

# **Nursing Home Survey on Patient Safety Culture: 2011 Comparative Database Report**

**Part II: Appendix A—Overall Results by Nursing Home Characteristics  
Appendix B—Overall Results by Respondent Characteristics**

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## Contents

Executive Summary .....	v
Part II—Appendixes A & B: Overall Results by Nursing Home and Respondent Characteristics .....	v
Highlights From Appendix A: Overall Results by Nursing Home Characteristics .....	vi
Highlights From Appendix B: Overall Results by Respondent Characteristics .....	vii
Appendix A: Overall Results by Nursing Home Characteristics.....	9
(1) Bed Size.....	9
(2) Ownership .....	16
Appendix B: Overall Results by Respondent Characteristics.....	23
(1) Job Title.....	23
(2) Work Area.....	30
(3) Interaction With Residents .....	37
(4) Shift Worked Most Often.....	44

## Tables

Table A-1. Composite-Level Average Percent Positive Response by Bed Size .....	10
Table A-2. Item-Level Average Percent Positive Response by Bed Size .....	11
Table A-3. Average Percentage of Respondents Willing To Recommend Nursing Home by Bed Size .....	15
Table A-4. Average Percentage of Respondents for Overall Rating on Resident Safety by Bed Size .....	15
Table A-5. Composite-Level Average Percent Positive Response by Ownership .....	17
Table A-6. Item-Level Average Percent Positive Response by Ownership .....	18
Table A-7. Average Percentage of Respondents Willing To Recommend Nursing Home by Ownership .....	22
Table A-8. Average Percentage of Respondents for Overall Rating on Resident Safety by Ownership .....	22
Table B-1. Composite-Level Average Percent Positive Response by Job Title.....	24
Table B-2. Item-Level Average Percent Positive Response by Job Title.....	25
Table B-3. Average Percentage of Respondents Willing To Recommend Nursing Home by Job Title .....	29
Table B-4. Average Percentage of Respondents for Overall Rating on Resident Safety by Job Title .....	29
Table B-5. Composite-Level Average Percent Positive Response by Work Area .....	31
Table B-6. Item-Level Average Percent Positive Response by Work Area .....	32
Table B-7. Average Percentage of Respondents Willing To Recommend Nursing Home by Work Area.....	36
Table B-8. Average Percentage of Respondents for Overall Rating on Resident Safety by Work Area.....	36
Table B-9. Composite-Level Average Percent Positive Response by Interaction With Residents .....	38
Table B-10. Item-Level Average Percent Positive Response by Interaction With Residents .....	39
Table B-11. Average Percentage of Respondents Willing To Recommend Nursing Home by Interaction With Residents.....	43
Table B-12. Average Percentage of Respondents for Overall Rating on Resident Safety by Interaction With Residents.....	43

Table B-13. Composite-Level Average Percent Positive Response by Shift Worked Most Often .....	45
Table B-14. Item-Level Average Percent Positive Response by Shift Worked Most Often .....	46
Table B-15. Average Percentage of Respondents Willing To Recommend Nursing Home by Shift Worked Most Often.....	50
Table B-16. Average Percentage of Respondents for Overall Rating on Resident Safety by Shift Worked Most Often.....	50

# Executive Summary

## Part II—Appendixes A & B: Overall Results by Nursing Home and Respondent Characteristics

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

### Appendix A: Overall Results by Nursing Home Characteristics

- Bed size.
- Ownership.

### Appendix B: Overall Results by Respondent Characteristics

- Job title.
- Work area.
- Interaction with residents.
- Shift worked most often.

Highlights from these results by nursing home and respondent characteristics are 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 are based on results for the 12 patient safety culture composites, willingness to recommend (that is, whether respondents would tell friends that this is a safe nursing home for their family), and overall rating on resident safety. 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.

You can compare your nursing home's percent positive scores on the patient safety culture composites and items against the averages shown in Appendix A for nursing homes with your same bed size and type of ownership. You can use a 5 percentage point difference as a rule of thumb for determining what differences to pay attention to.

To compare your nursing home's results against Appendix B, your nursing home will have to compute percent positive scores on the safety culture composites and items broken down by job title, work area, interaction with residents, and shift worked most often. You can then compare your nursing home's percent positive scores against the averages shown in the tables. Again, you can use a 5 percentage point difference as a rule of thumb.

## Highlights From Appendix A: Overall Results by Nursing Home Characteristics

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

- Small nursing homes (*49 or fewer beds*) had the highest average percent positive response on 10 of the 12 patient safety culture composites.
- Small nursing homes (*49 or fewer beds*) had the highest percentage of respondents who indicated they would tell their friends that this is a safe nursing home for their family (88 percent for *49 or fewer beds* versus 74 percent for *100-199 beds*).
- Small nursing homes (*49 or fewer beds*) had the highest percentage of respondents who gave their nursing home an overall rating on resident safety of “Excellent” or “Very Good” (77 percent for *49 or fewer beds* versus 59 percent for *100-199 beds* and *200 beds or more*).

### Ownership (Tables A-5, A-7, A-8)

- *Nonprofit/government* nursing homes had a higher average percent positive response than *for profit* nursing homes on all 12 patient safety culture composites.
- *Nonprofit/government* nursing homes had a higher percentage of respondents who indicated they would tell their friends that this is a safe nursing home for their family (80 percent) than *for profit* nursing homes (72 percent).
- *Nonprofit/government* nursing homes had a higher percentage of respondents who gave their nursing home an overall rating on resident safety of “Excellent” or “Very Good” (66 percent) than *for profit* nursing homes (57 percent).

## Highlights From Appendix B: Overall Results by Respondent Characteristics

### Job Title (Tables B-1, B-3, B-4)

- *Administrators/Managers* and *Physicians* had the highest average percent positive response across the patient safety culture composites (79 percent positive); *Nursing Assistants/Aides* had the lowest (63 percent positive).
- *Administrators/Managers* and *Physicians* had the highest percentage of respondents who indicated they would tell their friends that this is a safe nursing home for their family (93 percent); *Nursing Assistants/Aides* had the lowest (72 percent).
- *Administrators/Managers* had the highest percentage of respondents who gave their nursing home an overall rating on resident safety of “Excellent” or “Very Good” (81 percent); *Other Providers* had the lowest (56 percent).

### Work Area (Tables B-5, B-7, B-8)

- The results for the patient safety culture composites and willingness to recommend were quite similar across work areas.
- Respondents who reported they worked in *Many different areas in this nursing home/No specific area or unit* had the highest percentage of respondents who gave their nursing home an overall rating on resident safety of “Excellent” or “Very Good” (63 percent); those in *Alzheimer’s/Dementia Unit* and *Rehab Unit* had the lowest (58 percent).

### Interaction With Residents (Tables B-9, B-11, B-12)

- Respondents *without* direct interaction with residents were more positive on 11 of the 12 patient safety composites than those *with* direct interaction with residents. The average response across all 12 composites was 73 percent positive for respondents *without* direct interaction with residents and 66 percent positive for respondents *with* direct interaction with residents.
- Respondents *without* direct interaction with residents had a higher percentage of respondents who indicated they would tell their friends that this is a safe nursing home for their family (81 percent) than respondents *with* direct interaction with residents (75 percent).
- Respondents *without* direct interaction with residents had a higher percentage of respondents who gave their nursing home an overall rating on resident safety of “Excellent” or “Very Good” (69 percent) than respondents *with* direct interaction with residents (60 percent).

## Highlights From Appendix B: Overall Results by Respondent Characteristics, continued

### Shift Worked Most Often (Tables B-13, B-15, B-16)

- Respondents working *day shifts* had the highest average percent positive response on 11 of the 12 patient safety culture composites. The average percent positive response across all 12 composites was 69 percent positive for respondents working *days* versus 62 percent positive for respondents working *nights*.
- Respondents working *day shifts* had the highest percentage who indicated they would tell their friends that this is a safe nursing home for their family (79 percent for respondents working *days* versus 74 percent for respondents working *evenings* and 70 percent for respondents working *nights*).
- Respondents working *day shifts* had the highest percentage who gave their nursing home an overall rating on resident safety of “Excellent” or “Very Good” (65 percent for respondents working *days* versus 60 percent for respondents working *evenings* and 51 percent for respondents working *nights*).



## **Appendix A: Overall Results by Nursing Home Characteristics**

### **(1) Bed Size**

NOTE: The number of nursing homes and respondents in each breakout category is shown in each table (i.e., the number of nursing homes and respondents by bed size). However, the precise number of nursing homes and respondents corresponding to each data cell in a table will vary because nursing homes may have omitted a specific survey item and because of individual nonresponse/missing data.

**Table A-1. Composite-Level Average Percent Positive Response by Bed Size**

Patient Safety Culture Composites	Bed Size			
	1-49 Beds	50-99 Beds	100-199 Beds	200 Beds or More
<i># Nursing Homes</i>	26	78	100	22
<i># Respondents</i>	814	3,974	6,650	4,717
<b>1. Overall Perceptions of Resident Safety</b>	92%	85%	84%	85%
<b>2. Feedback &amp; Communication About Incidents</b>	87%	83%	83%	85%
<b>3. Supervisor Expectations &amp; Actions Promoting Resident Safety</b>	82%	78%	78%	83%
<b>4. Organizational Learning</b>	77%	69%	71%	75%
<b>5. Management Support for Resident Safety</b>	71%	68%	68%	74%
<b>6. Training &amp; Skills</b>	76%	69%	70%	75%
<b>7. Compliance With Procedures</b>	68%	63%	62%	68%
<b>8. Teamwork</b>	72%	64%	61%	68%
<b>9. Handoffs</b>	70%	60%	58%	67%
<b>10. Communication Openness</b>	65%	55%	53%	59%
<b>11. Nonpunitive Response to Error</b>	58%	52%	48%	51%
<b>12. Staffing</b>	63%	51%	50%	51%
<b>Average Across Composites</b>	73%	66%	66%	70%

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

Survey Items by Composite	Bed Size			
	1-49 Beds	50-99 Beds	100-199 Beds	200 Beds or More
<i># Nursing Homes</i>	26	78	100	22
<i># Respondents</i>	814	3,974	6,650	4,717
<b>1. Overall Perceptions of Resident Safety</b>				
1. Residents are well cared for in this nursing home (D1)	92%	86%	85%	85%
2. This nursing home does a good job keeping residents safe (D6)	91%	84%	83%	85%
3. This nursing home is a safe place for residents (D8)	92%	86%	85%	86%
<b>2. Feedback &amp; Communication About Incidents</b>				
1. When staff report something that could harm a resident, someone takes care of it (B4)	84%	79%	79%	83%
2. In this nursing home, we talk about ways to keep incidents from happening again (B5)	86%	82%	82%	86%
3. Staff tell someone if they see something that might harm a resident (B6)	90%	87%	86%	87%
4. In this nursing home, we discuss ways to keep residents safe from harm (B8)	87%	83%	84%	86%
<b>3. Supervisor Expectations &amp; Actions Promoting Resident Safety</b>				
1 My supervisor listens to staff ideas and suggestions about resident safety (C1)	81%	79%	77%	82%
2. My supervisor says a good word to staff who follow the right procedures (C2)	77%	71%	71%	79%
3. My supervisor pays attention to resident safety problems in this nursing home (C3)	88%	85%	84%	87%

**Note:** The item's survey location is shown after the item text. 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 Bed Size (Page 2 of 4)**

Survey Items by Composite	Bed Size			
	1-49 Beds	50-99 Beds	100-199 Beds	200 Beds or More
<i># Nursing Homes</i>	26	78	100	22
<i># Respondents</i>	814	3,974	6,650	4,717
<b>4. Organizational Learning</b>				
1. This nursing home lets the same mistakes happen again and again (D3R)	76%	66%	65%	71%
2. It is easy to make changes to improve resident safety in this nursing home (D4)	70%	65%	66%	68%
3. This nursing home is always doing things to improve resident safety (D5)	82%	75%	77%	82%
4. When this nursing home makes changes to improve resident safety, it checks to see if the changes worked (D10)	79%	71%	75%	80%
<b>5. Management Support for Resident Safety</b>				
1. Management asks staff how the nursing home can improve resident safety (D2)	71%	68%	67%	71%
2. Management listens to staff ideas and suggestions to improve resident safety (D7)	73%	67%	65%	72%
3. Management often walks around the nursing home to check on resident care (D9)	68%	70%	72%	80%
<b>6. Training &amp; Skills</b>				
1. Staff get the training they need in this nursing home (A7)	82%	73%	75%	79%
2. Staff have enough training on how to handle difficult residents (A11)	64%	56%	58%	65%
3. Staff understand the training they get in this nursing home (A13)	81%	77%	77%	81%

**Note:** The item's survey location is shown after the item text. 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 Bed Size (Page 3 of 4)**

Survey Items by Composite	Bed Size			
	1-49 Beds	50-99 Beds	100-199 Beds	200 Beds or More
<i># Nursing Homes</i>	26	78	100	22
<i># Respondents</i>	814	3,974	6,650	4,717
<b>7. Compliance With Procedures</b>				
1. Staff follow standard procedures to care for residents (A4)	87%	82%	80%	83%
2. Staff use shortcuts to get their work done faster (A6R)	45%	43%	43%	52%
3. To make work easier, staff often ignore procedures (A14R)	71%	64%	63%	69%
<b>8. Teamwork</b>				
1. Staff in this nursing home treat each other with respect (A1)	71%	65%	63%	70%
2. Staff support one another in this nursing home (A2)	72%	65%	63%	70%
3. Staff feel like they are part of a team (A5)	70%	61%	59%	68%
4. When someone gets really busy in this nursing home, other staff help out (A9)	75%	63%	61%	65%
<b>9. Handoffs</b>				
1. Staff are told what they need to know before taking care of a resident for the first time (B1)	78%	65%	62%	70%
2. Staff are told right away when there is a change in a resident's care plan (B2)	64%	53%	52%	63%
3. We have all the information we need when residents are transferred from the hospital (B3)	58%	52%	52%	62%
4. Staff are given all the information they need to care for residents (B10)	80%	70%	69%	75%

**Note:** The item's survey location is shown after the item text. 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 Bed Size (Page 4 of 4)**

Survey Items by Composite	Bed Size			
	1-49 Beds	50-99 Beds	100-199 Beds	200 Beds or More
<i># Nursing Homes</i>	26	78	100	22
<i># Respondents</i>	814	3,974	6,650	4,717
<b>10. Communication Openness</b>				
1. Staff ideas and suggestions are valued in this nursing home (B7)	69%	58%	56%	63%
2. Staff opinions are ignored in this nursing home (B9R)	62%	49%	49%	54%
3. It is easy for staff to speak up about problems in this nursing home (B11)	65%	56%	55%	61%
<b>11. Nonpunitive Response to Error</b>				
1. Staff are blamed when a resident is harmed (A10R)	49%	44%	38%	41%
2. Staff are afraid to report their mistakes (A12R)	57%	53%	49%	52%
3. Staff are treated fairly when they make mistakes (A15)	65%	57%	53%	55%
4. Staff feel safe reporting their mistakes (A18)	61%	56%	52%	57%
<b>12. Staffing</b>				
1. We have enough staff to handle the workload (A3)	53%	40%	40%	36%
2. Staff have to hurry because they have too much work to do (A8R)	41%	35%	33%	35%
3. Residents' needs are met during shift changes (A16)	77%	63%	61%	67%
4. It is hard to keep residents safe here because so many staff quit their jobs (A17R)	82%	64%	65%	65%

**Note:** The item's survey location is shown after the item text. 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. Average Percentage of Respondents Willing To Recommend Nursing Home by Bed Size**

Willingness To Recommend Nursing Home		Bed Size			
		1-49 Beds	50-99 Beds	100-199 Beds	200 Beds or More
	<i># Nursing Homes</i>	26	78	100	22
	<i># Respondents</i>	814	3,974	6,650	4,717
<b>Yes</b>		88%	75%	74%	75%
<b>Maybe</b>		11%	21%	21%	19%
<b>No</b>		1%	4%	5%	6%

**Note:** Percentages may not add to 100 due to rounding.

**Table A-4. Average Percentage of Respondents for Overall Rating on Resident Safety by Bed Size**

Overall Rating on Resident Safety		Bed Size			
		1-49 Beds	50-99 Beds	100-199 Beds	200 Beds or More
	<i># Nursing Homes</i>	26	78	100	22
	<i># Respondents</i>	814	3,974	6,650	4,717
<b>5 - Excellent</b>		33%	24%	24%	25%
<b>4 - Very Good</b>		44%	37%	35%	34%
<b>3 - Good</b>		19%	27%	27%	28%
<b>2 - Fair</b>		4%	11%	12%	10%
<b>1 - Poor</b>		1%	2%	2%	3%

**Note:** Percentages may not add to 100 due to rounding.

## **Appendix A: Overall Results by Nursing Home Characteristics**

### **(2) Ownership**

NOTE: The number of nursing homes and respondents in each breakout category is shown in each table (i.e., the number of nursing homes and respondents by type of ownership). However, the precise number of nursing homes and respondents corresponding to each data cell in a table will vary because nursing homes may have omitted a specific survey item and because of individual nonresponse/missing data.



**Table A-5. Composite-Level Average Percent Positive Response by Ownership**

Patient Safety Culture Composites	Ownership	
	For Profit	Nonprofit/ Government
<i># Nursing Homes</i>	109	117
<i># Respondents</i>	5,897	10,258
<b>1. Overall Perceptions of Resident Safety</b>	83%	88%
<b>2. Feedback &amp; Communication About Incidents</b>	82%	85%
<b>3. Supervisor Expectations &amp; Actions Promoting Resident Safety</b>	77%	80%
<b>4. Organizational Learning</b>	70%	73%
<b>5. Management Support for Resident Safety</b>	68%	70%
<b>6. Training &amp; Skills</b>	68%	73%
<b>7. Compliance With Procedures</b>	61%	66%
<b>8. Teamwork</b>	61%	67%
<b>9. Handoffs</b>	58%	65%
<b>10. Communication Openness</b>	54%	57%
<b>11. Nonpunitive Response to Error</b>	50%	52%
<b>12. Staffing</b>	50%	53%
<b>Average Across Composites</b>	65%	69%

**Table A-6. Item-Level Average Percent Positive Response by Ownership (Page 1 of 4)**

Survey Items by Composite	Ownership	
	For Profit	Nonprofit/ Government
<i># Nursing Homes</i>	109	117
<i># Respondents</i>	5,897	10,258
<b>1. Overall Perceptions of Resident Safety</b>		
1. Residents are well cared for in this nursing home (D1)	83%	88%
2. This nursing home does a good job keeping residents safe (D6)	82%	87%
3. This nursing home is a safe place for residents (D8)	84%	88%
<b>2. Feedback &amp; Communication About Incidents</b>		
1. When staff report something that could harm a resident, someone takes care of it (B4)	78%	82%
2. In this nursing home, we talk about ways to keep incidents from happening again (B5)	81%	85%
3. Staff tell someone if they see something that might harm a resident (B6)	86%	88%
4. In this nursing home, we discuss ways to keep residents safe from harm (B8)	83%	86%
<b>3. Supervisor Expectations &amp; Actions Promoting Resident Safety</b>		
1 My supervisor listens to staff ideas and suggestions about resident safety (C1)	77%	81%
2. My supervisor says a good word to staff who follow the right procedures (C2)	71%	74%
3. My supervisor pays attention to resident safety problems in this nursing home (C3)	84%	86%

**Note:** The item's survey location is shown after the item text. 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 Ownership (Page 2 of 4)**

Survey Items by Composite	Ownership	
	For Profit	Nonprofit/ Government
# Nursing Homes	109	117
# Respondents	5,897	10,258
<b>4. Organizational Learning</b>		
1. This nursing home lets the same mistakes happen again and again (D3R)	64%	70%
2. It is easy to make changes to improve resident safety in this nursing home (D4)	66%	67%
3. This nursing home is always doing things to improve resident safety (D5)	75%	80%
4. When this nursing home makes changes to improve resident safety, it checks to see if the changes worked (D10)	74%	76%
<b>5. Management Support for Resident Safety</b>		
1. Management asks staff how the nursing home can improve resident safety (D2)	67%	69%
2. Management listens to staff ideas and suggestions to improve resident safety (D7)	66%	69%
3. Management often walks around the nursing home to check on resident care (D9)	73%	71%
<b>6. Training &amp; Skills</b>		
1. Staff get the training they need in this nursing home (A7)	72%	78%
2. Staff have enough training on how to handle difficult residents (A11)	57%	60%
3. Staff understand the training they get in this nursing home (A13)	75%	80%

**Note:** The item's survey location is shown after the item text. 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 Ownership (Page 3 of 4)**

Survey Items by Composite	Ownership	
	For Profit	Nonprofit/ Government
<i># Nursing Homes</i>	109	117
<i># Respondents</i>	5,897	10,258
<b>7. Compliance With Procedures</b>		
1. Staff follow standard procedures to care for residents (A4)	79%	84%
2. Staff use shortcuts to get their work done faster (A6R)	42%	46%
3. To make work easier, staff often ignore procedures (A14R)	62%	68%
<b>8. Teamwork</b>		
1. Staff in this nursing home treat each other with respect (A1)	62%	69%
2. Staff support one another in this nursing home (A2)	62%	68%
3. Staff feel like they are part of a team (A5)	59%	65%
4. When someone gets really busy in this nursing home, other staff help out (A9)	61%	66%
<b>9. Handoffs</b>		
1. Staff are told what they need to know before taking care of a resident for the first time (B1)	61%	70%
2. Staff are told right away when there is a change in a resident's care plan (B2)	50%	59%
3. We have all the information we need when residents are transferred from the hospital (B3)	51%	56%
4. Staff are given all the information they need to care for residents (B10)	68%	74%

**Note:** The item's survey location is shown after the item text. 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 Ownership (Page 4 of 4)**

Survey Items by Composite	Ownership	
	For Profit	Nonprofit/ Government
<i># Nursing Homes</i>	109	117
<i># Respondents</i>	5,897	10,258
<b>10. Communication Openness</b>		
1. Staff ideas and suggestions are valued in this nursing home (B7)	58%	60%
2. Staff opinions are ignored in this nursing home (B9R)	49%	53%
3. It is easy for staff to speak up about problems in this nursing home (B11)	56%	58%
<b>11. Nonpunitive Response to Error</b>		
1. Staff are blamed when a resident is harmed (A10R)	40%	43%
2. Staff are afraid to report their mistakes (A12R)	51%	52%
3. Staff are treated fairly when they make mistakes (A15)	55%	57%
4. Staff feel safe reporting their mistakes (A18)	54%	55%
<b>12. Staffing</b>		
1. We have enough staff to handle the workload (A3)	40%	42%
2. Staff have to hurry because they have too much work to do (A8R)	34%	35%
3. Residents' needs are met during shift changes (A16)	63%	66%
4. It is hard to keep residents safe here because so many staff quit their jobs (A17R)	64%	69%

**Note:** The item's survey location is shown after the item text. 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. Average Percentage of Respondents Willing To Recommend Nursing Home by Ownership**

Willingness To Recommend Nursing Home	Ownership	
	For Profit	Nonprofit/ Government
<i># Nursing Homes</i>	109	117
<i># Respondents</i>	5,897	10,258
<b>Yes</b>	72%	80%
<b>Maybe</b>	23%	16%
<b>No</b>	5%	3%

**Note:** Percentages may not add to 100 due to rounding.

**Table A-8. Average Percentage of Respondents for Overall Rating on Resident Safety by Ownership**

Overall Rating on Resident Safety	Ownership	
	For Profit	Nonprofit/ Government
<i># Nursing Homes</i>	109	117
<i># Respondents</i>	5,897	10,258
<b>5 - Excellent</b>	22%	28%
<b>4 - Very Good</b>	35%	38%
<b>3 - Good</b>	28%	24%
<b>2 - Fair</b>	12%	9%
<b>1 - Poor</b>	2%	1%

**Note:** Percentages may not add to 100 due to rounding.

## **Appendix B: Overall Results by Respondent Characteristics**

### **(1) Job Title**

NOTE 1: Nursing homes that did not ask respondents to indicate their job title were excluded from these breakout tables. In addition, respondents who selected “Other” or who did not answer (missing) were not included.

NOTE 2: The number of nursing homes and respondents with each job title is shown. The number of nursing homes is based on: (1) nursing homes that asked respondents to indicate their job title (not all nursing homes asked this question), and (2) whether the nursing home had at least one respondent with a particular job title. However, the precise number of nursing homes and respondents corresponding to each data cell in the tables will vary because nursing homes may have omitted a specific survey item and because of individual nonresponse/missing data.

**Table B-1. Composite-Level Average Percent Positive Response by Job Title**

Patient Safety Culture Composites	Job Title							
	Admin/Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/Aide	Other Provider	Physician	Support Staff
<i># Nursing Homes</i>	216	182	208	220	224	39	39	203
<i># Respondents</i>	1,477	711	1,387	2,574	5,154	79	135	2,671
<b>1. Overall Perceptions of Resident Safety</b>	94%	91%	88%	86%	83%	78%	90%	86%
<b>2. Feedback &amp; Communication About Incidents</b>	93%	88%	85%	85%	79%	74%	91%	86%
<b>3. Supervisor Expectations &amp; Actions Promoting Resident Safety</b>	89%	85%	86%	78%	73%	69%	81%	83%
<b>4. Organizational Learning</b>	81%	77%	72%	70%	69%	68%	83%	76%
<b>5. Management Support for Resident Safety</b>	86%	77%	72%	66%	63%	70%	83%	75%
<b>6. Training &amp; Skills</b>	76%	73%	72%	66%	71%	69%	77%	74%
<b>7. Compliance With Procedures</b>	66%	63%	62%	65%	65%	62%	73%	61%
<b>8. Teamwork</b>	79%	69%	67%	65%	58%	66%	82%	67%
<b>9. Handoffs</b>	71%	71%	62%	61%	51%	67%	83%	75%
<b>10. Communication Openness</b>	77%	67%	58%	55%	47%	60%	76%	61%
<b>11. Nonpunitive Response to Error</b>	66%	55%	51%	51%	47%	49%	63%	51%
<b>12. Staffing</b>	67%	57%	49%	50%	48%	51%	66%	52%
<b>Average Across Composites</b>	79%	73%	69%	67%	63%	65%	79%	71%



**Table B-2. Item-Level Average Percent Positive Response by Job Title (Page 1 of 4)**

Survey Items by Composite	Job Title							
	Admin/Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/Aide	Other Provider	Physician	Support Staff
# Nursing Homes	216	182	208	220	224	39	39	203
# Respondents	1,477	711	1,387	2,574	5,154	79	135	2,671
<b>1. Overall Perceptions of Resident Safety</b>								
1. Residents are well cared for in this nursing home (D1)	95%	90%	88%	87%	84%	82%	91%	83%
2. This nursing home does a good job keeping residents safe (D6)	93%	90%	86%	84%	82%	78%	88%	86%
3. This nursing home is a safe place for residents (D8)	94%	92%	90%	86%	84%	77%	91%	88%
<b>2. Feedback &amp; Communication About Incidents</b>								
1. When staff report something that could harm a resident, someone takes care of it (B4)	91%	87%	83%	84%	73%	74%	84%	84%
2. In this nursing home, we talk about ways to keep incidents from happening again (B5)	93%	88%	85%	83%	78%	71%	89%	87%
3. Staff tell someone if they see something that might harm a resident (B6)	93%	88%	85%	90%	86%	80%	97%	85%
4. In this nursing home, we discuss ways to keep residents safe from harm (B8)	94%	90%	86%	84%	80%	78%	87%	88%
<b>3. Supervisor Expectations &amp; Actions Promoting Resident Safety</b>								
1. My supervisor listens to staff ideas and suggestions about resident safety (C1)	91%	87%	87%	80%	73%	72%	79%	83%
2. My supervisor says a good word to staff who follow the right procedures (C2)	85%	79%	82%	69%	65%	63%	76%	79%
3. My supervisor pays attention to resident safety problems in this nursing home (C3)	92%	91%	89%	86%	81%	72%	84%	88%

**Note:** The item's survey location is shown after the item text. 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 Job Title (Page 2 of 4)**

Survey Items by Composite	Job Title							
	Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/ Aide	Other Provider	Physician	Support Staff
# Nursing Homes	216	182	208	220	224	39	39	203
# Respondents	1,477	711	1,387	2,574	5,154	79	135	2,671
<b>4. Organizational Learning</b>								
1. This nursing home lets the same mistakes happen again and again (D3R)	79%	73%	67%	67%	64%	67%	81%	69%
2. It is easy to make changes to improve resident safety in this nursing home (D4)	73%	70%	68%	63%	65%	71%	75%	73%
3. This nursing home is always doing things to improve resident safety (D5)	86%	86%	79%	77%	74%	74%	79%	82%
4. When this nursing home makes changes to improve resident safety, it checks to see if the changes worked (D10)	87%	79%	75%	75%	71%	71%	86%	80%
<b>5. Management Support for Resident Safety</b>								
1. Management asks staff how the nursing home can improve resident safety (D2)	85%	76%	72%	64%	62%	70%	83%	75%
2. Management listens to staff ideas and suggestions to improve resident safety (D7)	87%	76%	71%	65%	59%	72%	80%	73%
3. Management often walks around the nursing home to check on resident care (D9)	85%	79%	74%	69%	66%	76%	81%	79%
<b>6. Training &amp; Skills</b>								
1. Staff get the training they need in this nursing home (A7)	83%	77%	78%	70%	76%	72%	82%	78%
2. Staff have enough training on how to handle difficult residents (A11)	64%	63%	60%	53%	57%	63%	66%	66%
3. Staff understand the training they get in this nursing home (A13)	82%	79%	77%	76%	79%	74%	82%	79%

**Note:** The item's survey location is shown after the item text. 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 Job Title (Page 3 of 4)**

Survey Items by Composite	Job Title							
	Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/ Aide	Other Provider	Physician	Support Staff
# Nursing Homes	216	182	208	220	224	39	39	203
# Respondents	1,477	711	1,387	2,574	5,154	79	135	2,671
<b>7. Compliance With Procedures</b>								
1. Staff follow standard procedures to care for residents (A4)	87%	85%	82%	85%	81%	77%	85%	79%
2. Staff use shortcuts to get their work done faster (A6R)	42%	43%	42%	41%	47%	52%	57%	45%
3. To make work easier, staff often ignore procedures (A14R)	69%	63%	62%	67%	67%	55%	77%	60%
<b>8. Teamwork</b>								
1. Staff in this nursing home treat each other with respect (A1)	79%	70%	70%	67%	59%	74%	86%	67%
2. Staff support one another in this nursing home (A2)	80%	71%	69%	67%	59%	69%	79%	67%
3. Staff feel like they are part of a team (A5)	76%	67%	64%	60%	57%	69%	80%	67%
4. When someone gets really busy in this nursing home, other staff help out (A9)	80%	72%	67%	65%	57%	61%	82%	68%
<b>9. Handoffs</b>								
1. Staff are told what they need to know before taking care of a resident for the first time (B1)	79%	77%	66%	68%	55%	78%	81%	77%
2. Staff are told right away when there is a change in a resident's care plan (B2)	66%	71%	55%	55%	43%	61%	83%	71%
3. We have all the information we need when residents are transferred from the hospital (B3)	54%	64%	56%	51%	47%	47%	49%	68%
4. Staff are given all the information they need to care for residents (B10)	85%	80%	73%	72%	61%	78%	77%	82%

**Note:** The item's survey location is shown after the item text. 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 Job Title (Page 4 of 4)**

Survey Items by Composite	Job Title							
	Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/ Aide	Other Provider	Physician	Support Staff
# Nursing Homes	216	182	208	220	224	39	39	203
# Respondents	1,477	711	1,387	2,574	5,154	79	135	2,671
<b>10. Communication Openness</b>								
1. Staff ideas and suggestions are valued in this nursing home (B7)	80%	71%	63%	58%	48%	67%	70%	68%
2. Staff opinions are ignored in this nursing home (B9R)	73%	63%	54%	50%	43%	56%	78%	52%
3. It is easy for staff to speak up about problems in this nursing home (B11)	77%	66%	58%	57%	49%	62%	82%	63%
<b>11. Nonpunitive Response to Error</b>								
1. Staff are blamed when a resident is harmed (A10R)	63%	47%	45%	45%	35%	42%	55%	36%
2. Staff are afraid to report their mistakes (A12R)	58%	49%	49%	51%	54%	50%	65%	49%
3. Staff are treated fairly when they make mistakes (A15)	79%	65%	59%	57%	46%	50%	65%	59%
4. Staff feel safe reporting their mistakes (A18)	65%	59%	52%	53%	53%	53%	64%	59%
<b>12. Staffing</b>								
1. We have enough staff to handle the workload (A3)	64%	52%	43%	38%	31%	50%	59%	43%
2. Staff have to hurry because they have too much work to do (A8R)	49%	37%	32%	29%	32%	36%	49%	39%
3. Residents' needs are met during shift changes (A16)	72%	64%	53%	66%	67%	65%	69%	63%
4. It is hard to keep residents safe here because so many staff quit their jobs (A17R)	83%	75%	68%	67%	63%	61%	80%	63%

**Note:** The item's survey location is shown after the item text. 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. Average Percentage of Respondents Willing To Recommend Nursing Home by Job Title**

Willingness To Recommend Nursing Home	Job Title							
	Admin/Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/Aide	Other Provider	Physician	Support Staff
<i># Nursing Homes</i>	216	182	208	220	224	39	39	203
<i># Respondents</i>	1,477	711	1,387	2,574	5,154	79	135	2,671
<b>Yes</b>	93%	85%	81%	79%	72%	74%	93%	74%
<b>Maybe</b>	6%	12%	15%	17%	23%	18%	7%	21%
<b>No</b>	1%	3%	4%	4%	5%	8%	0%	5%

Note: Percentages may not add to 100 due to rounding.

**Table B-4. Average Percentage of Respondents for Overall Rating on Resident Safety by Job Title**

Overall Rating on Resident Safety	Job Title							
	Admin/Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/Aide	Other Provider	Physician	Support Staff
<i># Nursing Homes</i>	216	182	208	220	224	39	39	203
<i># Respondents</i>	1,477	711	1,387	2,574	5,154	79	135	2,671
<b>5 - Excellent</b>	38%	32%	24%	20%	22%	34%	44%	27%
<b>4 - Very Good</b>	43%	39%	40%	40%	35%	22%	30%	35%
<b>3 - Good</b>	15%	22%	26%	26%	29%	28%	18%	27%
<b>2 - Fair</b>	4%	6%	8%	11%	12%	12%	8%	10%
<b>1 - Poor</b>	0%	1%	1%	2%	2%	4%	0%	1%

Note: Percentages may not add to 100 due to rounding.

## **Appendix B: Overall Results by Respondent Characteristics**

### **(2) Work Area**

NOTE 1: Nursing homes that did not ask respondents to indicate their work area were excluded from these breakout tables. In addition, respondents who selected “Other area or unit” or who did not answer (missing) were not included.

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

**Table B-5. Composite-Level Average Percent Positive Response by Work Area**

Patient Safety Culture Composites	Work Area			
	Alzheimer's/ Dementia Unit	Many/ No Specific Area or <u>Unit</u>	Rehab Unit	Skilled Nursing Unit
<i># Nursing Homes</i>	157	224	147	216
<i># Respondents</i>	956	6,641	938	2,977
<b>1. Overall Perceptions of Resident Safety</b>	85%	86%	85%	87%
<b>2. Feedback &amp; Communication About Incidents</b>	84%	84%	83%	82%
<b>3. Supervisor Expectations &amp; Actions Promoting Resident Safety</b>	77%	79%	82%	76%
<b>4. Organizational Learning</b>	72%	72%	71%	71%
<b>5. Management Support for Resident Safety</b>	67%	69%	71%	66%
<b>6. Training &amp; Skills</b>	72%	71%	68%	71%
<b>7. Compliance With Procedures</b>	65%	63%	63%	67%
<b>8. Teamwork</b>	64%	63%	65%	63%
<b>9. Handoffs</b>	60%	61%	59%	57%
<b>10. Communication Openness</b>	53%	56%	59%	52%
<b>11. Nonpunitive Response to Error</b>	52%	52%	48%	52%
<b>12. Staffing</b>	49%	52%	49%	52%
<b>Average Across Composites</b>	67%	67%	67%	66%

**Table B-6. Item-Level Average Percent Positive Response by Work Area (Page 1 of 4)**

Survey Items by Composite	Work Area			
	Alzheimer's/ Dementia Unit	Many/ No Specific Area or Unit	Rehab Unit	Skilled Nursing Unit
# Nursing Homes	157	224	147	216
# Respondents	956	6,641	938	2,977
<b>1. Overall Perceptions of Resident Safety</b>				
1. Residents are well cared for in this nursing home (D1)	86%	86%	87%	88%
2. This nursing home does a good job keeping residents safe (D6)	84%	84%	85%	86%
3. This nursing home is a safe place for residents (D8)	85%	87%	84%	88%
<b>2. Feedback &amp; Communication About Incidents</b>				
1. When staff report something that could harm a resident, someone takes care of it (B4)	79%	80%	81%	79%
2. In this nursing home, we talk about ways to keep incidents from happening again (B5)	86%	83%	85%	80%
3. Staff tell someone if they see something that might harm a resident (B6)	86%	87%	84%	88%
4. In this nursing home, we discuss ways to keep residents safe from harm (B8)	85%	85%	84%	83%
<b>3. Supervisor Expectations &amp; Actions Promoting Resident Safety</b>				
1 My supervisor listens to staff ideas and suggestions about resident safety (C1)	75%	79%	83%	76%
2. My supervisor says a good word to staff who follow the right procedures (C2)	73%	73%	78%	69%
3. My supervisor pays attention to resident safety problems in this nursing home (C3)	82%	85%	87%	84%

**Note:** The item's survey location is shown after the item text. 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 Work Area (Page 2 of 4)**

Survey Items by Composite	Work Area			
	Alzheimer's/ Dementia Unit	Many/ No Specific Area or Unit	Rehab Unit	Skilled Nursing Unit
# Nursing Homes	157	224	147	216
# Respondents	956	6,641	938	2,977
<b>4. Organizational Learning</b>				
1. This nursing home lets the same mistakes happen again and again (D3R)	64%	68%	68%	68%
2. It is easy to make changes to improve resident safety in this nursing home (D4)	65%	66%	66%	64%
3. This nursing home is always doing things to improve resident safety (D5)	82%	77%	79%	76%
4. When this nursing home makes changes to improve resident safety, it checks to see if the changes worked (D10)	75%	75%	73%	74%
<b>5. Management Support for Resident Safety</b>				
1. Management asks staff how the nursing home can improve resident safety (D2)	66%	69%	72%	65%
2. Management listens to staff ideas and suggestions to improve resident safety (D7)	62%	68%	68%	63%
3. Management often walks around the nursing home to check on resident care (D9)	74%	72%	74%	69%
<b>6. Training &amp; Skills</b>				
1. Staff get the training they need in this nursing home (A7)	77%	76%	76%	76%
2. Staff have enough training on how to handle difficult residents (A11)	59%	59%	53%	58%
3. Staff understand the training they get in this nursing home (A13)	79%	78%	73%	78%

**Note:** The item's survey location is shown after the item text. 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 Work Area (Page 3 of 4)**

Survey Items by Composite	Work Area			
	Alzheimer's/ Dementia Unit	Many/ No Specific Area or Unit	Rehab Unit	Skilled Nursing Unit
# Nursing Homes	157	224	147	216
# Respondents	956	6,641	938	2,977
<b>7. Compliance With Procedures</b>				
1. Staff follow standard procedures to care for residents (A4)	82%	81%	82%	85%
2. Staff use shortcuts to get their work done faster (A6R)	47%	44%	42%	46%
3. To make work easier, staff often ignore procedures (A14R)	65%	65%	63%	70%
<b>8. Teamwork</b>				
1. Staff in this nursing home treat each other with respect (A1)	64%	65%	68%	66%
2. Staff support one another in this nursing home (A2)	63%	65%	67%	65%
3. Staff feel like they are part of a team (A5)	65%	61%	65%	59%
4. When someone gets really busy in this nursing home, other staff help out (A9)	64%	63%	61%	62%
<b>9. Handoffs</b>				
1. Staff are told what they need to know before taking care of a resident for the first time (B1)	67%	65%	62%	62%
2. Staff are told right away when there is a change in a resident's care plan (B2)	54%	54%	53%	49%
3. We have all the information we need when residents are transferred from the hospital (B3)	50%	53%	54%	50%
4. Staff are given all the information they need to care for residents (B10)	72%	70%	68%	68%

**Note:** The item's survey location is shown after the item text. 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 Work Area (Page 4 of 4)**

Survey Items by Composite	Work Area			
	Alzheimer's/ Dementia Unit	Many/ No Specific Area or Unit	Rehab Unit	Skilled Nursing Unit
# Nursing Homes	157	224	147	216
# Respondents	956	6,641	938	2,977
<b>10. Communication Openness</b>				
1. Staff ideas and suggestions are valued in this nursing home (B7)	54%	59%	61%	55%
2. Staff opinions are ignored in this nursing home (B9R)	47%	52%	58%	49%
3. It is easy for staff to speak up about problems in this nursing home (B11)	56%	57%	58%	54%
<b>11. Nonpunitive Response to Error</b>				
1. Staff are blamed when a resident is harmed (A10R)	40%	43%	41%	43%
2. Staff are afraid to report their mistakes (A12R)	53%	52%	50%	55%
3. Staff are treated fairly when they make mistakes (A15)	56%	56%	54%	55%
4. Staff feel safe reporting their mistakes (A18)	57%	56%	48%	56%
<b>12. Staffing</b>				
1. We have enough staff to handle the workload (A3)	37%	41%	37%	38%
2. Staff have to hurry because they have too much work to do (A8R)	31%	36%	33%	33%
3. Residents' needs are met during shift changes (A16)	66%	64%	59%	66%
4. It is hard to keep residents safe here because so many staff quit their jobs (A17R)	61%	68%	66%	69%

**Note:** The item's survey location is shown after the item text. 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. Average Percentage of Respondents Willing To Recommend Nursing Home by Work Area**

Willingness To Recommend Nursing Home	Work Area			
	Alzheimer's/ Dementia Unit	Many/ No Specific Area or Unit	Rehab Unit	Skilled Nursing Unit
<i># Nursing Homes</i>	157	224	147	216
<i># Respondents</i>	956	6,641	938	2,977
<b>Yes</b>	74%	77%	77%	77%
<b>Maybe</b>	22%	18%	19%	19%
<b>No</b>	3%	4%	4%	5%

Note: Percentages may not add to 100 due to rounding.

**Table B-8. Average Percentage of Respondents for Overall Rating on Resident Safety by Work Area**

Overall Rating on Resident Safety	Work Area			
	Alzheimer's/ Dementia Unit	Many/ No Specific Area or Unit	Rehab Unit	Skilled Nursing Unit
<i># Nursing Homes</i>	157	224	147	216
<i># Respondents</i>	956	6,641	938	2,977
<b>5 - Excellent</b>	24%	26%	23%	21%
<b>4 - Very Good</b>	34%	37%	35%	39%
<b>3 - Good</b>	32%	25%	29%	29%
<b>2 - Fair</b>	10%	11%	11%	9%
<b>1 - Poor</b>	1%	2%	2%	2%

Note: Percentages may not add to 100 due to rounding.

## **Appendix B: Overall Results by Respondent Characteristics**

### **(3) Interaction With Residents**

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

NOTE 2: The number of nursing homes and respondents is shown in each table. The number of nursing homes is based on: (1) nursing homes that asked respondents to indicate their interaction with residents (not all nursing homes asked this question), and (2) whether the nursing home had at least one respondent in a particular response category. However, the precise number of nursing homes and respondents corresponding to each data cell in the tables will vary because nursing homes may have omitted a specific survey item and because of individual nonresponse/missing data.

**Table B-9. Composite-Level Average Percent Positive Response by Interaction With Residents**

Patient Safety Culture Composites	Interaction With Residents	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Nursing Homes</i>	226	223
<i># Respondents</i>	10,882	4,349
<b>1. Overall Perceptions of Resident Safety</b>	85%	89%
<b>2. Feedback &amp; Communication About Incidents</b>	82%	89%
<b>3. Supervisor Expectations &amp; Actions Promoting Resident Safety</b>	77%	86%
<b>4. Organizational Learning</b>	70%	77%
<b>5. Management Support for Resident Safety</b>	66%	78%
<b>6. Training &amp; Skills</b>	70%	74%
<b>7. Compliance With Procedures</b>	64%	62%
<b>8. Teamwork</b>	62%	71%
<b>9. Handoffs</b>	58%	73%
<b>10. Communication Openness</b>	52%	67%
<b>11. Nonpunitive Response to Error</b>	50%	55%
<b>12. Staffing</b>	50%	58%
<b>Average Across Composites</b>	66%	73%

**Table B-10. Item-Level Average Percent Positive Response by Interaction With Residents (Page 1 of 4)**

Survey Items by Composite	Interaction With Residents	
	WITH Direct Interaction	WITHOUT Direct Interaction
# Nursing Homes	226	223
# Respondents	10,882	4,349
<b>1. Overall Perceptions of Resident Safety</b>		
1. Residents are well cared for in this nursing home (D1)	86%	88%
2. This nursing home does a good job keeping residents safe (D6)	84%	89%
3. This nursing home is a safe place for residents (D8)	86%	90%
<b>2. Feedback &amp; Communication About Incidents</b>		
1. When staff report something that could harm a resident, someone takes care of it (B4)	78%	87%
2. In this nursing home, we talk about ways to keep incidents from happening again (B5)	81%	90%
3. Staff tell someone if they see something that might harm a resident (B6)	87%	88%
4. In this nursing home, we discuss ways to keep residents safe from harm (B8)	83%	90%
<b>3. Supervisor Expectations &amp; Actions Promoting Resident Safety</b>		
1. My supervisor listens to staff ideas and suggestions about resident safety (C1)	77%	86%
2. My supervisor says a good word to staff who follow the right procedures (C2)	70%	81%
3. My supervisor pays attention to resident safety problems in this nursing home (C3)	84%	90%

**Note:** The item's survey location is shown after the item text. 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 Interaction With Residents (Page 2 of 4)**

Survey Items by Composite	Interaction With Residents	
	WITH Direct Interaction	WITHOUT Direct Interaction
# Nursing Homes	226	223
# Respondents	10,882	4,349
<b>4. Organizational Learning</b>		
1. This nursing home lets the same mistakes happen again and again (D3R)	66%	73%
2. It is easy to make changes to improve resident safety in this nursing home (D4)	65%	72%
3. This nursing home is always doing things to improve resident safety (D5)	76%	83%
4. When this nursing home makes changes to improve resident safety, it checks to see if the changes worked (D10)	73%	81%
<b>5. Management Support for Resident Safety</b>		
1. Management asks staff how the nursing home can improve resident safety (D2)	65%	78%
2. Management listens to staff ideas and suggestions to improve resident safety (D7)	64%	78%
3. Management often walks around the nursing home to check on resident care (D9)	69%	80%
<b>6. Training &amp; Skills</b>		
1. Staff get the training they need in this nursing home (A7)	74%	79%
2. Staff have enough training on how to handle difficult residents (A11)	57%	64%
3. Staff understand the training they get in this nursing home (A13)	78%	79%

**Note:** The item's survey location is shown after the item text. 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 Interaction With Residents (Page 3 of 4)**

Survey Items by Composite	Interaction With Residents	
	WITH Direct Interaction	WITHOUT Direct Interaction
# Nursing Homes	226	223
# Respondents	10,882	4,349
<b>7. Compliance With Procedures</b>		
1. Staff follow standard procedures to care for residents (A4)	82%	82%
2. Staff use shortcuts to get their work done faster (A6R)	45%	43%
3. To make work easier, staff often ignore procedures (A14R)	66%	62%
<b>8. Teamwork</b>		
1. Staff in this nursing home treat each other with respect (A1)	64%	71%
2. Staff support one another in this nursing home (A2)	64%	71%
3. Staff feel like they are part of a team (A5)	60%	69%
4. When someone gets really busy in this nursing home, other staff help out (A9)	61%	71%
<b>9. Handoffs</b>		
1. Staff are told what they need to know before taking care of a resident for the first time (B1)	62%	78%
2. Staff are told right away when there is a change in a resident's care plan (B2)	51%	68%
3. We have all the information we need when residents are transferred from the hospital (B3)	51%	63%
4. Staff are given all the information they need to care for residents (B10)	68%	82%

**Note:** The item's survey location is shown after the item text. 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 Interaction With Residents (Page 4 of 4)**

Survey Items by Composite	Interaction With Residents	
	WITH Direct Interaction	WITHOUT Direct Interaction
# Nursing Homes	226	223
# Respondents	10,882	4,349
<b>10. Communication Openness</b>		
1. Staff ideas and suggestions are valued in this nursing home (B7)	55%	71%
2. Staff opinions are ignored in this nursing home (B9R)	48%	63%
3. It is easy for staff to speak up about problems in this nursing home (B11)	54%	67%
<b>11. Nonpunitive Response to Error</b>		
1. Staff are blamed when a resident is harmed (A10R)	40%	47%
2. Staff are afraid to report their mistakes (A12R)	52%	51%
3. Staff are treated fairly when they make mistakes (A15)	53%	66%
4. Staff feel safe reporting their mistakes (A18)	54%	58%
<b>12. Staffing</b>		
1. We have enough staff to handle the workload (A3)	37%	53%
2. Staff have to hurry because they have too much work to do (A8R)	32%	41%
3. Residents' needs are met during shift changes (A16)	64%	66%
4. It is hard to keep residents safe here because so many staff quit their jobs (A17R)	66%	70%

**Note:** The item's survey location is shown after the item text. 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. Average Percentage of Respondents Willing To Recommend Nursing Home by Interaction With Residents**

Willingness To Recommend Nursing Home	Interaction With Residents	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Nursing Homes</i>	226	223
<i># Respondents</i>	10,882	4,349
<b>Yes</b>	75%	81%
<b>Maybe</b>	20%	16%
<b>No</b>	4%	3%

**Note:** Percentages may not add to 100 due to rounding.

**Table B-12. Average Percentage of Respondents for Overall Rating on Resident Safety by Interaction With Residents**

Overall Rating on Resident Safety	Interaction With Residents	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Nursing Homes</i>	226	223
<i># Respondents</i>	10,882	4,349
<b>5 - Excellent</b>	23%	30%
<b>4 - Very Good</b>	37%	39%
<b>3 - Good</b>	27%	23%
<b>2 - Fair</b>	11%	8%
<b>1 - Poor</b>	2%	1%

**Note:** Percentages may not add to 100 due to rounding.

## **Appendix B: Overall Results by Respondent Characteristics**

### **(4) Shift Worked Most Often**

NOTE 1: Nursing homes that did not ask respondents to indicate their shift worked most often were excluded from these breakout tables. In addition, respondents who did not answer (missing) were not included.

NOTE 2: The number of nursing homes and respondents is shown in each table. The number of nursing homes is based on: (1) nursing homes that asked respondents to indicate their shift worked most often (not all nursing homes asked this question), and (2) whether the nursing home had at least one respondent in a particular response category. However, the precise number of nursing homes and respondents corresponding to each data cell in the tables will vary because nursing homes may have omitted a specific survey item and because of individual nonresponse/missing data.

**Table B-13. Composite-Level Average Percent Positive Response by Shift Worked Most Often**

Patient Safety Culture Composites	Shift Worked Most Often		
	Days	Evenings	Nights
<i># Nursing Homes</i>	226	224	206
<i># Respondents</i>	10,323	3,083	1,616
<b>1. Overall Perceptions of Resident Safety</b>	87%	85%	82%
<b>2. Feedback &amp; Communication About Incidents</b>	85%	83%	79%
<b>3. Supervisor Expectations &amp; Actions Promoting Resident Safety</b>	81%	78%	74%
<b>4. Organizational Learning</b>	73%	72%	67%
<b>5. Management Support for Resident Safety</b>	72%	68%	62%
<b>6. Training &amp; Skills</b>	72%	72%	67%
<b>7. Compliance With Procedures</b>	64%	66%	63%
<b>8. Teamwork</b>	65%	65%	60%
<b>9. Handoffs</b>	63%	60%	56%
<b>10. Communication Openness</b>	59%	55%	48%
<b>11. Nonpunitive Response to Error</b>	53%	51%	44%
<b>12. Staffing</b>	53%	51%	47%
<b>Average Across Composites</b>	69%	67%	62%

**Table B-14. Item-Level Average Percent Positive Response by Shift Worked Most Often (Page 1 of 4)**

Survey Items by Composite	Shift Worked Most Often		
	Days	Evenings	Nights
# Nursing Homes	226	224	206
# Respondents	10,323	3,083	1,616
<b>1. Overall Perceptions of Resident Safety</b>			
1. Residents are well cared for in this nursing home (D1)	87%	86%	83%
2. This nursing home does a good job keeping residents safe (D6)	86%	84%	80%
3. This nursing home is a safe place for residents (D8)	88%	86%	83%
<b>2. Feedback &amp; Communication About Incidents</b>			
1. When staff report something that could harm a resident, someone takes care of it (B4)	82%	79%	76%
2. In this nursing home, we talk about ways to keep incidents from happening again (B5)	85%	82%	76%
3. Staff tell someone if they see something that might harm a resident (B6)	88%	87%	86%
4. In this nursing home, we discuss ways to keep residents safe from harm (B8)	87%	84%	80%
<b>3. Supervisor Expectations &amp; Actions Promoting Resident Safety</b>			
1 My supervisor listens to staff ideas and suggestions about resident safety (C1)	82%	78%	72%
2. My supervisor says a good word to staff who follow the right procedures (C2)	75%	71%	68%
3. My supervisor pays attention to resident safety problems in this nursing home (C3)	87%	86%	82%

**Note:** The item's survey location is shown after the item text. 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-14. Item-Level Average Percent Positive Response by Shift Worked Most Often (Page 2 of 4)**

Survey Items by Composite	Shift Worked Most Often		
	Days	Evenings	Nights
# Nursing Homes	226	224	206
# Respondents	10,323	3,083	1,616
<b>4. Organizational Learning</b>			
1. This nursing home lets the same mistakes happen again and again (D3R)	69%	67%	62%
2. It is easy to make changes to improve resident safety in this nursing home (D4)	67%	68%	63%
3. This nursing home is always doing things to improve resident safety (D5)	79%	78%	74%
4. When this nursing home makes changes to improve resident safety, it checks to see if the changes worked (D10)	76%	76%	70%
<b>5. Management Support for Resident Safety</b>			
1. Management asks staff how the nursing home can improve resident safety (D2)	72%	65%	61%
2. Management listens to staff ideas and suggestions to improve resident safety (D7)	70%	67%	61%
3. Management often walks around the nursing home to check on resident care (D9)	74%	71%	66%
<b>6. Training &amp; Skills</b>			
1. Staff get the training they need in this nursing home (A7)	77%	76%	72%
2. Staff have enough training on how to handle difficult residents (A11)	60%	60%	52%
3. Staff understand the training they get in this nursing home (A13)	78%	80%	76%

**Note:** The item's survey location is shown after the item text. 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-14. Item-Level Average Percent Positive Response by Shift Worked Most Often (Page 3 of 4)**

Survey Items by Composite	Shift Worked Most Often		
	Days	Evenings	Nights
# Nursing Homes	226	224	206
# Respondents	10,323	3,083	1,616
<b>7. Compliance With Procedures</b>			
1. Staff follow standard procedures to care for residents (A4)	82%	83%	82%
2. Staff use shortcuts to get their work done faster (A6R)	44%	47%	44%
3. To make work easier, staff often ignore procedures (A14R)	65%	68%	65%
<b>8. Teamwork</b>			
1. Staff in this nursing home treat each other with respect (A1)	67%	66%	60%
2. Staff support one another in this nursing home (A2)	67%	65%	61%
3. Staff feel like they are part of a team (A5)	63%	62%	59%
4. When someone gets really busy in this nursing home, other staff help out (A9)	65%	65%	59%
<b>9. Handoffs</b>			
1. Staff are told what they need to know before taking care of a resident for the first time (B1)	67%	65%	60%
2. Staff are told right away when there is a change in a resident's care plan (B2)	57%	53%	47%
3. We have all the information we need when residents are transferred from the hospital (B3)	55%	54%	50%
4. Staff are given all the information they need to care for residents (B10)	73%	70%	67%

**Note:** The item's survey location is shown after the item text. 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-14. Item-Level Average Percent Positive Response by Shift Worked Most Often (Page 4 of 4)**

Survey Items by Composite	Shift Worked Most Often		
	Days	Evenings	Nights
# Nursing Homes	226	224	206
# Respondents	10,323	3,083	1,616
<b>10. Communication Openness</b>			
1. Staff ideas and suggestions are valued in this nursing home (B7)	62%	59%	49%
2. Staff opinions are ignored in this nursing home (B9R)	54%	49%	42%
3. It is easy for staff to speak up about problems in this nursing home (B11)	59%	56%	52%
<b>11. Nonpunitive Response to Error</b>			
1. Staff are blamed when a resident is harmed (A10R)	44%	39%	31%
2. Staff are afraid to report their mistakes (A12R)	52%	54%	49%
3. Staff are treated fairly when they make mistakes (A15)	59%	53%	47%
4. Staff feel safe reporting their mistakes (A18)	57%	57%	49%
<b>12. Staffing</b>			
1. We have enough staff to handle the workload (A3)	44%	38%	33%
2. Staff have to hurry because they have too much work to do (A8R)	36%	35%	30%
3. Residents' needs are met during shift changes (A16)	64%	66%	65%
4. It is hard to keep residents safe here because so many staff quit their jobs (A17R)	69%	65%	61%

**Note:** The item's survey location is shown after the item text. 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-15. Average Percentage of Respondents Willing To Recommend Nursing Home by Shift Worked Most Often**

Willingness To Recommend Nursing Home	Shift Worked Most Often		
	Days	Evenings	Nights
<i># Nursing Homes</i>	226	224	206
<i># Respondents</i>	10,323	3,083	1,616
<b>Yes</b>	79%	74%	70%
<b>Maybe</b>	17%	22%	24%
<b>No</b>	3%	5%	6%

**Note:** Percentages may not add to 100 due to rounding.

**Table B-16. Average Percentage of Respondents for Overall Rating on Resident Safety by Shift Worked Most Often**

Overall Rating on Resident Safety	Shift Worked Most Often		
	Days	Evenings	Nights
<i># Nursing Homes</i>	226	224	206
<i># Respondents</i>	10,323	3,083	1,616
<b>5 – Excellent</b>	26%	24%	18%
<b>4 - Very Good</b>	39%	36%	33%
<b>3 - Good</b>	24%	28%	35%
<b>2 - Fair</b>	9%	10%	12%
<b>1 - Poor</b>	2%	1%	2%

**Note:** Percentages may not add to 100 due to rounding.