8%**
A12 R	2. When an event is reported, it feels like the person is being written up, not the problem.	Most Recent	70%	42%	60%	38%	70%	47%	42%	55%	39%
		Previous	65%	42%	57%	29%	72%	45%	40%	49%	41%
		Change	**5%**	0%	3%	**9%**	-2%	2%	2%	**6%**	-2%
A16 R	3. Staff worry that mistakes they make are kept in their personnel file.	Most Recent	55%	28%	36%	30%	66%	37%	40%	50%	37%
		Previous	51%	31%	54%	26%	61%	36%	38%	45%	36%
		Change	4%	-3%	**-18%**	4%	**5%**	1%	2%	**5%**	1%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table C-7. Trending: Average Distribution of Work Area/Unit Patient Safety Grade by Respondent Staff Position

	Database Year	Staff Position								
		Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietician	Pat Care Asst/Aide/ Care Partner	Pharmacist	RN/LVN/LPN	Technician (EKG, Lab, Radiology)	Therapist (Respiratory, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
No. of Hospitals	*Both Years*	*92*	*53*	*27*	*58*	*41*	*98*	*70*	*66*	*89*
No. of Respondents	*Most Recent*	*1,201*	*1,656*	*117*	*1,160*	*297*	*7,452*	*2,113*	*891*	*1,270*
	Previous	*1,046*	*1,118*	*83*	*1,062*	*235*	*6,560*	*1,513*	*814*	*1,105*
Patient Safety Grade		**Average Percent of Respondents within Hospitals**								
A Excellent	Most Recent	30%	25%	22%	21%	30%	20%	28%	26%	27%
	Previous	23%	18%	42%	19%	19%	16%	24%	26%	20%
	Change	**7%**	**7%**	**-20%**	2%	**11%**	4%	4%	0%	**7%**
B Very Good	Most Recent	54%	45%	52%	48%	52%	50%	52%	51%	49%
	Previous	48%	47%	41%	49%	48%	45%	46%	48%	54%
	Change	**6%**	-2%	**11%**	-1%	4%	**5%**	**6%**	3%	**-5%**
C Acceptable	Most Recent	14%	24%	21%	24%	14%	24%	17%	18%	21%
	Previous	22%	26%	17%	26%	24%	27%	22%	19%	19%
	Change	**-8%**	-2%	4%	-2%	**-10%**	-3%	**-5%**	-1%	2%
D Poor	Most Recent	1%	6%	5%	5%	4%	5%	2%	3%	2%
	Previous	5%	7%	0%	6%	8%	9%	7%	7%	5%
	Change	-4%	-1%	**5%**	-1%	-4%	-4%	**-5%**	-4%	-3%
E Failing	Most Recent	0%	0%	0%	2%	0%	1%	1%	1%	1%
	Previous	1%	2%	0%	1%	1%	2%	0%	1%	2%
	Change	-1%	-2%	0%	1%	-1%	-1%	1%	0%	-1%

Table C-8. Trending: Average Distribution of Number of Events Reported in the Past 12 Months by Respondent Staff Position

	Database Year	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietician	Pat Care Asst/Aide/ Care Partner	Pharmacist	RN/LVN/LPN	Technician (EKG, Lab, Radiology)	Therapist (Respiratory, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
					Staff Position					
No. of Hospitals	*Both Years*	92	53	27	58	41	98	70	66	89
No. of Respondents	*Most Recent*	1,201	1,656	117	1,160	297	7,452	2,113	891	1,270
	Previous	1,046	1,118	83	1,062	235	6,560	1,513	814	1,105
Number of Events Reported					**Average Percent of Respondents within Hospitals**					
No events	Most Recent	47%	65%	71%	75%	19%	28%	55%	63%	77%
	Previous	50%	69%	69%	70%	31%	30%	55%	57%	81%
	Change	-3%	-4%	2%	**5%**	**-12%**	-2%	0%	**6%**	-4%
1 to 2 events	Most Recent	24%	25%	21%	17%	23%	36%	31%	26%	18%
	Previous	23%	21%	18%	23%	13%	36%	29%	33%	15%
	Change	1%	4%	3%	**-6%**	**10%**	0%	2%	**-7%**	3%
3 to 5 events	Most Recent	13%	6%	4%	7%	16%	22%	11%	8%	4%
	Previous	15%	4%	6%	6%	15%	22%	11%	8%	3%
	Change	-2%	2%	-2%	1%	1%	0%	0%	0%	1%
6 to 10 events	Most Recent	11%	3%	4%	1%	13%	9%	2%	2%	1%
	Previous	5%	1%	4%	1%	13%	7%	3%	2%	1%
	Change	**6%**	2%	0%	0%	0%	2%	-1%	0%	0%
11 to 20 events	Most Recent	3%	0%	0%	0%	16%	5%	1%	1%	0%
	Previous	5%	3%	0%	0%	14%	4%	1%	0%	0%
	Change	-2%	-3%	0%	0%	2%	1%	0%	1%	0%
21 event reports or more	Most Recent	2%	0%	0%	0%	13%	1%	1%	1%	0%
	Previous	2%	2%	4%	0%	14%	1%	0%	0%	0%
	Change	0%	-2%	-4%	0%	-1%	0%	1%	1%	0%

Appendix C: Trending Results by

(3) Interaction with Patients

NOTE: The number of hospitals and respondents in each breakout category is shown in each table (e.g., the number of hospitals and respondents by interaction with patients). However, the precise number of hospitals and respondents corresponding to each data cell in a table will vary because hospitals may have omitted a specific survey item and because of individual non-response/missing data.

NOTE 2: Only hospitals that had at least 1 respondent in the response categories (WITH or WITHOUT direct interaction with patients) for both their previous and most recent administrations of the survey are included.

NOTE 3: Respondents who did not answer (missing) are not included.

Table C-9. Trending: Composite-level Average Percent Positive Response by Respondent Interaction with Patients (Page 1 of 2)

Patient Safety Culture Composites	Database Year	Respondent Interaction with Patients	
		WITH direct interaction	WITHOUT direct interaction
No. of Hospitals	*Both Years*	97	92
No. of Respondents	*Most Recent*	*13,063*	*3,179*
	Previous	*12,254*	*2,933*
1. Teamwork Within Units	Most Recent	80%	82%
	Previous	78%	81%
	Change	2%	1%
2. Supervisor/Manager Expectations & Actions Promoting Patient Safety	Most Recent	76%	76%
	Previous	74%	76%
	Change	2%	0%
3. Management Support for Patient Safety	Most Recent	72%	78%
	Previous	71%	77%
	Change	1%	1%
4. Org Learning--Continuous Improvement	Most Recent	74%	74%
	Previous	71%	73%
	Change	3%	1%
5. Overall Perceptions of Patient Safety	Most Recent	68%	69%
	Previous	65%	66%
	Change	3%	3%
6. Feedback & Communication About Error	Most Recent	63%	67%
	Previous	61%	66%
	Change	2%	1%

Table C-9. Trending: Composite-level Average Percent Positive Response by Respondent Interaction with Patients (Page 2 of 2)

Patient Safety Culture Composites	Database Year	Respondent Interaction with Patients	
		WITH direct interaction	**WITHOUT** direct interaction
No. of Hospitals	*Both Years*	*97*	*92*
No. of Respondents	*Most Recent*	*13,063*	*3,179*
	Previous	*12,254*	*2,933*
7. Communication Openness	Most Recent	63%	64%
	Previous	60%	64%
	Change	3%	0%
8. Frequency of Events Reported	Most Recent	63%	62%
	Previous	61%	60%
	Change	2%	2%
9. Teamwork Across Units	Most Recent	61%	62%
	Previous	60%	60%
	Change	1%	2%
10. Staffing	Most Recent	58%	56%
	Previous	58%	53%
	Change	0%	3%
11. Handoffs & Transitions	Most Recent	51%	43%
	Previous	49%	41%
	Change	2%	2%
12. Nonpunitive Response to Error	Most Recent	46%	51%
	Previous	44%	48%
	Change	2%	3%

Table C-10. Trending: Item-level Average Percent Positive Response by Respondent Interaction with Patients (Page 1 of 6)

Item	Survey Items By Composite	Database Year	Respondent Interaction with Patients	
			WITH direct interaction	**WITHOUT** direct interaction
	No. of Hospitals	*Both Years*	*97*	*92*
	No. of Respondents	*Most Recent*	*13,063*	*3,179*
		Previous	*12,254*	*2,933*
1.	**Teamwork Within Units**			
A1	1. People support one another in this unit.	Most Recent	85%	87%
		Previous	83%	86%
		Change	2%	1%
A3	2. When a lot of work needs to be done quickly, we work together as a team to get the work done.	Most Recent	87%	87%
		Previous	87%	88%
		Change	0%	-1%
A4	3. In this unit, people treat each other with respect.	Most Recent	78%	81%
		Previous	76%	80%
		Change	2%	1%
A11	4. When one area in this unit gets really busy, others help out.	Most Recent	69%	71%
		Previous	68%	69%
		Change	1%	2%
2.	**Supervisor/Manager Expectations & Actions Promoting Patient Safety**			
B1	1. My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	Most Recent	71%	74%
		Previous	69%	72%
		Change	2%	2%
B2	2. My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	76%	78%
		Previous	75%	78%
		Change	1%	0%
B3 R	3. Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	78%	76%
		Previous	76%	76%
		Change	2%	0%
B4 R	4. My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	78%	77%
		Previous	77%	77%
		Change	1%	0%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table C-10. Trending: Item-level Average Percent Positive Response by Respondent Interaction with Patients (Page 2 of 6)

Item	Survey Items By Composite	Database Year	Respondent Interaction with Patients	
			WITH direct interaction	**WITHOUT** direct interaction
	No. of Hospitals	*Both Years*	*97*	*92*
	No. of Respondents	*Most Recent*	*13,063*	*3,179*
		Previous	*12,254*	*2,933*
3.	**Management Support for Patient Safety**			
F1	1. Hospital mgmt provides a work climate that promotes patient safety.	Most Recent	82%	87%
		Previous	81%	88%
		Change	1%	-1%
F8	2. The actions of hospital mgmt show that patient safety is a top priority.	Most Recent	74%	80%
		Previous	71%	78%
		Change	3%	2%
F9 R	3. Hospital mgmt seems interested in patient safety only after an adverse event happens.	Most Recent	61%	67%
		Previous	60%	65%
		Change	1%	2%
4.	**Organizational Learning— Continuous Improvement**			
A6	1. We are actively doing things to improve patient safety.	Most Recent	84%	81%
		Previous	82%	81%
		Change	2%	0%
A9	2. Mistakes have led to positive changes here.	Most Recent	65%	69%
		Previous	62%	69%
		Change	3%	0%
A13	3. After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	71%	71%
		Previous	69%	69%
		Change	2%	2%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table C-10. Trending: Item-level Average Percent Positive Response by Respondent Interaction with Patients (Page 3 of 6)

Item	Survey Items By Composite	Database Year	Respondent Interaction with Patients	
			WITH direct interaction	**WITHOUT** direct interaction
	No. of Hospitals	*Both Years*	*97*	*92*
	No. of Respondents	*Most Recent*	*13,063*	*3,179*
		Previous	*12,254*	*2,933*
5.	**Overall Perceptions of Patient Safety**			
A10 R	1. It is just by chance that more serious mistakes don't happen around here.	Most Recent	64%	64%
		Previous	61%	62%
		Change	3%	2%
A15	2. Patient safety is never sacrificed to get more work done.	Most Recent	69%	70%
		Previous	66%	67%
		Change	3%	3%
A17 R	3. We have patient safety problems in this unit.	Most Recent	67%	69%
		Previous	65%	65%
		Change	2%	4%
A18	4. Our procedures and systems are good at preventing errors from happening.	Most Recent	73%	73%
		Previous	69%	72%
		Change	4%	1%
6.	**Feedback and Communication About Error**			
C1	1. We are given feedback about changes put into place based on event reports.	Most Recent	51%	53%
		Previous	50%	54%
		Change	1%	-1%
C3	2. We are informed about errors that happen in this unit.	Most Recent	66%	72%
		Previous	65%	70%
		Change	1%	2%
C5	3. In this unit, we discuss ways to prevent errors from happening again.	Most Recent	71%	76%
		Previous	69%	76%
		Change	2%	0%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table C-10. Trending: Item-level Average Percent Positive Response by Respondent Interaction with Patients (Page 4 of 6)

Item	Survey Items By Composite	Database Year	Respondent Interaction with Patients	
			WITH direct interaction	**WITHOUT** direct interaction
	No. of Hospitals	Both Years	97	92
	No. of Respondents	Most Recent	13,063	3,179
		Previous	12,254	2,933
7.	**Communication Openness**			
C2	1. Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent	76%	76%
		Previous	75%	78%
		Change	1%	-2%
C4	2. Staff feel free to question the decisions or actions of those with more authority.	Most Recent	47%	51%
		Previous	45%	49%
		Change	2%	2%
C6 R	3. Staff are afraid to ask questions when something does not seem right.	Most Recent	64%	66%
		Previous	62%	66%
		Change	2%	0%
8.	**Frequency of Events Reported**			
D1	1. When a mistake is made, but is <u>caught and corrected before affecting the patient</u>, how often is this reported?	Most Recent	53%	57%
		Previous	52%	53%
		Change	1%	4%
D2	2. When a mistake is made, but has <u>no potential to harm the patient</u>, how often is this reported?	Most Recent	60%	55%
		Previous	57%	56%
		Change	3%	-1%
D3	3. When a mistake is made that <u>could harm the patient</u>, but does not, how often is this reported?	Most Recent	76%	73%
		Previous	75%	71%
		Change	1%	2%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table C-10. Trending: Item-level Average Percent Positive Response by Respondent Interaction with Patients (Page 5 of 6)

Item	Survey Items By Composite	Database Year	WITH direct interaction	WITHOUT direct interaction
			Respondent Interaction with Patients	
	No. of Hospitals	*Both Years*	*97*	*92*
	No. of Respondents	*Most Recent*	*13,063*	*3,179*
		Previous	*12,254*	*2,933*
9.	**Teamwork Across Units**			
F2 R	1. Hospital units do not coordinate well with each other.	Most Recent	49%	52%
		Previous	47%	48%
		Change	2%	4%
F4	2. There is good cooperation among hospital units that need to work together.	Most Recent	64%	61%
		Previous	62%	62%
		Change	2%	-1%
F6 R	3. It is often unpleasant to work with staff from other hospital units.	Most Recent	61%	60%
		Previous	60%	57%
		Change	1%	3%
F10	4. Hospital units work well together to provide the best care for patients.	Most Recent	71%	73%
		Previous	70%	72%
		Change	1%	1%
10.	**Staffing**			
A2	1. We have enough staff to handle the workload.	Most Recent	56%	60%
		Previous	56%	59%
		Change	0%	1%
A5 R	2. Staff in this unit work longer hours than is best for patient care.	Most Recent	55%	50%
		Previous	56%	47%
		Change	-1%	3%
A7 R	3. We use more agency/temporary staff than is best for patient care.	Most Recent	67%	57%
		Previous	68%	56%
		Change	-1%	1%
A14 R	4. We work in "crisis mode" trying to do too much, too quickly.	Most Recent	55%	55%
		Previous	53%	50%
		Change	2%	**5%**

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table C-10. Trending: Item-level Average Percent Positive Response by Respondent Interaction with Patients (Page 6 of 6)

Item	Survey Items By Composite	Database Year	Respondent Interaction with Patients WITH direct interaction	WITHOUT direct interaction
	No. of Hospitals	Both Years	97	92
	No. of Respondents	Most Recent	13,063	3,179
		Previous	12,254	2,933
11.	**Handoffs & Transitions**			
F3 R	1. Things "fall between the cracks" when transferring patients from one unit to another.	Most Recent	49%	40%
		Previous	48%	40%
		Change	1%	0%
F5 R	2. Important patient care information is often lost during shift changes.	Most Recent	54%	46%
		Previous	53%	43%
		Change	1%	3%
F7 R	3. Problems often occur in the exchange of information across hospital units.	Most Recent	49%	43%
		Previous	46%	39%
		Change	3%	4%
F11 R	4. Shift changes are problematic for patients in this hospital.	Most Recent	52%	44%
		Previous	50%	43%
		Change	2%	1%
12.	**Nonpunitive Response to Error**			
A8 R	1. Staff feel like their mistakes are held against them.	Most Recent	53%	60%
		Previous	53%	56%
		Change	0%	4%
A12 R	2. When an event is reported, it feels like the person is being written up, not the problem.	Most Recent	47%	52%
		Previous	43%	51%
		Change	4%	1%
A16 R	3. Staff worry that mistakes they make are kept in their personnel file.	Most Recent	39%	42%
		Previous	37%	38%
		Change	2%	4%

Note: The item's survey location is shown to the left. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

Table C-11. Trending: Average Distribution of Work Area/Unit Patient Safety Grade by Respondent Interaction With Patients

	Database Year	Respondent Interaction with Patients	
		WITH direct interaction	**WITHOUT** direct interaction
No. of Hospitals	*Both Years*	*97*	*92*
No. of Respondents	*Most Recent*	*13,063*	*3,179*
	Previous	*12,254*	*2,933*
Patient Safety Grade		Average Percent of Respondents within Hospitals	
A Excellent	Most Recent	24%	27%
	Previous	21%	23%
	Change	3%	4%
B Very Good	Most Recent	50%	50%
	Previous	46%	48%
	Change	4%	2%
C Acceptable	Most Recent	21%	21%
	Previous	24%	22%
	Change	-3%	-1%
D Poor	Most Recent	4%	2%
	Previous	7%	5%
	Change	-3%	-3%
E Failing	Most Recent	1%	1%
	Previous	2%	1%
	Change	-1%	0%

Table C-12. Trending: Average Distribution of Number of Events Reported in the Past 12 Months by Respondent Interaction With Patients

		Respondent Interaction with Patients	
	Database Year	**WITH** direct interaction	**WITHOUT** direct interaction
No. of Hospitals	*Both Years*	*97*	*92*
No. of Respondents	*Most Recent*	*13,063*	*3,179*
	Previous	*12,254*	*2,933*
Number of Events Reported		Average Percent of Respondents within Hospitals	
No events	Most Recent	48%	70%
	Previous	51%	72%
	Change	-3%	-2%
1 to 2 events	Most Recent	30%	17%
	Previous	27%	16%
	Change	3%	1%
3 to 5 events	Most Recent	14%	6%
	Previous	14%	6%
	Change	0%	0%
6 to 10 events	Most Recent	5%	3%
	Previous	4%	3%
	Change	1%	0%
11 to 20 events	Most Recent	3%	2%
	Previous	2%	1%
	Change	1%	1%
21 event reports or more	Most Recent	1%	2%
	Previous	1%	2%
	Change	0%	0%