

Hospital Survey on Patient Safety Culture: 2010 User 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 Hospital Characteristics

Appendix D—Trending Results by Respondent Characteristics

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Part II—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: Overall Results by Hospital Characteristics

- Bed size
- Teaching status
- Ownership and control
- Geographic region

Appendix B: Overall Results by Respondent Characteristics

- Work area/unit
- Staff position
- 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, 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 two of the standard American Hospital Association (AHA) geographic 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 percentage point 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 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 percentage point difference as a rule of thumb. Hospitals that did not ask respondents for their work area/unit, staff position, or interaction with patients 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) or "Other" (for their work area or staff position) or who did not answer (missing) were not included. Only those hospitals that had at

least five respondents in a particular work area/unit, staff position, or interaction with patients category were included in the averages shown. Further, hospital results were not included in item-level averages unless there were at least three respondents to that particular item.

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 percent positive response on all 12 patient safety culture composites.
- Large hospitals (400-499 beds) scored lowest on the percentage of respondents who gave their work area/unit a patient safety grade of “Excellent” or “Very good” (70 percent for 400-499 beds compared with 79 percent for 25-49 beds).
- There were no noticeable differences on number of events reported based on bed size (all differences were 3 percentage points or less).

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

- Non-teaching hospitals had a higher average percent positive response on *Handoffs and Transitions* than teaching hospitals (46 percent positive compared with 41 percent positive).
- There were no noticeable differences on the patient safety culture composites based on ownership and control (all differences were 3 percentage points or less).
- There were no noticeable differences on patient safety grade or number of events reported based on teaching status or ownership and control (all differences were 3 percentage points or less).

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

- East South Central hospitals had the highest average percent positive response (66 percent positive); Mid-Atlantic/New England hospitals had the lowest (60 percent positive).
- West South Central hospitals scored highest on the percentage of respondents who gave their work area/unit a patient safety grade of “Excellent” or “Very Good” (78 percent).
- Pacific hospitals had the highest percentage of respondents who reported one or more events in the past year (53 percent); the lowest percentage of respondents reporting events was in the West South Central region (41 percent).

Highlights From Appendix B: Overall Results by Respondent Characteristics

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

- Respondents in *Rehabilitation* had the highest average percent positive response across the composites (68 percent positive); *Emergency* had the lowest (57 percent positive).
- *Rehabilitation* had the highest percentage of respondents who gave their work area/unit a patient safety grade of “Excellent” or “Very Good” (84 percent); *Emergency* had the lowest percentage (62 percent).
- *ICU (any type)* had the highest percentage of respondents reporting one or more events in the past year (65 percent); *Anesthesiology* had the lowest percentage of respondents reporting events (40 percent).

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

- Respondents in *Administration/Management* had the highest average percent positive response across the composites (73 percent positive); *Pharmacists* had the lowest (58 percent positive).
- *Administration/Management* had the highest percentage of respondents who gave their work area/unit a patient safety grade of “Excellent” or “Very Good” (85 percent); *Pharmacists* had the lowest percentage (65 percent).
- *Pharmacists* had the highest percentage of respondents reporting one or more events in the past year (72 percent); *Unit Assistants/Clerks/Secretaries* and *Dietitians* had the lowest percentage reporting events (19 percent).

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

- Respondents *with* direct patient interaction were 8 percent more positive on *Handoffs and Transitions* compared with those *without* direct patient interaction (46 percent positive compared with 38 percent positive).
- Respondents *without* direct patient interaction were 6 percent more positive about *Management Support for Patient Safety* than those *with* direct patient interaction (77 percent positive compared with 71 percent positive).
- Respondents *without* direct patient interaction had a higher percentage of respondents who gave their work area/unit a patient safety grade of “Excellent” or “Very Good” (79 percent) compared with those *with* direct patient interaction (74 percent).
- More respondents *with* direct patient interaction reported one or more events in the past year (52 percent) than respondents *without* direct patient interaction (31 percent).

Part III—Appendixes C & D: Trending Results by Hospital and Respondent Characteristics

Appendixes C and D show trends over time for the 321 hospitals (of the 885 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 for the survey composites and items, broken down by the following respondent characteristics:

Appendix C: Trending Results by Hospital Characteristics

- Bed size
- Teaching status
- Ownership and control

Appendix D: Trending Results by Respondent Characteristics

- Work area/unit
- Staff position
- Interaction with patients

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. As a result of not having 20 hospitals in each breakout category, the trending results for the standard AHA geographic regions are not displayed.

Tables 1 and 2 below show examples of the statistics in this appendix. The tables show the average percentage 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 a positive number if the most recent administration showed an increase. Changes in scores of 5 percentage points or more, 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 these appendixes are provided on the following pages.

Highlights From Appendix C: Trending Results by Hospital Characteristics

Bed Size (Tables C-4, C-6, C-7)

- Large hospitals (400-499 beds) had the greatest increases in percent positive response over time on 7 of the 12 composites (average increase of 5 percentage points across these 7 composites).
- Small hospitals (6-24 beds) had the greatest increase in percentage of respondents who gave their work area/unit a patient safety grade of “Excellent” or “Very Good” (a 7 percentage point increase, from 73 percent in the previous administration to 80 percent in the most recent administration).

Teaching Status and Ownership and Control (Tables C-8, C-10, C-11)

- There were no noticeable changes over time on the patient safety culture composites by teaching status or ownership and control (all changes were 4 percentage points or less).

Highlights From Appendix D: Trending Results by Respondent Characteristics

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

- *Obstetrics* had the greatest increase in percent positive response on 5 of the 12 patient safety composites (average increase of 6 percentage points across these five composites).
- *ICU, Pediatrics, and Pharmacy* shared the greatest increase over time in average percentage of respondents giving their work area/unit a patient safety grade of “Excellent” or “Very Good” (each increased by 6 percentage points).
- There were no noticeable increases in average percentage of respondents reporting one or more events in the past year. The largest decrease was in *Anesthesiology* (a 10 percentage point decrease).

Staff Position (Tables D-5, D-7, D-8)

- *Administration/Management* had the greatest increase in percent positive response over time on 7 of the 12 patient safety composites (average increase across the 7 composites was 5 percentage points).
- *Therapists* had the largest increase over time in average percentage of respondents giving their work area/unit a patient safety grade of “Excellent” or “Very Good” (5 percentage point increase).

Interaction With Patients (Tables D-9, D-11, D-12)

- There were no noticeable changes in results by level of interaction with patients (all changes were 4 percentage points or less).

Part II
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). 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 nonresponse or missing data.

Table A-1. Composite-Level Average Percent Positive Response by 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	400-499 beds	500+ beds
	<i># Hospitals</i>	73	161	151	189	129	70	47	65
	<i># Respondents</i>	4,692	18,049	24,457	56,778	66,220	51,011	38,312	79,088
1	Teamwork Within Units	82%	82%	80%	79%	78%	78%	78%	78%
2	Supervisor/Manager Expectations & Actions Promoting Patient Safety	76%	79%	76%	74%	73%	73%	72%	72%
3	Management Support for Patient Safety	76%	77%	73%	70%	68%	69%	68%	68%
4	Organizational Learning--Continuous Improvement	72%	74%	72%	71%	70%	71%	70%	70%
5	Overall Perceptions of Patient Safety	70%	70%	67%	64%	62%	62%	61%	60%
6	Feedback & Communication About Error	65%	65%	64%	63%	62%	63%	62%	62%
7	Communication Openness	65%	64%	62%	62%	60%	61%	61%	60%
8	Frequency of Events Reported	63%	64%	62%	61%	60%	61%	59%	59%
9	Teamwork Across Units	66%	64%	60%	56%	52%	54%	52%	51%
10	Staffing	62%	61%	58%	54%	52%	52%	52%	51%
11	Handoffs & Transitions	54%	51%	47%	42%	38%	39%	38%	39%
12	Nonpunitive Response to Error	49%	48%	46%	43%	41%	41%	40%	39%
	Average Across Composites	67%	67%	64%	62%	60%	60%	59%	59%

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

Survey Items by Composite		Bed Size							
		6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
	# Hospitals	73	161	151	189	129	70	47	65
	# Respondents	4,692	18,049	24,457	56,778	66,220	51,011	38,312	79,088
1	Teamwork Within Units								
A1	People support one another in this unit.	88%	88%	86%	85%	85%	85%	84%	84%
A3	When a lot of work needs to be done quickly, we work together as a team to get the work done.	90%	89%	87%	85%	85%	85%	84%	84%
A4	In this unit, people treat each other with respect.	80%	80%	79%	78%	77%	77%	77%	76%
A11	When one area in this unit gets really busy, others help out.	72%	71%	69%	68%	67%	68%	66%	67%
2	Supervisor/Manager Expectations & Actions Promoting Patient Safety								
B1	My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	72%	75%	73%	73%	72%	72%	71%	71%
B2	My supv/mgr seriously considers staff suggestions for improving patient safety.	78%	80%	78%	76%	75%	75%	74%	74%
B3R	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	77%	79%	75%	73%	70%	70%	70%	69%
B4R	My supv/mgr overlooks patient safety problems that happen over and over.	77%	80%	78%	76%	74%	74%	73%	74%
3	Management Support for Patient Safety								
F1	Hospital mgmt provides a work climate that promotes patient safety.	85%	86%	82%	79%	78%	78%	77%	77%
F8	The actions of hospital mgmt show that patient safety is a top priority.	76%	78%	74%	73%	71%	73%	71%	71%
F9R	Hospital mgmt seems interested in patient safety only after an adverse event happens.	66%	68%	63%	59%	56%	57%	56%	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-2. Item-Level Average Percent Positive Response by Bed Size (Page 2 of 4)

Survey Items by Composite		Bed Size							
		6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
	# Hospitals	73	161	151	189	129	70	47	65
	# Respondents	4,692	18,049	24,457	56,778	66,220	51,011	38,312	79,088
4	Organizational Learning--Continuous Improvement								
A6	We are actively doing things to improve patient safety.	84%	85%	83%	82%	82%	83%	82%	82%
A9	Mistakes have led to positive changes here.	66%	67%	64%	63%	62%	63%	62%	62%
A13	After we make changes to improve patient safety, we evaluate their effectiveness.	67%	71%	69%	68%	67%	67%	67%	67%
5	Overall Perceptions of Patient Safety								
A10R	It is just by chance that more serious mistakes don't happen around here.	67%	67%	64%	60%	58%	59%	57%	57%
A15	Patient safety is never sacrificed to get more work done.	72%	71%	67%	62%	60%	60%	60%	59%
A17R	We have patient safety problems in this unit.	70%	69%	66%	62%	59%	59%	58%	57%
A18	Our procedures and systems are good at preventing errors from happening.	72%	75%	73%	71%	70%	70%	69%	69%
6	Feedback & Communication About Error								
C1	We are given feedback about changes put into place based on event reports.	54%	55%	55%	55%	54%	56%	56%	56%
C3	We are informed about errors that happen in this unit.	68%	67%	66%	63%	62%	64%	62%	62%
C5	In this unit, we discuss ways to prevent errors from happening again.	74%	74%	72%	70%	68%	70%	68%	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 A-2. Item-Level Average Percent Positive Response by Bed Size (Page 3 of 4)

Survey Items by Composite		Bed Size							
		6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
	# Hospitals	73	161	151	189	129	70	47	65
	# Respondents	4,692	18,049	24,457	56,778	66,220	51,011	38,312	79,088
7	Communication Openness								
C2	Staff will freely speak up if they see something that may negatively affect patient care.	77%	78%	76%	75%	74%	74%	73%	74%
C4	Staff feel free to question the decisions or actions of those with more authority.	50%	48%	48%	47%	46%	47%	47%	47%
C6R	Staff are afraid to ask questions when something does not seem right.	66%	65%	63%	62%	61%	61%	62%	60%
8	Frequency of Events Reported								
D1	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	55%	55%	54%	54%	53%	55%	53%	53%
D2	When a mistake is made, but has no potential to harm the patient, how often is this reported?	59%	60%	58%	57%	56%	57%	55%	55%
D3	When a mistake is made that could harm the patient, but does not, how often is this reported?	76%	76%	75%	72%	72%	72%	70%	70%
9	Teamwork Across Units								
F2R	Hospital units do not coordinate well with each other.	54%	53%	49%	43%	39%	41%	39%	39%
F4	There is good cooperation among hospital units that need to work together.	67%	66%	61%	57%	53%	55%	53%	53%
F6R	It is often unpleasant to work with staff from other hospital units.	65%	65%	60%	57%	54%	56%	54%	53%
F10	Hospital units work well together to provide the best care for patients.	77%	75%	70%	66%	62%	64%	62%	61%

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 Bed Size (Page 4 of 4)

Survey Items by Composite		Bed Size							
		6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
	# Hospitals	73	161	151	189	129	70	47	65
	# Respondents	4,692	18,049	24,457	56,778	66,220	51,011	38,312	79,088
10	Staffing								
A2	We have enough staff to handle the workload.	64%	63%	59%	53%	51%	51%	52%	50%
A5R	Staff in this unit work longer hours than is best for patient care.	58%	57%	55%	51%	50%	49%	49%	49%
A7R	We use more agency/temporary staff than is best for patient care.	68%	67%	67%	65%	65%	64%	64%	64%
A14R	We work in "crisis mode" trying to do too much, too quickly.	58%	57%	53%	47%	44%	44%	43%	43%
11	Handoffs & Transitions								
F3R	Things "fall between the cracks" when transferring patients from one unit to another.	53%	50%	45%	37%	33%	34%	32%	33%
F5R	Important patient care information is often lost during shift changes.	55%	54%	51%	48%	45%	46%	45%	47%
F7R	Problems often occur in the exchange of information across hospital units.	53%	49%	46%	40%	36%	37%	36%	36%
F11R	Shift changes are problematic for patients in this hospital.	57%	53%	47%	41%	38%	39%	38%	39%
12	Nonpunitive Response to Error								
A8R	Staff feel like their mistakes are held against them.	56%	55%	54%	50%	47%	47%	46%	45%
A12R	When an event is reported, it feels like the person is being written up, not the problem.	50%	49%	47%	45%	44%	44%	43%	42%
A16R	Staff worry that mistakes they make are kept in their personnel file.	41%	40%	38%	34%	31%	31%	30%	29%

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. Average Percent Distribution of Patient Safety Grades by 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	400-499 beds	500+ beds
# Hospitals	73	161	151	189	129	70	47	65
# Respondents	4,692	18,049	24,457	56,778	66,220	51,011	38,312	79,088
A Excellent	29%	29%	29%	27%	26%	27%	25%	25%
B Very Good	49%	50%	47%	46%	45%	45%	45%	46%
C Acceptable	19%	18%	20%	22%	23%	23%	24%	24%
D Poor	3%	3%	4%	5%	5%	4%	5%	5%
E Failing	0%	0%	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 A-4. Average Percent Distribution of Event Reports in the Past 12 Months by 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	400-499 beds	500+ beds
# Hospitals	73	161	151	189	129	70	47	65
# Respondents	4,692	18,049	24,457	56,778	66,220	51,011	38,312	79,088
No events	54%	54%	53%	53%	52%	54%	54%	54%
1 to 2 events	28%	28%	27%	27%	28%	27%	26%	28%
3 to 5 events	13%	12%	12%	12%	13%	12%	12%	12%
6 to 10 events	4%	4%	4%	4%	5%	4%	5%	4%
11 to 20 events	1%	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 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 teaching status and ownership and control). 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 nonresponse or missing data.

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

Patient Safety Culture Composites		Teaching	Nonteaching	Government	Nongovernment
	<i># Hospitals</i>	285	600	172	713
	<i># Respondents</i>	172,122	166,485	36,658	301,949
1	Teamwork Within Units	79%	80%	79%	80%
2	Supervisor/Manager Expectations & Actions Promoting Patient Safety	74%	76%	76%	75%
3	Management Support for Patient Safety	70%	73%	74%	71%
4	Organizational Learning--Continuous Improvement	71%	72%	72%	72%
5	Overall Perceptions of Patient Safety	63%	66%	67%	65%
6	Feedback & Communication About Error	62%	64%	64%	63%
7	Communication Openness	61%	63%	62%	62%
8	Frequency of Events Reported	60%	63%	61%	62%
9	Teamwork Across Units	55%	59%	59%	57%
10	Staffing	54%	57%	58%	55%
11	Handoffs & Transitions	41%	46%	47%	44%
12	Nonpunitive Response to Error	42%	45%	44%	44%
	Average Across Composites	61%	64%	64%	63%

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

Survey Items by Composite		Teaching	Nonteaching	Government	Nongovernment
	# Hospitals	285	600	172	713
	# Respondents	172,122	166,485	36,658	301,949
1	Teamwork Within Units				
A1	People support one another in this unit.	85%	86%	85%	86%
A3	When a lot of work needs to be done quickly, we work together as a team to get the work done.	85%	87%	87%	86%
A4	In this unit, people treat each other with respect.	77%	79%	77%	79%
A11	When one area in this unit gets really busy, others help out.	68%	69%	69%	69%
2	Supervisor/Manager Expectations & Actions Promoting Patient Safety				
B1	My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	71%	73%	72%	73%
B2	My supv/mgr seriously considers staff suggestions for improving patient safety.	76%	77%	77%	77%
B3R	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	72%	75%	76%	73%
B4R	My supv/mgr overlooks patient safety problems that happen over and over.	76%	77%	78%	76%
3	Management Support for Patient Safety				
F1	Hospital mgmt provides a work climate that promotes patient safety.	79%	82%	83%	80%
F8	The actions of hospital mgmt show that patient safety is a top priority.	73%	74%	75%	74%
F9R	Hospital mgmt seems interested in patient safety only after an adverse event happens.	58%	62%	62%	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 A-6. Item-Level Average Percent Positive Response by Teaching Status and Ownership and Control (Page 2 of 4)

Survey Items by Composite		Teaching	Nonteaching	Government	Nongovernment
	# Hospitals	285	600	172	713
	# Respondents	172,122	166,485	36,658	301,949
4	Organizational Learning--Continuous Improvement				
A6	We are actively doing things to improve patient safety.	82%	83%	83%	83%
A9	Mistakes have led to positive changes here.	63%	65%	65%	64%
A13	After we make changes to improve patient safety, we evaluate their effectiveness.	67%	69%	68%	68%
5	Overall Perceptions of Patient Safety				
A10R	It is just by chance that more serious mistakes don't happen around here.	60%	63%	62%	61%
A15	Patient safety is never sacrificed to get more work done.	62%	66%	68%	64%
A17R	We have patient safety problems in this unit.	61%	65%	66%	63%
A18	Our procedures and systems are good at preventing errors from happening.	70%	72%	72%	71%
6	Feedback & Communication About Error				
C1	We are given feedback about changes put into place based on event reports.	55%	55%	53%	55%
C3	We are informed about errors that happen in this unit.	62%	66%	67%	64%
C5	In this unit, we discuss ways to prevent errors from happening again.	69%	72%	71%	71%

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 Teaching Status and Ownership and Control (Page 3 of 4)

Survey Items by Composite		Teaching	Nonteaching	Government	Nongovernment
	# Hospitals	285	600	172	713
	# Respondents	172,122	166,485	36,658	301,949
7 Communication Openness					
C2	Staff will freely speak up if they see something that may negatively affect patient care.	74%	76%	75%	76%
C4	Staff feel free to question the decisions or actions of those with more authority.	47%	48%	47%	48%
C6R	Staff are afraid to ask questions when something does not seem right.	61%	64%	64%	63%
8 Frequency of Events Reported					
D1	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	52%	55%	53%	54%
D2	When a mistake is made, but has no potential to harm the patient, how often is this reported?	55%	59%	57%	58%
D3	When a mistake is made that could harm the patient, but does not, how often is this reported?	71%	74%	73%	73%
9 Teamwork Across Units					
F2R	Hospital units do not coordinate well with each other.	42%	47%	47%	45%
F4	There is good cooperation among hospital units that need to work together.	55%	61%	61%	58%
F6R	It is often unpleasant to work with staff from other hospital units.	57%	60%	60%	58%
F10	Hospital units work well together to provide the best care for patients.	65%	69%	70%	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 A-6. Item-Level Average Percent Positive Response by Teaching Status and Ownership and Control (Page 4 of 4)

Survey Items by Composite		Teaching	Nonteaching	Government	Nongovernment
	# Hospitals	285	600	172	713
	# Respondents	172,122	166,485	36,658	301,949
10 Staffing					
A2	We have enough staff to handle the workload.	54%	57%	60%	55%
A5R	Staff in this unit work longer hours than is best for patient care.	51%	54%	55%	52%
A7R	We use more agency/temporary staff than is best for patient care.	66%	66%	66%	66%
A14R	We work in "crisis mode" trying to do too much, too quickly.	47%	51%	53%	49%
11 Handoffs & Transitions					
F3R	Things "fall between the cracks" when transferring patients from one unit to another.	36%	43%	45%	40%
F5R	Important patient care information is often lost during shift changes.	48%	50%	50%	49%
F7R	Problems often occur in the exchange of information across hospital units.	39%	44%	45%	42%
F11R	Shift changes are problematic for patients in this hospital.	41%	46%	48%	44%
12 Nonpunitive Response to Error					
A8R	Staff feel like their mistakes are held against them.	49%	52%	51%	51%
A12R	When an event is reported, it feels like the person is being written up, not the problem.	45%	46%	45%	46%
A16R	Staff worry that mistakes they make are kept in their personnel file.	33%	36%	36%	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. Average Percent Distribution of Patient Safety Grades by Teaching Status and Ownership and Control

Work Area/Unit Patient Safety Grade		Teaching	Nonteaching	Government	Nongovernment
	<i># Hospitals</i>	285	600	172	713
	<i># Respondents</i>	172,122	166,485	36,658	301,949
A Excellent		26%	28%	25%	28%
B Very Good		47%	47%	49%	46%
C Acceptable		23%	20%	21%	21%
D Poor		4%	4%	4%	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. Average Percent Distribution of Event Reports in the Past 12 Months by Teaching Status and Ownership and Control

Number of Events Reported by Respondents		Teaching	Nonteaching	Government	Nongovernment
	<i># Hospitals</i>	285	600	172	713
	<i># Respondents</i>	172,122	166,485	36,658	301,949
No events		53%	53%	54%	53%
1 to 2 events		28%	27%	27%	28%
3 to 5 events		12%	12%	12%	12%
6 to 10 events		4%	4%	4%	4%
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 region). 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 nonresponse or missing data.

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

	Patient Safety Culture Composites	Geographic Region							
		Mid-Atlantic/ New England	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
	# Hospitals	78	131	207	71	128	100	68	102
	# Respondents	44,482	52,663	82,308	20,512	29,600	40,911	26,231	41,900
1	Teamwork Within Units	77%	79%	79%	81%	80%	81%	80%	80%
2	Supervisor/Manager Expectations & Actions Promoting Patient Safety	72%	77%	73%	78%	76%	78%	74%	73%
3	Management Support for Patient Safety	69%	73%	70%	76%	74%	74%	71%	69%
4	Organizational Learning--Continuous Improvement	70%	74%	70%	76%	72%	74%	70%	69%
5	Overall Perceptions of Patient Safety	62%	64%	64%	68%	68%	68%	66%	62%
6	Feedback & Communication About Error	62%	65%	62%	67%	62%	67%	63%	62%
7	Communication Openness	62%	62%	61%	63%	60%	65%	62%	62%
8	Frequency of Events Reported	61%	62%	59%	66%	61%	66%	61%	60%
9	Teamwork Across Units	53%	58%	55%	63%	61%	61%	59%	55%
10	Staffing	52%	55%	55%	59%	60%	57%	56%	52%
11	Handoffs & Transitions	40%	44%	41%	51%	48%	48%	45%	40%
12	Nonpunitive Response to Error	40%	43%	42%	46%	48%	46%	47%	42%
	Average Across Composites	60%	63%	61%	66%	64%	65%	63%	61%

NOTE: States are categorized into AHA-defined regions as follows: Mid-Atlantic/New England: NJ, NY, PA, CT, MA, ME, NH, RI, VT; West North Central: IA, KS, MN, MO, ND, NE, SD; South Atlantic: DC, DE, FL, GA, MD, NC, SC, VA, WV; West South Central: AR, LA, OK, TX; East North Central: IL, IN, MI, OH, WI; Mountain: AZ, CO, ID, MT, NM, NV, UT, WY; East South Central: AL, KY, MS, TN; Pacific: AK, CA, HI, OR, WA.

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

Survey Items by Composite		Geographic Region							
		Mid-Atlantic/ New England	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
	# Hospitals	78	131	207	71	128	100	68	102
	# Respondents	44,482	52,663	82,308	20,512	29,600	40,911	26,231	41,900
1	Teamwork Within Units								
A1	People support one another in this unit.	84%	85%	85%	86%	86%	87%	86%	86%
A3	When a lot of work needs to be done quickly, we work together as a team to get the work done.	85%	86%	86%	87%	88%	87%	86%	85%
A4	In this unit, people treat each other with respect.	76%	79%	77%	79%	78%	80%	78%	79%
A11	When one area in this unit gets really busy, others help out.	65%	68%	68%	70%	70%	71%	71%	68%
2	Supervisor/Manager Expectations & Actions Promoting Patient Safety								
B1	My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	70%	75%	71%	76%	71%	76%	71%	71%
B2	My supv/mgr seriously considers staff suggestions for improving patient safety.	74%	78%	75%	79%	77%	80%	76%	76%
B3R	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	71%	75%	70%	77%	77%	76%	75%	71%
B4R	My supv/mgr overlooks patient safety problems that happen over and over.	74%	79%	75%	81%	78%	78%	73%	72%
3	Management Support for Patient Safety								
F1	Hospital mgmt provides a work climate that promotes patient safety.	78%	81%	79%	84%	83%	83%	81%	79%
F8	The actions of hospital mgmt show that patient safety is a top priority.	72%	75%	72%	77%	75%	77%	73%	72%
F9R	Hospital mgmt seems interested in patient safety only after an adverse event happens.	57%	61%	59%	65%	64%	63%	60%	57%

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 Geographic Region (Page 2 of 4)

	Survey Items by Composite	Geographic Region							
		Mid-Atlantic/ New England	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
	# Hospitals	78	131	207	71	128	100	68	102
	# Respondents	44,482	52,663	82,308	20,512	29,600	40,911	26,231	41,900
4	Organizational Learning--Continuous Improvement								
A6	We are actively doing things to improve patient safety.	82%	84%	82%	85%	83%	85%	81%	82%
A9	Mistakes have led to positive changes here.	61%	66%	62%	67%	65%	66%	63%	63%
A13	After we make changes to improve patient safety, we evaluate their effectiveness.	67%	72%	67%	75%	67%	72%	65%	63%
5	Overall Perceptions of Patient Safety								
A10R	It is just by chance that more serious mistakes don't happen around here.	58%	59%	61%	65%	67%	63%	63%	58%
A15	Patient safety is never sacrificed to get more work done.	63%	65%	62%	67%	67%	67%	65%	62%
A17R	We have patient safety problems in this unit.	59%	62%	63%	66%	68%	67%	65%	58%
A18	Our procedures and systems are good at preventing errors from happening.	69%	72%	71%	75%	72%	74%	70%	68%
6	Feedback & Communication About Error								
C1	We are given feedback about changes put into place based on event reports.	53%	57%	55%	59%	51%	59%	53%	54%
C3	We are informed about errors that happen in this unit.	63%	66%	63%	69%	63%	69%	65%	62%
C5	In this unit, we discuss ways to prevent errors from happening again.	68%	71%	70%	73%	70%	74%	71%	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 A-10. Item-Level Average Percent Positive Response by Geographic Region (Page 3 of 4)

Survey Items by Composite		Geographic Region							
		Mid-Atlantic/ New England	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
	# Hospitals	78	131	207	71	128	100	68	102
	# Respondents	44,482	52,663	82,308	20,512	29,600	40,911	26,231	41,900
7	Communication Openness								
C2	Staff will freely speak up if they see something that may negatively affect patient care.	75%	76%	75%	77%	75%	78%	75%	76%
C4	Staff feel free to question the decisions or actions of those with more authority.	48%	47%	46%	48%	45%	51%	49%	49%
C6R	Staff are afraid to ask questions when something does not seem right.	63%	62%	62%	65%	62%	67%	63%	62%
8	Frequency of Events Reported								
D1	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	54%	55%	51%	59%	52%	60%	55%	52%
D2	When a mistake is made, but has no potential to harm the patient, how often is this reported?	57%	58%	55%	62%	57%	62%	57%	56%
D3	When a mistake is made that could harm the patient, but does not, how often is this reported?	72%	74%	72%	77%	74%	76%	72%	73%
9	Teamwork Across Units								
F2R	Hospital units do not coordinate well with each other.	39%	46%	43%	53%	48%	50%	46%	41%
F4	There is good cooperation among hospital units that need to work together.	54%	60%	56%	64%	62%	63%	60%	56%
F6R	It is often unpleasant to work with staff from other hospital units.	55%	59%	56%	61%	61%	61%	60%	58%
F10	Hospital units work well together to provide the best care for patients.	64%	68%	65%	71%	71%	72%	69%	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-10. Item-Level Average Percent Positive Response by Geographic Region (Page 4 of 4)

Survey Items by Composite		Geographic Region							
		Mid-Atlantic/ New England	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
	# Hospitals	78	131	207	71	128	100	68	102
	# Respondents	44,482	52,663	82,308	20,512	29,600	40,911	26,231	41,900
10	Staffing								
A2	We have enough staff to handle the workload.	50%	53%	55%	57%	62%	58%	57%	55%
A5R	Staff in this unit work longer hours than is best for patient care.	49%	52%	52%	56%	56%	53%	53%	50%
A7R	We use more agency/temporary staff than is best for patient care.	64%	66%	69%	70%	68%	65%	63%	58%
A14R	We work in "crisis mode" trying to do too much, too quickly.	44%	50%	47%	54%	55%	53%	52%	45%
11	Handoffs & Transitions								
F3R	Things "fall between the cracks" when transferring patients from one unit to another.	35%	42%	37%	49%	45%	46%	41%	35%
F5R	Important patient care information is often lost during shift changes.	48%	50%	47%	56%	51%	52%	49%	44%
F7R	Problems often occur in the exchange of information across hospital units.	39%	42%	40%	49%	45%	47%	43%	39%
F11R	Shift changes are problematic for patients in this hospital.	39%	44%	41%	51%	50%	49%	46%	40%
12	Nonpunitive Response to Error								
A8R	Staff feel like their mistakes are held against them.	47%	50%	49%	53%	55%	53%	54%	49%
A12R	When an event is reported, it feels like the person is being written up, not the problem.	44%	45%	44%	48%	49%	48%	48%	44%
A16R	Staff worry that mistakes they make are kept in their personnel file.	31%	33%	33%	38%	40%	38%	39%	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. Average Percent Distribution of Patient Safety Grades by Geographic Region

Work Area/Unit Patient Safety Grade	Geographic Region								
	Mid-Atlantic/New England	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	
<i># Hospitals</i>	78	131	207	71	128	100	68	102	
<i># Respondents</i>	44,482	52,663	82,308	20,512	29,600	40,911	26,231	41,900	
A Excellent	26%	27%	26%	31%	25%	32%	27%	26%	
B Very Good	45%	46%	47%	45%	51%	46%	47%	47%	
C Acceptable	23%	22%	22%	19%	20%	18%	22%	22%	
D Poor	5%	4%	4%	3%	3%	3%	4%	5%	
E Failing	1%	1%	1%	1%	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. Average Percent Distribution of Event Reports in the Past 12 Months by Geographic Region

Number of Events Reported by Respondents	Geographic Region								
	Mid-Atlantic/New England	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific	
<i># Hospitals</i>	78	131	207	71	128	100	68	102	
<i># Respondents</i>	44,482	52,663	82,308	20,512	29,600	40,911	26,231	41,900	
No events	55%	54%	53%	55%	51%	58%	55%	47%	
1 to 2 events	26%	28%	28%	25%	28%	25%	27%	30%	
3 to 5 events	12%	12%	12%	11%	14%	11%	12%	15%	
6 to 10 events	4%	4%	4%	5%	5%	3%	4%	5%	
11 to 20 events	2%	2%	2%	2%	2%	1%	1%	2%	
21 event reports or more	2%	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.

Part II
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” or “Other” or who 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 five respondents in a particular work area/unit and at least three respondents to a particular question. 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 nonresponse or missing data.

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

	Patient Safety Culture Composites	Work Area/Unit											
		Anes- thesi- ology	Emer- gency	ICU (any type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery
	# Hospitals	91	613	529	616	648	428	241	474	255	641	537	653
	# Respondents	1,586	16,680	22,248	15,567	30,179	12,944	10,534	8,708	7,332	18,132	11,900	28,117
1	Teamwork Within Units	82%	78%	84%	76%	76%	81%	84%	75%	77%	79%	86%	77%
2	Supervisor/Manager Expectations & Actions Promoting Patient Safety	73%	70%	72%	74%	73%	73%	76%	75%	75%	75%	81%	73%
3	Management Support for Patient Safety	66%	61%	62%	73%	66%	69%	71%	69%	68%	73%	76%	69%
4	Organizational Learning--Continuous Improvement	73%	65%	70%	71%	71%	72%	74%	76%	71%	70%	74%	74%
5	Overall Perceptions of Patient Safety	66%	54%	59%	69%	56%	64%	68%	63%	60%	73%	76%	66%
6	Feedback & Communication About Error	62%	56%	57%	63%	58%	62%	64%	66%	65%	64%	70%	63%
7	Communication Openness	66%	59%	61%	60%	57%	62%	65%	66%	61%	63%	71%	62%
8	Frequency of Events Reported	52%	57%	57%	67%	61%	62%	65%	58%	64%	57%	63%	64%
9	Teamwork Across Units	50%	47%	54%	54%	56%	56%	58%	52%	52%	55%	60%	53%
10	Staffing	54%	48%	56%	54%	51%	60%	62%	55%	58%	64%	63%	56%
11	Handoffs & Transitions	34%	47%	48%	35%	45%	55%	50%	28%	41%	41%	39%	40%
12	Nonpunitive Response to Error	42%	36%	39%	39%	40%	41%	44%	52%	48%	44%	58%	43%
	Average Across Composites	60%	57%	60%	61%	59%	63%	65%	61%	62%	63%	68%	62%

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

Survey Items by Composite		Work Area/Unit											
		Anes- thesi- ology	Emer- gency	ICU (any type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery
	# Hospitals	91	613	529	616	648	428	241	474	255	641	537	653
	# Respondents	1,586	16,680	22,248	15,567	30,179	12,944	10,534	8,708	7,332	18,132	11,900	28,117
1	Teamwork Within Units												
A1	People support one another in this unit.	89%	84%	88%	82%	84%	88%	90%	82%	82%	85%	92%	83%
A3	When a lot of work needs to be done quickly, we work together as a team to get the work done.	88%	86%	90%	83%	81%	89%	89%	81%	84%	87%	89%	86%
A4	In this unit, people treat each other with respect.	80%	74%	80%	73%	76%	78%	83%	73%	76%	77%	87%	73%
A11	When one area in this unit gets really busy, others help out.	69%	67%	76%	67%	62%	71%	74%	66%	69%	65%	75%	65%
2	Supervisor/Manager Expectations & Actions Promoting Patient Safety												
B1	My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	68%	68%	70%	69%	71%	72%	73%	70%	74%	70%	78%	71%
B2	My supv/mgr seriously considers staff suggestions for improving patient safety.	77%	72%	74%	74%	74%	74%	78%	76%	76%	76%	84%	76%
B3R	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	73%	68%	71%	78%	71%	71%	76%	77%	72%	75%	78%	70%
B4R	My supv/mgr overlooks patient safety problems that happen over and over.	76%	72%	74%	77%	74%	75%	77%	78%	75%	78%	83%	76%
3	Management Support for Patient Safety												
F1	Hospital mgmt provides a work climate that promotes patient safety.	76%	70%	71%	82%	74%	78%	80%	76%	76%	84%	85%	79%
F8	The actions of hospital mgmt show that patient safety is a top priority.	69%	63%	65%	75%	69%	71%	74%	74%	70%	75%	78%	72%
F9R	Hospital mgmt seems interested in patient safety only after an adverse event happens.	53%	50%	51%	62%	55%	57%	60%	58%	58%	61%	66%	57%

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 Work Area/Unit (Page 2 of 4)

	Survey Items by Composite	Work Area/Unit											
		Anes- thesi- ology	Emer- gency	ICU (any type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery
	# Hospitals	91	613	529	616	648	428	241	474	255	641	537	653
	# Respondents	1,586	16,680	22,248	15,567	30,179	12,944	10,534	8,708	7,332	18,132	11,900	28,117
4	Organizational Learning--Continuous Improvement												
A6	We are actively doing things to improve patient safety.	85%	78%	83%	80%	84%	83%	87%	88%	82%	82%	88%	87%
A9	Mistakes have led to positive changes here.	69%	56%	61%	67%	61%	64%	64%	75%	62%	63%	62%	65%
A13	After we make changes to improve patient safety, we evaluate their effectiveness.	64%	62%	68%	65%	69%	69%	72%	65%	69%	64%	73%	70%
5	Overall Perceptions of Patient Safety												
A10R	It is just by chance that more serious mistakes don't happen around here.	64%	53%	58%	62%	55%	61%	65%	60%	60%	69%	74%	63%
A15	Patient safety is never sacrificed to get more work done.	61%	52%	53%	69%	54%	58%	64%	61%	62%	73%	76%	63%
A17R	We have patient safety problems in this unit.	61%	49%	57%	68%	51%	65%	66%	60%	51%	75%	75%	65%
A18	Our procedures and systems are good at preventing errors from happening.	76%	62%	66%	76%	64%	73%	76%	72%	68%	76%	80%	74%
6	Feedback & Communication About Error												
C1	We are given feedback about changes put into place based on event reports.	52%	50%	52%	53%	52%	55%	56%	54%	59%	54%	62%	53%
C3	We are informed about errors that happen in this unit.	63%	56%	55%	66%	57%	60%	62%	70%	65%	68%	69%	64%
C5	In this unit, we discuss ways to prevent errors from happening again.	72%	63%	65%	69%	65%	70%	73%	73%	71%	70%	78%	72%

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 Work Area/Unit (Page 3 of 4)

Survey Items by Composite		Work Area/Unit											
		Anes- thesi- ology	Emer- gency	ICU (any type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery
	# Hospitals	91	613	529	616	648	428	241	474	255	641	537	653
	# Respondents	1,586	16,680	22,248	15,567	30,179	12,944	10,534	8,708	7,332	18,132	11,900	28,117
7	Communication Openness												
C2	Staff will freely speak up if they see something that may negatively affect patient care.	78%	71%	75%	74%	71%	78%	79%	75%	75%	78%	84%	78%
C4	Staff feel free to question the decisions or actions of those with more authority.	53%	45%	46%	44%	41%	47%	50%	54%	47%	46%	56%	47%
C6R	Staff are afraid to ask questions when something does not seem right.	66%	59%	63%	63%	58%	62%	65%	69%	60%	64%	73%	62%
8	Frequency of Events Reported												
D1	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	47%	46%	47%	60%	52%	53%	55%	46%	58%	49%	56%	57%
D2	When a mistake is made, but has no potential to harm the patient, how often is this reported?	46%	54%	54%	61%	59%	58%	61%	53%	60%	51%	57%	61%
D3	When a mistake is made that could harm the patient, but does not, how often is this reported?	64%	70%	71%	80%	73%	75%	78%	74%	75%	71%	74%	75%
9	Teamwork Across Units												
F2R	Hospital units do not coordinate well with each other.	34%	36%	39%	41%	43%	43%	46%	40%	38%	43%	46%	39%
F4	There is good cooperation among hospital units that need to work together.	52%	46%	53%	57%	56%	58%	60%	53%	52%	57%	60%	54%
F6R	It is often unpleasant to work with staff from other hospital units.	52%	49%	62%	53%	60%	58%	60%	55%	58%	54%	64%	55%
F10	Hospital units work well together to provide the best care for patients.	61%	56%	63%	65%	65%	67%	68%	62%	60%	66%	69%	63%

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 Work Area/Unit (Page 4 of 4)

Survey Items by Composite		Work Area/Unit											
		Anes- thesi- ology	Emer- gency	ICU (any type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery
	# Hospitals	91	613	529	616	648	428	241	474	255	641	537	653
	# Respondents	1,586	16,680	22,248	15,567	30,179	12,944	10,534	8,708	7,332	18,132	11,900	28,117
10	Staffing												
A2	We have enough staff to handle the workload.	57%	43%	55%	50%	46%	59%	63%	49%	52%	63%	59%	56%
A5R	Staff in this unit work longer hours than is best for patient care.	44%	49%	52%	56%	50%	56%	57%	57%	57%	61%	60%	48%
A7R	We use more agency/temporary staff than is best for patient care.	65%	64%	69%	66%	66%	76%	76%	69%	71%	75%	71%	72%
A14R	We work in "crisis mode" trying to do too much, too quickly.	49%	37%	48%	45%	42%	51%	55%	45%	52%	56%	62%	47%
11	Handoffs & Transitions												
F3R	Things "fall between the cracks" when transferring patients from one unit to another.	31%	44%	37%	27%	41%	47%	42%	20%	33%	39%	36%	37%
F5R	Important patient care information is often lost during shift changes.	40%	57%	59%	42%	50%	65%	59%	34%	49%	45%	43%	45%
F7R	Problems often occur in the exchange of information across hospital units.	36%	45%	42%	35%	43%	48%	45%	29%	38%	39%	41%	39%
F11R	Shift changes are problematic for patients in this hospital.	31%	43%	56%	38%	45%	59%	54%	31%	44%	40%	36%	37%
12	Nonpunitive Response to Error												
A8R	Staff feel like their mistakes are held against them.	49%	43%	46%	46%	46%	48%	51%	58%	53%	51%	64%	49%
A12R	When an event is reported, it feels like the person is being written up, not the problem.	43%	38%	41%	41%	42%	44%	47%	53%	51%	46%	61%	46%
A16R	Staff worry that mistakes they make are kept in their personnel file.	35%	27%	30%	29%	31%	32%	33%	45%	38%	36%	50%	34%

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. Average Percent Distribution of Patient Safety Grades by Work Area/Unit

Work Area/Unit Patient Safety Grade	Work Area/Unit												
	Anes- thesi- ology	Emer- gency	ICU (any type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery	
# Hospitals	91	613	529	616	648	428	241	474	255	641	537	653	
# Respondents	1,586	16,680	22,248	15,567	30,179	12,944	10,534	8,708	7,332	18,132	11,900	28,117	
A Excellent	33%	17%	22%	27%	17%	26%	28%	23%	24%	32%	37%	30%	
B Very Good	45%	45%	48%	48%	47%	48%	51%	48%	42%	48%	47%	46%	
C Acceptable	18%	29%	24%	21%	29%	20%	18%	22%	24%	17%	13%	20%	
D Poor	3%	8%	5%	3%	7%	5%	3%	5%	8%	3%	3%	4%	
E Failing	0%	1%	1%	0%	1%	1%	0%	1%	2%	0%	1%	1%	

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

Table B-4. Average Percent Distribution of Event Reports in the Past 12 Months by Work Area/Unit

Number of Events Reported by Respondents	Work Area/Unit												
	Anes- thesi- ology	Emer- gency	ICU (any type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery	
# Hospitals	91	613	529	616	648	428	241	474	255	641	537	653	
# Respondents	1,586	16,680	22,248	15,567	30,179	12,944	10,534	8,708	7,332	18,132	11,900	28,117	
No events	60%	47%	36%	47%	39%	44%	42%	46%	46%	55%	57%	45%	
1 to 2 events	26%	31%	38%	27%	32%	36%	35%	19%	28%	32%	32%	33%	
3 to 5 events	10%	14%	18%	13%	19%	14%	16%	15%	16%	9%	8%	15%	
6 to 10 events	2%	5%	6%	7%	7%	4%	5%	10%	7%	2%	2%	5%	
11 to 20 events	1%	2%	2%	3%	2%	1%	1%	5%	2%	1%	1%	2%	
21 event reports or more	1%	1%	1%	2%	1%	1%	1%	5%	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 who 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 five respondents in a particular staff position and at least three respondents to a particular question. 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 nonresponse or missing data.

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

	Patient Safety Culture Composites	Staff Position								
		Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
	# Hospitals	730	359	144	610	334	862	720	655	671
	# Respondents	23,661	14,519	1,364	17,846	4,777	114,973	34,657	15,934	20,782
1	Teamwork Within Units	89%	83%	81%	73%	77%	80%	77%	84%	78%
2	Supervisor/Manager Expectations & Actions Promoting Patient Safety	85%	69%	76%	73%	74%	74%	74%	78%	76%
3	Management Support for Patient Safety	85%	70%	76%	71%	64%	66%	72%	73%	75%
4	Organizational Learning--Continuous Improvement	83%	70%	70%	72%	73%	72%	70%	71%	71%
5	Overall Perceptions of Patient Safety	74%	64%	64%	62%	56%	61%	70%	71%	67%
6	Feedback & Communication About Error	77%	59%	65%	64%	61%	59%	63%	65%	66%
7	Communication Openness	76%	63%	64%	56%	65%	61%	61%	67%	61%
8	Frequency of Events Reported	68%	54%	55%	65%	49%	62%	61%	56%	66%
9	Teamwork Across Units	65%	58%	62%	57%	49%	55%	54%	61%	57%
10	Staffing	63%	54%	51%	50%	53%	58%	57%	60%	53%
11	Handoffs & Transitions	45%	41%	34%	48%	25%	47%	38%	41%	44%
12	Nonpunitive Response to Error	62%	40%	44%	35%	53%	44%	41%	51%	39%
	Average Across Composites	73%	60%	62%	61%	58%	62%	62%	65%	63%

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

Survey Items by Composite	Staff Position									
	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary	
# Hospitals	730	359	144	610	334	862	720	655	671	
# Respondents	23,661	14,519	1,364	17,846	4,777	114,973	34,657	15,934	20,782	
1 Teamwork Within Units										
A1 People support one another in this unit.	94%	89%	88%	78%	84%	87%	82%	90%	83%	
A3 When a lot of work needs to be done quickly, we work together as a team to get the work done.	94%	86%	85%	78%	81%	87%	85%	88%	84%	
A4 In this unit, people treat each other with respect.	88%	86%	81%	71%	75%	79%	74%	84%	75%	
A11 When one area in this unit gets really busy, others help out.	78%	69%	72%	64%	66%	68%	65%	75%	68%	
2 Supervisor/Manager Expectations & Actions Promoting Patient Safety										
B1 My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	84%	66%	77%	71%	68%	71%	69%	75%	76%	
B2 My supv/mgr seriously considers staff suggestions for improving patient safety.	89%	74%	81%	75%	76%	75%	75%	81%	77%	
B3R Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	83%	65%	69%	73%	74%	72%	75%	76%	75%	
B4R My supv/mgr overlooks patient safety problems that happen over and over.	85%	71%	76%	74%	75%	76%	77%	79%	77%	
3 Management Support for Patient Safety										
F1 Hospital mgmt provides a work climate that promotes patient safety.	91%	79%	87%	81%	70%	75%	82%	83%	84%	
F8 The actions of hospital mgmt show that patient safety is a top priority.	87%	72%	80%	76%	68%	67%	74%	74%	77%	
F9R Hospital mgmt seems interested in patient safety only after an adverse event happens.	77%	59%	59%	57%	54%	56%	59%	62%	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-6. Item-Level Average Percent Positive Response by Staff Position (Page 2 of 4)

Survey Items by Composite	Staff Position									
	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary	
# Hospitals	730	359	144	610	334	862	720	655	671	
# Respondents	23,661	14,519	1,364	17,846	4,777	114,973	34,657	15,934	20,782	
4 Organizational Learning--Continuous Improvement										
A6 We are actively doing things to improve patient safety.	89%	82%	80%	85%	86%	84%	81%	84%	82%	
A9 Mistakes have led to positive changes here.	81%	67%	60%	59%	76%	62%	63%	59%	62%	
A13 After we make changes to improve patient safety, we evaluate their effectiveness.	77%	62%	68%	72%	58%	70%	65%	69%	69%	
5 Overall Perceptions of Patient Safety										
A10R It is just by chance that more serious mistakes don't happen around here.	73%	64%	60%	53%	57%	61%	64%	69%	58%	
A15 Patient safety is never sacrificed to get more work done.	73%	62%	63%	65%	50%	57%	70%	68%	70%	
A17R We have patient safety problems in this unit.	72%	59%	62%	60%	51%	57%	70%	70%	67%	
A18 Our procedures and systems are good at preventing errors from happening.	79%	70%	71%	70%	66%	68%	75%	75%	72%	
6 Feedback & Communication About Error										
C1 We are given feedback about changes put into place based on event reports.	69%	52%	60%	57%	51%	52%	53%	58%	58%	
C3 We are informed about errors that happen in this unit.	77%	56%	64%	66%	64%	58%	67%	66%	69%	
C5 In this unit, we discuss ways to prevent errors from happening again.	84%	68%	72%	70%	69%	68%	69%	73%	72%	

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 Staff Position (Page 3 of 4)

Survey Items by Composite	Staff Position									
	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary	
# Hospitals	730	359	144	610	334	862	720	655	671	
# Respondents	23,661	14,519	1,364	17,846	4,777	114,973	34,657	15,934	20,782	
7 Communication Openness										
C2 Staff will freely speak up if they see something that may negatively affect patient care.	85%	72%	76%	73%	73%	75%	75%	80%	76%	
C4 Staff feel free to question the decisions or actions of those with more authority.	69%	54%	51%	40%	53%	45%	44%	52%	43%	
C6R Staff are afraid to ask questions when something does not seem right.	75%	63%	64%	56%	68%	62%	63%	67%	62%	
8 Frequency of Events Reported										
D1 When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	60%	47%	51%	62%	34%	51%	54%	49%	62%	
D2 When a mistake is made, but has no potential to harm the patient, how often is this reported?	63%	48%	47%	61%	44%	60%	55%	49%	61%	
D3 When a mistake is made that could harm the patient, but does not, how often is this reported?	79%	68%	65%	72%	68%	76%	74%	68%	75%	
9 Teamwork Across Units										
F2R Hospital units do not coordinate well with each other.	54%	44%	50%	44%	36%	42%	42%	48%	46%	
F4 There is good cooperation among hospital units that need to work together.	67%	59%	64%	59%	48%	55%	56%	61%	58%	
F6R It is often unpleasant to work with staff from other hospital units.	64%	62%	61%	57%	56%	59%	53%	65%	55%	
F10 Hospital units work well together to provide the best care for patients.	75%	67%	72%	69%	57%	64%	66%	69%	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 Staff Position (Page 4 of 4)

Survey Items by Composite		Staff Position								
		Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
	# Hospitals	730	359	144	610	334	862	720	655	671
	# Respondents	23,661	14,519	1,364	17,846	4,777	114,973	34,657	15,934	20,782
10	Staffing									
A2	We have enough staff to handle the workload.	70%	57%	53%	44%	44%	55%	55%	57%	53%
A5R	Staff in this unit work longer hours than is best for patient care.	59%	50%	47%	44%	57%	56%	55%	58%	49%
A7R	We use more agency/temporary staff than is best for patient care.	69%	57%	57%	63%	71%	72%	69%	71%	61%
A14R	We work in "crisis mode" trying to do too much, too quickly.	56%	50%	49%	46%	39%	48%	50%	57%	50%
11	Handoffs & Transitions									
F3R	Things "fall between the cracks" when transferring patients from one unit to another.	41%	39%	32%	45%	16%	42%	34%	36%	42%
F5R	Important patient care information is often lost during shift changes.	50%	44%	36%	56%	30%	53%	44%	45%	50%
F7R	Problems often occur in the exchange of information across hospital units.	45%	43%	36%	43%	26%	45%	37%	42%	43%
F11R	Shift changes are problematic for patients in this hospital.	46%	39%	34%	47%	28%	49%	39%	40%	42%
12	Nonpunitive Response to Error									
A8R	Staff feel like their mistakes are held against them.	69%	46%	51%	42%	58%	50%	48%	57%	46%
A12R	When an event is reported, it feels like the person is being written up, not the problem.	68%	44%	43%	36%	57%	47%	41%	52%	40%
A16R	Staff worry that mistakes they make are kept in their personnel file.	49%	30%	38%	27%	43%	34%	33%	43%	30%

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. Average Percent Distribution of Patient Safety Grades by Staff Position

Work Area/Unit Patient Safety Grade		Staff Position								
		Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
	<i># Hospitals</i>	730	359	144	610	334	862	720	655	671
	<i># Respondents</i>	23,661	14,519	1,364	17,846	4,777	114,973	34,657	15,934	20,782
A	Excellent	36%	26%	26%	26%	19%	22%	30%	31%	30%
B	Very Good	49%	47%	48%	45%	46%	47%	47%	47%	46%
C	Acceptable	14%	22%	24%	23%	27%	24%	19%	18%	20%
D	Poor	1%	4%	2%	5%	7%	6%	3%	3%	3%
E	Failing	0%	1%	0%	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-8. Average Percent Distribution of Event Reports in the Past 12 Months by Staff Position

Number of Events Reported by Respondents		Staff Position								
		Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
	<i># Hospitals</i>	730	359	144	610	334	862	720	655	671
	<i># Respondents</i>	23,661	14,519	1,364	17,846	4,777	114,973	34,657	15,934	20,782
No events		48%	62%	80%	75%	28%	30%	57%	59%	80%
1 to 2 events		22%	26%	14%	19%	24%	39%	28%	32%	14%
3 to 5 events		16%	8%	3%	4%	21%	21%	9%	7%	4%
6 to 10 events		8%	3%	2%	1%	14%	7%	3%	2%	1%
11 to 20 events		4%	1%	0%	0%	7%	2%	1%	1%	0%
21 event reports or more		3%	1%	0%	0%	6%	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 five respondents in the response categories and at least three respondents to a particular question. 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 nonresponse or missing data.

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

Patient Safety Culture Composites	Interaction With Patients	
	WITH direct interaction	WITHOUT direct interaction
# Hospitals	874	806
# Respondents	243,444	77,228
1 Teamwork Within Units	80%	81%
2 Supervisor/Manager Expectations & Actions Promoting Patient Safety	75%	77%
3 Management Support for Patient Safety	71%	77%
4 Organizational Learning--Continuous Improvement	72%	73%
5 Overall Perceptions of Patient Safety	65%	67%
6 Feedback & Communication About Error	63%	67%
7 Communication Openness	62%	64%
8 Frequency of Events Reported	61%	64%
9 Teamwork Across Units	58%	59%
10 Staffing	57%	53%
11 Handoffs & Transitions	46%	38%
12 Nonpunitive Response to Error	44%	46%
Average Across Composites	63%	64%

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

Survey Items by Composite		Interaction With Patients	
		WITH direct interaction	WITHOUT direct interaction
	# Hospitals	874	806
	# Respondents	243,444	77,228
1	Teamwork Within Units		
A1	People support one another in this unit.	86%	87%
A3	When a lot of work needs to be done quickly, we work together as a team to get the work done.	86%	87%
A4	In this unit, people treat each other with respect.	78%	80%
A11	When one area in this unit gets really busy, others help out.	69%	70%
2	Supervisor/Manager Expectations & Actions Promoting Patient Safety		
B1	My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	72%	76%
B2	My supv/mgr seriously considers staff suggestions for improving patient safety.	77%	79%
B3R	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	74%	76%
B4R	My supv/mgr overlooks patient safety problems that happen over and over.	77%	77%
3	Management Support for Patient Safety		
F1	Hospital mgmt provides a work climate that promotes patient safety.	80%	86%
F8	The actions of hospital mgmt show that patient safety is a top priority.	72%	80%
F9R	Hospital mgmt seems interested in patient safety only after an adverse event happens.	59%	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 Interaction With Patients (Page 2 of 4)

Survey Items by Composite		Interaction With Patients	
		WITH direct interaction	WITHOUT direct interaction
	# Hospitals	874	806
	# Respondents	243,444	77,228
4	Organizational Learning--Continuous Improvement		
A6	We are actively doing things to improve patient safety.	84%	81%
A9	Mistakes have led to positive changes here.	63%	69%
A13	After we make changes to improve patient safety, we evaluate their effectiveness.	69%	67%
5	Overall Perceptions of Patient Safety		
A10R	It is just by chance that more serious mistakes don't happen around here.	62%	61%
A15	Patient safety is never sacrificed to get more work done.	64%	67%
A17R	We have patient safety problems in this unit.	63%	65%
A18	Our procedures and systems are good at preventing errors from happening.	71%	73%
6	Feedback & Communication About Error		
C1	We are given feedback about changes put into place based on event reports.	55%	58%
C3	We are informed about errors that happen in this unit.	64%	69%
C5	In this unit, we discuss ways to prevent errors from happening again.	70%	75%

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 Interaction With Patients (Page 3 of 4)

Survey Items by Composite		Interaction With Patients	
		WITH direct interaction	WITHOUT direct interaction
	# Hospitals	874	806
	# Respondents	243,444	77,228
7	Communication Openness		
C2	Staff will freely speak up if they see something that may negatively affect patient care.	76%	76%
C4	Staff feel free to question the decisions or actions of those with more authority.	47%	52%
C6R	Staff are afraid to ask questions when something does not seem right.	63%	65%
8	Frequency of Events Reported		
D1	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	53%	58%
D2	When a mistake is made, but has no potential to harm the patient, how often is this reported?	57%	59%
D3	When a mistake is made that could harm the patient, but does not, how often is this reported?	74%	74%
9	Teamwork Across Units		
F2R	Hospital units do not coordinate well with each other.	45%	47%
F4	There is good cooperation among hospital units that need to work together.	58%	61%
F6R	It is often unpleasant to work with staff from other hospital units.	59%	57%
F10	Hospital units work well together to provide the best care for patients.	67%	71%

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 Interaction With Patients (Page 4 of 4)

Survey Items by Composite		Interaction With Patients	
		WITH direct interaction	WITHOUT direct interaction
	# Hospitals	874	806
	# Respondents	243,444	77,228
10	Staffing		
A2	We have enough staff to handle the workload.	55%	58%
A5R	Staff in this unit work longer hours than is best for patient care.	54%	49%
A7R	We use more agency/temporary staff than is best for patient care.	69%	58%
A14R	We work in "crisis mode" trying to do too much, too quickly.	50%	48%
11	Handoffs & Transitions		
F3R	Things "fall between the cracks" when transferring patients from one unit to another.	42%	35%
F5R	Important patient care information is often lost during shift changes.	51%	42%
F7R	Problems often occur in the exchange of information across hospital units.	44%	38%
F11R	Shift changes are problematic for patients in this hospital.	46%	39%
12	Nonpunitive Response to Error		
A8R	Staff feel like their mistakes are held against them.	50%	54%
A12R	When an event is reported, it feels like the person is being written up, not the problem.	46%	48%
A16R	Staff worry that mistakes they make are kept in their personnel file.	35%	37%

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. Average Percent Distribution of Patient Safety Grades by Interaction With Patients

Work Area/Unit Patient Safety Grade	Interaction With Patients	
	WITH direct interaction	WITHOUT direct interaction
<i># Hospitals</i>	874	806
<i># Respondents</i>	243,444	77,228
A Excellent	27%	31%
B Very Good	47%	48%
C Acceptable	21%	19%
D Poor	5%	2%
E Failing	1%	0%

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

Table B-12. Average Percent Distribution of Event Reports in the Past 12 Months by Interaction With Patients

Number of Events Reported by Respondents	Interaction With Patients	
	WITH direct interaction	WITHOUT direct interaction
<i># Hospitals</i>	874	806
<i># Respondents</i>	243,444	77,228
No events	49%	70%
1 to 2 events	31%	15%
3 to 5 events	13%	8%
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.

Part III
Appendix C:
Trending Results by Hospital Characteristics

Characteristics of the Trending Hospitals

The tables below display the distribution of trending hospitals by bed size, teaching status, and ownership and control. In addition to the distribution of the 321 trending hospitals, the tables show the distributions of all 885 hospitals in the 2010 database and of all American Hospital Association (AHA)-registered U.S. hospitals for comparison purposes.¹

As shown in Table C-1, the distribution of trending hospitals by bed size is similar to the distribution of database hospitals and to AHA-registered U.S. hospitals.

Table C-1. Distribution of 321 Trending Hospitals by Bed Size

Bed Size	2010 Trending Hospitals		2010 Database Hospitals		AHA-Registered U.S. Hospitals	
	Number	Percent	Number	Percent	Number	Percent
6-24 beds	28	9%	73	8%	607	10%
25-49 beds	56	17%	161	18%	1,374	22%
50-99 beds	51	16%	151	17%	1,329	21%
100-199 beds	64	20%	189	21%	1,341	21%
200-299 beds	48	15%	129	15%	704	11%
300-399 beds	24	7%	70	8%	402	6%
400-499 beds	20	6%	47	5%	205	3%
500 or more beds	30	9%	65	7%	318	5%
TOTAL	321	99%	885	99%	6,280	99%

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

¹ Data for AHA-registered hospitals were obtained from the 2004 AHA Annual Survey of Hospitals Database or the 2006 AHA Annual Survey of Hospitals Database, © 2007 Health Forum, LLC, an affiliate of the American Hospital Association. Hospitals not registered with AHA were asked to provide information on their hospital's characteristics, such as bed size and teaching status.

Tables C-2 and C-3 show that most of the 321 trending hospitals were nonteaching (69 percent) and non-government owned and controlled (76 percent). Again, these distributions are similar to the 2010 database overall (68 percent nonteaching and 81 percent non-government owned) and compared with AHA hospitals (77 percent nonteaching and 74 percent non-government owned).

Table C-2. Distribution of 321 Trending Hospitals by Teaching Status

Teaching Status	2010 Trending Hospitals		2010 Database Hospitals		AHA-Registered U.S. Hospitals	
	Number	Percent	Number	Percent	Number	Percent
Teaching	99	31%	285	32%	1,442	23%
Nonteaching	222	69%	600	68%	4,838	77%
TOTAL	321	100%	885	100%	6,280	100%

Table C-3. Distribution of 321 Trending Hospitals by Ownership and Control

Ownership and Control	2010 Trending Hospitals		2010 Database Hospitals		AHA-Registered U.S. Hospitals	
	Number	Percent	Number	Percent	Number	Percent
Government (Federal or non-Federal)	77	24%	172	19%	1,645	26%
Nongovernment (voluntary/nonprofit or proprietary/investor owned)	244	76%	713	81%	4,635	74%
TOTAL	321	100%	885	100%	6,280	100%

Appendix C: Trending 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). 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 nonresponse or missing data.

Table C-4. Trending: Composite-Level Average Percent Positive Response by Bed Size (Page 1 of 2)

Patient Safety Culture Composites		Database Year	Bed Size							
			6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
	# Hospitals	Both Years	28	56	51	64	48	24	20	30
	# Respondents	Most Recent	1,735	5,331	7,101	19,935	22,073	16,456	15,975	39,347
		Previous	2,286	4,774	7,820	16,663	25,183	14,158	12,637	30,976
1	Teamwork Within Units	Most Recent	83%	82%	79%	78%	78%	80%	77%	77%
		Previous	82%	83%	79%	76%	73%	80%	73%	76%
		Change	1%	-1%	0%	2%	5%	0%	4%	1%
2	Supervisor/Manager Expectations & Actions Promoting Patient Safety	Most Recent	77%	79%	76%	75%	73%	74%	73%	72%
		Previous	76%	78%	74%	74%	71%	74%	71%	71%
		Change	1%	1%	2%	1%	2%	0%	2%	1%
3	Management Support for Patient Safety	Most Recent	79%	77%	73%	70%	67%	72%	68%	67%
		Previous	76%	76%	69%	66%	64%	71%	63%	64%
		Change	3%	1%	4%	4%	3%	1%	5%	3%
4	Organizational Learning--Continuous Improvement	Most Recent	73%	75%	73%	71%	70%	72%	71%	71%
		Previous	73%	75%	71%	68%	65%	72%	65%	68%
		Change	0%	0%	2%	3%	5%	0%	6%	3%
5	Overall Perceptions of Patient Safety	Most Recent	73%	71%	67%	64%	61%	64%	61%	59%
		Previous	72%	69%	64%	60%	57%	63%	56%	57%
		Change	1%	2%	3%	4%	4%	1%	5%	2%
6	Feedback & Communication About Error	Most Recent	66%	64%	65%	63%	62%	65%	63%	62%
		Previous	65%	65%	63%	60%	57%	65%	58%	60%
		Change	1%	-1%	2%	3%	5%	0%	5%	2%

Table C-4. Trending: Composite-Level Average Percent Positive Response by Bed Size (Page 2 of 2)

	Patient Safety Culture Composites	Database Year	Bed Size							
			6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
	<i># Hospitals</i>	Both Years	28	56	51	64	48	24	20	30
	<i># Respondents</i>	Most Recent	1,735	5,331	7,101	19,935	22,073	16,456	15,975	39,347
		Previous	2,286	4,774	7,820	16,663	25,183	14,158	12,637	30,976
7	Communication Openness	Most Recent	64%	64%	63%	61%	60%	62%	60%	60%
		Previous	65%	63%	61%	59%	57%	63%	58%	60%
		Change	-1%	1%	2%	2%	3%	-1%	2%	0%
8	Frequency of Events Reported	Most Recent	65%	65%	64%	62%	61%	63%	61%	59%
		Previous	63%	63%	61%	59%	57%	62%	56%	57%
		Change	2%	2%	3%	3%	4%	1%	5%	2%
9	Teamwork Across Units	Most Recent	68%	65%	61%	57%	52%	57%	53%	51%
		Previous	67%	64%	58%	54%	50%	57%	48%	48%
		Change	1%	1%	3%	3%	2%	0%	5%	3%
10	Staffing	Most Recent	66%	60%	57%	54%	52%	54%	53%	51%
		Previous	63%	60%	54%	50%	47%	53%	47%	48%
		Change	3%	0%	3%	4%	5%	1%	6%	3%
11	Handoffs & Transitions	Most Recent	57%	51%	49%	42%	38%	42%	39%	38%
		Previous	56%	52%	46%	41%	38%	43%	37%	37%
		Change	1%	-1%	3%	1%	0%	-1%	2%	1%
12	Nonpunitive Response to Error	Most Recent	52%	49%	47%	44%	41%	43%	40%	39%
		Previous	50%	48%	43%	42%	39%	42%	38%	37%
		Change	2%	1%	4%	2%	2%	1%	2%	2%

Table C-5. Trending: Item-Level Average Percent Positive Response by Bed Size (Page 1 of 6)

Survey Items by Composite		Database Year	Bed Size							
			6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
	# Hospitals	Both Years	28	56	51	64	48	24	20	30
	# Respondents	Most Recent	1,735	5,331	7,101	19,935	22,073	16,456	15,975	39,347
		Previous	2,286	4,774	7,820	16,663	25,183	14,158	12,637	30,976
1	Teamwork Within Units									
A1	People support one another in this unit.	Most Recent	88%	88%	85%	84%	85%	86%	84%	84%
		Previous	86%	87%	84%	81%	79%	86%	79%	83%
		Change	2%	1%	1%	3%	6%	0%	5%	1%
A3	When a lot of work needs to be done quickly, we work together as a team to get the work done.	Most Recent	90%	89%	86%	85%	84%	86%	83%	83%
		Previous	89%	90%	85%	82%	80%	86%	79%	83%
		Change	1%	-1%	1%	3%	4%	0%	4%	0%
A4	In this unit, people treat each other with respect.	Most Recent	79%	81%	77%	78%	78%	79%	76%	76%
		Previous	81%	81%	77%	75%	72%	79%	72%	74%
		Change	-2%	0%	0%	3%	6%	0%	4%	2%
A11	When one area in this unit gets really busy, others help out.	Most Recent	74%	71%	70%	67%	67%	69%	66%	67%
		Previous	73%	73%	68%	66%	62%	70%	62%	66%
		Change	1%	-2%	2%	1%	5%	-1%	4%	1%
2	Supervisor/Manager Expectations & Actions Promoting Patient Safety									
B1	My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	Most Recent	73%	75%	74%	73%	73%	73%	72%	71%
		Previous	71%	73%	70%	71%	69%	73%	68%	69%
		Change	2%	2%	4%	2%	4%	0%	4%	2%
B2	My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	79%	80%	79%	77%	76%	76%	75%	74%
		Previous	77%	80%	75%	73%	71%	75%	71%	73%
		Change	2%	0%	4%	4%	5%	1%	4%	1%
B3R	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	79%	80%	75%	73%	71%	71%	70%	69%
		Previous	79%	80%	74%	72%	68%	72%	68%	68%
		Change	0%	0%	1%	1%	3%	-1%	2%	1%
B4R	My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	79%	81%	78%	76%	74%	74%	74%	74%
		Previous	77%	80%	77%	74%	71%	75%	70%	73%
		Change	2%	1%	1%	2%	3%	-1%	4%	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-5. Trending: Item-Level Average Percent Positive Response by Bed Size (Page 2 of 6)

Survey Items by Composite		Database Year	Bed Size							
			6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
	# Hospitals	Both Years	28	56	51	64	48	24	20	30
	# Respondents	Most Recent	1,735	5,331	7,101	19,935	22,073	16,456	15,975	39,347
		Previous	2,286	4,774	7,820	16,663	25,183	14,158	12,637	30,976
3	Management Support for Patient Safety									
F1	Hospital mgmt provides a work climate that promotes patient safety.	Most Recent	87%	86%	82%	80%	77%	80%	78%	76%
		Previous	85%	85%	79%	75%	73%	80%	71%	73%
		Change	2%	1%	3%	5%	4%	0%	7%	3%
F8	The actions of hospital mgmt show that patient safety is a top priority.	Most Recent	80%	78%	74%	73%	70%	75%	71%	71%
		Previous	77%	77%	71%	68%	66%	74%	65%	67%
		Change	3%	1%	3%	5%	4%	1%	6%	4%
F9R	Hospital mgmt seems interested in patient safety only after an adverse event happens.	Most Recent	70%	67%	62%	58%	55%	60%	57%	54%
		Previous	65%	66%	58%	57%	54%	59%	52%	51%
		Change	5%	1%	4%	1%	1%	1%	5%	3%
4	Organizational Learning--Continuous Improvement									
A6	We are actively doing things to improve patient safety.	Most Recent	84%	85%	84%	82%	81%	84%	82%	82%
		Previous	84%	85%	83%	78%	75%	84%	76%	80%
		Change	0%	0%	1%	4%	6%	0%	6%	2%
A9	Mistakes have led to positive changes here.	Most Recent	66%	67%	65%	64%	62%	64%	62%	63%
		Previous	65%	67%	62%	60%	57%	63%	57%	60%
		Change	1%	0%	3%	4%	5%	1%	5%	3%
A13	After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	69%	72%	71%	69%	68%	70%	67%	67%
		Previous	71%	73%	69%	66%	63%	70%	63%	65%
		Change	-2%	-1%	2%	3%	5%	0%	4%	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).

Error! Bookmark not defined. Table C-5. Trending: Item-Level Average Percent Positive Response by Bed Size (Page 3 of 6)

Survey Items by Composite		Database Year	Bed Size							
			6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
	# Hospitals	Both Years	28	56	51	64	48	24	20	30
	# Respondents	Most Recent	1,735	5,331	7,101	19,935	22,073	16,456	15,975	39,347
		Previous	2,286	4,774	7,820	16,663	25,183	14,158	12,637	30,976
5	Overall Perceptions of Patient Safety									
A10R	It is just by chance that more serious mistakes don't happen around here.	Most Recent	69%	66%	64%	60%	57%	61%	57%	55%
		Previous	67%	65%	60%	56%	53%	60%	53%	53%
		Change	2%	1%	4%	4%	4%	1%	4%	2%
A15	Patient safety is never sacrificed to get more work done.	Most Recent	75%	72%	66%	63%	61%	62%	60%	59%
		Previous	75%	70%	63%	60%	56%	62%	55%	57%
		Change	0%	2%	3%	3%	5%	0%	5%	2%
A17R	We have patient safety problems in this unit.	Most Recent	73%	70%	66%	62%	58%	62%	58%	56%
		Previous	73%	69%	61%	58%	52%	60%	53%	53%
		Change	0%	1%	5%	4%	6%	2%	5%	3%
A18	Our procedures and systems are good at preventing errors from happening.	Most Recent	75%	75%	73%	70%	69%	72%	70%	68%
		Previous	73%	74%	70%	68%	65%	71%	64%	66%
		Change	2%	1%	3%	2%	4%	1%	6%	2%
6	Feedback & Communication About Error									
C1	We are given feedback about changes put into place based on event reports.	Most Recent	56%	53%	55%	55%	55%	58%	57%	57%
		Previous	53%	53%	53%	52%	49%	58%	53%	54%
		Change	3%	0%	2%	3%	6%	0%	4%	3%
C3	We are informed about errors that happen in this unit.	Most Recent	70%	67%	66%	64%	63%	65%	64%	63%
		Previous	69%	67%	65%	62%	59%	64%	58%	60%
		Change	1%	0%	1%	2%	4%	1%	6%	3%
C5	In this unit, we discuss ways to prevent errors from happening again.	Most Recent	73%	73%	72%	70%	69%	72%	68%	68%
		Previous	74%	74%	70%	67%	63%	72%	64%	66%
		Change	-1%	-1%	2%	3%	6%	0%	4%	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-5. Trending: Item-Level Average Percent Positive Response by Bed Size (Page 4 of 6)

Survey Items by Composite		Database Year	Bed Size							
			6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
	# Hospitals	Both Years	28	56	51	64	48	24	20	30
	# Respondents	Most Recent	1,735	5,331	7,101	19,935	22,073	16,456	15,975	39,347
		Previous	2,286	4,774	7,820	16,663	25,183	14,158	12,637	30,976
7	Communication Openness									
C2	Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent	76%	77%	77%	75%	74%	75%	73%	74%
		Previous	80%	76%	76%	73%	71%	76%	70%	73%
		Change	-4%	1%	1%	2%	3%	-1%	3%	1%
C4	Staff feel free to question the decisions or actions of those with more authority.	Most Recent	51%	48%	47%	47%	46%	48%	47%	47%
		Previous	49%	48%	46%	44%	44%	49%	45%	47%
		Change	2%	0%	1%	3%	2%	-1%	2%	0%
C6R	Staff are afraid to ask questions when something does not seem right.	Most Recent	65%	65%	63%	62%	60%	62%	61%	58%
		Previous	66%	65%	61%	60%	57%	63%	58%	60%
		Change	-1%	0%	2%	2%	3%	-1%	3%	-2%
8	Frequency of Events Reported									
D1	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	Most Recent	58%	57%	56%	55%	55%	58%	56%	53%
		Previous	54%	54%	53%	52%	50%	57%	50%	50%
		Change	4%	3%	3%	3%	5%	1%	6%	3%
D2	When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent	61%	61%	60%	58%	57%	59%	57%	55%
		Previous	59%	59%	57%	55%	52%	57%	52%	52%
		Change	2%	2%	3%	3%	5%	2%	5%	3%
D3	When a mistake is made that could harm the patient, but does not, how often is this reported?	Most Recent	76%	76%	76%	73%	72%	73%	71%	70%
		Previous	77%	76%	73%	71%	69%	73%	67%	68%
		Change	-1%	0%	3%	2%	3%	0%	4%	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-5. Trending: Item-Level Average Percent Positive Response by Bed Size (Page 5 of 6)

Survey Items by Composite		Database Year	Bed Size							
			6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
	# Hospitals	Both Years	28	56	51	64	48	24	20	30
	# Respondents	Most Recent	1,735	5,331	7,101	19,935	22,073	16,456	15,975	39,347
		Previous	2,286	4,774	7,820	16,663	25,183	14,158	12,637	30,976
9 Teamwork Across Units										
F2R	Hospital units do not coordinate well with each other.	Most Recent	56%	54%	50%	44%	39%	46%	41%	39%
		Previous	56%	52%	45%	43%	39%	45%	37%	36%
		Change	0%	2%	5%	1%	0%	1%	4%	3%
F4	There is good cooperation among hospital units that need to work together.	Most Recent	71%	66%	62%	58%	52%	58%	54%	52%
		Previous	70%	66%	60%	54%	50%	58%	48%	48%
		Change	1%	0%	2%	4%	2%	0%	6%	4%
F6R	It is often unpleasant to work with staff from other hospital units.	Most Recent	66%	64%	61%	58%	54%	58%	54%	53%
		Previous	66%	63%	59%	55%	51%	58%	50%	52%
		Change	0%	1%	2%	3%	3%	0%	4%	1%
F10	Hospital units work well together to provide the best care for patients.	Most Recent	80%	74%	71%	67%	62%	68%	63%	61%
		Previous	77%	75%	68%	63%	59%	68%	58%	58%
		Change	3%	-1%	3%	4%	3%	0%	5%	3%
10 Staffing										
A2	We have enough staff to handle the workload.	Most Recent	67%	62%	57%	53%	51%	55%	52%	49%
		Previous	65%	62%	52%	49%	46%	52%	45%	46%
		Change	2%	0%	5%	4%	5%	3%	7%	3%
A5R	Staff in this unit work longer hours than is best for patient care.	Most Recent	62%	56%	53%	52%	50%	50%	49%	49%
		Previous	57%	57%	50%	47%	45%	49%	45%	46%
		Change	5%	-1%	3%	5%	5%	1%	4%	3%
A7R	We use more agency/temporary staff than is best for patient care.	Most Recent	71%	67%	67%	65%	65%	63%	66%	64%
		Previous	70%	66%	65%	59%	57%	64%	60%	61%
		Change	1%	1%	2%	6%	8%	-1%	6%	3%
A14R	We work in "crisis mode" trying to do too much, too quickly.	Most Recent	63%	57%	52%	47%	43%	47%	44%	42%
		Previous	61%	57%	48%	44%	40%	45%	39%	40%
		Change	2%	0%	4%	3%	3%	2%	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-5. Trending: Item-Level Average Percent Positive Response by Bed Size (Page 6 of 6)

Survey Items by Composite		Database Year	Bed Size							
			6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
	# Hospitals	Both Years	28	56	51	64	48	24	20	30
	# Respondents	Most Recent	1,735	5,331	7,101	19,935	22,073	16,456	15,975	39,347
		Previous	2,286	4,774	7,820	16,663	25,183	14,158	12,637	30,976
11	Handoffs & Transitions									
F3R	Things "fall between the cracks" when transferring patients from one unit to another.	Most Recent	56%	50%	47%	37%	34%	37%	33%	32%
		Previous	56%	51%	44%	38%	33%	38%	32%	30%
		Change	0%	-1%	3%	-1%	1%	-1%	1%	2%
F5R	Important patient care information is often lost during shift changes.	Most Recent	56%	53%	52%	47%	45%	48%	46%	47%
		Previous	59%	54%	50%	46%	45%	49%	45%	46%
		Change	-3%	-1%	2%	1%	0%	-1%	1%	1%
F7R	Problems often occur in the exchange of information across hospital units.	Most Recent	56%	49%	48%	40%	36%	40%	37%	36%
		Previous	53%	50%	44%	39%	35%	40%	34%	34%
		Change	3%	-1%	4%	1%	1%	0%	3%	2%
F11R	Shift changes are problematic for patients in this hospital.	Most Recent	59%	53%	49%	42%	37%	42%	39%	39%
		Previous	57%	53%	45%	42%	38%	43%	38%	37%
		Change	2%	0%	4%	0%	-1%	-1%	1%	2%
12	Nonpunitive Response to Error									
A8R	Staff feel like their mistakes are held against them.	Most Recent	58%	56%	54%	50%	48%	50%	47%	44%
		Previous	58%	56%	50%	49%	46%	49%	45%	44%
		Change	0%	0%	4%	1%	2%	1%	2%	0%
A12R	When an event is reported, it feels like the person is being written up, not the problem.	Most Recent	53%	50%	48%	46%	44%	46%	43%	42%
		Previous	49%	48%	43%	43%	41%	45%	40%	41%
		Change	4%	2%	5%	3%	3%	1%	3%	1%
A16R	Staff worry that mistakes they make are kept in their personnel file.	Most Recent	43%	42%	38%	35%	32%	33%	30%	29%
		Previous	43%	39%	36%	34%	30%	32%	29%	27%
		Change	0%	3%	2%	1%	2%	1%	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-6. Trending: Average Percent Distribution of Patient Safety Grades by Bed Size

Work Area/Unit Patient Safety Grade	Database Year	Bed Size								
		6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds	
# Hospitals	Both Years	28	56	51	64	48	24	20	30	
	# Respondents	1,735	5,331	7,101	19,935	22,073	16,456	15,975	39,347	
A Excellent	Previous	2,286	4,774	7,820	16,663	25,183	14,158	12,637	30,976	
	Most Recent	30%	28%	26%	27%	25%	28%	26%	24%	
	Previous	26%	27%	22%	24%	21%	27%	21%	21%	
	Change	4%	1%	4%	3%	4%	1%	5%	3%	
B Very Good	Most Recent	50%	50%	48%	45%	43%	46%	44%	44%	
	Previous	47%	50%	48%	46%	44%	47%	43%	44%	
	Change	3%	0%	0%	-1%	-1%	-1%	1%	0%	
C Acceptable	Most Recent	17%	19%	21%	23%	25%	22%	24%	25%	
	Previous	20%	19%	24%	24%	28%	22%	27%	27%	
	Change	-3%	0%	-3%	-1%	-3%	0%	-3%	-2%	
D Poor	Most Recent	3%	3%	5%	4%	6%	4%	6%	6%	
	Previous	5%	4%	5%	5%	6%	4%	7%	6%	
	Change	-2%	-1%	0%	-1%	0%	0%	-1%	0%	
E Failing	Most Recent	0%	0%	1%	1%	1%	1%	1%	1%	
	Previous	1%	1%	1%	1%	1%	1%	1%	1%	
	Change	-1%	-1%	0%	0%	0%	0%	0%	0%	

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

Table C-7. Trending: Average Percent Distribution of Event Reports in the Past 12 Months by Bed Size

Number of Events Reported by Respondents	Database Year	Bed Size							
		6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
<i># Hospitals</i>	Both Years	28	56	51	64	48	24	20	30
<i># Respondents</i>	Most Recent	1,735	5,331	7,101	19,935	22,073	16,456	15,975	39,347
	Previous	2,286	4,774	7,820	16,663	25,183	14,158	12,637	30,976
No events	Most Recent	55%	55%	53%	54%	52%	57%	57%	53%
	Previous	54%	53%	53%	54%	51%	56%	54%	52%
	Change	1%	2%	0%	0%	1%	1%	3%	1%
1 to 2 events	Most Recent	26%	26%	29%	27%	27%	27%	26%	28%
	Previous	27%	26%	27%	27%	27%	27%	26%	29%
	Change	-1%	0%	2%	0%	0%	0%	0%	-1%
3 to 5 events	Most Recent	13%	11%	11%	12%	13%	11%	11%	12%
	Previous	12%	13%	12%	12%	13%	12%	12%	13%
	Change	1%	-2%	-1%	0%	0%	-1%	-1%	-1%
6 to 10 events	Most Recent	3%	5%	4%	4%	5%	4%	4%	4%
	Previous	4%	5%	4%	4%	5%	4%	4%	4%
	Change	-1%	0%	0%	0%	0%	0%	0%	0%
11 to 20 events	Most Recent	1%	2%	2%	2%	2%	1%	2%	1%
	Previous	2%	2%	2%	2%	2%	2%	2%	2%
	Change	-1%	0%	0%	0%	0%	-1%	0%	-1%
21 event reports or more	Most Recent	1%	1%	1%	1%	1%	1%	1%	1%
	Previous	1%	1%	1%	1%	1%	1%	1%	1%
	Change	0%	0%	0%	0%	0%	0%	0%	0%

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

Appendix C: Trending 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 teaching status and ownership and control). 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 nonresponse or missing data.

Table C-8. Trending: Composite-Level Average Percent Positive Response by Teaching Status and Ownership and Control (Page 1 of 2)

Patient Safety Culture Composites		Database Year	Teaching	Nonteaching	Government	Nongovernment
	# Hospitals	Both Years	99	222	77	244
	# Respondents	Most Recent	69,931	58,022	13,690	114,263
		Previous	63,148	51,349	12,221	102,276
1	Teamwork Within Units	Most Recent	78%	80%	79%	80%
		Previous	75%	79%	79%	77%
		Change	3%	1%	0%	3%
2	Supervisor/Manager Expectations & Actions Promoting Patient Safety	Most Recent	74%	76%	76%	75%
		Previous	72%	75%	75%	74%
		Change	2%	1%	1%	1%
3	Management Support for Patient Safety	Most Recent	69%	73%	75%	71%
		Previous	65%	71%	72%	68%
		Change	4%	2%	3%	3%
4	Organizational Learning--Continuous Improvement	Most Recent	71%	73%	73%	72%
		Previous	67%	71%	72%	69%
		Change	4%	2%	1%	3%
5	Overall Perceptions of Patient Safety	Most Recent	62%	67%	68%	64%
		Previous	58%	65%	66%	61%
		Change	4%	2%	2%	3%
6	Feedback & Communication About Error	Most Recent	63%	64%	64%	64%
		Previous	59%	62%	63%	61%
		Change	4%	2%	1%	3%

Table C-8. Trending: Composite-Level Average Percent Positive Response by Teaching Status and Ownership and Control (Page 2 of 2)

Patient Safety Culture Composites		Database Year	Teaching	Nonteaching	Government	Nongovernment
	# Hospitals	Both Years	99	222	77	244
	# Respondents	Most Recent	69,931	58,022	13,690	114,263
		Previous	63,148	51,349	12,221	102,276
7	Communication Openness	Most Recent	61%	62%	62%	62%
		Previous	59%	61%	62%	60%
		Change	2%	1%	0%	2%
8	Frequency of Events Reported	Most Recent	61%	64%	63%	63%
		Previous	58%	61%	62%	59%
		Change	3%	3%	1%	4%
9	Teamwork Across Units	Most Recent	54%	60%	62%	57%
		Previous	51%	58%	60%	55%
		Change	3%	2%	2%	2%
10	Staffing	Most Recent	53%	58%	60%	55%
		Previous	49%	55%	58%	51%
		Change	4%	3%	2%	4%
11	Handoffs & Transitions	Most Recent	40%	47%	50%	43%
		Previous	40%	46%	49%	42%
		Change	0%	1%	1%	1%
12	Nonpunitive Response to Error	Most Recent	41%	46%	47%	44%
		Previous	40%	44%	45%	42%
		Change	1%	2%	2%	2%

Table C-9. Trending: Item-Level Average Percent Positive Response by Teaching Status and Ownership and Control (Page 1 of 6)

Survey Items by Composite		Database Year	Teaching	Nonteaching	Government	Nongovernment
	# Hospitals	Both Years	99	222	77	244
	# Respondents	Most Recent	69,931	58,022	13,690	114,263
		Previous	63,148	51,349	12,221	102,276
1	Teamwork Within Units					
A1	People support one another in this unit.	Most Recent	84%	86%	85%	86%
		Previous	81%	84%	84%	83%
		Change	3%	2%	1%	3%
A3	When a lot of work needs to be done quickly, we work together as a team to get the work done.	Most Recent	84%	87%	87%	86%
		Previous	81%	86%	87%	83%
		Change	3%	1%	0%	3%
A4	In this unit, people treat each other with respect.	Most Recent	77%	79%	77%	78%
		Previous	74%	78%	77%	76%
		Change	3%	1%	0%	2%
A11	When one area in this unit gets really busy, others help out.	Most Recent	67%	70%	69%	69%
		Previous	64%	69%	69%	67%
		Change	3%	1%	0%	2%
2	Supervisor/Manager Expectations & Actions Promoting Patient Safety					
B1	My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	Most Recent	73%	74%	72%	74%
		Previous	70%	71%	70%	71%
		Change	3%	3%	2%	3%
B2	My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	76%	78%	77%	77%
		Previous	73%	75%	76%	75%
		Change	3%	3%	1%	2%
B3R	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	72%	75%	78%	73%
		Previous	70%	75%	77%	72%
		Change	2%	0%	1%	1%
B4R	My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	75%	77%	78%	76%
		Previous	72%	76%	78%	74%
		Change	3%	1%	0%	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-9. Trending: Item-Level Average Percent Positive Response by Teaching Status and Ownership and Control (Page 2 of 6)

Survey Items by Composite		Database Year	Teaching	Nonteaching	Government	Nongovernment
	# Hospitals	Both Years	99	222	77	244
	# Respondents	Most Recent	69,931	58,022	13,690	114,263
		Previous	63,148	51,349	12,221	102,276
3	Management Support for Patient Safety					
F1	Hospital mgmt provides a work climate that promotes patient safety.	Most Recent	78%	83%	84%	80%
		Previous	74%	80%	82%	77%
		Change	4%	3%	2%	3%
F8	The actions of hospital mgmt show that patient safety is a top priority.	Most Recent	72%	75%	76%	73%
		Previous	67%	72%	73%	70%
		Change	5%	3%	3%	3%
F9R	Hospital mgmt seems interested in patient safety only after an adverse event happens.	Most Recent	57%	62%	64%	60%
		Previous	55%	60%	61%	58%
		Change	2%	2%	3%	2%
4	Organizational Learning--Continuous Improvement					
A6	We are actively doing things to improve patient safety.	Most Recent	82%	84%	83%	83%
		Previous	78%	82%	83%	80%
		Change	4%	2%	0%	3%
A9	Mistakes have led to positive changes here.	Most Recent	62%	65%	65%	64%
		Previous	59%	63%	64%	61%
		Change	3%	2%	1%	3%
A13	After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	68%	70%	69%	69%
		Previous	65%	69%	70%	67%
		Change	3%	1%	-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-9. Trending: Item-Level Average Percent Positive Response by Teaching Status and Ownership and Control (Page 3 of 6)

Survey Items by Composite		Database Year	Teaching	Nonteaching	Government	Nongovernment
	# Hospitals	Both Years	99	222	77	244
	# Respondents	Most Recent	69,931	58,022	13,690	114,263
		Previous	63,148	51,349	12,221	102,276
5 Overall Perceptions of Patient Safety						
A10R	It is just by chance that more serious mistakes don't happen around here.	Most Recent	58%	63%	64%	61%
		Previous	54%	60%	61%	58%
		Change	4%	3%	3%	3%
A15	Patient safety is never sacrificed to get more work done.	Most Recent	61%	67%	69%	64%
		Previous	57%	65%	67%	61%
		Change	4%	2%	2%	3%
A17R	We have patient safety problems in this unit.	Most Recent	59%	66%	67%	62%
		Previous	53%	63%	65%	59%
		Change	6%	3%	2%	3%
A18	Our procedures and systems are good at preventing errors from happening.	Most Recent	69%	73%	73%	71%
		Previous	66%	71%	71%	69%
		Change	3%	2%	2%	2%
6 Feedback & Communication About Error						
C1	We are given feedback about changes put into place based on event reports.	Most Recent	56%	55%	53%	56%
		Previous	53%	52%	51%	53%
		Change	3%	3%	2%	3%
C3	We are informed about errors that happen in this unit.	Most Recent	63%	66%	68%	65%
		Previous	60%	65%	66%	62%
		Change	3%	1%	2%	3%
C5	In this unit, we discuss ways to prevent errors from happening again.	Most Recent	69%	72%	71%	71%
		Previous	66%	70%	71%	68%
		Change	3%	2%	0%	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-9. Trending: Item-Level Average Percent Positive Response by Teaching Status and Ownership and Control (Page 4 of 6)

Survey Items by Composite		Database Year	Teaching	Nonteaching	Government	Nongovernment
	# Hospitals	Both Years	99	222	77	244
	# Respondents	Most Recent	69,931	58,022	13,690	114,263
		Previous	63,148	51,349	12,221	102,276
7	Communication Openness					
C2	Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent	74%	76%	75%	76%
		Previous	72%	75%	76%	74%
		Change	2%	1%	-1%	2%
C4	Staff feel free to question the decisions or actions of those with more authority.	Most Recent	47%	48%	47%	48%
		Previous	46%	46%	47%	46%
		Change	1%	2%	0%	2%
C6R	Staff are afraid to ask questions when something does not seem right.	Most Recent	61%	63%	64%	62%
		Previous	59%	62%	63%	61%
		Change	2%	1%	1%	1%
8	Frequency of Events Reported					
D1	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	Most Recent	54%	57%	55%	56%
		Previous	51%	53%	53%	52%
		Change	3%	4%	2%	4%
D2	When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent	56%	60%	60%	58%
		Previous	53%	56%	57%	55%
		Change	3%	4%	3%	3%
D3	When a mistake is made that could harm the patient, but does not, how often is this reported?	Most Recent	71%	75%	74%	73%
		Previous	70%	73%	74%	71%
		Change	1%	2%	0%	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-9. Trending: Item-Level Average Percent Positive Response by Teaching Status and Ownership and Control (Page 5 of 6)

Survey Items by Composite		Database Year	Teaching	Nonteaching	Government	Nongovernment
	# Hospitals	Both Years	99	222	77	244
	# Respondents	Most Recent	69,931	58,022	13,690	114,263
		Previous	63,148	51,349	12,221	102,276
9 Teamwork Across Units						
F2R	Hospital units do not coordinate well with each other.	Most Recent	41%	49%	50%	45%
		Previous	40%	46%	48%	43%
		Change	1%	3%	2%	2%
F4	There is good cooperation among hospital units that need to work together.	Most Recent	54%	62%	63%	58%
		Previous	52%	60%	62%	56%
		Change	2%	2%	1%	2%
F6R	It is often unpleasant to work with staff from other hospital units.	Most Recent	55%	60%	61%	58%
		Previous	54%	59%	60%	57%
		Change	1%	1%	1%	1%
F10	Hospital units work well together to provide the best care for patients.	Most Recent	64%	70%	72%	67%
		Previous	61%	68%	70%	65%
		Change	3%	2%	2%	2%
10 Staffing						
A2	We have enough staff to handle the workload.	Most Recent	51%	58%	61%	54%
		Previous	47%	55%	59%	50%
		Change	4%	3%	2%	4%
A5R	Staff in this unit work longer hours than is best for patient care.	Most Recent	49%	54%	56%	52%
		Previous	47%	52%	55%	49%
		Change	2%	2%	1%	3%
A7R	We use more agency/temporary staff than is best for patient care.	Most Recent	65%	66%	66%	66%
		Previous	60%	64%	65%	62%
		Change	5%	2%	1%	4%
A14R	We work in "crisis mode" trying to do too much, too quickly.	Most Recent	45%	52%	56%	48%
		Previous	42%	49%	54%	45%
		Change	3%	3%	2%	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-9. Trending: Item-Level Average Percent Positive Response by Teaching Status and Ownership and Control (Page 6 of 6)

Survey Items by Composite		Database Year	Teaching	Nonteaching	Government	Nongovernment
	# Hospitals	Both Years	99	222	77	244
	# Respondents	Most Recent	69,931	58,022	13,690	114,263
		Previous	63,148	51,349	12,221	102,276
11 Handoffs & Transitions						
F3R	Things "fall between the cracks" when transferring patients from one unit to another.	Most Recent	36%	44%	49%	39%
		Previous	35%	43%	48%	39%
		Change	1%	1%	1%	0%
F5R	Important patient care information is often lost during shift changes.	Most Recent	47%	50%	51%	49%
		Previous	47%	50%	53%	48%
		Change	0%	0%	-2%	1%
F7R	Problems often occur in the exchange of information across hospital units.	Most Recent	38%	45%	48%	42%
		Previous	38%	43%	45%	40%
		Change	0%	2%	3%	2%
F11R	Shift changes are problematic for patients in this hospital.	Most Recent	40%	47%	51%	43%
		Previous	41%	46%	50%	43%
		Change	-1%	1%	1%	0%
12 Nonpunitive Response to Error						
A8R	Staff feel like their mistakes are held against them.	Most Recent	48%	53%	53%	51%
		Previous	46%	52%	53%	49%
		Change	2%	1%	0%	2%
A12R	When an event is reported, it feels like the person is being written up, not the problem.	Most Recent	44%	48%	48%	46%
		Previous	42%	45%	45%	44%
		Change	2%	3%	3%	2%
A16R	Staff worry that mistakes they make are kept in their personnel file.	Most Recent	32%	38%	39%	35%
		Previous	31%	36%	38%	33%
		Change	1%	2%	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: Average Percent Distribution of Patient Safety Grades by Teaching Status and Ownership and Control

Work Area/Unit Patient Safety Grade		Database Year	Teaching	Nonteaching	Government	Nongovernment
	# Hospitals	Both Years	99	222	77	244
	# Respondents	Most Recent	69,931	58,022	13,690	114,263
		Previous	63,148	51,349	12,221	102,276
A	Excellent	Most Recent	25%	27%	25%	27%
		Previous	22%	24%	23%	24%
		Change	3%	3%	2%	3%
B	Very Good	Most Recent	45%	47%	50%	45%
		Previous	45%	47%	49%	46%
		Change	0%	0%	1%	-1%
C	Acceptable	Most Recent	24%	21%	21%	22%
		Previous	26%	23%	23%	24%
		Change	-2%	-2%	-2%	-2%
D	Poor	Most Recent	6%	4%	3%	5%
		Previous	6%	5%	4%	5%
		Change	0%	-1%	-1%	0%
E	Failing	Most Recent	1%	1%	0%	1%
		Previous	1%	1%	1%	1%
		Change	0%	0%	-1%	0%

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

Table C-11. Trending: Average Percent Distribution of Respondents Reporting Events in the Past 12 Months by Teaching Status and Ownership and Control

Number of Events Reported by Respondents	Database Year	Teaching	Nonteaching	Government	Nongovernment
<i># Hospitals</i>	Both Years	99	222	77	244
<i># Respondents</i>	Most Recent	69,931	58,022	13,690	114,263
	Previous	63,148	51,349	12,221	102,276
No events	Most Recent	54%	54%	55%	54%
	Previous	53%	54%	55%	53%
	Change	1%	0%	0%	1%
1 to 2 events	Most Recent	28%	27%	26%	28%
	Previous	28%	26%	25%	27%
	Change	0%	1%	1%	1%
3 to 5 events	Most Recent	12%	12%	12%	12%
	Previous	13%	12%	12%	12%
	Change	-1%	0%	0%	0%
6 to 10 events	Most Recent	4%	4%	4%	4%
	Previous	4%	5%	5%	4%
	Change	0%	-1%	-1%	0%
11 to 20 events	Most Recent	1%	2%	2%	2%
	Previous	2%	2%	2%	2%
	Change	-1%	0%	0%	0%
21 event reports or more	Most Recent	1%	1%	1%	1%
	Previous	1%	1%	1%	1%
	Change	0%	0%	0%	0%

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

Appendix D: Trending Results by Respondent Characteristics

Appendix D: Trending Results by Respondent Characteristics

(1) Work Area/Unit

NOTE 1: 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 nonresponse or missing data.

NOTE 2: Only hospitals that had at least five respondents in the particular work area/unit and at least three respondents to a particular question 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” or “Other” or who did not answer (missing) are not included.

Table D-1. Trending: Composite-Level Average Percent Positive Response by Work Area/Unit (Page 1 of 2)

Patient Safety Culture Composites		Database Year	Work Area/Unit											
			Anes- thesi- ology	Emer- gency	ICU (any type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery
	# Hospitals	Both Years	17	188	164	182	226	133	60	125	71	196	139	203
	# Respondents	Most Recent	280	5,871	7,390	5,248	11,986	4,721	2,478	2,600	1,959	6,417	3,778	9,647
		Previous	434	5,468	7,229	4,658	10,615	4,208	2,313	2,369	1,964	5,209	3,369	9,782
1	Teamwork Within Units	Most Recent	80%	77%	83%	76%	75%	80%	83%	75%	76%	79%	84%	76%
		Previous	79%	76%	79%	77%	74%	77%	82%	73%	74%	76%	82%	74%
		Change	1%	1%	4%	-1%	1%	3%	1%	2%	2%	3%	2%	2%
2	Supervisor/Manager Expectations & Actions Promoting Patient Safety	Most Recent	71%	70%	74%	73%	73%	72%	74%	75%	73%	76%	80%	73%
		Previous	72%	71%	72%	74%	72%	71%	74%	71%	73%	75%	81%	71%
		Change	-1%	-1%	2%	-1%	1%	1%	0%	4%	0%	1%	-1%	2%
3	Management Support for Patient Safety	Most Recent	70%	61%	63%	72%	65%	69%	69%	68%	67%	74%	75%	69%
		Previous	64%	59%	59%	70%	63%	63%	65%	64%	64%	69%	73%	66%
		Change	6%	2%	4%	2%	2%	6%	4%	4%	3%	5%	2%	3%
4	Organizational Learning--Continuous Improvement	Most Recent	71%	66%	72%	70%	71%	73%	74%	74%	69%	71%	73%	74%
		Previous	72%	62%	67%	70%	68%	68%	68%	70%	68%	67%	72%	71%
		Change	-1%	4%	5%	0%	3%	5%	6%	4%	1%	4%	1%	3%
5	Overall Perceptions of Patient Safety	Most Recent	62%	54%	60%	68%	55%	65%	65%	61%	58%	74%	73%	65%
		Previous	56%	52%	55%	67%	53%	57%	63%	56%	57%	68%	71%	62%
		Change	6%	2%	5%	1%	2%	8%	2%	5%	1%	6%	2%	3%
6	Feedback & Communication About Error	Most Recent	59%	56%	60%	63%	58%	62%	61%	65%	65%	65%	68%	63%
		Previous	59%	55%	55%	62%	55%	57%	57%	60%	59%	61%	66%	60%
		Change	0%	1%	5%	1%	3%	5%	4%	5%	6%	4%	2%	3%

Table D-1. Trending: Composite-Level Average Percent Positive Response by Work Area/Unit (Page 2 of 2)

	Patient Safety Culture Composites	Database Year	Work Area/Unit											
			Anes- thesi- ology	Emer- gency	ICU (any type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery
	# Hospitals	Both Years	17	188	164	182	226	133	60	125	71	196	139	203
	# Respondents	Most Recent	280	5,871	7,390	5,248	11,986	4,721	2,478	2,600	1,959	6,417	3,778	9,647
		Previous	434	5,468	7,229	4,658	10,615	4,208	2,313	2,369	1,964	5,209	3,369	9,782
7	Communication Openness	Most Recent	64%	58%	63%	60%	56%	61%	65%	65%	59%	63%	67%	61%
		Previous	63%	58%	60%	59%	54%	60%	61%	63%	57%	61%	67%	61%
		Change	1%	0%	3%	1%	2%	1%	4%	2%	2%	2%	0%	0%
8	Frequency of Events Reported	Most Recent	49%	56%	58%	69%	60%	62%	65%	56%	64%	59%	63%	66%
		Previous	47%	54%	54%	66%	58%	58%	57%	52%	61%	54%	63%	61%
		Change	2%	2%	4%	3%	2%	4%	8%	4%	3%	5%	0%	5%
9	Teamwork Across Units	Most Recent	52%	46%	54%	54%	55%	56%	54%	50%	51%	56%	58%	52%
		Previous	51%	45%	51%	53%	55%	52%	52%	47%	48%	54%	60%	51%
		Change	1%	1%	3%	1%	0%	4%	2%	3%	3%	2%	-2%	1%
10	Staffing	Most Recent	49%	46%	56%	54%	50%	62%	61%	53%	58%	64%	61%	54%
		Previous	45%	44%	50%	52%	48%	54%	59%	47%	56%	59%	59%	52%
		Change	4%	2%	6%	2%	2%	8%	2%	6%	2%	5%	2%	2%
11	Handoffs & Transitions	Most Recent	34%	46%	48%	36%	43%	54%	49%	25%	39%	41%	38%	39%
		Previous	35%	45%	47%	35%	46%	50%	45%	26%	40%	40%	41%	40%
		Change	-1%	1%	1%	1%	-3%	4%	4%	-1%	-1%	1%	-3%	-1%
12	Nonpunitive Response to Error	Most Recent	38%	35%	41%	40%	40%	42%	42%	53%	48%	44%	56%	42%
		Previous	42%	34%	38%	39%	38%	38%	42%	50%	46%	44%	54%	42%
		Change	-4%	1%	3%	1%	2%	4%	0%	3%	2%	0%	2%	0%

Table D-2. Trending: Item-Level Average Percent Positive Response by Work Area/Unit (Page 1 of 6)

Survey Items by Composite		Database Year	Work Area/Unit											
			Anes- thesi- ology	Emer- gency	ICU (any type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery
	# Hospitals	Both Years	17	188	164	182	226	133	60	125	71	196	139	203
	# Respondents	Most Recent	280	5,871	7,390	5,248	11,986	4,721	2,478	2,600	1,959	6,417	3,778	9,647
		Previous	434	5,468	7,229	4,658	10,615	4,208	2,313	2,369	1,964	5,209	3,369	9,782
1 Teamwork Within Units														
A1	People support one another in this unit.	Most Recent	91%	84%	88%	82%	84%	87%	90%	81%	79%	86%	90%	83%
		Previous	84%	82%	84%	82%	81%	83%	87%	79%	77%	82%	87%	80%
		Change	7%	2%	4%	0%	3%	4%	3%	2%	2%	4%	3%	3%
A3	When a lot of work needs to be done quickly, we work together as a team to get the work done.	Most Recent	87%	84%	90%	82%	81%	89%	88%	80%	84%	87%	88%	85%
		Previous	82%	84%	85%	84%	79%	86%	87%	79%	81%	84%	85%	83%
		Change	5%	0%	5%	-2%	2%	3%	1%	1%	3%	3%	3%	2%
A4	In this unit, people treat each other with respect.	Most Recent	76%	73%	79%	74%	76%	77%	81%	72%	74%	77%	84%	72%
		Previous	77%	71%	75%	73%	73%	73%	81%	72%	74%	75%	82%	71%
		Change	-1%	2%	4%	1%	3%	4%	0%	0%	0%	2%	2%	1%
A11	When one area in this unit gets really busy, others help out.	Most Recent	65%	66%	76%	67%	62%	70%	74%	67%	67%	66%	74%	64%
		Previous	73%	66%	72%	67%	62%	65%	73%	63%	65%	62%	73%	62%
		Change	-8%	0%	4%	0%	0%	5%	1%	4%	2%	4%	1%	2%
2 Supervisor/Manager Expectations & Actions Promoting Patient Safety														
B1	My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	Most Recent	65%	68%	73%	68%	72%	71%	70%	71%	73%	72%	78%	70%
		Previous	67%	68%	68%	68%	68%	66%	65%	65%	68%	69%	75%	68%
		Change	-2%	0%	5%	0%	4%	5%	5%	6%	5%	3%	3%	2%
B2	My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	71%	72%	76%	72%	75%	72%	77%	75%	74%	77%	83%	75%
		Previous	75%	70%	72%	73%	72%	71%	74%	71%	72%	75%	82%	72%
		Change	-4%	2%	4%	-1%	3%	1%	3%	4%	2%	2%	1%	3%
B3R	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	71%	67%	73%	77%	72%	71%	74%	77%	71%	75%	77%	70%
		Previous	73%	69%	71%	78%	71%	68%	75%	73%	73%	75%	79%	68%
		Change	-2%	-2%	2%	-1%	1%	3%	-1%	4%	-2%	0%	-2%	2%
B4R	My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	79%	71%	74%	76%	74%	73%	76%	77%	75%	79%	82%	75%
		Previous	73%	72%	72%	74%	73%	72%	76%	74%	75%	78%	81%	73%
		Change	6%	-1%	2%	2%	1%	1%	0%	3%	0%	1%	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 D-2. Trending: Item-Level Average Percent Positive Response by Work Area/Unit (Page 2 of 6)

Survey Items by Composite		Database Year	Work Area/Unit											
			Anes- thesi- ology	Emer- gency	ICU (any type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery
	# Hospitals	Both Years	17	188	164	182	226	133	60	125	71	196	139	203
	# Respondents	Most Recent	280	5,871	7,390	5,248	11,986	4,721	2,478	2,600	1,959	6,417	3,778	9,647
		Previous	434	5,468	7,229	4,658	10,615	4,208	2,313	2,369	1,964	5,209	3,369	9,782
3 Management Support for Patient Safety														
F1	Hospital mgmt provides a work climate that promotes patient safety.	Most Recent	77%	70%	71%	82%	73%	77%	81%	75%	75%	84%	83%	78%
		Previous	73%	67%	67%	79%	72%	73%	74%	71%	73%	80%	83%	75%
		Change	4%	3%	4%	3%	1%	4%	7%	4%	2%	4%	0%	3%
F8	The actions of hospital mgmt show that patient safety is a top priority.	Most Recent	75%	63%	66%	74%	68%	72%	70%	72%	70%	75%	76%	71%
		Previous	68%	60%	60%	72%	65%	65%	67%	68%	67%	71%	75%	68%
		Change	7%	3%	6%	2%	3%	7%	3%	4%	3%	4%	1%	3%
F9R	Hospital mgmt seems interested in patient safety only after an adverse event happens.	Most Recent	57%	49%	51%	61%	54%	58%	57%	58%	55%	61%	65%	57%
		Previous	51%	49%	50%	59%	53%	52%	54%	53%	53%	57%	62%	56%
		Change	6%	0%	1%	2%	1%	6%	3%	5%	2%	4%	3%	1%
4 Organizational Learning--Continuous Improvement														
A6	We are actively doing things to improve patient safety.	Most Recent	86%	78%	84%	79%	84%	83%	87%	86%	80%	83%	87%	86%
		Previous	81%	73%	80%	79%	80%	79%	82%	82%	80%	78%	85%	83%
		Change	5%	5%	4%	0%	4%	4%	5%	4%	0%	5%	2%	3%
A9	Mistakes have led to positive changes here.	Most Recent	67%	56%	62%	66%	60%	65%	63%	74%	61%	63%	61%	65%
		Previous	70%	53%	56%	67%	56%	60%	58%	70%	58%	60%	61%	63%
		Change	-3%	3%	6%	-1%	4%	5%	5%	4%	3%	3%	0%	2%
A13	After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	61%	64%	71%	64%	69%	70%	71%	63%	67%	66%	72%	71%
		Previous	65%	60%	67%	64%	66%	66%	64%	58%	66%	64%	71%	68%
		Change	-4%	4%	4%	0%	3%	4%	7%	5%	1%	2%	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 D-2. Trending: Item-Level Average Percent Positive Response by Work Area/Unit (Page 3 of 6)

Survey Items by Composite	Database Year	Work Area/Unit												
		Anes- thesi- ology	Emer- gency	ICU (any type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery	
# Hospitals	Both Years	17	188	164	182	226	133	60	125	71	196	139	203	
# Respondents	Most Recent	280	5,871	7,390	5,248	11,986	4,721	2,478	2,600	1,959	6,417	3,778	9,647	
	Previous	434	5,468	7,229	4,658	10,615	4,208	2,313	2,369	1,964	5,209	3,369	9,782	
5 Overall Perceptions of Patient Safety														
A10R	It is just by chance that more serious mistakes don't happen around here.	Most Recent	58%	51%	59%	61%	54%	62%	63%	58%	60%	69%	70%	62%
		Previous	58%	49%	53%	60%	51%	55%	62%	52%	56%	63%	67%	57%
		Change	0%	2%	6%	1%	3%	7%	1%	6%	4%	6%	3%	5%
A15	Patient safety is never sacrificed to get more work done.	Most Recent	61%	53%	55%	68%	54%	59%	62%	59%	60%	74%	73%	62%
		Previous	48%	52%	50%	68%	51%	53%	61%	54%	62%	70%	74%	59%
		Change	13%	1%	5%	0%	3%	6%	1%	5%	-2%	4%	-1%	3%
A17R	We have patient safety problems in this unit.	Most Recent	53%	48%	57%	68%	50%	65%	63%	57%	49%	75%	70%	64%
		Previous	54%	48%	53%	64%	48%	56%	60%	52%	47%	67%	68%	60%
		Change	-1%	0%	4%	4%	2%	9%	3%	5%	2%	8%	2%	4%
A18	Our procedures and systems are good at preventing errors from happening.	Most Recent	76%	63%	69%	76%	64%	74%	72%	70%	65%	76%	79%	74%
		Previous	66%	58%	63%	77%	63%	66%	70%	66%	64%	71%	76%	72%
		Change	10%	5%	6%	-1%	1%	8%	2%	4%	1%	5%	3%	2%
6 Feedback & Communication About Error														
C1	We are given feedback about changes put into place based on event reports.	Most Recent	50%	51%	54%	54%	52%	57%	53%	55%	60%	56%	61%	54%
		Previous	51%	49%	50%	52%	49%	50%	49%	48%	54%	50%	59%	50%
		Change	-1%	2%	4%	2%	3%	7%	4%	7%	6%	6%	2%	4%
C3	We are informed about errors that happen in this unit.	Most Recent	58%	55%	57%	66%	57%	60%	60%	69%	65%	68%	67%	64%
		Previous	58%	55%	53%	66%	55%	56%	55%	64%	59%	66%	66%	61%
		Change	0%	0%	4%	0%	2%	4%	5%	5%	6%	2%	1%	3%
C5	In this unit, we discuss ways to prevent errors from happening again.	Most Recent	70%	63%	68%	69%	64%	70%	70%	72%	71%	71%	77%	71%
		Previous	67%	60%	63%	68%	61%	65%	66%	67%	64%	66%	75%	69%
		Change	3%	3%	5%	1%	3%	5%	4%	5%	7%	5%	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 D-2. Trending: Item-Level Average Percent Positive Response by Work Area/Unit (Page 4 of 6)

Survey Items by Composite	Database Year	Work Area/Unit												
		Anes- thesi- ology	Emer- gency	ICU (any type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery	
# Hospitals	Both Years	17	188	164	182	226	133	60	125	71	196	139	203	
# Respondents	Most Recent	280	5,871	7,390	5,248	11,986	4,721	2,478	2,600	1,959	6,417	3,778	9,647	
	Previous	434	5,468	7,229	4,658	10,615	4,208	2,313	2,369	1,964	5,209	3,369	9,782	
7 Communication Openness														
C2 Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent	76%	71%	75%	74%	70%	76%	79%	75%	73%	78%	81%	78%	
	Previous	74%	71%	73%	72%	68%	74%	75%	73%	70%	76%	80%	76%	
	Change	2%	0%	2%	2%	2%	2%	4%	2%	3%	2%	1%	2%	
C4 Staff feel free to question the decisions or actions of those with more authority.	Most Recent	52%	45%	49%	44%	41%	47%	50%	54%	46%	47%	53%	45%	
	Previous	51%	45%	45%	43%	39%	45%	47%	49%	44%	45%	52%	46%	
	Change	1%	0%	4%	1%	2%	2%	3%	5%	2%	2%	1%	-1%	
C6R Staff are afraid to ask questions when something does not seem right.	Most Recent	65%	59%	64%	63%	56%	61%	64%	67%	58%	63%	68%	60%	
	Previous	66%	58%	61%	62%	56%	60%	63%	65%	57%	62%	69%	59%	
	Change	-1%	1%	3%	1%	0%	1%	1%	2%	1%	1%	-1%	1%	
8 Frequency of Events Reported														
D1 When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	Most Recent	45%	47%	49%	63%	52%	55%	56%	45%	58%	51%	57%	59%	
	Previous	43%	43%	45%	60%	49%	48%	45%	40%	55%	46%	57%	54%	
	Change	2%	4%	4%	3%	3%	7%	11%	5%	3%	5%	0%	5%	
D2 When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent	42%	52%	55%	62%	57%	57%	61%	51%	61%	52%	58%	62%	
	Previous	42%	50%	50%	60%	55%	53%	52%	47%	57%	47%	59%	57%	
	Change	0%	2%	5%	2%	2%	4%	9%	4%	4%	5%	-1%	5%	
D3 When a mistake is made that could harm the patient, but does not, how often is this reported?	Most Recent	60%	68%	70%	80%	71%	74%	77%	72%	73%	72%	73%	76%	
	Previous	57%	67%	68%	79%	71%	74%	73%	70%	71%	69%	74%	73%	
	Change	3%	1%	2%	1%	0%	0%	4%	2%	2%	3%	-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 D-2. Trending: Item-Level Average Percent Positive Response by Work Area/Unit (Page 5 of 6)

Survey Items by Composite		Database Year	Work Area/Unit											
			Anes- thesi- ology	Emer- gency	ICU (any type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery
	# Hospitals	Both Years	17	188	164	182	226	133	60	125	71	196	139	203
	# Respondents	Most Recent	280	5,871	7,390	5,248	11,986	4,721	2,478	2,600	1,959	6,417	3,778	9,647
		Previous	434	5,468	7,229	4,658	10,615	4,208	2,313	2,369	1,964	5,209	3,369	9,782
9 Teamwork Across Units														
F2R	Hospital units do not coordinate well with each other.	Most Recent	32%	35%	39%	41%	43%	43%	39%	36%	37%	44%	44%	39%
		Previous	35%	35%	38%	42%	44%	40%	39%	36%	34%	42%	46%	38%
		Change	-3%	0%	1%	-1%	-1%	3%	0%	0%	3%	2%	-2%	1%
F4	There is good cooperation among hospital units that need to work together.	Most Recent	53%	45%	54%	56%	55%	57%	58%	50%	49%	58%	58%	53%
		Previous	49%	44%	50%	56%	55%	53%	52%	46%	48%	55%	61%	52%
		Change	4%	1%	4%	0%	0%	4%	6%	4%	1%	3%	-3%	1%
F6R	It is often unpleasant to work with staff from other hospital units.	Most Recent	56%	49%	62%	53%	59%	57%	55%	52%	57%	55%	61%	54%
		Previous	55%	47%	58%	52%	59%	53%	57%	50%	55%	55%	64%	53%
		Change	1%	2%	4%	1%	0%	4%	-2%	2%	2%	0%	-3%	1%
F10	Hospital units work well together to provide the best care for patients.	Most Recent	65%	56%	63%	66%	63%	66%	64%	61%	59%	67%	68%	63%
		Previous	63%	53%	59%	64%	63%	63%	60%	58%	56%	63%	70%	62%
		Change	2%	3%	4%	2%	0%	3%	4%	3%	3%	4%	-2%	1%
10 Staffing														
A2	We have enough staff to handle the workload.	Most Recent	61%	40%	56%	50%	45%	61%	62%	47%	52%	64%	55%	54%
		Previous	48%	40%	47%	49%	44%	51%	57%	38%	52%	57%	53%	50%
		Change	13%	0%	9%	1%	1%	10%	5%	9%	0%	7%	2%	4%
A5R	Staff in this unit work longer hours than is best for patient care.	Most Recent	39%	47%	53%	54%	50%	58%	54%	55%	58%	62%	59%	47%
		Previous	38%	46%	49%	54%	46%	50%	55%	51%	54%	57%	58%	45%
		Change	1%	1%	4%	0%	4%	8%	-1%	4%	4%	5%	1%	2%
A7R	We use more agency/temporary staff than is best for patient care.	Most Recent	54%	62%	68%	66%	65%	79%	75%	67%	73%	75%	69%	71%
		Previous	52%	59%	60%	62%	61%	71%	74%	63%	70%	68%	69%	67%
		Change	2%	3%	8%	4%	4%	8%	1%	4%	3%	7%	0%	4%
A14R	We work in "crisis mode" trying to do too much, too quickly.	Most Recent	41%	35%	48%	45%	41%	51%	52%	43%	51%	55%	59%	44%
		Previous	42%	33%	43%	43%	42%	44%	50%	35%	48%	53%	57%	44%
		Change	-1%	2%	5%	2%	-1%	7%	2%	8%	3%	2%	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 D-2. Trending: Item-Level Average Percent Positive Response by Work Area/Unit (Page 6 of 6)

Survey Items by Composite		Database Year	Work Area/Unit											
			Anes- thesi- ology	Emer- gency	ICU (any type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery
	# Hospitals	Both Years	17	188	164	182	226	133	60	125	71	196	139	203
	# Respondents	Most Recent	280	5,871	7,390	5,248	11,986	4,721	2,478	2,600	1,959	6,417	3,778	9,647
		Previous	434	5,468	7,229	4,658	10,615	4,208	2,313	2,369	1,964	5,209	3,369	9,782
11 Handoffs & Transitions														
F3R	Things "fall between the cracks" when transferring patients from one unit to another.	Most Recent	30%	43%	37%	27%	40%	45%	40%	16%	33%	38%	34%	36%
		Previous	31%	43%	37%	26%	41%	43%	39%	16%	31%	38%	38%	38%
		Change	-1%	0%	0%	1%	-1%	2%	1%	0%	2%	0%	-4%	-2%
F5R	Important patient care information is often lost during shift changes.	Most Recent	41%	56%	57%	42%	49%	64%	61%	32%	47%	45%	44%	46%
		Previous	40%	55%	56%	44%	52%	60%	54%	30%	49%	44%	46%	48%
		Change	1%	1%	1%	-2%	-3%	4%	7%	2%	-2%	1%	-2%	-2%
F7R	Problems often occur in the exchange of information across hospital units.	Most Recent	36%	44%	41%	36%	41%	48%	42%	25%	37%	39%	37%	38%
		Previous	34%	41%	40%	34%	43%	43%	39%	26%	35%	37%	42%	38%
		Change	2%	3%	1%	2%	-2%	5%	3%	-1%	2%	2%	-5%	0%
F11R	Shift changes are problematic for patients in this hospital.	Most Recent	30%	42%	55%	38%	44%	58%	51%	29%	40%	41%	36%	37%
		Previous	34%	42%	54%	37%	47%	55%	49%	31%	44%	40%	38%	37%
		Change	-4%	0%	1%	1%	-3%	3%	2%	-2%	-4%	1%	-2%	0%
12 Nonpunitive Response to Error														
A8R	Staff feel like their mistakes are held against them.	Most Recent	44%	42%	47%	46%	46%	48%	50%	59%	53%	50%	62%	47%
		Previous	50%	41%	46%	47%	45%	46%	48%	57%	52%	51%	61%	47%
		Change	-6%	1%	1%	-1%	1%	2%	2%	2%	1%	-1%	1%	0%
A12R	When an event is reported, it feels like the person is being written up, not the problem.	Most Recent	39%	38%	43%	42%	43%	45%	44%	54%	52%	48%	59%	46%
		Previous	43%	34%	40%	41%	41%	39%	46%	52%	50%	45%	56%	44%
		Change	-4%	4%	3%	1%	2%	6%	-2%	2%	2%	3%	3%	2%
A16R	Staff worry that mistakes they make are kept in their personnel file.	Most Recent	31%	26%	32%	31%	31%	32%	31%	45%	38%	35%	48%	33%
		Previous	32%	25%	29%	29%	29%	28%	31%	41%	35%	36%	46%	33%
		Change	-1%	1%	3%	2%	2%	4%	0%	4%	3%	-1%	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 D-3. Trending: Average Percent Distribution of Patient Safety Grades by Work Area/Unit

Work Area/Unit Patient Safety Grade	Database Year	Work Area/Unit												
		Anes-thesi-ology	Emer-gency	ICU (any type)	Lab	Med-icine	Obstet-rics	Pedia-trics	Phar-macy	Psych/Mentl Hlth	Radi-ology	Reha-bili-tation	Surg-ery	
	# Hospitals	Both Years	17	188	164	182	226	133	60	125	71	196	139	203
	# Respondents	Most Recent	280	5,871	7,390	5,248	11,986	4,721	2,478	2,600	1,959	6,417	3,778	9,647
		Previous	434	5,468	7,229	4,658	10,615	4,208	2,313	2,369	1,964	5,209	3,369	9,782
A Excellent		Most Recent	28%	16%	24%	28%	15%	26%	24%	24%	22%	31%	34%	29%
		Previous	29%	15%	19%	26%	14%	21%	21%	18%	19%	25%	33%	27%
		Change	-1%	1%	5%	2%	1%	5%	3%	6%	3%	6%	1%	2%
B Very Good		Most Recent	44%	44%	46%	47%	46%	46%	54%	46%	40%	49%	46%	45%
		Previous	46%	42%	45%	48%	45%	47%	51%	46%	40%	50%	46%	46%
		Change	-2%	2%	1%	-1%	1%	-1%	3%	0%	0%	-1%	0%	-1%
C Acceptable		Most Recent	22%	30%	24%	20%	31%	22%	19%	23%	27%	17%	17%	21%
		Previous	20%	30%	26%	22%	33%	26%	22%	26%	30%	21%	18%	21%
		Change	2%	0%	-2%	-2%	-2%	-4%	-3%	-3%	-3%	-4%	-1%	0%
D Poor		Most Recent	5%	9%	5%	4%	7%	5%	2%	6%	8%	3%	3%	5%
		Previous	4%	10%	8%	3%	7%	5%	5%	8%	9%	4%	2%	5%
		Change	1%	-1%	-3%	1%	0%	0%	-3%	-2%	-1%	-1%	1%	0%
E Failing		Most Recent	0%	1%	1%	0%	1%	1%	0%	1%	3%	0%	1%	1%
		Previous	1%	3%	2%	0%	1%	1%	1%	2%	2%	1%	0%	1%
		Change	-1%	-2%	-1%	0%	0%	0%	-1%	-1%	1%	-1%	1%	0%

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

Table D-4. Trending: Average Percent Distribution of Event Reports in the Past 12 Months by Work Area/Unit

Number of Events Reported by Respondents	Database Year	Work Area/Unit											
		Anes-thesi-ology	Emer-gency	ICU (any type)	Lab	Med-icine	Obstet-rics	Pedia-trics	Phar-macy	Psych/Mentl Hlth	Radi-ology	Reha-billi-tation	Surg-ery
# Hospitals	Both Years	17	188	164	182	226	133	60	125	71	196	139	203
# Respondents	Most Recent	280	5,871	7,390	5,248	11,986	4,721	2,478	2,600	1,959	6,417	3,778	9,647
	Previous	434	5,468	7,229	4,658	10,615	4,208	2,313	2,369	1,964	5,209	3,369	9,782
No events	Most Recent	63%	47%	39%	47%	39%	46%	43%	47%	44%	56%	55%	45%
	Previous	54%	47%	36%	45%	38%	44%	38%	47%	43%	56%	57%	46%
	Change	9%	0%	3%	2%	1%	2%	5%	0%	1%	0%	-2%	-1%
1 to 2 events	Most Recent	23%	30%	37%	27%	32%	34%	33%	19%	30%	32%	33%	32%
	Previous	31%	31%	38%	28%	32%	36%	37%	20%	28%	30%	29%	31%
	Change	-8%	-1%	-1%	-1%	0%	-2%	-4%	-1%	2%	2%	4%	1%
3 to 5 events	Most Recent	8%	15%	16%	14%	18%	14%	17%	14%	15%	9%	8%	15%
	Previous	11%	13%	17%	13%	19%	16%	19%	15%	17%	11%	10%	15%
	Change	-3%	2%	-1%	1%	-1%	-2%	-2%	-1%	-2%	-2%	-2%	0%
6 to 10 events	Most Recent	5%	5%	6%	6%	7%	4%	5%	10%	7%	2%	2%	6%
	Previous	2%	5%	6%	7%	7%	4%	4%	9%	7%	3%	2%	5%
	Change	3%	0%	0%	-1%	0%	0%	1%	1%	0%	-1%	0%	1%
11 to 20 events	Most Recent	1%	2%	1%	3%	3%	1%	1%	5%	3%	1%	1%	2%
	Previous	2%	2%	2%	4%	3%	1%	1%	4%	3%	1%	1%	2%
	Change	-1%	0%	-1%	-1%	0%	0%	0%	1%	0%	0%	0%	0%
21 event reports or more	Most Recent	0%	1%	1%	3%	1%	0%	1%	6%	1%	0%	0%	1%
	Previous	1%	1%	1%	4%	1%	0%	0%	5%	2%	0%	0%	1%
	Change	-1%	0%	0%	-1%	0%	0%	1%	1%	-1%	0%	0%	0%

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

Appendix D: Trending Results by Respondent Characteristics

(2) Staff Position

NOTE 1: 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 nonresponse or missing data.

NOTE 2: Only hospitals that had at least five respondents in the particular staff position and at least three respondents to a particular question 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 D-5. Trending: Composite-Level Average Percent Positive Response by Staff Position (Page 1 of 2)

Patient Safety Culture Composites	Database Year	Staff Position									
		Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary	
# Hospitals	Both Years	234	92	31	168	83	313	233	179	209	
	# Respondents	Most Recent	7,937	4,124	361	6,576	1,304	42,814	11,911	4,800	7,223
		Previous	7,329	4,053	312	5,645	1,200	39,672	9,871	4,668	6,486
1 Teamwork Within Units	Most Recent	89%	83%	83%	72%	76%	79%	77%	84%	77%	
	Previous	86%	82%	84%	69%	72%	78%	75%	82%	74%	
	Change	3%	1%	-1%	3%	4%	1%	2%	2%	3%	
2 Supervisor/Manager Expectations & Actions Promoting Patient Safety	Most Recent	86%	70%	80%	73%	73%	74%	74%	77%	75%	
	Previous	84%	70%	78%	72%	70%	72%	73%	74%	75%	
	Change	2%	0%	2%	1%	3%	2%	1%	3%	0%	
3 Management Support for Patient Safety	Most Recent	86%	68%	75%	70%	62%	66%	71%	72%	75%	
	Previous	81%	66%	75%	69%	59%	63%	68%	66%	71%	
	Change	5%	2%	0%	1%	3%	3%	3%	6%	4%	
4 Organizational Learning--Continuous Improvement	Most Recent	84%	71%	71%	71%	71%	72%	70%	70%	71%	
	Previous	80%	68%	70%	69%	65%	69%	67%	67%	68%	
	Change	4%	3%	1%	2%	6%	3%	3%	3%	3%	
5 Overall Perceptions of Patient Safety	Most Recent	76%	62%	65%	60%	54%	60%	69%	69%	66%	
	Previous	70%	59%	64%	58%	50%	58%	66%	64%	63%	
	Change	6%	3%	1%	2%	4%	2%	3%	5%	3%	
6 Feedback & Communication About Error	Most Recent	78%	58%	66%	65%	61%	60%	63%	65%	66%	
	Previous	73%	56%	67%	62%	55%	56%	61%	62%	64%	
	Change	5%	2%	-1%	3%	6%	4%	2%	3%	2%	

Table D-5. Trending: Composite-Level Average Percent Positive Response by Staff Position (Page 2 of 2)

Patient Safety Culture Composites	Database Year	Staff Position									
		Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary	
# Hospitals # Respondents	Both Years	234	92	31	168	83	313	233	179	209	
	Most Recent	7,937	4,124	361	6,576	1,304	42,814	11,911	4,800	7,223	
	Previous	7,329	4,053	312	5,645	1,200	39,672	9,871	4,668	6,486	
7 Communication Openness	Most Recent	77%	61%	62%	56%	63%	60%	60%	65%	60%	
	Previous	72%	60%	63%	56%	61%	59%	59%	64%	59%	
	Change	5%	1%	-1%	0%	2%	1%	1%	1%	1%	
8 Frequency of Events Reported	Most Recent	70%	52%	57%	65%	46%	63%	62%	56%	66%	
	Previous	64%	47%	57%	61%	47%	60%	59%	53%	63%	
	Change	6%	5%	0%	4%	-1%	3%	3%	3%	3%	
9 Teamwork Across Units	Most Recent	66%	57%	64%	56%	48%	55%	54%	60%	57%	
	Previous	61%	55%	64%	55%	44%	53%	53%	58%	55%	
	Change	5%	2%	0%	1%	4%	2%	1%	2%	2%	
10 Staffing	Most Recent	65%	53%	52%	47%	52%	57%	56%	59%	53%	
	Previous	60%	49%	56%	45%	46%	54%	53%	55%	49%	
	Change	5%	4%	-4%	2%	6%	3%	3%	4%	4%	
11 Handoffs & Transitions	Most Recent	45%	39%	38%	47%	25%	47%	38%	39%	44%	
	Previous	44%	40%	38%	46%	23%	47%	38%	38%	45%	
	Change	1%	-1%	0%	1%	2%	0%	0%	1%	-1%	
12 Nonpunitive Response to Error	Most Recent	64%	40%	43%	34%	53%	45%	41%	49%	38%	
	Previous	60%	36%	43%	34%	49%	42%	40%	46%	37%	
	Change	4%	4%	0%	0%	4%	3%	1%	3%	1%	

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

Survey Items by Composite	Database Year	Staff Position									
		Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary	
	# Hospitals	Both Years	234	92	31	168	83	313	233	179	209
	# Respondents	Most Recent	7,937	4,124	361	6,576	1,304	42,814	11,911	4,800	7,223
		Previous	7,329	4,053	312	5,645	1,200	39,672	9,871	4,668	6,486
1	Teamwork Within Units										
A1	People support one another in this unit.	Most Recent	95%	89%	89%	78%	84%	86%	82%	90%	83%
		Previous	90%	89%	89%	75%	80%	84%	80%	87%	78%
		Change	5%	0%	0%	3%	4%	2%	2%	3%	5%
A3	When a lot of work needs to be done quickly, we work together as a team to get the work done.	Most Recent	94%	86%	90%	76%	82%	87%	84%	87%	84%
		Previous	92%	85%	88%	74%	76%	85%	82%	86%	80%
		Change	2%	1%	2%	2%	6%	2%	2%	1%	4%
A4	In this unit, people treat each other with respect.	Most Recent	89%	87%	81%	71%	73%	78%	74%	84%	74%
		Previous	85%	85%	83%	67%	73%	76%	72%	82%	72%
		Change	4%	2%	-2%	4%	0%	2%	2%	2%	2%
A11	When one area in this unit gets really busy, others help out.	Most Recent	79%	69%	71%	62%	65%	67%	66%	75%	67%
		Previous	76%	68%	75%	61%	61%	66%	64%	74%	65%
		Change	3%	1%	-4%	1%	4%	1%	2%	1%	2%
2	Supervisor/Manager Expectations & Actions Promoting Patient Safety										
B1	My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	Most Recent	85%	67%	81%	72%	68%	71%	69%	76%	74%
		Previous	80%	67%	80%	69%	63%	68%	67%	72%	71%
		Change	5%	0%	1%	3%	5%	3%	2%	4%	3%
B2	My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	90%	75%	84%	75%	75%	75%	75%	81%	77%
		Previous	86%	74%	81%	73%	71%	73%	73%	77%	73%
		Change	4%	1%	3%	2%	4%	2%	2%	4%	4%
B3R	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	84%	65%	73%	72%	73%	72%	74%	73%	74%
		Previous	82%	65%	73%	72%	71%	71%	74%	71%	74%
		Change	2%	0%	0%	0%	2%	1%	0%	2%	0%
B4R	My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	87%	74%	81%	74%	76%	75%	76%	78%	77%
		Previous	82%	73%	78%	72%	72%	74%	75%	74%	75%
		Change	5%	1%	3%	2%	4%	1%	1%	4%	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 D-6. Trending: Item-Level Average Percent Positive Response by Staff Position (Page 2 of 6)

Survey Items by Composite	Database Year	Staff Position									
		Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary	
# Hospitals # Respondents	Both Years	234	92	31	168	83	313	233	179	209	
	Most Recent	7,937	4,124	361	6,576	1,304	42,814	11,911	4,800	7,223	
	Previous	7,329	4,053	312	5,645	1,200	39,672	9,871	4,668	6,486	
3 Management Support for Patient Safety											
F1 Hospital mgmt provides a work climate that promotes patient safety.	Most Recent	92%	76%	84%	80%	68%	74%	82%	81%	84%	
	Previous	87%	76%	87%	78%	64%	71%	78%	77%	80%	
	Change	5%	0%	-3%	2%	4%	3%	4%	4%	4%	
F8 The actions of hospital mgmt show that patient safety is a top priority.	Most Recent	88%	71%	78%	74%	65%	67%	74%	74%	78%	
	Previous	82%	68%	79%	72%	62%	64%	71%	67%	74%	
	Change	6%	3%	-1%	2%	3%	3%	3%	7%	4%	
F9R Hospital mgmt seems interested in patient safety only after an adverse event happens.	Most Recent	77%	58%	63%	56%	53%	55%	58%	60%	62%	
	Previous	72%	54%	59%	56%	50%	54%	57%	55%	60%	
	Change	5%	4%	4%	0%	3%	1%	1%	5%	2%	
4 Organizational Learning--Continuous Improvement											
A6 We are actively doing things to improve patient safety.	Most Recent	90%	82%	85%	83%	84%	83%	81%	83%	82%	
	Previous	86%	79%	84%	81%	79%	81%	78%	79%	79%	
	Change	4%	3%	1%	2%	5%	2%	3%	4%	3%	
A9 Mistakes have led to positive changes here.	Most Recent	82%	68%	60%	58%	74%	62%	63%	59%	62%	
	Previous	79%	64%	64%	56%	68%	58%	61%	58%	57%	
	Change	3%	4%	-4%	2%	6%	4%	2%	1%	5%	
A13 After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	80%	63%	68%	72%	54%	70%	66%	69%	70%	
	Previous	75%	60%	64%	71%	49%	67%	63%	65%	68%	
	Change	5%	3%	4%	1%	5%	3%	3%	4%	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 D-6. Trending: Item-Level Average Percent Positive Response by Staff Position (Page 3 of 6)

Survey Items by Composite	Database Year	Staff Position									
		Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary	
# Hospitals # Respondents	Both Years	234	92	31	168	83	313	233	179	209	
	Most Recent	7,937	4,124	361	6,576	1,304	42,814	11,911	4,800	7,223	
	Previous	7,329	4,053	312	5,645	1,200	39,672	9,871	4,668	6,486	
5 Overall Perceptions of Patient Safety											
A10R It is just by chance that more serious mistakes don't happen around here.	Most Recent	74%	65%	63%	52%	54%	60%	62%	68%	58%	
	Previous	68%	59%	61%	49%	50%	57%	60%	61%	54%	
	Change	6%	6%	2%	3%	4%	3%	2%	7%	4%	
A15 Patient safety is never sacrificed to get more work done.	Most Recent	75%	59%	64%	63%	47%	57%	70%	66%	69%	
	Previous	70%	58%	65%	60%	45%	54%	67%	62%	66%	
	Change	5%	1%	-1%	3%	2%	3%	3%	4%	3%	
A17R We have patient safety problems in this unit.	Most Recent	74%	56%	65%	57%	49%	57%	69%	68%	66%	
	Previous	67%	54%	60%	55%	45%	55%	65%	62%	61%	
	Change	7%	2%	5%	2%	4%	2%	4%	6%	5%	
A18 Our procedures and systems are good at preventing errors from happening.	Most Recent	81%	69%	67%	69%	64%	68%	76%	73%	72%	
	Previous	76%	66%	68%	67%	61%	65%	73%	69%	70%	
	Change	5%	3%	-1%	2%	3%	3%	3%	4%	2%	
6 Feedback & Communication About Error											
C1 We are given feedback about changes put into place based on event reports.	Most Recent	70%	50%	63%	58%	53%	52%	53%	59%	58%	
	Previous	63%	50%	64%	54%	46%	49%	50%	55%	55%	
	Change	7%	0%	-1%	4%	7%	3%	3%	4%	3%	
C3 We are informed about errors that happen in this unit.	Most Recent	79%	56%	66%	67%	64%	58%	66%	65%	68%	
	Previous	74%	54%	62%	63%	59%	56%	65%	62%	67%	
	Change	5%	2%	4%	4%	5%	2%	1%	3%	1%	
C5 In this unit, we discuss ways to prevent errors from happening again.	Most Recent	85%	67%	70%	71%	68%	68%	69%	71%	72%	
	Previous	80%	64%	75%	67%	60%	64%	66%	68%	69%	
	Change	5%	3%	-5%	4%	8%	4%	3%	3%	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 D-6. Trending: Item-Level Average Percent Positive Response by Staff Position (Page 4 of 6)

Survey Items by Composite	Database Year	Staff Position									
		Admin/Mgmt	Attending/Physician/Resident/PA or NP	Dietitian	Pat. Care Asst/Aide/Care Partner	Pharmacist	RN/LVN/LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/Clerk/Secretary	
# Hospitals # Respondents	Both Years	234	92	31	168	83	313	233	179	209	
	Most Recent	7,937	4,124	361	6,576	1,304	42,814	11,911	4,800	7,223	
	Previous	7,329	4,053	312	5,645	1,200	39,672	9,871	4,668	6,486	
7 Communication Openness											
C2 Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent	85%	69%	76%	72%	72%	75%	75%	80%	76%	
	Previous	81%	70%	72%	71%	69%	73%	74%	78%	73%	
	Change	4%	-1%	4%	1%	3%	2%	1%	2%	3%	
C4 Staff feel free to question the decisions or actions of those with more authority.	Most Recent	71%	53%	51%	41%	53%	45%	44%	52%	42%	
	Previous	66%	51%	53%	40%	49%	44%	43%	49%	43%	
	Change	5%	2%	-2%	1%	4%	1%	1%	3%	-1%	
C6R Staff are afraid to ask questions when something does not seem right.	Most Recent	75%	61%	60%	56%	65%	61%	61%	64%	61%	
	Previous	70%	59%	63%	56%	64%	60%	62%	65%	60%	
	Change	5%	2%	-3%	0%	1%	1%	-1%	-1%	1%	
8 Frequency of Events Reported											
D1 When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	Most Recent	63%	46%	52%	64%	32%	52%	56%	50%	63%	
	Previous	56%	41%	52%	58%	32%	48%	52%	47%	59%	
	Change	7%	5%	0%	6%	0%	4%	4%	3%	4%	
D2 When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent	65%	46%	53%	61%	41%	60%	57%	50%	62%	
	Previous	60%	41%	49%	56%	42%	57%	52%	47%	58%	
	Change	5%	5%	4%	5%	-1%	3%	5%	3%	4%	
D3 When a mistake is made that could harm the patient, but does not, how often is this reported?	Most Recent	81%	64%	65%	71%	64%	75%	75%	67%	74%	
	Previous	76%	60%	70%	68%	66%	74%	72%	65%	72%	
	Change	5%	4%	-5%	3%	-2%	1%	3%	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 D-6. Trending: Item-Level Average Percent Positive Response by Staff Position (Page 5 of 6)

Survey Items by Composite		Database Year	Staff Position								
			Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
	# Hospitals	Both Years	234	92	31	168	83	313	233	179	209
	# Respondents	Most Recent	7,937	4,124	361	6,576	1,304	42,814	11,911	4,800	7,223
		Previous	7,329	4,053	312	5,645	1,200	39,672	9,871	4,668	6,486
9 Teamwork Across Units											
F2R	Hospital units do not coordinate well with each other.	Most Recent	56%	43%	53%	44%	34%	43%	42%	46%	45%
		Previous	51%	42%	49%	43%	33%	42%	41%	46%	44%
		Change	5%	1%	4%	1%	1%	1%	1%	0%	1%
F4	There is good cooperation among hospital units that need to work together.	Most Recent	68%	57%	67%	57%	47%	55%	56%	61%	58%
		Previous	63%	56%	66%	56%	41%	54%	55%	58%	56%
		Change	5%	1%	1%	1%	6%	1%	1%	3%	2%
F6R	It is often unpleasant to work with staff from other hospital units.	Most Recent	65%	62%	64%	56%	53%	59%	53%	64%	55%
		Previous	61%	61%	68%	54%	51%	57%	51%	62%	56%
		Change	4%	1%	-4%	2%	2%	2%	2%	2%	-1%
F10	Hospital units work well together to provide the best care for patients.	Most Recent	75%	66%	70%	68%	55%	64%	66%	68%	69%
		Previous	72%	63%	72%	66%	51%	62%	63%	66%	66%
		Change	3%	3%	-2%	2%	4%	2%	3%	2%	3%
10 Staffing											
A2	We have enough staff to handle the workload.	Most Recent	71%	58%	57%	41%	41%	55%	54%	56%	52%
		Previous	68%	51%	60%	38%	34%	50%	52%	52%	47%
		Change	3%	7%	-3%	3%	7%	5%	2%	4%	5%
A5R	Staff in this unit work longer hours than is best for patient care.	Most Recent	60%	47%	47%	43%	57%	55%	55%	56%	48%
		Previous	55%	44%	50%	41%	53%	52%	52%	54%	46%
		Change	5%	3%	-3%	2%	4%	3%	3%	2%	2%
A7R	We use more agency/temporary staff than is best for patient care.	Most Recent	70%	57%	56%	62%	70%	72%	69%	69%	62%
		Previous	66%	54%	57%	60%	65%	68%	64%	63%	57%
		Change	4%	3%	-1%	2%	5%	4%	5%	6%	5%
A14R	We work in "crisis mode" trying to do too much, too quickly.	Most Recent	58%	50%	52%	44%	38%	47%	48%	55%	49%
		Previous	52%	45%	57%	42%	33%	44%	46%	49%	46%
		Change	6%	5%	-5%	2%	5%	3%	2%	6%	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 D-6. Trending: Item-Level Average Percent Positive Response by Staff Position (Page 6 of 6)

Survey Items by Composite		Database Year	Staff Position								
			Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
	# Hospitals	Both Years	234	92	31	168	83	313	233	179	209
	# Respondents	Most Recent	7,937	4,124	361	6,576	1,304	42,814	11,911	4,800	7,223
		Previous	7,329	4,053	312	5,645	1,200	39,672	9,871	4,668	6,486
11	Handoffs & Transitions										
F3R	Things "fall between the cracks" when transferring patients from one unit to another.	Most Recent	41%	36%	37%	45%	16%	43%	33%	32%	42%
		Previous	41%	38%	34%	44%	13%	42%	33%	33%	42%
		Change	0%	-2%	3%	1%	3%	1%	0%	-1%	0%
F5R	Important patient care information is often lost during shift changes.	Most Recent	50%	45%	40%	55%	31%	53%	43%	44%	50%
		Previous	47%	44%	42%	54%	27%	53%	44%	44%	51%
		Change	3%	1%	-2%	1%	4%	0%	-1%	0%	-1%
F7R	Problems often occur in the exchange of information across hospital units.	Most Recent	45%	40%	39%	42%	26%	45%	37%	40%	42%
		Previous	42%	38%	41%	41%	24%	43%	35%	39%	43%
		Change	3%	2%	-2%	1%	2%	2%	2%	1%	-1%
F11R	Shift changes are problematic for patients in this hospital.	Most Recent	45%	36%	36%	45%	26%	49%	39%	39%	43%
		Previous	45%	39%	35%	45%	27%	48%	39%	37%	44%
		Change	0%	-3%	1%	0%	-1%	1%	0%	2%	-1%
12	Nonpunitive Response to Error										
A8R	Staff feel like their mistakes are held against them.	Most Recent	71%	47%	51%	41%	58%	51%	48%	56%	44%
		Previous	66%	43%	50%	41%	55%	50%	47%	53%	45%
		Change	5%	4%	1%	0%	3%	1%	1%	3%	-1%
A12R	When an event is reported, it feels like the person is being written up, not the problem.	Most Recent	71%	45%	42%	36%	58%	48%	42%	52%	39%
		Previous	66%	38%	45%	34%	52%	44%	41%	46%	37%
		Change	5%	7%	-3%	2%	6%	4%	1%	6%	2%
A16R	Staff worry that mistakes they make are kept in their personnel file.	Most Recent	51%	28%	36%	27%	42%	35%	33%	40%	29%
		Previous	47%	27%	34%	27%	39%	32%	33%	39%	29%
		Change	4%	1%	2%	0%	3%	3%	0%	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 D-7. Trending: Average Percent Distribution of Patient Safety Grades by Staff Position

Work Area/Unit Patient Safety Grade	Database Year	Staff Position									
		Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary	
# Hospitals # Respondents	Both Years	234	92	31	168	83	313	233	179	209	
	Most Recent	7,937	4,124	361	6,576	1,304	42,814	11,911	4,800	7,223	
	Previous	7,329	4,053	312	5,645	1,200	39,672	9,871	4,668	6,486	
A Excellent	Most Recent	37%	22%	27%	25%	17%	21%	28%	29%	28%	
	Previous	29%	22%	28%	23%	14%	18%	26%	26%	26%	
	Change	8%	0%	-1%	2%	3%	3%	2%	3%	2%	
B Very Good	Most Recent	48%	48%	50%	42%	45%	46%	47%	46%	45%	
	Previous	52%	45%	45%	45%	44%	47%	48%	44%	46%	
	Change	-4%	3%	5%	-3%	1%	-1%	-1%	2%	-1%	
C Acceptable	Most Recent	14%	25%	22%	24%	27%	26%	21%	20%	22%	
	Previous	16%	26%	23%	25%	29%	27%	22%	24%	23%	
	Change	-2%	-1%	-1%	-1%	-2%	-1%	-1%	-4%	-1%	
D Poor	Most Recent	1%	4%	1%	7%	9%	6%	3%	5%	3%	
	Previous	2%	6%	4%	6%	10%	7%	4%	5%	4%	
	Change	-1%	-2%	-3%	1%	-1%	-1%	-1%	0%	-1%	
E Failing	Most Recent	0%	1%	0%	2%	2%	1%	0%	1%	1%	
	Previous	0%	1%	0%	1%	3%	1%	1%	1%	1%	
	Change	0%	0%	0%	1%	-1%	0%	-1%	0%	0%	

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

Table D-8. Trending: Average Percent Distribution of Event Reports in the Past 12 Months by Staff Position

Number of Events Reported by Respondents	Database Year	Staff Position									
		Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary	
# Hospitals # Respondents	Both Years	234	92	31	168	83	313	233	179	209	
	Most Recent	7,937	4,124	361	6,576	1,304	42,814	11,911	4,800	7,223	
	Previous	7,329	4,053	312	5,645	1,200	39,672	9,871	4,668	6,486	
No events	Most Recent	48%	62%	83%	75%	28%	31%	57%	59%	81%	
	Previous	47%	60%	80%	75%	30%	31%	56%	61%	81%	
	Change	1%	2%	3%	0%	-2%	0%	1%	-2%	0%	
1 to 2 events	Most Recent	22%	27%	13%	19%	25%	38%	28%	32%	14%	
	Previous	22%	28%	14%	19%	26%	37%	29%	30%	14%	
	Change	0%	-1%	-1%	0%	-1%	1%	-1%	2%	0%	
3 to 5 events	Most Recent	16%	8%	2%	4%	19%	20%	9%	7%	4%	
	Previous	15%	8%	3%	4%	19%	21%	9%	7%	3%	
	Change	1%	0%	-1%	0%	0%	-1%	0%	0%	1%	
6 to 10 events	Most Recent	7%	2%	1%	2%	13%	7%	3%	2%	1%	
	Previous	8%	2%	1%	1%	11%	7%	3%	1%	1%	
	Change	-1%	0%	0%	1%	2%	0%	0%	1%	0%	
11 to 20 events	Most Recent	4%	0%	1%	0%	6%	2%	1%	0%	0%	
	Previous	4%	1%	1%	0%	7%	3%	1%	1%	0%	
	Change	0%	-1%	0%	0%	-1%	-1%	0%	-1%	0%	
21 event reports or more	Most Recent	3%	0%	0%	0%	8%	1%	1%	0%	0%	
	Previous	3%	0%	1%	0%	7%	1%	1%	0%	0%	
	Change	0%	0%	-1%	0%	1%	0%	0%	0%	0%	

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

Appendix D: Trending Results by Respondent Characteristics

(3) Interaction With Patients

NOTE 1: 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 nonresponse or missing data.

NOTE 2: Only hospitals that had at least five respondents in the response categories (WITH or WITHOUT direct interaction with patients) and at least three respondents to a particular question 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 D-9. Trending: Composite-Level Average Percent Positive Response by Interaction With Patients (Page 1 of 2)

Patient Safety Culture Composites		Database Year	Interaction With Patients	
			WITH direct interaction	WITHOUT direct interaction
	<i># Hospitals</i>	Both Years	317	276
	<i># Respondents</i>	Most Recent	90,036	27,834
		Previous	81,819	24,445
1	Teamwork Within Units	Most Recent	79%	81%
		Previous	78%	78%
		Change	1%	3%
2	Supervisor/Manager Expectations & Actions Promoting Patient Safety	Most Recent	75%	77%
		Previous	74%	76%
		Change	1%	1%
3	Management Support for Patient Safety	Most Recent	71%	77%
		Previous	68%	74%
		Change	3%	3%
4	Organizational Learning--Continuous Improvement	Most Recent	72%	73%
		Previous	70%	70%
		Change	2%	3%
5	Overall Perceptions of Patient Safety	Most Recent	66%	66%
		Previous	62%	63%
		Change	4%	3%
6	Feedback & Communication About Error	Most Recent	63%	68%
		Previous	61%	65%
		Change	2%	3%

Table D-9. Trending: Composite-Level Average Percent Positive Response by Interaction With Patients (Page 2 of 2)

Patient Safety Culture Composites	Database Year	Interaction With Patients	
		WITH direct interaction	WITHOUT direct interaction
<i># Hospitals</i>	Both Years	317	276
<i># Respondents</i>	Most Recent	90,036	27,834
	Previous	81,819	24,445
7 Communication Openness	Most Recent	62%	64%
	Previous	60%	62%
	Change	2%	2%
8 Frequency of Events Reported	Most Recent	63%	65%
	Previous	60%	61%
	Change	3%	4%
9 Teamwork Across Units	Most Recent	58%	59%
	Previous	56%	57%
	Change	2%	2%
10 Staffing	Most Recent	57%	53%
	Previous	54%	49%
	Change	3%	4%
11 Handoffs & Transitions	Most Recent	46%	38%
	Previous	46%	38%
	Change	0%	0%
12 Nonpunitive Response to Error	Most Recent	45%	46%
	Previous	43%	44%
	Change	2%	2%

Table D-10. Trending: Item-Level Average Percent Positive Response by Interaction With Patients (Page 1 of 6)

Survey Items by Composite		Database Year	Interaction With Patients	
			WITH direct interaction	WITHOUT direct interaction
	# Hospitals	Both Years	317	276
	# Respondents	Most Recent	90,036	27,834
		Previous	81,819	24,445
1	Teamwork Within Units			
A1	People support one another in this unit.	Most Recent	85%	86%
		Previous	83%	83%
		Change	2%	3%
A3	When a lot of work needs to be done quickly, we work together as a team to get the work done.	Most Recent	86%	87%
		Previous	84%	85%
		Change	2%	2%
A4	In this unit, people treat each other with respect.	Most Recent	78%	80%
		Previous	76%	77%
		Change	2%	3%
A11	When one area in this unit gets really busy, others help out.	Most Recent	69%	70%
		Previous	68%	68%
		Change	1%	2%
2	Supervisor/Manager Expectations & Actions Promoting Patient Safety			
B1	My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	Most Recent	73%	76%
		Previous	70%	73%
		Change	3%	3%
B2	My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	77%	79%
		Previous	75%	76%
		Change	2%	3%
B3R	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	75%	75%
		Previous	73%	74%
		Change	2%	1%
B4R	My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	77%	77%
		Previous	75%	75%
		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 D-10. Trending: Item-Level Average Percent Positive Response by Interaction With Patients (Page 2 of 6)

Survey Items by Composite		Database Year	Interaction With Patients	
			WITH direct interaction	WITHOUT direct interaction
	# Hospitals	Both Years	317	276
	# Respondents	Most Recent	90,036	27,834
		Previous	81,819	24,445
3	Management Support for Patient Safety			
F1	Hospital mgmt provides a work climate that promotes patient safety.	Most Recent	80%	86%
		Previous	77%	82%
		Change	3%	4%
F8	The actions of hospital mgmt show that patient safety is a top priority.	Most Recent	73%	80%
		Previous	69%	76%
		Change	4%	4%
F9R	Hospital mgmt seems interested in patient safety only after an adverse event happens.	Most Recent	60%	66%
		Previous	57%	63%
		Change	3%	3%
4	Organizational Learning--Continuous Improvement			
A6	We are actively doing things to improve patient safety.	Most Recent	84%	82%
		Previous	81%	78%
		Change	3%	4%
A9	Mistakes have led to positive changes here.	Most Recent	63%	69%
		Previous	61%	66%
		Change	2%	3%
A13	After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	70%	69%
		Previous	68%	66%
		Change	2%	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 D-10. Trending: Item-Level Average Percent Positive Response by Interaction With Patients (Page 3 of 6)

Survey Items by Composite		Database Year	Interaction With Patients	
			WITH direct interaction	WITHOUT direct interaction
	<i># Hospitals</i>	Both Years	317	276
	<i># Respondents</i>	Most Recent	90,036	27,834
		Previous	81,819	24,445
5	Overall Perceptions of Patient Safety			
A10R	It is just by chance that more serious mistakes don't happen around here.	Most Recent	62%	60%
		Previous	59%	57%
		Change	3%	3%
A15	Patient safety is never sacrificed to get more work done.	Most Recent	65%	67%
		Previous	62%	64%
		Change	3%	3%
A17R	We have patient safety problems in this unit.	Most Recent	64%	65%
		Previous	60%	61%
		Change	4%	4%
A18	Our procedures and systems are good at preventing errors from happening.	Most Recent	72%	73%
		Previous	69%	70%
		Change	3%	3%
6	Feedback & Communication About Error			
C1	We are given feedback about changes put into place based on event reports.	Most Recent	55%	59%
		Previous	52%	55%
		Change	3%	4%
C3	We are informed about errors that happen in this unit.	Most Recent	64%	70%
		Previous	62%	68%
		Change	2%	2%
C5	In this unit, we discuss ways to prevent errors from happening again.	Most Recent	70%	75%
		Previous	68%	72%
		Change	2%	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 D-10. Trending: Item-Level Average Percent Positive Response by Interaction With Patients (Page 4 of 6)

Survey Items by Composite		Database Year	Interaction With Patients	
			WITH direct interaction	WITHOUT direct interaction
	# Hospitals	Both Years	317	276
	# Respondents	Most Recent	90,036	27,834
		Previous	81,819	24,445
7 Communication Openness				
C2	Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent	76%	75%
		Previous	74%	74%
		Change	2%	1%
C4	Staff feel free to question the decisions or actions of those with more authority.	Most Recent	47%	52%
		Previous	45%	49%
		Change	2%	3%
C6R	Staff are afraid to ask questions when something does not seem right.	Most Recent	62%	64%
		Previous	61%	62%
		Change	1%	2%
8 Frequency of Events Reported				
D1	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	Most Recent	55%	60%
		Previous	52%	55%
		Change	3%	5%
D2	When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent	59%	60%
		Previous	56%	55%
		Change	3%	5%
D3	When a mistake is made that could harm the patient, but does not, how often is this reported?	Most Recent	74%	74%
		Previous	72%	71%
		Change	2%	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 D-10. Trending: Item-Level Average Percent Positive Response by Interaction With Patients (Page 5 of 6)

Survey Items by Composite		Database Year	Interaction With Patients	
			WITH direct interaction	WITHOUT direct interaction
	# Hospitals	Both Years	317	276
	# Respondents	Most Recent	90,036	27,834
		Previous	81,819	24,445
9 Teamwork Across Units				
F2R	Hospital units do not coordinate well with each other.	Most Recent	46%	48%
		Previous	44%	46%
		Change	2%	2%
F4	There is good cooperation among hospital units that need to work together.	Most Recent	59%	61%
		Previous	57%	58%
		Change	2%	3%
F6R	It is often unpleasant to work with staff from other hospital units.	Most Recent	59%	56%
		Previous	58%	55%
		Change	1%	1%
F10	Hospital units work well together to provide the best care for patients.	Most Recent	68%	71%
		Previous	65%	68%
		Change	3%	3%
10 Staffing				
A2	We have enough staff to handle the workload.	Most Recent	55%	59%
		Previous	52%	54%
		Change	3%	5%
A5R	Staff in this unit work longer hours than is best for patient care.	Most Recent	54%	49%
		Previous	51%	45%
		Change	3%	4%
A7R	We use more agency/temporary staff than is best for patient care.	Most Recent	69%	57%
		Previous	65%	54%
		Change	4%	3%
A14R	We work in "crisis mode" trying to do too much, too quickly.	Most Recent	51%	48%
		Previous	48%	44%
		Change	3%	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 D-10. Trending: Item-Level Average Percent Positive Response by Interaction With Patients (Page 6 of 6)

Survey Items by Composite		Database Year	Interaction With Patients	
			WITH direct interaction	WITHOUT direct interaction
	<i># Hospitals</i>	Both Years	317	276
	<i># Respondents</i>	Most Recent	90,036	27,834
		Previous	81,819	24,445
11	Handoffs & Transitions			
F3R	Things "fall between the cracks" when transferring patients from one unit to another.	Most Recent	43%	34%
		Previous	43%	34%
		Change	0%	0%
F5R	Important patient care information is often lost during shift changes.	Most Recent	51%	42%
		Previous	51%	42%
		Change	0%	0%
F7R	Problems often occur in the exchange of information across hospital units.	Most Recent	45%	38%
		Previous	43%	37%
		Change	2%	1%
F11R	Shift changes are problematic for patients in this hospital.	Most Recent	47%	38%
		Previous	46%	39%
		Change	1%	-1%
12	Nonpunitive Response to Error			
A8R	Staff feel like their mistakes are held against them.	Most Recent	51%	54%
		Previous	50%	52%
		Change	1%	2%
A12R	When an event is reported, it feels like the person is being written up, not the problem.	Most Recent	47%	48%
		Previous	44%	46%
		Change	3%	2%
A16R	Staff worry that mistakes they make are kept in their personnel file.	Most Recent	36%	37%
		Previous	34%	35%
		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 D-11. Trending: Average Percent Distribution of Patient Safety Grades by Interaction With Patients

Work Area/Unit	Patient Safety Grade	Database Year	Interaction With Patients	
			WITH direct interaction	WITHOUT direct interaction
	<i># Hospitals</i>	Both Years	317	276
	<i># Respondents</i>	Most Recent	90,036	27,834
		Previous	81,819	24,445
A	Excellent	Most Recent	26%	30%
		Previous	23%	27%
		Change	3%	3%
B	Very Good	Most Recent	46%	47%
		Previous	46%	47%
		Change	0%	0%
C	Acceptable	Most Recent	22%	20%
		Previous	24%	22%
		Change	-2%	-2%
D	Poor	Most Recent	5%	2%
		Previous	6%	3%
		Change	-1%	-1%
E	Failing	Most Recent	1%	1%
		Previous	1%	1%
		Change	0%	0%

Table D-12. Trending: Average Percent Distribution of Event Reports in the Past 12 Months by Interaction With Patients

Number of Events Reported by Respondents	Database Year	Interaction With Patients		
		WITH direct interaction	WITHOUT direct interaction	
<i># Hospitals</i>	Both Years	317	276	
	<i># Respondents</i>	Most Recent	90,036	27,834
		Previous	81,819	24,445
No events	Most Recent	50%	70%	
	Previous	49%	70%	
	Change	1%	0%	
1 to 2 events	Most Recent	30%	15%	
	Previous	30%	16%	
	Change	0%	-1%	
3 to 5 events	Most Recent	13%	7%	
	Previous	14%	7%	
	Change	-1%	0%	
6 to 10 events	Most Recent	5%	3%	
	Previous	5%	4%	
	Change	0%	-1%	
11 to 20 events	Most Recent	2%	2%	
	Previous	2%	2%	
	Change	0%	0%	
21 event reports or more	Most Recent	1%	2%	
	Previous	1%	2%	
	Change	0%	0%	

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