

Hospital Survey on Patient Safety Culture: 2016 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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Executive Summary

Part II—Appendixes A and 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
- Geographic region
- Children’s hospitals

Appendix B: Overall Results by Respondent Characteristics

- Work area/unit
- Staff position
- Interaction with patients
- Tenure in current work area/unit

Highlights from these results were presented in the main body of the report, Part I: User Comparative Database Report, at the end of Chapter 6 and are also shown on the next three 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.

Comparing Your Results

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 geographic region. You can also compare your scores against the averages for children’s hospitals and non-children’s hospitals. You can use a 5 percentage point difference as a rule of thumb for determining which differences to focus on.

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, interaction with patients, and tenure in current work area/unit. You can 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.

Highlights From Appendix A: Overall Results by Hospital Characteristics

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

- Smaller hospitals (*6–24 beds* and *25–49 beds*) had the highest percent positive for the average across all composites (69 percent); larger hospitals (*300–399 beds*) had the lowest (61 percent).
- Hospitals with *25–49* licensed beds had the highest percentage of respondents who gave their work area/unit a patient safety grade of “Excellent” or “Very Good” (83 percent); hospitals with *300–399* beds and *400–499* beds had the lowest (70 percent).

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

- *Nonteaching* hospitals, on average, scored higher than *teaching* hospitals by 5 percentage points or more on Overall Perceptions of Patient Safety, Staffing, and Handoffs and Transitions.
- *Nonteaching* hospitals had a higher percentage of respondents who gave their work area/unit a patient safety grade of “Excellent” or “Very Good” (78 percent) than *teaching* hospitals (73 percent).
- Overall, hospitals did not have large differences across ownership categories on the 12 composites, patient safety grade, or number of events reported.

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

- *East South Central* hospitals had the highest percent positive for the average across all composites (68 percent); *New England* and *Mid-Atlantic* hospitals had the lowest (61 percent).
- *West North Central* hospitals had the highest percentage of respondents who gave their work area/unit a patient safety grade of “Excellent” or “Very Good” (79 percent); *Mid-Atlantic* hospitals had the lowest (70 percent).
- *Pacific* hospitals had the highest percentage of respondents who reported one or more events in the past year (50 percent); *West South Central* hospitals had the lowest (39 percent).

Children’s Hospitals (Tables A-13, A-15, A-16)

- Children’s hospitals and non-children’s hospitals did not have large differences on the 12 composites, patient safety grade, or number of events reported.

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 percent positive response for the average across the composites (71 percent positive); *Emergency* had the lowest (59 percent positive).
- *Rehabilitation* had the highest percentage of respondents who gave their work area/unit a patient safety grade of “Excellent” or “Very Good” (86 percent); *Emergency* had the lowest (65 percent).
- *ICU (Any Type)* had the highest percentage of respondents reporting one or more events in the past year (62 percent); *Rehabilitation* had the lowest (39 percent).

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

- Respondents in *Administration/Management* had the highest percent positive response for the average across the composites (76 percent positive); *RN/LVN/LPN* had the lowest (63 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” (89 percent); *RN/LVN/LPN* had the lowest (71 percent).
- *Pharmacists* had the highest percentage of respondents reporting one or more events in the past year (77 percent); *Unit Assistants/Clerks/Secretaries* had the lowest (17 percent).

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

- Respondents *with* direct patient interaction were more positive than those *without* direct interaction on *Handoffs and Transitions* (49 percent compared with 43 percent) but less positive on *Management Support for Patient Safety* (71 percent compared with 79 percent) and *Feedback and Communication About Error* (67 percent compared with 72 percent).
- 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” (81 percent) than respondents *with* direct patient interaction (75 percent).
- More respondents *with* direct patient interaction reported one or more events in the past year (49 percent) than respondents *without* direct patient interaction (31 percent).

Highlights From Appendix B: Overall Results by Respondent Characteristics (continued)

Tenure in Current Work Area/Unit (Tables B-13, B-15, B-16)

- Respondents with *less than 1 year* in their current work area/unit had the highest percent positive response for the average across the composites (69 percent); respondents with *6 to 10 years* had the lowest (63 percent).
- Respondents with *less than 1 year* in their current work area/unit had the highest percentage of respondents who gave their work area/unit a patient safety grade of “Excellent” or “Very Good” (82 percent); respondents with *6 to 10 years* had the lowest (74 percent).
- Respondents with *6 to 10 years*, *11 to 15 years*, and *21 years or more* in their current work area/unit had the highest percentage of respondents reporting one or more events in the past year (48 percent each); respondents with *less than 1 year* had the lowest (31 percent).

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

Appendixes C and D show trends over time for the 326 hospitals (of the 680 total database hospitals) that administered the survey and submitted data twice since July 2011. 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 characteristics.

Appendix C: Trending Results by Hospital Characteristics

- Bed size
- Teaching status
- Ownership
- Geographic region

Appendix D: Trending Results by Respondent Characteristics

- Work area/unit
- Staff position
- Interaction with patients
- Tenure in current work area/unit

To ensure hospital confidentiality, a rule was established requiring at least 10 hospitals to be in a particular breakout category before data would be displayed by that category.

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 shown in bold in the tables.

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 of trending results show the largest increases by hospital and respondent characteristics.

Highlights From Appendix C: Trending Results by Hospital Characteristics

Bed Size (Tables C-1, C-3)

- Hospitals with 6–24 beds increased on all 12 of the patient safety culture composites; increases ranged from 4 to 11 percentage points.
- Hospitals with 6–24 beds had the greatest increase in the percentage of respondents who gave their work area/unit a patient safety grade of “Excellent” or “Very Good” (a 5 percentage point increase, from 81 percent to 86 percent).

Teaching Status and Ownership (Table C-5)

- Both *teaching* and *nonteaching* hospitals showed the largest increase of 3 percentage points on *Supervisor/Manager Expectations and Actions Promoting Patient Safety*.
- *Nongovernment-owned* hospitals showed the largest increase of 3 percentage points on *Supervisor/Manager Expectations and Actions Promoting Patient Safety*. *Government-owned* hospitals’ largest increase was 2 percentage points on the same composite.

Geographic Region (Tables C-9, C-11)

- *West Central* region hospitals increased 8 percentage points on *Nonpunitive Response to Error* and 5 percentage points on *Overall Perceptions of Safety*.
- *West Central* region hospitals had the greatest increase of respondents who gave their work area/unit a patient safety grade of “Excellent” or “Very Good” (a 3 percentage point increase, from 76 percent to 79 percent).

Highlights From Appendix D: Trending Results by Respondent Characteristics

Work Area/Unit (Table D-1)

- *Surgery* increased 4 percentage points on *Supervisor/Manager Expectations and Actions Promoting Patient Safety*.
- *Anesthesiology* increased 3 percentage points on the percentage of respondents reporting one or more events in the past year.

Staff Position (Table D-5, D-7)

- *Attending/staff physician, resident physician/physician in training, or physician assistant/nurse practitioner* increased 6 percentage points on *Supervisor/Manager Expectations and Actions Promoting Patient Safety*.
- *Dietitians* increased 5 percentage points on the percentage of respondents who gave their work area/unit a patient safety grade of “Excellent” or “Very Good.”

Interaction With Patients (Table D-9)

- Respondents *with* direct interaction and *without* direct interaction with patients increased 3 percentage points on *Supervisor/Manager Expectations and Actions Promoting Patient Safety*.

Tenure in Current Work Area/Unit (Table D-13)

- Respondents with *1 to 5 years* in their work area/unit increased 3 percentage points on *Nonpunitive Response to Error and Supervisor/Manager Expectations and Actions Promoting Patient Safety*; respondents with *11 to 15 years* in their work area/unit also increased 3 percentage points on *Supervisor/Manager Expectations and Actions Promoting Patient Safety*.

Part II

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/missing data.

Table A-1. Composite-Level Average Percent Positive Response by Bed Size – 2016 Database Hospitals

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>	35	90	119	147	106	69	43	71
<i># Respondents</i>	3,176	14,034	30,600	71,570	79,566	66,995	53,164	128,479
1. Teamwork Within Units	83%	84%	82%	83%	80%	79%	81%	80%
2. Supv/Mgr Expectations & Actions Promoting Patient Safety	82%	81%	80%	79%	77%	76%	76%	77%
3. Organizational Learning – Continuous Improvement	72%	74%	74%	74%	71%	70%	71%	72%
4. Management Support for Patient Safety	78%	77%	75%	74%	69%	69%	69%	68%
5. Feedback & Communication About Error	69%	69%	69%	70%	66%	66%	66%	67%
6. Frequency of Events Reported	68%	69%	68%	68%	64%	64%	64%	65%
7. Overall Perceptions of Patient Safety	73%	72%	69%	67%	62%	61%	62%	62%
8. Communication Openness	65%	66%	65%	65%	62%	61%	61%	62%
9. Teamwork Across Units	68%	67%	63%	62%	57%	57%	58%	58%
10. Staffing	62%	60%	57%	54%	50%	48%	51%	49%
11. Handoffs & Transitions	58%	54%	49%	48%	43%	43%	44%	44%
12. Nonpunitive Response to Error	51%	50%	47%	46%	42%	41%	42%	42%
Average Across Composites	69%	69%	67%	66%	62%	61%	62%	62%

Table A-2. Item-Level Average Percent Positive Response by Bed Size – 2016 Database Hospitals (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
	<i># Hospitals</i>	35	90	119	147	106	69	43	71
	<i># Respondents</i>	3,176	14,034	30,600	71,570	79,566	66,995	53,164	128,479
Teamwork Within Units									
A1.	People support one another in this unit.	88%	89%	88%	88%	86%	85%	86%	86%
A3.	When a lot of work needs to be done quickly, we work together as a team to get the work done.	88%	89%	88%	87%	86%	85%	86%	85%
A4.	In this unit, people treat each other with respect.	82%	83%	81%	82%	79%	79%	80%	78%
A11.	When one area in this unit gets really busy, others help out.	73%	74%	73%	72%	70%	69%	70%	70%
Supv/Mgr 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.	79%	80%	79%	79%	77%	76%	76%	77%
B2.	My supv/mgr seriously considers staff suggestions for improving patient safety.	82%	83%	81%	81%	78%	77%	77%	78%
B3R.	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	83%	81%	79%	78%	74%	73%	75%	75%
B4R.	My supv/mgr overlooks patient safety problems that happen over and over.	84%	81%	80%	79%	77%	76%	77%	77%
Organizational Learning – Continuous Improvement									
A6.	We are actively doing things to improve patient safety.	84%	85%	85%	85%	82%	82%	82%	83%
A9.	Mistakes have led to positive changes here.	63%	65%	65%	65%	62%	61%	63%	63%
A13.	After we make changes to improve patient safety, we evaluate their effectiveness.	68%	71%	71%	72%	68%	67%	69%	69%

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

Table A-2. Item-Level Average Percent Positive Response by Bed Size – 2016 Database Hospitals (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	35	90	119	147	106	69	43	71
	# Respondents	3,176	14,034	30,600	71,570	79,566	66,995	53,164	128,479
Management Support for Patient Safety									
F1.	Hospital management provides a work climate that promotes patient safety.	84%	85%	83%	83%	78%	78%	77%	77%
F8.	The actions of hospital management show that patient safety is a top priority.	79%	79%	77%	77%	73%	72%	72%	73%
F9R.	Hospital management seems interested in patient safety only after an adverse event happens.	70%	67%	64%	62%	57%	56%	56%	55%
Feedback & Communication About Error									
C1.	We are given feedback about changes put into place based on event reports.	60%	60%	61%	63%	58%	59%	59%	60%
C3.	We are informed about errors that happen in this unit.	70%	70%	69%	70%	67%	67%	66%	68%
C5.	In this unit, we discuss ways to prevent errors from happening again.	76%	77%	76%	77%	73%	72%	72%	74%
Frequency of Events Reported									
D1.	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	63%	64%	62%	63%	60%	60%	59%	60%
D2.	When a mistake is made, but has no potential to harm the patient, how often is this reported?	64%	65%	65%	65%	60%	61%	60%	61%
D3.	When a mistake is made that could harm the patient, but does not, how often is this reported?	78%	79%	77%	77%	73%	73%	72%	73%

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

Table A-2. Item-Level Average Percent Positive Response by Bed Size – 2016 Database Hospitals (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
	<i># Hospitals</i>	35	90	119	147	106	69	43	71
	<i># Respondents</i>	3,176	14,034	30,600	71,570	79,566	66,995	53,164	128,479
Overall Perceptions of Patient Safety									
A10R.	It is just by chance that more serious mistakes don't happen around here.	69%	67%	64%	62%	58%	56%	58%	57%
A15.	Patient safety is never sacrificed to get more work done.	71%	71%	66%	65%	60%	60%	60%	60%
A17R.	We have patient safety problems in this unit.	74%	71%	68%	66%	61%	59%	60%	60%
A18.	Our procedures and systems are good at preventing errors from happening.	76%	76%	75%	75%	71%	70%	72%	71%
Communication Openness									
C2.	Staff will freely speak up if they see something that may negatively affect patient care.	79%	81%	79%	79%	75%	75%	74%	75%
C4.	Staff feel free to question the decisions or actions of those with more authority.	50%	51%	49%	50%	47%	47%	47%	49%
C6R.	Staff are afraid to ask questions when something does not seem right.	67%	67%	66%	66%	64%	62%	63%	63%
Teamwork Across Units									
F2R.	Hospital units do not coordinate well with each other.	59%	56%	51%	49%	44%	44%	45%	44%
F4.	There is good cooperation among hospital units that need to work together.	68%	68%	64%	63%	58%	58%	59%	59%
F6R.	It is often unpleasant to work with staff from other hospital units.	69%	68%	65%	64%	59%	59%	60%	60%
F10.	Hospital units work well together to provide the best care for patients.	76%	77%	74%	72%	67%	68%	69%	67%

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 – 2016 Database Hospitals (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
	<i># Hospitals</i>	35	90	119	147	106	69	43	71
	<i># Respondents</i>	3,176	14,034	30,600	71,570	79,566	66,995	53,164	128,479
Staffing									
A2.	We have enough staff to handle the workload.	61%	59%	54%	52%	46%	46%	48%	46%
A5R.	Staff in this unit work longer hours than is best for patient care.	57%	56%	53%	49%	47%	45%	48%	46%
A7R.	We use more agency/temporary staff than is best for patient care.	71%	69%	67%	65%	62%	60%	63%	62%
A14R.	We work in "crisis mode," trying to do too much, too quickly.	61%	58%	52%	50%	44%	42%	45%	43%
Handoffs & Transitions									
F3R.	Things "fall between the cracks" when transferring patients from one unit to another.	54%	50%	45%	43%	37%	37%	38%	39%
F5R.	Important patient care information is often lost during shift changes.	62%	58%	54%	54%	50%	49%	51%	51%
F7R.	Problems often occur in the exchange of information across hospital units.	56%	54%	49%	47%	42%	41%	42%	43%
F11R.	Shift changes are problematic for patients in this hospital.	59%	55%	49%	48%	44%	43%	45%	45%
Nonpunitive Response to Error									
A8R.	Staff feel like their mistakes are held against them.	58%	56%	53%	52%	48%	46%	47%	47%
A12R.	When an event is reported, it feels like the person is being written up, not the problem.	52%	51%	50%	49%	45%	45%	46%	45%
A16R.	Staff worry that mistakes they make are kept in their personnel file.	43%	42%	39%	37%	33%	32%	34%	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-3. Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Bed Size – 2016 Database Hospitals

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
<i># Hospitals</i>	35	90	119	147	106	69	43	71
<i># Respondents</i>	3,176	14,034	30,600	71,570	79,566	66,995	53,164	128,479
Excellent or Very Good	82%	83%	79%	78%	72%	70%	70%	71%
A = Excellent	40%	38%	35%	36%	30%	30%	28%	30%
B = Very Good	42%	45%	43%	42%	42%	41%	42%	42%
C = Acceptable	15%	14%	17%	17%	21%	22%	23%	22%
D = Poor	2%	3%	4%	4%	5%	6%	5%	5%
E = Failing	1%	1%	1%	1%	2%	2%	1%	1%

Note: Percentages may not add to 100 due to rounding. Excellent and Very Good may not add to the subtotal for Excellent or Very Good due to rounding.

Table A-4. Average Percentage of Respondents Reporting Events in the Past 12 Months by Bed Size – 2016 Database Hospitals

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
<i># Hospitals</i>	35	90	119	147	106	69	43	71
<i># Respondents</i>	3,176	14,034	30,600	71,570	79,566	66,995	53,164	128,479
1 or More Events	45%	45%	45%	44%	47%	44%	45%	45%
None	55%	55%	55%	56%	53%	56%	55%	55%
1 to 2	28%	28%	27%	26%	27%	26%	27%	27%
3 to 5	11%	11%	11%	12%	12%	11%	12%	12%
6 to 10	4%	4%	4%	4%	4%	4%	4%	4%
11 to 20	1%	1%	2%	2%	2%	1%	2%	1%
21 or More	1%	1%	1%	1%	1%	1%	1%	1%

Note: Percentages may not add to 100 due to rounding. Percentages for number of events may not add to the subtotal for 1 or more events due to rounding.

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Appendix A: Overall Results by Hospital Characteristics

(2) Teaching Status and (3) Ownership

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). 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/missing data.

Table A-5. Composite-Level Average Percent Positive Response by Teaching Status and Ownership– 2016 Database Hospitals

Patient Safety Culture Composites	Teaching Status		Ownership		
	Teaching	Nonteaching	Government	Not for Profit	For Profit
<i># Hospitals</i>	259	421	103	537	40
<i># Respondents</i>	273,545	174,039	61,758	365,588	20,238
1. Teamwork Within Units	80%	83%	80%	82%	81%
2. Supv/Mgr Expectations & Actions Promoting Patient Safety	77%	80%	77%	79%	78%
3. Organizational Learning – Continuous Improvement	71%	73%	72%	73%	71%
4. Management Support for Patient Safety	70%	74%	73%	72%	71%
5. Feedback & Communication About Error	66%	69%	67%	68%	67%
6. Frequency of Events Reported	64%	68%	66%	67%	66%
7. Overall Perceptions of Patient Safety	63%	68%	65%	66%	64%
8. Communication Openness	62%	65%	61%	64%	62%
9. Teamwork Across Units	59%	63%	61%	61%	61%
10. Staffing	51%	56%	52%	54%	53%
11. Handoffs & Transitions	45%	50%	48%	48%	47%
12. Nonpunitive Response to Error	43%	46%	42%	46%	44%
Average Across Composites	63%	66%	64%	65%	64%

Table A-6. Item-Level Average Percent Positive Response by Teaching Status and Ownership– 2016 Database Hospitals (Page 1 of 4)

Survey Items by Composite		Teaching Status and Ownership				
		Teaching	Nonteaching	Government	Not for Profit	For Profit
	<i># Hospitals</i>	259	421	103	537	40
	<i># Respondents</i>	273,545	174,039	61,758	365,588	20,238
Teamwork Within Units						
A1.	People support one another in this unit.	86%	88%	85%	88%	87%
A3.	When a lot of work needs to be done quickly, we work together as a team to get the work done.	85%	88%	85%	87%	86%
A4.	In this unit, people treat each other with respect.	79%	82%	79%	81%	82%
A11.	When one area in this unit gets really busy, others help out.	70%	73%	71%	72%	69%
Supv/Mgr 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.	76%	79%	77%	78%	79%
B2.	My supv/mgr seriously considers staff suggestions for improving patient safety.	78%	81%	78%	80%	80%
B3R.	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	75%	78%	76%	77%	76%
B4R.	My supv/mgr overlooks patient safety problems that happen over and over.	77%	80%	77%	79%	78%
Organizational Learning – Continuous Improvement						
A6.	We are actively doing things to improve patient safety.	82%	85%	83%	84%	83%
A9.	Mistakes have led to positive changes here.	62%	64%	63%	64%	62%
A13.	After we make changes to improve patient safety, we evaluate their effectiveness.	68%	71%	70%	70%	69%

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

Table A-6. Item-Level Average Percent Positive Response by Teaching Status and Ownership – 2016 Database Hospitals (Page 2 of 4)

Survey Items by Composite		Teaching Status and Ownership				
		Teaching	Nonteaching	Government	Not for Profit	For Profit
	# Hospitals	259	421	103	537	40
	# Respondents	273,545	174,039	61,758	365,588	20,238
Management Support for Patient Safety						
F1.	Hospital management provides a work climate that promotes patient safety.	79%	82%	81%	81%	80%
F8.	The actions of hospital management show that patient safety is a top priority.	74%	77%	76%	76%	74%
F9R.	Hospital management seems interested in patient safety only after an adverse event happens.	58%	62%	60%	61%	59%
Feedback & Communication About Error						
C1.	We are given feedback about changes put into place based on event reports.	58%	62%	58%	61%	58%
C3.	We are informed about errors that happen in this unit.	66%	70%	69%	69%	69%
C5.	In this unit, we discuss ways to prevent errors from happening again.	73%	76%	74%	75%	74%
Frequency of Events Reported						
D1.	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	59%	63%	62%	62%	62%
D2.	When a mistake is made, but has no potential to harm the patient, how often is this reported?	60%	65%	63%	63%	63%
D3.	When a mistake is made that could harm the patient, but does not, how often is this reported?	73%	77%	75%	76%	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 A-6. Item-Level Average Percent Positive Response by Teaching Status and Ownership – 2016 Database Hospitals (Page 3 of 4)

Survey Items by Composite		Teaching Status and Ownership				
		Teaching	Nonteaching	Government	Not for Profit	For Profit
	<i># Hospitals</i>	259	421	103	537	40
	<i># Respondents</i>	273,545	174,039	61,758	365,588	20,238
Overall Perceptions of Patient Safety						
A10R.	It is just by chance that more serious mistakes don't happen around here.	59%	63%	59%	62%	60%
A15.	Patient safety is never sacrificed to get more work done.	62%	66%	66%	64%	62%
A17R.	We have patient safety problems in this unit.	62%	67%	64%	65%	64%
A18.	Our procedures and systems are good at preventing errors from happening.	71%	75%	73%	74%	71%
Communication Openness						
C2.	Staff will freely speak up if they see something that may negatively affect patient care.	75%	79%	75%	78%	76%
C4.	Staff feel free to question the decisions or actions of those with more authority.	48%	49%	46%	49%	47%
C6R.	Staff are afraid to ask questions when something does not seem right.	64%	66%	63%	66%	64%
Teamwork Across Units						
F2R.	Hospital units do not coordinate well with each other.	45%	51%	49%	49%	48%
F4.	There is good cooperation among hospital units that need to work together.	59%	64%	62%	62%	61%
F6R.	It is often unpleasant to work with staff from other hospital units.	62%	64%	62%	63%	64%
F10.	Hospital units work well together to provide the best care for patients.	69%	73%	72%	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-6. Item-Level Average Percent Positive Response by Teaching Status and Ownership – 2016 Database Hospitals (Page 4 of 4)

Survey Items by Composite		Teaching Status and Ownership				
		Teaching	Nonteaching	Government	Not for Profit	For Profit
	# Hospitals	259	421	103	537	40
	# Respondents	273,545	174,039	61,758	365,588	20,238
Staffing						
A2.	We have enough staff to handle the workload.	48%	53%	52%	51%	50%
A5R.	Staff in this unit work longer hours than is best for patient care.	47%	52%	48%	50%	49%
A7R.	We use more agency/temporary staff than is best for patient care.	63%	66%	62%	65%	65%
A14R.	We work in "crisis mode," trying to do too much, too quickly.	46%	51%	48%	49%	48%
Handoffs & Transitions						
F3R.	Things "fall between the cracks" when transferring patients from one unit to another.	39%	45%	43%	42%	42%
F5R.	Important patient care information is often lost during shift changes.	51%	55%	53%	54%	52%
F7R.	Problems often occur in the exchange of information across hospital units.	44%	49%	46%	47%	47%
F11R.	Shift changes are problematic for patients in this hospital.	45%	50%	49%	48%	46%
Nonpunitive Response to Error						
A8R.	Staff feel like their mistakes are held against them.	49%	52%	48%	52%	50%
A12R.	When an event is reported, it feels like the person is being written up, not the problem.	46%	49%	45%	49%	47%
A16R.	Staff worry that mistakes they make are kept in their personnel file.	35%	38%	33%	37%	36%

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 Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Teaching Status and Ownership – 2016 Database Hospitals

Work Area/Unit Patient Safety Grade	Teaching Status and Ownership				
	Teaching	Nonteaching	Government	Not for Profit	For Profit
<i># Hospitals</i>	259	421	103	537	40
<i># Respondents</i>	273,545	174,039	61,758	365,588	20,238
Excellent or Very Good	73%	78%	73%	77%	76%
A = Excellent	30%	36%	31%	34%	34%
B = Very Good	43%	42%	42%	43%	42%
C = Acceptable	21%	17%	20%	18%	18%
D = Poor	5%	4%	5%	4%	4%
E = Failing	1%	1%	1%	1%	1%

Note: Percentages may not add to 100 due to rounding. Excellent and Very Good may not add to the subtotal for Excellent or Very Good due to rounding.

Table A-8. Average Percentage of Respondents Reporting Events in the Past 12 Months by Teaching Status and Ownership – 2016 Database Hospitals

Number of Events Reported by Respondents	Teaching Status and Ownership				
	Teaching	Nonteaching	Government	Not for Profit	For Profit
<i># Hospitals</i>	259	421	103	537	40
<i># Respondents</i>	273,545	174,039	61,758	365,588	20,238
1 or More Events	45%	45%	43%	45%	46%
None	55%	55%	57%	55%	54%
1 to 2	27%	27%	26%	27%	26%
3 to 5	12%	11%	10%	12%	12%
6 to 10	4%	4%	4%	4%	5%
11 to 20	2%	2%	1%	2%	2%
21 or More	1%	1%	1%	1%	1%

Note: Percentages may not add to 100 due to rounding. Percentages for number of events may not add to the subtotal for 1 or more events due to rounding.

Appendix A: Overall Results by Hospital Characteristics

(4) Geographic Region

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 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/missing data.

NOTE 2: States and territories are categorized into regions defined by the American Hospital Association (AHA) as follows:

- New England: CT, MA, ME, NH, RI, VT
- Mid-Atlantic: NJ, NY, PA
- South Atlantic/Associated Territories: DC, DE, FL, GA, MD, NC, SC, VA, WV, Puerto Rico, Virgin Islands
- East North Central: IL, IN, MI, OH, WI
- East South Central: AL, KY, MS, TN
- West North Central: IA, KS, MN, MO, ND, NE, SD
- West South Central: AR, LA, OK, TX
- Mountain: AZ, CO, ID, MT, NM, NV, UT, WY
- Pacific/Associated Territories: AK, CA, HI, OR, WA, American Samoa, Guam, Marshall Islands, Northern Mariana Islands

Table A-9. Composite-Level Average Percent Positive Response by Geographic Region – 2016 Database Hospitals

Patient Safety Culture Composites	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Hospitals	33	67	171	145	41	40	72	24	87
# Respondents	35,485	75,840	114,462	79,117	19,270	19,523	38,648	12,089	53,150
1. Teamwork Within Units	79%	77%	83%	82%	83%	82%	82%	82%	82%
2. Supv/Mgr Expectations & Actions Promoting Patient Safety	75%	73%	81%	78%	82%	79%	81%	78%	77%
3. Organizational Learning – Continuous Improvement	67%	71%	76%	71%	75%	72%	74%	70%	71%
4. Management Support for Patient Safety	68%	69%	75%	72%	75%	73%	73%	69%	71%
5. Feedback & Communication About Error	61%	64%	71%	67%	71%	65%	71%	66%	67%
6. Frequency of Events Reported	62%	64%	69%	65%	70%	64%	69%	65%	67%
7. Overall Perceptions of Patient Safety	62%	62%	67%	68%	70%	68%	67%	63%	63%
8. Communication Openness	63%	60%	65%	63%	66%	64%	66%	62%	63%
9. Teamwork Across Units	54%	57%	63%	60%	66%	62%	63%	61%	61%
10. Staffing	53%	48%	54%	56%	60%	55%	54%	53%	50%
11. Handoffs & Transitions	41%	44%	50%	46%	54%	47%	51%	46%	46%
12. Nonpunitive Response to Error	45%	40%	46%	45%	49%	48%	47%	43%	43%
Average Across Composites	61%	61%	67%	64%	68%	65%	67%	63%	63%

Table A-10. Item-Level Average Percent Positive Response by Geographic Region – 2016 Database Hospitals (Page 1 of 4)

Survey Items by Composite		Geographic Region								
		New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
	<i># Hospitals</i>	33	67	171	145	41	40	72	24	87
	<i># Respondents</i>	35,485	75,840	114,462	79,117	19,270	19,523	38,648	12,089	53,150
Teamwork Within Units										
A1.	People support one another in this unit.	85%	83%	88%	87%	88%	88%	87%	88%	88%
A3.	When a lot of work needs to be done quickly, we work together as a team to get the work done.	85%	84%	88%	88%	88%	88%	87%	86%	87%
A4.	In this unit, people treat each other with respect.	78%	76%	82%	80%	82%	81%	82%	82%	82%
A11.	When one area in this unit gets really busy, others help out.	68%	67%	73%	71%	74%	71%	73%	73%	72%
Supv/Mgr 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.	73%	73%	81%	77%	81%	77%	81%	78%	78%
B2.	My supv/mgr seriously considers staff suggestions for improving patient safety.	76%	75%	82%	79%	82%	81%	82%	81%	79%
B3R.	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	75%	72%	79%	77%	80%	78%	79%	77%	75%
B4R.	My supv/mgr overlooks patient safety problems that happen over and over.	76%	74%	81%	79%	84%	80%	81%	77%	75%
Organizational Learning – Continuous Improvement										
A6.	We are actively doing things to improve patient safety.	78%	82%	86%	83%	86%	83%	85%	82%	83%
A9.	Mistakes have led to positive changes here.	61%	61%	67%	62%	65%	64%	64%	61%	63%
A13.	After we make changes to improve patient safety, we evaluate their effectiveness.	61%	68%	74%	68%	75%	68%	72%	66%	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-10. Item-Level Average Percent Positive Response by Geographic Region – 2016 Database Hospitals (Page 2 of 4)

Survey Items by Composite		Geographic Region								
		New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
	<i># Hospitals</i>	33	67	171	145	41	40	72	24	87
	<i># Respondents</i>	35,485	75,840	114,462	79,117	19,270	19,523	38,648	12,089	53,150
Management Support for Patient Safety										
F1.	Hospital management provides a work climate that promotes patient safety.	76%	77%	83%	81%	84%	83%	82%	78%	79%
F8.	The actions of hospital management show that patient safety is a top priority.	71%	73%	78%	75%	77%	76%	76%	72%	74%
F9R.	Hospital management seems interested in patient safety only after an adverse event happens.	58%	56%	64%	61%	64%	61%	61%	57%	58%
Feedback & Communication About Error										
C1.	We are given feedback about changes put into place based on event reports.	52%	54%	65%	60%	63%	56%	64%	57%	59%
C3.	We are informed about errors that happen in this unit.	61%	66%	72%	68%	73%	65%	72%	67%	67%
C5.	In this unit, we discuss ways to prevent errors from happening again.	70%	71%	77%	74%	77%	75%	77%	74%	75%
Frequency of Events Reported										
D1.	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	56%	59%	65%	58%	64%	58%	64%	60%	63%
D2.	When a mistake is made, but has no potential to harm the patient, how often is this reported?	57%	61%	66%	61%	67%	60%	66%	60%	63%
D3.	When a mistake is made that could harm the patient, but does not, how often is this reported?	72%	73%	77%	75%	79%	74%	76%	74%	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 A-10. Item-Level Average Percent Positive Response by Geographic Region – 2016 Database Hospitals (Page 3 of 4)

Survey Items by Composite		Geographic Region								
		New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
	<i># Hospitals</i>	33	67	171	145	41	40	72	24	87
	<i># Respondents</i>	35,485	75,840	114,462	79,117	19,270	19,523	38,648	12,089	53,150
Overall Perceptions of Patient Safety										
A10R.	It is just by chance that more serious mistakes don't happen around here.	59%	56%	62%	65%	66%	66%	60%	59%	58%
A15.	Patient safety is never sacrificed to get more work done.	63%	63%	65%	64%	67%	64%	66%	61%	63%
A17R.	We have patient safety problems in this unit.	61%	59%	66%	68%	70%	68%	66%	62%	60%
A18.	Our procedures and systems are good at preventing errors from happening.	67%	71%	76%	74%	76%	73%	74%	70%	72%
Communication Openness										
C2.	Staff will freely speak up if they see something that may negatively affect patient care.	76%	74%	79%	78%	80%	77%	78%	76%	76%
C4.	Staff feel free to question the decisions or actions of those with more authority.	47%	45%	50%	47%	50%	48%	52%	47%	49%
C6R.	Staff are afraid to ask questions when something does not seem right.	66%	62%	67%	64%	67%	67%	67%	63%	63%
Teamwork Across Units										
F2R.	Hospital units do not coordinate well with each other.	38%	44%	51%	48%	55%	50%	52%	47%	46%
F4.	There is good cooperation among hospital units that need to work together.	55%	59%	64%	61%	67%	63%	64%	61%	62%
F6R.	It is often unpleasant to work with staff from other hospital units.	61%	59%	65%	62%	65%	62%	63%	63%	64%
F10.	Hospital units work well together to provide the best care for patients.	64%	68%	73%	70%	75%	72%	73%	70%	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 A-10. Item-Level Average Percent Positive Response by Geographic Region – 2016 Database Hospitals (Page 4 of 4)

Survey Items by Composite		Geographic Region								
		New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
	<i># Hospitals</i>	33	67	171	145	41	40	72	24	87
	<i># Respondents</i>	35,485	75,840	114,462	79,117	19,270	19,523	38,648	12,089	53,150
Staffing										
A2.	We have enough staff to handle the workload.	50%	46%	51%	52%	54%	55%	52%	52%	51%
A5R.	Staff in this unit work longer hours than is best for patient care.	50%	44%	50%	53%	57%	50%	49%	51%	47%
A7R.	We use more agency/temporary staff than is best for patient care.	64%	59%	65%	69%	74%	66%	63%	62%	58%
A14R.	We work in "crisis mode," trying to do too much, too quickly.	46%	43%	50%	51%	54%	49%	52%	47%	46%
Handoffs & Transitions										
F3R.	Things "fall between the cracks" when transferring patients from one unit to another.	35%	40%	45%	41%	50%	42%	46%	40%	40%
F5R.	Important patient care information is often lost during shift changes.	49%	51%	56%	52%	58%	52%	56%	51%	51%
F7R.	Problems often occur in the exchange of information across hospital units.	41%	43%	48%	46%	53%	46%	49%	44%	45%
F11R.	Shift changes are problematic for patients in this hospital.	41%	43%	50%	47%	54%	48%	51%	48%	46%
Nonpunitive Response to Error										
A8R.	Staff feel like their mistakes are held against them.	51%	44%	52%	51%	55%	55%	53%	49%	48%
A12R.	When an event is reported, it feels like the person is being written up, not the problem.	49%	44%	49%	48%	52%	51%	49%	45%	46%
A16R.	Staff worry that mistakes they make are kept in their personnel file.	36%	31%	37%	37%	42%	39%	41%	35%	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 A-11. Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Geographic Region – 2016 Database Hospitals

Work Area/Unit Patient Safety Grade	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
<i># Hospitals</i>	33	67	171	145	41	40	72	24	87
<i># Respondents</i>	35,485	75,840	114,462	79,117	19,270	19,523	38,648	12,089	53,150
Excellent or Very Good	74%	70%	77%	78%	78%	79%	78%	75%	74%
A = Excellent	30%	28%	37%	32%	37%	32%	36%	30%	32%
B = Very Good	44%	42%	40%	45%	41%	46%	41%	44%	41%
C = Acceptable	20%	23%	17%	18%	17%	18%	18%	20%	19%
D = Poor	5%	5%	4%	4%	4%	3%	4%	5%	6%
E = Failing	1%	1%	1%	1%	1%	1%	1%	1%	2%

Note: Percentages may not add to 100 due to rounding. Excellent and Very Good may not add to the subtotal for Excellent or Very Good due to rounding.

Table A-12. Average Percentage of Respondents Reporting Events in the Past 12 Months by Geographic Region – 2016 Database Hospitals

Number of Events Reported by Respondents	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
<i># Hospitals</i>	33	67	171	145	41	40	72	24	87
<i># Respondents</i>	35,485	75,840	114,462	79,117	19,270	19,523	38,648	12,089	53,150
1 or More Events	45%	43%	43%	47%	41%	48%	39%	48%	50%
None	55%	57%	57%	53%	59%	52%	61%	52%	50%
1 to 2	27%	24%	26%	29%	25%	28%	24%	28%	29%
3 to 5	12%	12%	11%	12%	10%	13%	10%	12%	13%
6 to 10	4%	4%	4%	4%	4%	5%	3%	4%	5%
11 to 20	1%	2%	2%	2%	1%	2%	1%	2%	2%
21 or More	1%	1%	1%	1%	1%	1%	1%	1%	1%

Note: Percentages may not add to 100 due to rounding. Percentages for number of events may not add to the subtotal for 1 or more events due to rounding.

Appendix A: Overall Results by Hospital Characteristics

(5) Children's Hospitals

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 children's hospitals). 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/missing data.

Table A-13. Composite-Level Average Percent Positive by Children's Hospital – 2016 Database Hospitals

Patient Safety Culture Composites	Children's Hospital	Non-Children's Hospital
<i># Hospitals</i>	49	631
<i># Respondents</i>	31,509	416,075
1. Teamwork Within Units	82%	82%
2. Supv/Mgr Expectations & Actions Promoting Patient Safety	78%	78%
3. Organizational Learning – Continuous Improvement	72%	73%
4. Management Support for Patient Safety	74%	72%
5. Feedback & Communication About Error	65%	68%
6. Frequency of Events Reported	65%	67%
7. Overall Perceptions of Patient Safety	68%	66%
8. Communication Openness	63%	64%
9. Teamwork Across Units	63%	61%
10. Staffing	55%	54%
11. Handoffs & Transitions	49%	47%
12. Nonpunitive Response to Error	47%	45%
Average Across Composites	65%	65%

Table A-14. Item-Level Average Percent Positive Response by Children's Hospital – 2016 Database Hospitals (Page 1 of 4)

Survey Items by Composite		Children's Hospital	Non-Children's Hospital
	<i># Hospitals</i>	49	631
	<i># Respondents</i>	31,509	416,075
Teamwork Within Units			
A1.	People support one another in this unit.	87%	87%
A3.	When a lot of work needs to be done quickly, we work together as a team to get the work done.	88%	87%
A4.	In this unit, people treat each other with respect.	81%	81%
A11.	When one area in this unit gets really busy, others help out.	71%	72%
Supv/Mgr 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.	75%	78%
B2.	My supv/mgr seriously considers staff suggestions for improving patient safety.	79%	80%
B3R.	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	79%	77%
B4R.	My supv/mgr overlooks patient safety problems that happen over and over.	80%	79%
Organizational Learning – Continuous Improvement			
A6.	We are actively doing things to improve patient safety.	83%	84%
A9.	Mistakes have led to positive changes here.	63%	64%
A13.	After we make changes to improve patient safety, we evaluate their effectiveness.	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 A-14. Item-Level Average Percent Positive Response by Children's Hospital – 2016 Database Hospitals (Page 2 of 4)

Survey Items by Composite		Children's Hospital	Non-Children's Hospital
	<i># Hospitals</i>	49	631
	<i># Respondents</i>	31,509	416,075
Management Support for Patient Safety			
F1.	Hospital management provides a work climate that promotes patient safety.	83%	81%
F8.	The actions of hospital management show that patient safety is a top priority.	76%	75%
F9R.	Hospital management seems interested in patient safety only after an adverse event happens.	62%	61%
Feedback & Communication About Error			
C1.	We are given feedback about changes put into place based on event reports.	57%	61%
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.	74%	75%
Frequency of Events Reported			
D1.	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	59%	62%
D2.	When a mistake is made, but has no potential to harm the patient, how often is this reported?	61%	63%
D3.	When a mistake is made that could harm the patient, but does not, how often is this reported?	76%	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 A-14. Item-Level Average Percent Positive Response by Children's Hospital – 2016 Database Hospitals (Page 3 of 4)

Survey Items by Composite		Children's Hospital	Non-Children's Hospital
	# Hospitals	49	631
	# Respondents	31,509	416,075
Overall Perceptions of Patient Safety			
A10R.	It is just by chance that more serious mistakes don't happen around here.	64%	61%
A15.	Patient safety is never sacrificed to get more work done.	67%	64%
A17R.	We have patient safety problems in this unit.	68%	65%
A18.	Our procedures and systems are good at preventing errors from happening.	75%	73%
Communication Openness			
C2.	Staff will freely speak up if they see something that may negatively affect patient care.	76%	77%
C4.	Staff feel free to question the decisions or actions of those with more authority.	49%	49%
C6R.	Staff are afraid to ask questions when something does not seem right.	64%	65%
Teamwork Across Units			
F2R.	Hospital units do not coordinate well with each other.	48%	49%
F4.	There is good cooperation among hospital units that need to work together.	63%	62%
F6R.	It is often unpleasant to work with staff from other hospital units.	67%	63%
F10.	Hospital units work well together to provide the best care for patients.	74%	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-14. Item-Level Average Percent Positive Response by Children's Hospital – 2016 Database Hospitals (Page 4 of 4)

Survey Items by Composite		Children's Hospital	Non-Children's Hospital
	<i># Hospitals</i>	49	631
	<i># Respondents</i>	31,509	416,075
Staffing			
A2.	We have enough staff to handle the workload.	51%	51%
A5R.	Staff in this unit work longer hours than is best for patient care.	50%	50%
A7R.	We use more agency/temporary staff than is best for patient care.	67%	65%
A14R.	We work in "crisis mode," trying to do too much, too quickly.	51%	49%
Handoffs & Transitions			
F3R.	Things "fall between the cracks" when transferring patients from one unit to another.	44%	42%
F5R.	Important patient care information is often lost during shift changes.	53%	53%
F7R.	Problems often occur in the exchange of information across hospital units.	49%	47%
F11R.	Shift changes are problematic for patients in this hospital.	52%	48%
Nonpunitive Response to Error			
A8R.	Staff feel like their mistakes are held against them.	52%	51%
A12R.	When an event is reported, it feels like the person is being written up, not the problem.	50%	48%
A16R.	Staff worry that mistakes they make are kept in their personnel file.	39%	36%

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-15. Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Children's Hospital – 2016 Database Hospitals

Work Area/Unit Patient Safety Grade	Children's Hospital	Non-Children's Hospital
<i># Hospitals</i>	49	631
<i># Respondents</i>	31,509	416,075
Excellent or Very Good	78%	76%
A = Excellent	34%	34%
B = Very Good	45%	42%
C = Acceptable	18%	19%
D = Poor	3%	4%
E = Failing	1%	1%

Note: Percentages may not add to 100 due to rounding. Excellent and Very Good may not add to the subtotal for Excellent or Very Good due to rounding.

Table A-16. Average Percentage of Respondents Reporting Events in the Past 12 Months by Children's Hospital – 2016 Database Hospitals

Number of Events Reported by Respondents	Children's Hospital	Non-Children's Hospital
<i># Hospitals</i>	49	631
<i># Respondents</i>	31,509	416,075
1 or More Events	46%	45%
None	54%	55%
1 to 2	28%	27%
3 to 5	12%	11%
6 to 10	4%	4%
11 to 20	1%	2%
21 or More	1%	1%

Note: Percentages may not add to 100 due to rounding. Percentages for number of events may not add to the subtotal for 1 or more events due to rounding.

Part II

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 hospitals that asked respondents to indicate their work area/unit (not all hospitals asked this 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/missing data.

Table B-1. Composite-Level Average Percent Positive Response by Work Area/Unit – 2016 Database Hospitals

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	273	565	536	562	585	429	311	583	314	583	560	594	
# Respondents	3,231	24,851	29,224	18,873	50,292	17,580	10,676	13,115	12,211	22,344	16,191	42,514	
1. Teamwork Within Units	83%	80%	85%	77%	81%	83%	84%	79%	80%	82%	88%	78%	
2. Supv/Mgr Expectations & Actions Promoting Patient Safety	78%	74%	75%	77%	78%	75%	76%	80%	77%	79%	83%	76%	
3. Organizational Learning – Continuous Improvement	76%	67%	70%	71%	73%	71%	71%	78%	70%	72%	75%	73%	
4. Management Support for Patient Safety	67%	63%	62%	75%	69%	68%	67%	74%	68%	74%	78%	69%	
5. Feedback & Communication About Error	68%	61%	63%	65%	67%	65%	63%	72%	66%	69%	74%	67%	
6. Frequency of Events Reported	60%	61%	61%	71%	66%	65%	66%	64%	67%	65%	69%	68%	
7. Overall Perceptions of Patient Safety	68%	56%	58%	70%	61%	62%	64%	70%	61%	74%	78%	66%	
8. Communication Openness	68%	59%	61%	61%	61%	63%	63%	69%	61%	65%	73%	64%	
9. Teamwork Across Units	56%	52%	60%	57%	60%	60%	60%	62%	56%	62%	66%	58%	
10. Staffing	57%	46%	53%	53%	50%	56%	55%	60%	52%	61%	64%	54%	
11. Handoffs & Transitions	41%	51%	51%	39%	48%	57%	52%	37%	44%	49%	44%	45%	
12. Nonpunitive Response to Error	44%	37%	41%	40%	43%	43%	43%	55%	47%	45%	61%	44%	
Average Across Composites	64%	59%	62%	63%	63%	64%	64%	67%	62%	66%	71%	64%	

Table B-2. Item-Level Average Percent Positive Response by Work Area/Unit – 2016 Database Hospitals (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	273	565	536	562	585	429	311	583	314	583	560	594
	# Respondents	3,231	24,851	29,224	18,873	50,292	17,580	10,676	13,115	12,211	22,344	16,191	42,514
Teamwork Within Units													
A1.	People support one another in this unit.	89%	86%	90%	82%	89%	89%	90%	84%	84%	89%	93%	85%
A3.	When a lot of work needs to be done quickly, we work together as a team to get the work done.	89%	86%	91%	83%	84%	91%	90%	84%	85%	89%	91%	86%
A4.	In this unit, people treat each other with respect.	82%	78%	82%	75%	83%	80%	85%	77%	80%	82%	89%	75%
A11.	When one area in this unit gets really busy, others help out.	71%	70%	78%	67%	69%	73%	71%	70%	73%	69%	78%	66%
Supv/Mgr 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.	78%	75%	75%	73%	79%	75%	76%	77%	76%	76%	81%	75%
B2.	My supv/mgr seriously considers staff suggestions for improving patient safety.	80%	76%	76%	75%	80%	77%	78%	80%	77%	79%	86%	78%
B3R.	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	75%	71%	74%	80%	76%	74%	75%	82%	76%	78%	83%	74%
B4R.	My supv/mgr overlooks patient safety problems that happen over and over.	80%	74%	76%	78%	78%	76%	75%	80%	78%	81%	85%	78%
Organizational Learning – Continuous Improvement													
A6.	We are actively doing things to improve patient safety.	88%	79%	83%	81%	85%	83%	83%	89%	82%	85%	89%	85%
A9.	Mistakes have led to positive changes here.	70%	58%	59%	65%	62%	62%	62%	76%	59%	64%	62%	64%
A13.	After we make changes to improve patient safety, we evaluate their effectiveness.	68%	65%	68%	66%	72%	68%	69%	69%	69%	69%	75%	69%

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

Table B-2. Item-Level Average Percent Positive Response by Work Area/Unit – 2016 Database Hospitals (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	273	565	536	562	585	429	311	583	314	583	560	594
	# Respondents	3,231	24,851	29,224	18,873	50,292	17,580	10,676	13,115	12,211	22,344	16,191	42,514
Management Support for Patient Safety													
F1.	Hospital management provides a work climate that promotes patient safety.	78%	72%	69%	83%	76%	76%	76%	81%	77%	84%	87%	79%
F8.	The actions of hospital management show that patient safety is a top priority.	71%	67%	65%	78%	72%	71%	70%	77%	70%	77%	81%	72%
F9R.	Hospital management seems interested in patient safety only after an adverse event happens.	53%	51%	51%	63%	57%	56%	56%	63%	56%	62%	66%	57%
Feedback & Communication About Error													
C1.	We are given feedback about changes put into place based on event reports.	57%	57%	56%	56%	60%	58%	57%	61%	59%	60%	66%	57%
C3.	We are informed about errors that happen in this unit.	69%	61%	62%	68%	67%	64%	63%	75%	66%	71%	74%	68%
C5.	In this unit, we discuss ways to prevent errors from happening again.	77%	67%	71%	71%	74%	73%	71%	78%	73%	75%	81%	75%
Frequency of Events Reported													
D1.	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	57%	54%	54%	67%	60%	58%	58%	54%	64%	59%	65%	63%
D2.	When a mistake is made, but has no potential to harm the patient, how often is this reported?	55%	58%	57%	66%	64%	62%	63%	61%	64%	60%	64%	64%
D3.	When a mistake is made that could harm the patient, but does not, how often is this reported?	69%	71%	73%	80%	76%	75%	76%	78%	75%	76%	78%	76%

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 – 2016 Database Hospitals (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	273	565	536	562	585	429	311	583	314	583	560	594
	# Respondents	3,231	24,851	29,224	18,873	50,292	17,580	10,676	13,115	12,211	22,344	16,191	42,514
Overall Perceptions of Patient Safety													
A10R.	It is just by chance that more serious mistakes don't happen around here.	68%	54%	57%	61%	59%	60%	58%	66%	59%	70%	76%	61%
A15.	Patient safety is never sacrificed to get more work done.	64%	53%	52%	70%	57%	55%	62%	68%	64%	73%	78%	62%
A17R.	We have patient safety problems in this unit.	65%	51%	56%	71%	57%	62%	62%	68%	54%	76%	79%	66%
A18.	Our procedures and systems are good at preventing errors from happening.	76%	64%	69%	76%	72%	72%	73%	77%	70%	78%	81%	74%
Communication Openness													
C2.	Staff will freely speak up if they see something that may negatively affect patient care.	78%	71%	75%	74%	74%	78%	77%	78%	75%	80%	87%	79%
C4.	Staff feel free to question the decisions or actions of those with more authority.	59%	45%	45%	44%	45%	47%	47%	56%	46%	47%	56%	49%
C6R.	Staff are afraid to ask questions when something does not seem right.	69%	61%	64%	65%	63%	64%	64%	73%	61%	68%	76%	64%
Teamwork Across Units													
F2R.	Hospital units do not coordinate well with each other.	43%	41%	46%	43%	47%	47%	46%	50%	42%	50%	52%	45%
F4.	There is good cooperation among hospital units that need to work together.	56%	50%	59%	58%	60%	61%	60%	62%	56%	64%	67%	59%
F6R.	It is often unpleasant to work with staff from other hospital units.	58%	54%	66%	57%	65%	63%	64%	65%	61%	63%	70%	60%
F10.	Hospital units work well together to provide the best care for patients.	67%	61%	68%	68%	70%	70%	69%	71%	66%	73%	75%	68%

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

Table B-2. Item-Level Average Percent Positive Response by Work Area/Unit – 2016 Database Hospitals (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	273	565	536	562	585	429	311	583	314	583	560	594
	# Respondents	3,231	24,851	29,224	18,873	50,292	17,580	10,676	13,115	12,211	22,344	16,191	42,514
Staffing													
A2.	We have enough staff to handle the workload.	60%	39%	47%	46%	44%	50%	52%	53%	46%	56%	59%	51%
A5R.	Staff in this unit work longer hours than is best for patient care.	47%	48%	50%	54%	48%	51%	51%	61%	50%	60%	58%	46%
A7R.	We use more agency/temporary staff than is best for patient care.	71%	61%	67%	66%	64%	72%	64%	72%	65%	74%	72%	69%
A14R.	We work in "crisis mode," trying to do too much, too quickly.	54%	37%	47%	46%	45%	49%	52%	54%	50%	56%	65%	48%
Handoffs & Transitions													
F3R.	Things "fall between the cracks" when transferring patients from one unit to another.	39%	46%	42%	29%	41%	49%	45%	28%	38%	47%	40%	42%
F5R.	Important patient care information is often lost during shift changes.	46%	60%	60%	46%	54%	66%	60%	42%	52%	53%	47%	51%
F7R.	Problems often occur in the exchange of information across hospital units.	41%	49%	47%	39%	46%	51%	47%	39%	41%	49%	47%	44%
F11R.	Shift changes are problematic for patients in this hospital.	39%	49%	57%	41%	49%	63%	54%	39%	45%	47%	42%	41%
Nonpunitive Response to Error													
A8R.	Staff feel like their mistakes are held against them.	51%	44%	47%	45%	48%	49%	49%	59%	53%	51%	65%	49%
A12R.	When an event is reported, it feels like the person is being written up, not the problem.	46%	39%	44%	43%	47%	47%	46%	58%	50%	49%	64%	47%
A16R.	Staff worry that mistakes they make are kept in their personnel file.	37%	29%	31%	30%	34%	34%	35%	47%	38%	36%	54%	36%

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 Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Work Area/Unit – 2016 Database Hospitals

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	273	565	536	562	585	429	311	583	314	583	560	594
# Respondents	3,231	24,851	29,224	18,873	50,292	17,580	10,676	13,115	12,211	22,344	16,191	42,514
Excellent or Very Good	79%	65%	68%	76%	69%	74%	72%	78%	69%	82%	86%	76%
A = Excellent	41%	23%	25%	33%	24%	30%	29%	33%	29%	41%	46%	34%
B = Very Good	38%	42%	43%	43%	45%	44%	43%	45%	40%	41%	40%	42%
C = Acceptable	16%	25%	24%	19%	23%	20%	22%	17%	22%	15%	11%	18%
D = Poor	5%	8%	6%	4%	6%	5%	4%	4%	8%	3%	2%	4%
E = Failing	0%	2%	2%	1%	1%	1%	2%	1%	2%	1%	0%	1%

Note: Percentages may not add to 100 due to rounding. Excellent and Very Good may not add to the subtotal for Excellent or Very Good due to rounding.

Table B-4. Average Percentage of Respondents Reporting Events in the Past 12 Months by Work Area/Unit – 2016 Database Hospitals

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	273	565	536	562	585	429	311	583	314	583	560	594
# Respondents	3,231	24,851	29,224	18,873	50,292	17,580	10,676	13,115	12,211	22,344	16,191	42,514
1 or More Events	42%	51%	62%	51%	55%	55%	52%	58%	47%	45%	39%	51%
None	58%	49%	38%	49%	45%	45%	48%	42%	53%	55%	61%	49%
1 to 2	30%	30%	37%	26%	32%	34%	34%	20%	26%	31%	29%	31%
3 to 5	8%	12%	17%	13%	16%	15%	13%	17%	12%	10%	7%	14%
6 to 10	3%	5%	6%	6%	5%	4%	4%	10%	5%	3%	2%	4%
11 to 20	0%	2%	2%	3%	2%	1%	1%	7%	2%	1%	0%	1%
21 or More	0%	1%	1%	3%	1%	0%	0%	5%	1%	0%	0%	1%

Note: Percentages may not add to 100 due to rounding. Percentages for number of events may not add to the subtotal for 1 or more events due to rounding.

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 hospitals that asked respondents to indicate their staff position (not all hospitals asked this 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/missing data.

Table B-5. Composite-Level Average Percent Positive Response by Staff Position – 2016 Database Hospitals

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	
<i># Hospitals</i>	654	545	474	649	600	666	640	631	650	
<i># Respondents</i>	29,525	23,611	2,838	24,998	7,694	148,832	44,815	20,000	22,184	
1. Teamwork Within Units	90%	85%	84%	77%	83%	83%	78%	86%	81%	
2. Supv/Mgr Expectations & Actions Promoting Patient Safety	90%	79%	82%	78%	81%	77%	77%	81%	80%	
3. Organizational Learning – Continuous Improvement	84%	72%	73%	74%	78%	72%	72%	72%	73%	
4. Management Support for Patient Safety	86%	72%	78%	74%	72%	66%	74%	74%	78%	
5. Feedback & Communication About Error	82%	64%	71%	72%	71%	65%	68%	69%	72%	
6. Frequency of Events Reported	74%	61%	59%	71%	59%	66%	68%	63%	72%	
7. Overall Perceptions of Patient Safety	78%	67%	70%	63%	69%	61%	71%	73%	68%	
8. Communication Openness	79%	67%	68%	61%	72%	62%	63%	69%	63%	
9. Teamwork Across Units	71%	62%	68%	63%	63%	58%	60%	67%	63%	
10. Staffing	63%	55%	53%	48%	62%	54%	56%	62%	53%	
11. Handoffs & Transitions	52%	44%	42%	54%	37%	49%	45%	47%	50%	
12. Nonpunitive Response to Error	65%	44%	48%	38%	58%	45%	43%	53%	40%	
Average Across Composites	76%	64%	66%	64%	67%	63%	65%	68%	66%	

Table B-6. Item-Level Average Percent Positive Response by Staff Position – 2016 Database Hospitals (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
	<i># Hospitals</i>	654	545	474	649	600	666	640	631	650
	<i># Respondents</i>	29,525	23,611	2,838	24,998	7,694	148,832	44,815	20,000	22,184
Teamwork Within Units										
A1.	People support one another in this unit.	95%	91%	89%	83%	88%	89%	84%	91%	86%
A3.	When a lot of work needs to be done quickly, we work together as a team to get the work done.	94%	88%	87%	81%	88%	88%	85%	89%	87%
A4.	In this unit, people treat each other with respect.	90%	88%	82%	75%	82%	82%	76%	86%	78%
A11.	When one area in this unit gets really busy, others help out.	82%	73%	76%	69%	73%	71%	68%	78%	72%
Supv/Mgr 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.	89%	78%	82%	79%	78%	77%	75%	79%	81%
B2.	My supv/mgr seriously considers staff suggestions for improving patient safety.	92%	82%	85%	80%	82%	78%	77%	83%	81%
B3R.	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	88%	76%	79%	78%	83%	75%	78%	79%	80%
B4R.	My supv/mgr overlooks patient safety problems that happen over and over.	90%	81%	83%	76%	81%	77%	79%	83%	80%
Organizational Learning – Continuous Improvement										
A6.	We are actively doing things to improve patient safety.	90%	84%	85%	86%	89%	84%	83%	86%	85%
A9.	Mistakes have led to positive changes here.	81%	66%	63%	61%	79%	62%	64%	60%	63%
A13.	After we make changes to improve patient safety, we evaluate their effectiveness.	80%	65%	71%	76%	67%	71%	68%	70%	73%

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

Table B-6. Item-Level Average Percent Positive Response by Staff Position – 2016 Database Hospitals (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	654	545	474	649	600	666	640	631	650
	# Respondents	29,525	23,611	2,838	24,998	7,694	148,832	44,815	20,000	22,184
Management Support for Patient Safety										
F1.	Hospital management provides a work climate that promotes patient safety.	92%	80%	88%	83%	79%	74%	83%	83%	87%
F8.	The actions of hospital management show that patient safety is a top priority.	89%	75%	81%	79%	76%	69%	77%	77%	81%
F9R.	Hospital management seems interested in patient safety only after an adverse event happens.	77%	60%	64%	61%	62%	55%	62%	62%	65%
Feedback & Communication About Error										
C1.	We are given feedback about changes put into place based on event reports.	75%	56%	64%	64%	62%	58%	59%	62%	64%
C3.	We are informed about errors that happen in this unit.	82%	62%	70%	74%	74%	64%	71%	69%	74%
C5.	In this unit, we discuss ways to prevent errors from happening again.	89%	74%	79%	78%	78%	72%	74%	76%	78%
Frequency of Events Reported										
D1.	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	71%	55%	56%	69%	46%	59%	62%	59%	69%
D2.	When a mistake is made, but has no potential to harm the patient, how often is this reported?	70%	56%	53%	67%	55%	64%	63%	57%	68%
D3.	When a mistake is made that could harm the patient, but does not, how often is this reported?	82%	70%	70%	77%	76%	76%	77%	72%	78%

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 – 2016 Database Hospitals (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	654	545	474	649	600	666	640	631	650
	# Respondents	29,525	23,611	2,838	24,998	7,694	148,832	44,815	20,000	22,184
Overall Perceptions of Patient Safety										
A10R.	It is just by chance that more serious mistakes don't happen around here.	76%	65%	64%	52%	68%	60%	64%	71%	59%
A15.	Patient safety is never sacrificed to get more work done.	76%	64%	71%	65%	64%	55%	71%	71%	71%
A17R.	We have patient safety problems in this unit.	77%	64%	70%	62%	68%	58%	73%	74%	69%
A18.	Our procedures and systems are good at preventing errors from happening.	82%	73%	75%	74%	77%	72%	77%	77%	75%
Communication Openness										
C2.	Staff will freely speak up if they see something that may negatively affect patient care.	88%	76%	79%	77%	80%	76%	78%	83%	78%
C4.	Staff feel free to question the decisions or actions of those with more authority.	72%	57%	54%	44%	60%	47%	46%	53%	46%
C6R.	Staff are afraid to ask questions when something does not seem right.	79%	68%	70%	61%	76%	64%	66%	71%	64%
Teamwork Across Units										
F2R.	Hospital units do not coordinate well with each other.	61%	48%	56%	51%	51%	45%	47%	53%	51%
F4.	There is good cooperation among hospital units that need to work together.	72%	63%	69%	64%	62%	58%	61%	68%	63%
F6R.	It is often unpleasant to work with staff from other hospital units.	71%	66%	68%	64%	69%	63%	60%	71%	62%
F10.	Hospital units work well together to provide the best care for patients.	81%	71%	79%	74%	72%	67%	72%	76%	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-6. Item-Level Average Percent Positive Response by Staff Position – 2016 Database Hospitals (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
	<i># Hospitals</i>	654	545	474	649	600	666	640	631	650
	<i># Respondents</i>	29,525	23,611	2,838	24,998	7,694	148,832	44,815	20,000	22,184
Staffing										
A2.	We have enough staff to handle the workload.	67%	57%	55%	42%	53%	49%	51%	58%	50%
A5R.	Staff in this unit work longer hours than is best for patient care.	58%	49%	46%	42%	63%	51%	55%	58%	46%
A7R.	We use more agency/temporary staff than is best for patient care.	70%	59%	58%	59%	76%	70%	68%	72%	62%
A14R.	We work in "crisis mode," trying to do too much, too quickly.	59%	53%	53%	46%	54%	46%	51%	59%	52%
Handoffs & Transitions										
F3R.	Things "fall between the cracks" when transferring patients from one unit to another.	48%	42%	39%	50%	27%	43%	40%	41%	46%
F5R.	Important patient care information is often lost during shift changes.	56%	46%	44%	61%	43%	56%	51%	51%	56%
F7R.	Problems often occur in the exchange of information across hospital units.	52%	45%	45%	51%	38%	47%	45%	49%	49%
F11R.	Shift changes are problematic for patients in this hospital.	52%	43%	39%	53%	39%	51%	45%	47%	47%
Nonpunitive Response to Error										
A8R.	Staff feel like their mistakes are held against them.	71%	51%	57%	43%	62%	50%	48%	58%	46%
A12R.	When an event is reported, it feels like the person is being written up, not the problem.	72%	46%	48%	40%	64%	49%	45%	54%	42%
A16R.	Staff worry that mistakes they make are kept in their personnel file.	53%	34%	40%	30%	50%	36%	35%	46%	32%

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

Table B-7. Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Staff Position – 2016 Database Hospitals

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>	654	545	474	649	600	666	640	631	650
<i># Respondents</i>	29,525	23,611	2,838	24,998	7,694	148,832	44,815	20,000	22,184
Excellent or Very Good	89%	77%	78%	74%	78%	71%	79%	80%	79%
A = Excellent	47%	34%	31%	33%	33%	27%	37%	39%	37%
B = Very Good	42%	43%	47%	41%	45%	44%	42%	41%	42%
C = Acceptable	10%	17%	19%	20%	17%	22%	16%	16%	17%
D = Poor	1%	5%	3%	5%	4%	6%	4%	3%	3%
E = Failing	0%	1%	1%	1%	1%	1%	1%	1%	1%

Note: Percentages may not add to 100 due to rounding. Excellent and Very Good may not add to the subtotal for Excellent or Very Good due to rounding.

Table B-8. Average Percentage of Respondents Reporting Events in the Past 12 Months by Staff Position – 2016 Database Hospitals

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>	654	545	474	649	600	666	640	631	650
<i># Respondents</i>	29,525	23,611	2,838	24,998	7,694	148,832	44,815	20,000	22,184
1 or More Events	53%	34%	23%	22%	77%	67%	40%	37%	17%
None	47%	66%	77%	78%	23%	33%	60%	63%	83%
1 to 2	22%	22%	16%	17%	23%	39%	26%	29%	13%
3 to 5	16%	8%	6%	3%	23%	19%	9%	6%	3%
6 to 10	9%	2%	1%	1%	14%	6%	3%	1%	1%
11 to 20	4%	1%	1%	0%	10%	2%	1%	0%	0%
21 or More	3%	0%	0%	0%	8%	1%	1%	0%	0%

Note: Percentages may not add to 100 due to rounding. Percentages for number of events may not add to the subtotal for 1 or more events due to rounding.

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 hospitals that asked respondents to indicate their interaction with patients (not all hospitals asked this 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/missing data.

Table B-9. Composite-Level Average Percent Positive Response by Interaction With Patients – 2016 Database Hospitals

Patient Safety Culture Composites	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	678	669
<i># Respondents</i>	326,640	95,013
1. Teamwork Within Units	82%	82%
2. Supv/Mgr Expectations & Actions Promoting Patient Safety	78%	81%
3. Organizational Learning – Continuous Improvement	72%	74%
4. Management Support for Patient Safety	71%	79%
5. Feedback & Communication About Error	67%	72%
6. Frequency of Events Reported	66%	69%
7. Overall Perceptions of Patient Safety	66%	69%
8. Communication Openness	63%	67%
9. Teamwork Across Units	61%	63%
10. Staffing	54%	53%
11. Handoffs & Transitions	49%	43%
12. Nonpunitive Response to Error	45%	49%
Average Across Composites	65%	67%

Table B-10. Item-Level Average Percent Positive Response by Interaction With Patients – 2016 Database Hospitals (Page 1 of 4)

Survey Items by Composite		Interaction With Patients	
		WITH Direct Interaction	WITHOUT Direct Interaction
	# Hospitals	678	669
	# Respondents	326,640	95,013
Teamwork Within Units			
A1.	People support one another in this unit.	87%	87%
A3.	When a lot of work needs to be done quickly, we work together as a team to get the work done.	87%	88%
A4.	In this unit, people treat each other with respect.	81%	81%
A11.	When one area in this unit gets really busy, others help out.	72%	72%
Supv/Mgr 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.	78%	82%
B2.	My supv/mgr seriously considers staff suggestions for improving patient safety.	79%	82%
B3R.	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	76%	81%
B4R.	My supv/mgr overlooks patient safety problems that happen over and over.	79%	81%
Organizational Learning – Continuous Improvement			
A6.	We are actively doing things to improve patient safety.	84%	84%
A9.	Mistakes have led to positive changes here.	63%	69%
A13.	After we make changes to improve patient safety, we evaluate their effectiveness.	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 B-10. Item-Level Average Percent Positive Response by Interaction With Patients – 2016 Database Hospitals (Page 2 of 4)

Survey Items by Composite		Interaction With Patients	
		WITH Direct Interaction	WITHOUT Direct Interaction
	# Hospitals	678	669
	# Respondents	326,640	95,013
Management Support for Patient Safety			
F1.	Hospital management provides a work climate that promotes patient safety.	79%	87%
F8.	The actions of hospital management show that patient safety is a top priority.	74%	82%
F9R.	Hospital management seems interested in patient safety only after an adverse event happens.	59%	67%
Feedback & Communication About Error			
C1.	We are given feedback about changes put into place based on event reports.	60%	64%
C3.	We are informed about errors that happen in this unit.	68%	73%
C5.	In this unit, we discuss ways to prevent errors from happening again.	74%	78%
Frequency of Events Reported			
D1.	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	61%	65%
D2.	When a mistake is made, but has no potential to harm the patient, how often is this reported?	63%	65%
D3.	When a mistake is made that could harm the patient, but does not, how often is this reported?	75%	76%

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 – 2016 Database Hospitals (Page 3 of 4)

Survey Items by Composite		Interaction With Patients	
		WITH Direct Interaction	WITHOUT Direct Interaction
	<i># Hospitals</i>	678	669
	<i># Respondents</i>	326,640	95,013
Overall Perceptions of Patient Safety			
A10R.	It is just by chance that more serious mistakes don't happen around here.	62%	62%
A15.	Patient safety is never sacrificed to get more work done.	63%	70%
A17R.	We have patient safety problems in this unit.	64%	69%
A18.	Our procedures and systems are good at preventing errors from happening.	73%	75%
Communication Openness			
C2.	Staff will freely speak up if they see something that may negatively affect patient care.	77%	79%
C4.	Staff feel free to question the decisions or actions of those with more authority.	47%	54%
C6R.	Staff are afraid to ask questions when something does not seem right.	65%	68%
Teamwork Across Units			
F2R.	Hospital units do not coordinate well with each other.	48%	52%
F4.	There is good cooperation among hospital units that need to work together.	61%	65%
F6R.	It is often unpleasant to work with staff from other hospital units.	64%	62%
F10.	Hospital units work well together to provide the best care for patients.	71%	74%

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

Table B-10. Item-Level Average Percent Positive Response by Interaction With Patients – 2016 Database Hospitals (Page 4 of 4)

Survey Items by Composite		Interaction With Patients	
		WITH Direct Interaction	WITHOUT Direct Interaction
	<i># Hospitals</i>	678	669
	<i># Respondents</i>	326,640	95,013
Staffing			
A2.	We have enough staff to handle the workload.	51%	55%
A5R.	Staff in this unit work longer hours than is best for patient care.	51%	48%
A7R.	We use more agency/temporary staff than is best for patient care.	67%	59%
A14R.	We work in "crisis mode," trying to do too much, too quickly.	49%	49%
Handoffs & Transitions			
F3R.	Things "fall between the cracks" when transferring patients from one unit to another.	44%	38%
F5R.	Important patient care information is often lost during shift changes.	55%	47%
F7R.	Problems often occur in the exchange of information across hospital units.	48%	42%
F11R.	Shift changes are problematic for patients in this hospital.	49%	43%
Nonpunitive Response to Error			
A8R.	Staff feel like their mistakes are held against them.	50%	55%
A12R.	When an event is reported, it feels like the person is being written up, not the problem.	48%	52%
A16R.	Staff worry that mistakes they make are kept in their personnel file.	36%	40%

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 Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Interaction With Patients – 2016 Database Hospitals

Work Area/Unit Patient Safety Grade	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
# Hospitals	678	669
# Respondents	326,640	95,013
Excellent or Very Good	75%	81%
A = Excellent	33%	38%
B = Very Good	42%	43%
C = Acceptable	19%	16%
D = Poor	5%	3%
E = Failing	1%	1%

Note: Percentages may not add to 100 due to rounding. Excellent and Very Good may not add to the subtotal for Excellent or Very Good due to rounding.

Table B-12. Average Percentage of Respondents Reporting Events in the Past 12 Months by Interaction With Patients – 2016 Database Hospitals

Number of Events Reported by Respondents	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	678	669
<i># Respondents</i>	326,640	95,013
1 or More Events	49%	31%
None	51%	69%
1 to 2	30%	16%
3 to 5	13%	8%
6 to 10	4%	4%
11 to 20	2%	2%
21 or More	1%	1%

Note: Percentages may not add to 100 due to rounding. Percentages for number of events may not add to the subtotal for 1 or more events due to rounding.

Appendix B: Overall Results by Respondent Characteristics

(4) Tenure in Current Work Area/Unit

NOTE 1: Hospitals that did not ask respondents to indicate their amount of tenure in current work area/unit 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 hospitals that asked respondents to indicate their amount of tenure in current work area/unit (not all hospitals asked this 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/missing data.

Table B-13. Composite-Level Average Percent Positive Response by Tenure in Current Work Area/Unit – 2016 Database Hospitals

Patient Safety Culture Composites	Tenure in Current Work Area/Unit					
	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
<i># Hospitals</i>	663	663	662	658	642	641
<i># Respondents</i>	62,824	155,372	88,765	48,880	25,152	34,010
1. Teamwork Within Units	86%	81%	80%	81%	83%	84%
2. Supv/Mgr Expectations & Actions Promoting Patient Safety	84%	78%	77%	78%	79%	80%
3. Organizational Learning – Continuous Improvement	74%	72%	72%	74%	74%	76%
4. Management Support for Patient Safety	78%	71%	71%	73%	74%	76%
5. Feedback & Communication About Error	75%	67%	66%	67%	69%	70%
6. Frequency of Events Reported	69%	66%	66%	68%	68%	68%
7. Overall Perceptions of Patient Safety	71%	65%	64%	67%	68%	69%
8. Communication Openness	69%	63%	62%	63%	65%	67%
9. Teamwork Across Units	67%	59%	59%	62%	63%	65%
10. Staffing	56%	53%	53%	55%	56%	56%
11. Handoffs & Transitions	54%	47%	46%	47%	47%	48%
12. Nonpunitive Response to Error	46%	45%	45%	46%	47%	48%
Average Across Composites	69%	64%	63%	65%	66%	67%

Table B-14. Item-Level Average Percent Positive Response by Tenure in Current Work Area/Unit – 2016 Database Hospitals (Page 1 of 4)

Survey Items by Composite		Tenure in Current Work Area/Unit					
		Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
	<i># Hospitals</i>	663	663	662	658	642	641
	<i># Respondents</i>	62,824	155,372	88,765	48,880	25,152	34,010
Teamwork Within Units							
A1.	People support one another in this unit.	90%	87%	86%	87%	88%	89%
A3.	When a lot of work needs to be done quickly, we work together as a team to get the work done.	89%	86%	86%	87%	89%	90%
A4.	In this unit, people treat each other with respect.	86%	80%	79%	81%	82%	83%
A11.	When one area in this unit gets really busy, others help out.	78%	71%	70%	71%	71%	73%
Supv/Mgr 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.	85%	78%	76%	77%	78%	79%
B2.	My supv/mgr seriously considers staff suggestions for improving patient safety.	85%	79%	78%	79%	80%	82%
B3R.	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	83%	77%	75%	76%	78%	78%
B4R.	My supv/mgr overlooks patient safety problems that happen over and over.	82%	78%	78%	79%	80%	82%
Organizational Learning – Continuous Improvement							
A6.	We are actively doing things to improve patient safety.	87%	83%	83%	84%	85%	86%
A9.	Mistakes have led to positive changes here.	62%	63%	64%	66%	67%	69%
A13.	After we make changes to improve patient safety, we evaluate their effectiveness.	73%	69%	69%	71%	72%	73%

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

Table B-14. Item-Level Average Percent Positive Response by Tenure in Current Work Area/Unit – 2016 Database Hospitals (Page 2 of 4)

Survey Items by Composite		Tenure in Current Work Area/Unit					
		Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
	<i># Hospitals</i>	663	663	662	658	642	641
	<i># Respondents</i>	62,824	155,372	88,765	48,880	25,152	34,010
Management Support for Patient Safety							
F1.	Hospital management provides a work climate that promotes patient safety.	87%	80%	79%	81%	82%	83%
F8.	The actions of hospital management show that patient safety is a top priority.	81%	74%	74%	76%	77%	79%
F9R.	Hospital management seems interested in patient safety only after an adverse event happens.	65%	58%	59%	61%	64%	67%
Feedback & Communication About Error							
C1.	We are given feedback about changes put into place based on event reports.	69%	60%	58%	60%	61%	64%
C3.	We are informed about errors that happen in this unit.	76%	69%	67%	67%	69%	69%
C5.	In this unit, we discuss ways to prevent errors from happening again.	81%	74%	73%	75%	76%	77%
Frequency of Events Reported							
D1.	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	65%	61%	61%	63%	63%	63%
D2.	When a mistake is made, but has no potential to harm the patient, how often is this reported?	65%	62%	62%	64%	64%	64%
D3.	When a mistake is made that could harm the patient, but does not, how often is this reported?	77%	75%	75%	76%	77%	78%

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-14. Item-Level Average Percent Positive Response by Tenure in Current Work Area/Unit – 2016 Database Hospitals (Page 3 of 4)

Survey Items by Composite		Tenure in Current Work Area/Unit					
		Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
	<i># Hospitals</i>	663	663	662	658	642	641
	<i># Respondents</i>	62,824	155,372	88,765	48,880	25,152	34,010
Overall Perceptions of Patient Safety							
A10R.	It is just by chance that more serious mistakes don't happen around here.	64%	61%	60%	62%	63%	65%
A15.	Patient safety is never sacrificed to get more work done.	71%	63%	63%	65%	66%	67%
A17R.	We have patient safety problems in this unit.	71%	64%	63%	65%	67%	68%
A18.	Our procedures and systems are good at preventing errors from happening.	77%	72%	72%	75%	76%	78%
Communication Openness							
C2.	Staff will freely speak up if they see something that may negatively affect patient care.	81%	76%	76%	78%	78%	81%
C4.	Staff feel free to question the decisions or actions of those with more authority.	53%	47%	47%	50%	52%	54%
C6R.	Staff are afraid to ask questions when something does not seem right.	74%	65%	63%	63%	64%	66%
Teamwork Across Units							
F2R.	Hospital units do not coordinate well with each other.	55%	46%	47%	50%	51%	53%
F4.	There is good cooperation among hospital units that need to work together.	68%	60%	60%	63%	65%	66%
F6R.	It is often unpleasant to work with staff from other hospital units.	69%	62%	61%	62%	64%	66%
F10.	Hospital units work well together to provide the best care for patients.	78%	70%	69%	72%	74%	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-14. Item-Level Average Percent Positive Response by Tenure in Current Work Area/Unit – 2016 Database Hospitals (Page 4 of 4)

Survey Items by Composite		Tenure in Current Work Area/Unit					
		Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
	<i># Hospitals</i>	663	663	662	658	642	641
	<i># Respondents</i>	62,824	155,372	88,765	48,880	25,152	34,010
Staffing							
A2.	We have enough staff to handle the workload.	57%	49%	50%	52%	54%	53%
A5R.	Staff in this unit work longer hours than is best for patient care.	49%	49%	51%	51%	52%	52%
A7R.	We use more agency/temporary staff than is best for patient care.	62%	64%	66%	68%	68%	68%
A14R.	We work in "crisis mode," trying to do too much, too quickly.	56%	49%	47%	49%	49%	49%
Handoffs & Transitions							
F3R.	Things "fall between the cracks" when transferring patients from one unit to another.	49%	41%	41%	43%	42%	43%
F5R.	Important patient care information is often lost during shift changes.	61%	53%	51%	52%	52%	54%
F7R.	Problems often occur in the exchange of information across hospital units.	52%	46%	45%	46%	47%	48%
F11R.	Shift changes are problematic for patients in this hospital.	55%	47%	46%	47%	47%	48%
Nonpunitive Response to Error							
A8R.	Staff feel like their mistakes are held against them.	54%	51%	50%	51%	52%	54%
A12R.	When an event is reported, it feels like the person is being written up, not the problem.	47%	48%	49%	51%	52%	54%
A16R.	Staff worry that mistakes they make are kept in their personnel file.	38%	37%	35%	36%	37%	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-15. Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Tenure in Current Work Area/Unit – 2016 Database Hospitals

Work Area/Unit Patient Safety Grade	Tenure in Current Work Area/Unit					
	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
<i># Hospitals</i>	663	663	662	658	642	641
<i># Respondents</i>	62,824	155,372	88,765	48,880	25,152	34,010
Excellent or Very Good	82%	75%	74%	76%	77%	79%
A = Excellent	40%	32%	32%	34%	35%	35%
B = Very Good	42%	42%	42%	42%	42%	43%
C = Acceptable	14%	19%	20%	18%	18%	17%
D = Poor	3%	5%	5%	5%	4%	4%
E = Failing	1%	1%	1%	1%	1%	1%

Note: Percentages may not add to 100 due to rounding. Excellent and Very Good may not add to the subtotal for Excellent or Very Good due to rounding.

Table B-16. Average Percentage of Respondents Reporting Events in the Past 12 Months by Tenure in Current Work Area/Unit – 2016 Database Hospitals

Number of Events Reported by Respondents	Tenure in Current Work Area/Unit					
	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
# Hospitals	663	663	662	658	642	641
# Respondents	62,824	155,372	88,765	48,880	25,152	34,010
1 or More Events	31%	46%	48%	48%	47%	48%
None	69%	54%	52%	52%	53%	52%
1 to 2	21%	28%	27%	28%	27%	27%
3 to 5	7%	12%	13%	13%	13%	12%
6 to 10	2%	4%	5%	5%	5%	5%
11 to 20	1%	1%	2%	2%	2%	2%
21 or More	0%	1%	1%	1%	1%	2%

Note: Percentages may not add to 100 due to rounding. Percentages for number of events may not add to the subtotal for 1 or more events due to rounding.

Part III

Appendix C: Trending Results by Hospital Characteristics

(1) Bed Size

NOTE: Results are from 326 hospitals. 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/missing data.

Table C-1. Trending: Composite-Level Average Percent Positive Response by Bed Size – 2016 Database Hospitals (Page 1 of 2)

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	
# Hospitals	Both Years	11	41	55	73	44	33	25	44	
	# Respondents	Most Recent	1,169	7,103	14,644	37,015	37,029	32,543	33,309	77,905
		Previous	1,138	6,958	13,972	32,796	34,605	30,538	31,434	65,278
1. Teamwork Within Units	Most Recent	87%	83%	84%	84%	80%	80%	81%	80%	
	Previous	80%	84%	83%	83%	80%	79%	80%	79%	
	Change	7%	-1%	1%	1%	0%	1%	1%	1%	
2. Supv/Mgr Expectations & Actions Promoting Patient Safety	Most Recent	85%	81%	82%	81%	77%	76%	78%	78%	
	Previous	76%	80%	79%	78%	75%	74%	73%	75%	
	Change	9%	1%	3%	3%	2%	2%	5%	3%	
3. Organizational Learning – Continuous Improvement	Most Recent	76%	76%	77%	76%	72%	72%	74%	73%	
	Previous	72%	76%	76%	75%	72%	73%	72%	73%	
	Change	4%	0%	1%	1%	0%	-1%	2%	0%	
4. Management Support for Patient Safety	Most Recent	82%	77%	77%	76%	71%	71%	71%	70%	
	Previous	77%	78%	77%	76%	71%	71%	71%	69%	
	Change	5%	-1%	0%	0%	0%	0%	0%	1%	
5. Feedback & Communication About Error	Most Recent	77%	71%	72%	72%	67%	67%	67%	69%	
	Previous	67%	71%	70%	70%	65%	67%	65%	68%	
	Change	10%	0%	2%	2%	2%	0%	2%	1%	
6. Frequency of Events Reported	Most Recent	74%	70%	69%	70%	65%	65%	65%	66%	
	Previous	70%	71%	69%	70%	64%	66%	67%	66%	
	Change	4%	-1%	0%	0%	1%	-1%	-2%	0%	

Table C-1. Trending: Composite-Level Average Percent Positive Response by Bed Size – 2016 Database Hospitals (Page 2 of 2)

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>	Both Years	11	41	55	73	44	33	25	44	
	<i># Respondents</i>	Most Recent	1,169	7,103	14,644	37,015	37,029	32,543	33,309	77,905
		Previous	1,138	6,958	13,972	32,796	34,605	30,538	31,434	65,278
7. Overall Perceptions of Patient Safety		Most Recent	78%	71%	71%	69%	64%	63%	65%	64%
		Previous	71%	71%	70%	69%	65%	63%	63%	62%
		Change	7%	0%	1%	0%	-1%	0%	2%	2%
8. Communication Openness		Most Recent	70%	66%	67%	66%	62%	62%	62%	63%
		Previous	61%	66%	65%	65%	61%	62%	61%	62%
		Change	9%	0%	2%	1%	1%	0%	1%	1%
9. Teamwork Across Units		Most Recent	75%	67%	67%	65%	59%	60%	61%	60%
		Previous	68%	67%	66%	64%	58%	59%	58%	58%
		Change	7%	0%	1%	1%	1%	1%	3%	2%
10. Staffing		Most Recent	67%	61%	59%	56%	51%	49%	53%	50%
		Previous	60%	62%	59%	58%	54%	52%	54%	52%
		Change	7%	-1%	0%	-2%	-3%	-3%	-1%	-2%
11. Handoffs & Transitions		Most Recent	65%	57%	52%	51%	45%	45%	47%	46%
		Previous	54%	56%	50%	50%	44%	44%	46%	44%
		Change	11%	1%	2%	1%	1%	1%	1%	2%
12. Nonpunitive Response to Error		Most Recent	56%	51%	50%	48%	43%	42%	45%	43%
		Previous	46%	49%	49%	47%	42%	40%	41%	41%
		Change	10%	2%	1%	1%	1%	2%	4%	2%

Table C-2. Trending: Item-Level Average Percent Positive Response by Bed Size – 2016 Database Hospitals (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	11	41	55	73	44	33	25	44
	# Respondents	Most Recent	1,169	7,103	14,644	37,015	37,029	32,543	33,309	77,905
		Previous	1,138	6,958	13,972	32,796	34,605	30,538	31,434	65,278
Teamwork Within Units										
A1.	People support one another in this unit.	Most Recent	91%	88%	89%	89%	86%	86%	86%	86%
		Previous	84%	88%	88%	89%	86%	85%	85%	85%
		Change	7%	0%	1%	0%	0%	1%	1%	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	91%	88%	89%	89%	86%	85%	87%	85%
		Previous	87%	89%	88%	88%	86%	85%	86%	85%
		Change	4%	-1%	1%	1%	0%	0%	1%	0%
A4.	In this unit, people treat each other with respect.	Most Recent	84%	82%	83%	83%	79%	79%	81%	79%
		Previous	78%	82%	82%	83%	78%	78%	78%	77%
		Change	6%	0%	1%	0%	1%	1%	3%	2%
A11.	When one area in this unit gets really busy, others help out.	Most Recent	82%	74%	74%	74%	71%	69%	72%	71%
		Previous	73%	75%	74%	74%	70%	69%	69%	70%
		Change	9%	-1%	0%	0%	1%	0%	3%	1%
Supv/Mgr 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	84%	81%	82%	81%	77%	77%	77%	79%
		Previous	75%	79%	78%	78%	74%	74%	73%	75%
		Change	9%	2%	4%	3%	3%	3%	4%	4%
B2.	My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	85%	83%	83%	82%	78%	78%	79%	79%
		Previous	76%	81%	81%	80%	76%	75%	74%	76%
		Change	9%	2%	2%	2%	2%	3%	5%	3%
B3R.	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	87%	79%	80%	79%	75%	74%	76%	76%
		Previous	76%	79%	78%	77%	73%	71%	72%	73%
		Change	11%	0%	2%	2%	2%	3%	4%	3%
B4R.	My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	84%	80%	82%	81%	78%	77%	78%	78%
		Previous	77%	80%	80%	79%	75%	74%	75%	75%
		Change	7%	0%	2%	2%	3%	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 C-2. Trending: Item-Level Average Percent Positive Response by Bed Size – 2016 Database Hospitals (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	11	41	55	73	44	33	25	44
	# Respondents	Most Recent	1,169	7,103	14,644	37,015	37,029	32,543	33,309	77,905
		Previous	1,138	6,958	13,972	32,796	34,605	30,538	31,434	65,278
Organizational Learning – Continuous Improvement										
A6.	We are actively doing things to improve patient safety.	Most Recent	87%	86%	87%	87%	83%	83%	84%	84%
		Previous	83%	87%	87%	86%	84%	84%	84%	84%
		Change	4%	-1%	0%	1%	-1%	-1%	0%	0%
A9.	Mistakes have led to positive changes here.	Most Recent	66%	67%	68%	67%	63%	63%	66%	65%
		Previous	61%	69%	68%	67%	64%	64%	63%	65%
		Change	5%	-2%	0%	0%	-1%	-1%	3%	0%
A13.	After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	75%	73%	75%	74%	69%	69%	72%	71%
		Previous	72%	74%	74%	73%	69%	70%	70%	71%
		Change	3%	-1%	1%	1%	0%	-1%	2%	0%
Management Support for Patient Safety										
F1.	Hospital management provides a work climate that promotes patient safety.	Most Recent	89%	85%	85%	85%	80%	79%	80%	79%
		Previous	84%	85%	84%	84%	80%	80%	79%	77%
		Change	5%	0%	1%	1%	0%	-1%	1%	2%
F8.	The actions of hospital management show that patient safety is a top priority.	Most Recent	85%	80%	80%	80%	75%	75%	75%	74%
		Previous	79%	80%	80%	79%	75%	75%	74%	74%
		Change	6%	0%	0%	1%	0%	0%	1%	0%
F9R.	Hospital management seems interested in patient safety only after an adverse event happens.	Most Recent	73%	66%	67%	64%	59%	58%	58%	57%
		Previous	68%	68%	67%	64%	59%	59%	59%	57%
		Change	5%	-2%	0%	0%	0%	-1%	-1%	0%

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

Table C-2. Trending: Item-Level Average Percent Positive Response by Bed Size – 2016 Database Hospitals (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	11	41	55	73	44	33	25	44
	# Respondents	Most Recent	1,169	7,103	14,644	37,015	37,029	32,543	33,309	77,905
		Previous	1,138	6,958	13,972	32,796	34,605	30,538	31,434	65,278
Feedback & Communication About Error										
C1.	We are given feedback about changes put into place based on event reports.	Most Recent	70%	63%	66%	66%	59%	60%	61%	62%
		Previous	62%	63%	64%	64%	58%	61%	59%	61%
		Change	8%	0%	2%	2%	1%	-1%	2%	1%
C3.	We are informed about errors that happen in this unit.	Most Recent	77%	71%	72%	72%	67%	69%	67%	70%
		Previous	69%	71%	70%	70%	65%	68%	65%	69%
		Change	8%	0%	2%	2%	2%	1%	2%	1%
C5.	In this unit, we discuss ways to prevent errors from happening again.	Most Recent	83%	78%	79%	78%	73%	74%	73%	75%
		Previous	72%	78%	77%	76%	72%	74%	72%	74%
		Change	11%	0%	2%	2%	1%	0%	1%	1%
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	70%	65%	64%	65%	59%	61%	60%	62%
		Previous	65%	65%	63%	64%	59%	61%	62%	61%
		Change	5%	0%	1%	1%	0%	0%	-2%	1%
D2.	When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent	71%	67%	66%	67%	61%	61%	61%	62%
		Previous	67%	67%	65%	66%	60%	62%	63%	62%
		Change	4%	0%	1%	1%	1%	-1%	-2%	0%
D3.	When a mistake is made that could harm the patient, but does not, how often is this reported?	Most Recent	81%	79%	78%	79%	74%	73%	73%	74%
		Previous	78%	80%	79%	78%	73%	75%	75%	74%
		Change	3%	-1%	-1%	1%	1%	-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 C-2. Trending: Item-Level Average Percent Positive Response by Bed Size – 2016 Database Hospitals (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		11	41	55	73	44	33	25	44
	# Respondents	Most Recent	1,169	7,103	14,644	37,015	37,029	32,543	33,309	77,905
	Previous	1,138	6,958	13,972	32,796	34,605	30,538	31,434	65,278	
Overall Perceptions of Patient Safety										
A10R. It is just by chance that more serious mistakes don't happen around here.	Most Recent		72%	67%	67%	64%	60%	58%	61%	59%
	Previous		67%	69%	67%	65%	61%	59%	60%	58%
	Change		5%	-2%	0%	-1%	-1%	-1%	1%	1%
A15. Patient safety is never sacrificed to get more work done.	Most Recent		78%	70%	67%	67%	61%	62%	62%	62%
	Previous		70%	65%	66%	68%	62%	61%	59%	58%
	Change		8%	5%	1%	-1%	-1%	1%	3%	4%
A17R. We have patient safety problems in this unit.	Most Recent		79%	70%	70%	68%	62%	61%	62%	61%
	Previous		71%	72%	69%	68%	63%	61%	61%	61%
	Change		8%	-2%	1%	0%	-1%	0%	1%	0%
A18. Our procedures and systems are good at preventing errors from happening.	Most Recent		83%	77%	78%	77%	72%	71%	74%	73%
	Previous		74%	76%	77%	77%	72%	73%	72%	72%
	Change		9%	1%	1%	0%	0%	-2%	2%	1%
Communication Openness										
C2. Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent		83%	81%	80%	80%	75%	75%	75%	76%
	Previous		76%	79%	79%	79%	74%	75%	75%	75%
	Change		7%	2%	1%	1%	1%	0%	0%	1%
C4. Staff feel free to question the decisions or actions of those with more authority.	Most Recent		56%	51%	52%	51%	47%	48%	48%	50%
	Previous		48%	52%	50%	50%	47%	49%	47%	50%
	Change		8%	-1%	2%	1%	0%	-1%	1%	0%
C6R. Staff are afraid to ask questions when something does not seem right.	Most Recent		72%	67%	68%	67%	64%	63%	63%	64%
	Previous		60%	66%	66%	65%	62%	61%	60%	61%
	Change		12%	1%	2%	2%	2%	2%	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 C-2. Trending: Item-Level Average Percent Positive Response by Bed Size – 2016 Database Hospitals (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		11	41	55	73	44	33	25	44
	# Respondents	Most Recent	1,169	7,103	14,644	37,015	37,029	32,543	33,309	77,905
	Previous		1,138	6,958	13,972	32,796	34,605	30,538	31,434	65,278
Teamwork Across Units										
F2R.	Hospital units do not coordinate well with each other.	Most Recent	67%	58%	56%	53%	46%	47%	48%	47%
		Previous	57%	57%	54%	52%	46%	46%	46%	46%
		Change	10%	1%	2%	1%	0%	1%	2%	1%
F4.	There is good cooperation among hospital units that need to work together.	Most Recent	76%	67%	67%	66%	60%	60%	62%	61%
		Previous	71%	67%	66%	64%	59%	60%	59%	58%
		Change	5%	0%	1%	2%	1%	0%	3%	3%
F6R.	It is often unpleasant to work with staff from other hospital units.	Most Recent	75%	67%	67%	66%	61%	62%	63%	61%
		Previous	66%	67%	66%	65%	59%	61%	60%	59%
		Change	9%	0%	1%	1%	2%	1%	3%	2%
F10.	Hospital units work well together to provide the best care for patients.	Most Recent	84%	77%	77%	75%	69%	70%	72%	70%
		Previous	77%	78%	75%	74%	68%	69%	69%	68%
		Change	7%	-1%	2%	1%	1%	1%	3%	2%
Staffing										
A2.	We have enough staff to handle the workload.	Most Recent	69%	59%	56%	55%	48%	48%	50%	47%
		Previous	61%	60%	58%	57%	52%	52%	52%	49%
		Change	8%	-1%	-2%	-2%	-4%	-4%	-2%	-2%
A5R.	Staff in this unit work longer hours than is best for patient care.	Most Recent	61%	57%	55%	52%	48%	46%	51%	47%
		Previous	56%	59%	56%	53%	50%	49%	51%	49%
		Change	5%	-2%	-1%	-1%	-2%	-3%	0%	-2%
A7R.	We use more agency/temporary staff than is best for patient care.	Most Recent	72%	68%	68%	67%	64%	60%	65%	62%
		Previous	67%	69%	69%	68%	67%	63%	66%	64%
		Change	5%	-1%	-1%	-1%	-3%	-3%	-1%	-2%
A14R.	We work in "crisis mode," trying to do too much, too quickly.	Most Recent	64%	59%	55%	53%	45%	44%	48%	45%
		Previous	57%	58%	54%	53%	48%	46%	47%	46%
		Change	7%	1%	1%	0%	-3%	-2%	1%	-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-2. Trending: Item-Level Average Percent Positive Response by Bed Size – 2016 Database Hospitals (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	11	41	55	73	44	33	25	44		
		# Respondents		Most Recent	1,169	7,103	14,644	37,015	37,029	32,543	33,309	77,905
		Previous	1,138	6,958	13,972	32,796	34,605	30,538	31,434	65,278		
Handoffs & Transitions												
F3R.	Things "fall between the cracks" when transferring patients from one unit to another.	Most Recent	62%	52%	48%	46%	40%	41%	42%	41%		
		Previous	51%	52%	47%	45%	39%	39%	40%	40%		
		Change	11%	0%	1%	1%	1%	2%	2%	1%		
F5R.	Important patient care information is often lost during shift changes.	Most Recent	70%	61%	57%	57%	52%	52%	54%	53%		
		Previous	59%	60%	54%	56%	50%	51%	52%	51%		
		Change	11%	1%	3%	1%	2%	1%	2%	2%		
F7R.	Problems often occur in the exchange of information across hospital units.	Most Recent	63%	55%	52%	51%	44%	44%	46%	45%		
		Previous	51%	55%	50%	49%	43%	43%	44%	43%		
		Change	12%	0%	2%	2%	1%	1%	2%	2%		
F11R.	Shift changes are problematic for patients in this hospital.	Most Recent	67%	57%	52%	52%	45%	45%	48%	46%		
		Previous	57%	57%	49%	51%	44%	45%	47%	45%		
		Change	10%	0%	3%	1%	1%	0%	1%	1%		
Nonpunitive Response to Error												
A8R.	Staff feel like their mistakes are held against them.	Most Recent	62%	56%	56%	53%	48%	47%	50%	48%		
		Previous	51%	56%	55%	53%	48%	46%	47%	47%		
		Change	11%	0%	1%	0%	0%	1%	3%	1%		
A12R.	When an event is reported, it feels like the person is being written up, not the problem.	Most Recent	56%	53%	53%	51%	47%	46%	49%	47%		
		Previous	48%	53%	52%	50%	46%	45%	45%	46%		
		Change	8%	0%	1%	1%	1%	1%	4%	1%		
A16R.	Staff worry that mistakes they make are kept in their personnel file.	Most Recent	49%	43%	41%	39%	35%	33%	37%	35%		
		Previous	39%	37%	40%	38%	33%	30%	32%	31%		
		Change	10%	6%	1%	1%	2%	3%	5%	4%		

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

Table C-3. Trending: Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Bed Size – 2016 Database Hospitals

		Bed Size							
Work Area/Unit Patient Safety Grade	Database Year	6-24 Beds	25-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400-499 Beds	500+ Beds
# Hospitals # Respondents	Both Years	11	41	55	73	44	33	25	44
	Most Recent	1,169	7,103	14,644	37,015	37,029	32,543	33,309	77,905
	Previous	1,138	6,958	13,972	32,796	34,605	30,538	31,434	65,278
Excellent or Very Good	Most Recent	86%	82%	81%	81%	72%	71%	71%	72%
	Previous	81%	81%	80%	79%	74%	74%	73%	73%
	Change	5%	1%	1%	2%	-2%	-3%	-2%	-1%
A = Excellent	Most Recent	46%	40%	37%	39%	30%	31%	29%	31%
	Previous	37%	38%	37%	37%	31%	31%	30%	31%
	Change	9%	2%	0%	2%	-1%	0%	-1%	0%
B = Very Good	Most Recent	41%	42%	43%	42%	42%	40%	42%	41%
	Previous	44%	43%	43%	42%	44%	43%	43%	42%
	Change	-3%	-1%	0%	0%	-2%	-3%	-1%	-1%
C = Acceptable	Most Recent	11%	14%	15%	16%	21%	21%	23%	21%
	Previous	14%	15%	16%	17%	21%	20%	21%	22%
	Change	-3%	-1%	-1%	-1%	0%	1%	2%	-1%
D = Poor	Most Recent	3%	3%	3%	3%	6%	6%	5%	5%
	Previous	5%	3%	3%	3%	4%	5%	5%	5%
	Change	-2%	0%	0%	0%	2%	1%	0%	0%
E = Failing	Most Recent	0%	1%	1%	1%	2%	2%	1%	1%
	Previous	0%	0%	1%	0%	1%	1%	1%	1%
	Change	0%	1%	0%	1%	1%	1%	0%	0%

Note: Percentages may not add to 100 due to rounding. Excellent and Very Good may not add to the subtotal for Excellent or Very Good due to rounding.

Table C-4. Trending: Average Percentage of Respondents Reporting Events in the Past 12 Months by Bed Size – 2016 Database Hospitals

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	Both Years	11	41	55	73	44	33	25	44	
	# Respondents	Most Recent	1,169	7,103	14,644	37,015	37,029	32,543	33,309	77,905
		Previous	1,138	6,958	13,972	32,796	34,605	30,538	31,434	65,278
1 or More Events	Most Recent	41%	47%	46%	44%	47%	42%	46%	43%	
	Previous	39%	47%	47%	45%	45%	43%	45%	43%	
	Change	2%	0%	-1%	-1%	2%	-1%	1%	0%	
None	Most Recent	59%	53%	54%	56%	53%	58%	54%	57%	
	Previous	61%	53%	53%	55%	55%	57%	55%	57%	
	Change	-2%	0%	1%	1%	-2%	1%	-1%	0%	
1 to 2	Most Recent	25%	28%	27%	26%	27%	26%	28%	26%	
	Previous	23%	27%	28%	27%	27%	26%	27%	26%	
	Change	2%	1%	-1%	-1%	0%	0%	1%	0%	
3 to 5	Most Recent	10%	12%	12%	12%	12%	11%	12%	11%	
	Previous	10%	13%	12%	11%	11%	11%	13%	11%	
	Change	0%	-1%	0%	1%	1%	0%	-1%	0%	
6 to 10	Most Recent	4%	4%	5%	4%	4%	4%	4%	4%	
	Previous	4%	4%	4%	4%	4%	4%	4%	3%	
	Change	0%	0%	1%	0%	0%	0%	0%	1%	
11 to 20	Most Recent	1%	2%	2%	2%	2%	1%	2%	1%	
	Previous	2%	2%	2%	2%	2%	1%	2%	2%	
	Change	-1%	0%	0%	0%	0%	0%	0%	-1%	
21 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: Percentages may not add to 100 due to rounding. Percentages for number of events may not add to the subtotal for 1 or more events due to rounding.

Appendix C: Trending Results by Hospital Characteristics

(2) Teaching Status and (3) Ownership

NOTE: Results are from 326 hospitals. 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). 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/missing data.

Table C-5. Trending: Composite-Level Average Percent Positive Response by Teaching Status and Ownership – 2016 Database Hospitals (Page 1 of 2)

Patient Safety Culture Composites	Database Year	Teaching Status		Ownership		
		Teaching	Nonteaching	Government	Nongovernment	
<i># Hospitals</i>	Both Years	126	200	50	276	
	<i># Respondents</i>	Most Recent	157,754	82,963	39,844	200,873
		Previous	136,157	80,562	36,538	180,181
1. Teamwork Within Units	Most Recent	80%	84%	79%	83%	
	Previous	79%	83%	79%	82%	
	Change	1%	1%	0%	1%	
2. Supv/Mgr Expectations & Actions Promoting Patient Safety	Most Recent	77%	81%	77%	80%	
	Previous	74%	78%	75%	77%	
	Change	3%	3%	2%	3%	
3. Organizational Learning – Continuous Improvement	Most Recent	72%	76%	74%	75%	
	Previous	72%	76%	74%	74%	
	Change	0%	0%	0%	1%	
4. Management Support for Patient Safety	Most Recent	71%	77%	74%	74%	
	Previous	70%	76%	74%	74%	
	Change	1%	1%	0%	0%	
5. Feedback & Communication About Error	Most Recent	67%	72%	69%	70%	
	Previous	66%	70%	68%	69%	
	Change	1%	2%	1%	1%	
6. Frequency of Events Reported	Most Recent	64%	70%	68%	68%	
	Previous	64%	70%	68%	68%	
	Change	0%	0%	0%	0%	

Table C-5. Trending: Composite-Level Average Percent Positive Response by Teaching Status and Ownership – 2016 Database Hospitals (Page 2 of 2)

Patient Safety Culture Composites	Database Year	Teaching Status		Ownership		
		Teaching	Nonteaching	Government	Nongovernment	
<i># Hospitals</i>	Both Years	126	200	50	276	
	<i># Respondents</i>	Most Recent	157,754	82,963	39,844	200,873
		Previous	136,157	80,562	36,538	180,181
7. Overall Perceptions of Patient Safety	Most Recent	64%	70%	66%	68%	
	Previous	63%	69%	66%	67%	
	Change	1%	1%	0%	1%	
8. Communication Openness	Most Recent	63%	66%	62%	65%	
	Previous	61%	65%	61%	64%	
	Change	2%	1%	1%	1%	
9. Teamwork Across Units	Most Recent	60%	66%	64%	63%	
	Previous	58%	65%	63%	62%	
	Change	2%	1%	1%	1%	
10. Staffing	Most Recent	51%	58%	52%	56%	
	Previous	53%	59%	54%	57%	
	Change	-2%	-1%	-2%	-1%	
11. Handoffs & Transitions	Most Recent	46%	53%	51%	50%	
	Previous	45%	51%	51%	48%	
	Change	1%	2%	0%	2%	
12. Nonpunitive Response to Error	Most Recent	44%	49%	42%	48%	
	Previous	42%	47%	42%	46%	
	Change	2%	2%	0%	2%	

Table C-6. Trending: Item-Level Average Percent Positive Response by Teaching Status and Ownership – 2016 Database Hospitals
(Page 1 of 6)

Survey Items by Composite		Database Year	Teaching Status		Ownership	
			Teaching	Nonteaching	Government	Nongovernment
	# Hospitals	Both Years	126	200	50	276
	# Respondents	Most Recent	157,754	82,963	39,844	200,873
		Previous	136,157	80,562	36,538	180,181
Teamwork Within Units						
A1.	People support one another in this unit.	Most Recent	86%	89%	85%	88%
		Previous	85%	88%	84%	87%
		Change	1%	1%	1%	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	85%	88%	84%	88%
		Previous	85%	88%	85%	87%
		Change	0%	0%	-1%	1%
A4.	In this unit, people treat each other with respect.	Most Recent	79%	83%	78%	82%
		Previous	77%	82%	78%	81%
		Change	2%	1%	0%	1%
A11.	When one area in this unit gets really busy, others help out.	Most Recent	70%	74%	70%	73%
		Previous	69%	74%	70%	73%
		Change	1%	0%	0%	0%
Supv/Mgr 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	77%	81%	78%	80%
		Previous	73%	78%	74%	77%
		Change	4%	3%	4%	3%
B2.	My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	78%	83%	79%	81%
		Previous	75%	80%	76%	78%
		Change	3%	3%	3%	3%
B3R.	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	76%	79%	76%	78%
		Previous	73%	77%	73%	76%
		Change	3%	2%	3%	2%
B4R.	My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	77%	81%	77%	80%
		Previous	75%	79%	75%	78%
		Change	2%	2%	2%	2%

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

Table C-6. Trending: Item-Level Average Percent Positive Response by Teaching Status and Ownership – 2016 Database Hospitals
(Page 2 of 6)

Survey Items by Composite		Database Year	Teaching Status		Ownership	
			Teaching	Nonteaching	Government	Nongovernment
# Hospitals	Both Years		126	200	50	276
	# Respondents	Most Recent	157,754	82,963	39,844	200,873
	Previous		136,157	80,562	36,538	180,181
Organizational Learning – Continuous Improvement						
A6.	We are actively doing things to improve patient safety.	Most Recent	83%	87%	85%	85%
		Previous	83%	87%	85%	85%
		Change	0%	0%	0%	0%
A9.	Mistakes have led to positive changes here.	Most Recent	64%	67%	65%	66%
		Previous	64%	67%	65%	66%
		Change	0%	0%	0%	0%
A13.	After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	69%	74%	71%	73%
		Previous	69%	74%	72%	72%
		Change	0%	0%	-1%	1%
Management Support for Patient Safety						
F1.	Hospital management provides a work climate that promotes patient safety.	Most Recent	79%	85%	83%	83%
		Previous	79%	84%	81%	82%
		Change	0%	1%	2%	1%
F8.	The actions of hospital management show that patient safety is a top priority.	Most Recent	75%	80%	78%	78%
		Previous	74%	79%	78%	77%
		Change	1%	1%	0%	1%
F9R.	Hospital management seems interested in patient safety only after an adverse event happens.	Most Recent	58%	65%	61%	63%
		Previous	58%	65%	62%	62%
		Change	0%	0%	-1%	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-6. Trending: Item-Level Average Percent Positive Response by Teaching Status and Ownership – 2016 Database Hospitals
 (Page 3 of 6)

Survey Items by Composite		Database Year	Teaching Status		Ownership	
			Teaching	Nonteaching	Government	Nongovernment
	# Hospitals	Both Years	126	200	50	276
	# Respondents	Most Recent	157,754	82,963	39,844	200,873
		Previous	136,157	80,562	36,538	180,181
Feedback & Communication About Error						
C1.	We are given feedback about changes put into place based on event reports.	Most Recent	60%	65%	61%	64%
		Previous	58%	64%	61%	62%
		Change	2%	1%	0%	2%
C3.	We are informed about errors that happen in this unit.	Most Recent	68%	72%	71%	70%
		Previous	66%	71%	70%	68%
		Change	2%	1%	1%	2%
C5.	In this unit, we discuss ways to prevent errors from happening again.	Most Recent	74%	78%	76%	77%
		Previous	72%	77%	74%	75%
		Change	2%	1%	2%	2%
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	60%	65%	64%	63%
		Previous	59%	64%	64%	62%
		Change	1%	1%	0%	1%
D2.	When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent	60%	67%	64%	64%
		Previous	61%	66%	64%	64%
		Change	-1%	1%	0%	0%
D3.	When a mistake is made that could harm the patient, but does not, how often is this reported?	Most Recent	73%	78%	75%	77%
		Previous	74%	79%	76%	77%
		Change	-1%	-1%	-1%	0%

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

Table C-6. Trending: Item-Level Average Percent Positive Response by Teaching Status and Ownership – 2016 Database Hospitals
(Page 4 of 6)

Survey Items by Composite		Database Year	Teaching Status		Ownership	
			Teaching	Nonteaching	Government	Nongovernment
	# Hospitals	Both Years	126	200	50	276
	# Respondents	Most Recent	157,754	82,963	39,844	200,873
		Previous	136,157	80,562	36,538	180,181
Overall Perceptions of Patient Safety						
A10R.	It is just by chance that more serious mistakes don't happen around here.	Most Recent	60%	65%	60%	64%
		Previous	60%	66%	61%	64%
		Change	0%	-1%	-1%	0%
A15.	Patient safety is never sacrificed to get more work done.	Most Recent	62%	68%	67%	65%
		Previous	61%	66%	66%	63%
		Change	1%	2%	1%	2%
A17R.	We have patient safety problems in this unit.	Most Recent	62%	69%	64%	67%
		Previous	62%	69%	64%	66%
		Change	0%	0%	0%	1%
A18.	Our procedures and systems are good at preventing errors from happening.	Most Recent	72%	78%	74%	76%
		Previous	72%	76%	74%	75%
		Change	0%	2%	0%	1%
Communication Openness						
C2.	Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent	75%	80%	75%	79%
		Previous	74%	79%	74%	77%
		Change	1%	1%	1%	2%
C4.	Staff feel free to question the decisions or actions of those with more authority.	Most Recent	48%	51%	47%	51%
		Previous	48%	50%	49%	49%
		Change	0%	1%	-2%	2%
C6R.	Staff are afraid to ask questions when something does not seem right.	Most Recent	64%	67%	62%	66%
		Previous	62%	65%	61%	64%
		Change	2%	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-6. Trending: Item-Level Average Percent Positive Response by Teaching Status and Ownership – 2016 Database Hospitals
(Page 5 of 6)

Survey Items by Composite		Database Year	Teaching Status		Ownership	
			Teaching	Nonteaching	Government	Nongovernment
# Hospitals	# Respondents	Both Years	126	200	50	276
		Most Recent	157,754	82,963	39,844	200,873
		Previous	136,157	80,562	36,538	180,181
Teamwork Across Units						
F2R.	Hospital units do not coordinate well with each other.	Most Recent	47%	55%	52%	52%
		Previous	45%	53%	51%	50%
		Change	2%	2%	1%	2%
F4.	There is good cooperation among hospital units that need to work together.	Most Recent	60%	67%	65%	64%
		Previous	59%	65%	65%	63%
		Change	1%	2%	0%	1%
F6R.	It is often unpleasant to work with staff from other hospital units.	Most Recent	62%	66%	64%	65%
		Previous	60%	65%	62%	63%
		Change	2%	1%	2%	2%
F10.	Hospital units work well together to provide the best care for patients.	Most Recent	70%	76%	74%	74%
		Previous	68%	75%	73%	72%
		Change	2%	1%	1%	2%
Staffing						
A2.	We have enough staff to handle the workload.	Most Recent	48%	56%	52%	53%
		Previous	51%	58%	54%	55%
		Change	-3%	-2%	-2%	-2%
A5R.	Staff in this unit work longer hours than is best for patient care.	Most Recent	47%	54%	48%	52%
		Previous	49%	55%	51%	53%
		Change	-2%	-1%	-3%	-1%
A7R.	We use more agency/temporary staff than is best for patient care.	Most Recent	63%	67%	61%	66%
		Previous	65%	68%	64%	68%
		Change	-2%	-1%	-3%	-2%
A14R.	We work in "crisis mode," trying to do too much, too quickly.	Most Recent	46%	54%	48%	51%
		Previous	47%	54%	49%	51%
		Change	-1%	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 C-6. Trending: Item-Level Average Percent Positive Response by Teaching Status and Ownership – 2016 Database Hospitals
(Page 6 of 6)

Survey Items by Composite		Database Year	Teaching Status		Ownership	
			Teaching	Nonteaching	Government	Nongovernment
	# Hospitals	Both Years	126	200	50	276
	# Respondents	Most Recent	157,754	82,963	39,844	200,873
		Previous	136,157	80,562	36,538	180,181
Handoffs & Transitions						
F3R.	Things "fall between the cracks" when transferring patients from one unit to another.	Most Recent	41%	48%	48%	45%
		Previous	39%	47%	46%	43%
		Change	2%	1%	2%	2%
F5R.	Important patient care information is often lost during shift changes.	Most Recent	53%	58%	56%	56%
		Previous	51%	56%	56%	54%
		Change	2%	2%	0%	2%
F7R.	Problems often occur in the exchange of information across hospital units.	Most Recent	45%	52%	49%	49%
		Previous	43%	50%	49%	47%
		Change	2%	2%	0%	2%
F11R.	Shift changes are problematic for patients in this hospital.	Most Recent	46%	53%	52%	50%
		Previous	45%	51%	51%	48%
		Change	1%	2%	1%	2%
Nonpunitive Response to Error						
A8R.	Staff feel like their mistakes are held against them.	Most Recent	49%	54%	47%	53%
		Previous	47%	53%	47%	52%
		Change	2%	1%	0%	1%
A12R.	When an event is reported, it feels like the person is being written up, not the problem.	Most Recent	47%	51%	46%	51%
		Previous	46%	51%	46%	49%
		Change	1%	0%	0%	2%
A16R.	Staff worry that mistakes they make are kept in their personnel file.	Most Recent	36%	40%	34%	39%
		Previous	33%	37%	33%	36%
		Change	3%	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 C-7. Trending: Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Teaching Status and Ownership – 2016 Database Hospitals

Work Area/Unit Patient Safety Grade		Database Year	Teaching Status		Ownership	
			Teaching	Nonteaching	Government	Nongovernment
# Hospitals	Both Years		126	200	50	276
	# Respondents	Most Recent	157,754	82,963	39,844	200,873
		Previous	136,157	80,562	36,538	180,181
Excellent or Very Good	Most Recent		72%	80%	72%	78%
	Previous		73%	79%	75%	77%
	Change		-1%	1%	-3%	1%
A = Excellent	Most Recent		29%	39%	31%	36%
	Previous		30%	37%	32%	35%
	Change		-1%	2%	-1%	1%
B = Very Good	Most Recent		42%	42%	40%	42%
	Previous		44%	42%	43%	43%
	Change		-2%	0%	-3%	-1%
C = Acceptable	Most Recent		21%	16%	20%	17%
	Previous		21%	17%	20%	18%
	Change		0%	-1%	0%	-1%
D = Poor	Most Recent		6%	3%	6%	4%
	Previous		4%	4%	4%	4%
	Change		2%	-1%	2%	0%
E = Failing	Most Recent		2%	1%	2%	1%
	Previous		1%	1%	1%	1%
	Change		1%	0%	1%	0%

Note: Percentages may not add to 100 due to rounding. Excellent and Very Good may not add to the subtotal for Excellent or Very Good due to rounding.

Table C-8. Trending: Average Percent Positive of Respondents Reporting Events in the Past 12 Months by Teaching Status and Ownership – 2016 Database Hospitals

Number of Events Reported by Respondents	Database Year	Teaching Status		Ownership	
		Teaching	Nonteaching	Government	Nongovernment
<i># Hospitals</i>	Both Years	126	200	50	276
<i># Respondents</i>	Most Recent	157,754	82,963	39,844	200,873
	Previous	136,157	80,562	36,538	180,181
1 or More Events	Most Recent	45%	45%	41%	46%
	Previous	45%	45%	42%	45%
	Change	0%	0%	-1%	1%
None	Most Recent	55%	55%	59%	54%
	Previous	55%	55%	58%	55%
	Change	0%	0%	1%	-1%
1 to 2	Most Recent	27%	26%	25%	27%
	Previous	27%	27%	26%	27%
	Change	0%	-1%	-1%	0%
3 to 5	Most Recent	12%	11%	10%	12%
	Previous	12%	12%	10%	12%
	Change	0%	-1%	0%	0%
6 to 10	Most Recent	4%	4%	4%	4%
	Previous	4%	4%	4%	4%
	Change	0%	0%	0%	0%
11 to 20	Most Recent	2%	2%	2%	2%
	Previous	2%	2%	1%	2%
	Change	0%	0%	1%	0%
21 or More	Most Recent	1%	1%	1%	1%
	Previous	1%	1%	1%	1%
	Change	0%	0%	0%	0%

Note: Percentages may not add to 100 due to rounding. Percentages for number of events may not add to the subtotal for 1 or more events due to rounding.

Appendix C: Trending Results by Hospital Characteristics

(4) Geographic Region

NOTE 1: Results are from 326 hospitals. The number of hospitals and respondents in each breakout category is shown in each table (e.g., the number of hospitals and respondents by geographic 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/missing data.

NOTE 2: West North Central and West South Central regions and Mountain and Pacific regions were combined to ensure hospital confidentiality. States and territories are categorized into regions by the American Hospital Association (AHA) as follows:

- New England: CT, MA, ME, NH, RI, VT
- Mid-Atlantic: NJ, NY, PA
- South Atlantic/Associated Territories: DC, DE, FL, GA, MD, NC, SC, VA, WV, Puerto Rico, Virgin Islands
- East North Central: IL, IN, MI, OH, WI
- East South Central: AL, KY, MS, TN
- West Central: AR, IA, KS, LA, MN, MO, ND, NE, OK, SD, TX
- Mountain/Pacific/Associated Territories: AK, AZ, CA, CO, HI, ID, MT, NM, NV, OR, UT, WA, WY, American Samoa, Guam, Marshall Islands, Northern Mariana Islands

Table C-9. Trending: Composite-Level Average Percent Positive Response by Geographic Region – 2016 Database Hospitals (Page 1 of 2)

Patient Safety Culture Composites		Database Year	Geographic Region						
			New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West Central	Mountain/Pacific
# Hospitals	Both Years		10	33	83	81	22	46	51
# Respondents	Most Recent		14,276	46,457	56,622	51,636	11,913	23,363	36,450
	Previous		10,973	39,915	56,432	52,121	11,047	16,545	29,686
1. Teamwork Within Units	Most Recent		80%	76%	84%	82%	84%	83%	83%
	Previous		81%	76%	83%	82%	84%	81%	81%
	Change		-1%	0%	1%	0%	0%	2%	2%
2. Supv/Mgr Expectations & Actions Promoting Patient Safety	Most Recent		76%	74%	82%	79%	83%	82%	78%
	Previous		75%	72%	79%	76%	83%	77%	73%
	Change		1%	2%	3%	3%	0%	5%	5%
3. Organizational Learning – Continuous Improvement	Most Recent		67%	71%	78%	73%	77%	75%	74%
	Previous		69%	72%	78%	72%	82%	75%	72%
	Change		-2%	-1%	0%	1%	-5%	0%	2%
4. Management Support for Patient Safety	Most Recent		71%	70%	77%	74%	77%	74%	74%
	Previous		70%	72%	77%	72%	81%	74%	71%
	Change		1%	-2%	0%	2%	-4%	0%	3%
5. Feedback & Communication About Error	Most Recent		63%	64%	73%	68%	74%	73%	70%
	Previous		63%	63%	73%	66%	75%	70%	66%
	Change		0%	1%	0%	2%	-1%	3%	4%
6. Frequency of Events Reported	Most Recent		63%	64%	71%	65%	73%	70%	69%
	Previous		64%	64%	71%	64%	72%	71%	67%
	Change		-1%	0%	0%	1%	1%	-1%	2%

Table C-9. Trending: Composite-Level Average Percent Positive Response by Geographic Region – 2016 Database Hospitals (Page 2 of 2)

Patient Safety Culture Composites	Database Year	Geographic Region							
		New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West Central	Mountain/Pacific	
# Hospitals	Both Years	10	33	83	81	22	46	51	
	# Respondents	Most Recent	14,276	46,457	56,622	51,636	11,913	23,363	36,450
		Previous	10,973	39,915	56,432	52,121	11,047	16,545	29,686
7. Overall Perceptions of Patient Safety	Most Recent	64%	62%	69%	68%	71%	69%	65%	
	Previous	64%	63%	70%	68%	73%	64%	65%	
	Change	0%	-1%	-1%	0%	-2%	5%	0%	
8. Communication Openness	Most Recent	62%	59%	67%	64%	67%	67%	64%	
	Previous	62%	60%	66%	62%	67%	64%	61%	
	Change	0%	-1%	1%	2%	0%	3%	3%	
9. Teamwork Across Units	Most Recent	58%	59%	66%	62%	70%	65%	63%	
	Previous	56%	58%	65%	60%	71%	65%	60%	
	Change	2%	1%	1%	2%	-1%	0%	3%	
10. Staffing	Most Recent	52%	48%	56%	57%	61%	56%	53%	
	Previous	54%	50%	58%	57%	65%	56%	55%	
	Change	-2%	-2%	-2%	0%	-4%	0%	-2%	
11. Handoffs & Transitions	Most Recent	43%	47%	52%	48%	60%	53%	47%	
	Previous	41%	45%	52%	45%	62%	51%	44%	
	Change	2%	2%	0%	3%	-2%	2%	3%	
12. Nonpunitive Response to Error	Most Recent	46%	39%	48%	46%	52%	50%	45%	
	Previous	47%	40%	47%	44%	55%	42%	43%	
	Change	-1%	-1%	1%	2%	-3%	8%	2%	

Table C-10. Trending: Item-Level Average Percent Positive Response by Geographic Region – 2016 Database Hospitals (Page 1 of 6)

Survey Items by Composite		Database Year	Geographic Region						
			New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West Central	Mountain/Pacific
# Hospitals	Both Years		10	33	83	81	22	46	51
# Respondents	Most Recent		14,276	46,457	56,622	51,636	11,913	23,363	36,450
	Previous		10,973	39,915	56,432	52,121	11,047	16,545	29,686
Teamwork Within Units									
A1.	People support one another in this unit.	Most Recent	87%	82%	89%	88%	88%	88%	88%
		Previous	89%	83%	89%	87%	87%	85%	87%
		Change	-2%	-1%	0%	1%	1%	3%	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	86%	82%	88%	88%	88%	88%	87%
		Previous	86%	82%	88%	88%	89%	86%	86%
		Change	0%	0%	0%	0%	-1%	2%	1%
A4.	In this unit, people treat each other with respect.	Most Recent	81%	74%	83%	80%	83%	82%	82%
		Previous	81%	74%	82%	79%	82%	81%	80%
		Change	0%	0%	1%	1%	1%	1%	2%
A11.	When one area in this unit gets really busy, others help out.	Most Recent	68%	65%	74%	72%	76%	75%	73%
		Previous	70%	66%	74%	72%	77%	73%	71%
		Change	-2%	-1%	0%	0%	-1%	2%	2%
Supv/Mgr 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	74%	73%	82%	78%	83%	83%	79%
		Previous	73%	72%	80%	75%	81%	77%	74%
		Change	1%	1%	2%	3%	2%	6%	5%
B2.	My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	78%	75%	83%	80%	82%	83%	80%
		Previous	77%	73%	81%	78%	83%	79%	76%
		Change	1%	2%	2%	2%	-1%	4%	4%
B3R.	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	76%	72%	80%	78%	81%	80%	76%
		Previous	75%	70%	78%	75%	81%	75%	72%
		Change	1%	2%	2%	3%	0%	5%	4%
B4R.	My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	77%	75%	81%	80%	85%	81%	76%
		Previous	76%	73%	79%	78%	85%	78%	72%
		Change	1%	2%	2%	2%	0%	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 C-10. Trending: Item-Level Average Percent Positive Response by Geographic Region – 2016 Database Hospitals (Page 2 of 6)

Survey Items by Composite		Database Year	Geographic Region						
			New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West Central	Mountain/Pacific
	# Hospitals	Both Years	10	33	83	81	22	46	51
	# Respondents	Most Recent	14,276	46,457	56,622	51,636	11,913	23,363	36,450
		Previous	10,973	39,915	56,432	52,121	11,047	16,545	29,686
Organizational Learning – Continuous Improvement									
A6.	We are actively doing things to improve patient safety.	Most Recent	79%	83%	87%	85%	87%	86%	85%
		Previous	82%	84%	88%	84%	90%	85%	84%
		Change	-3%	-1%	-1%	1%	-3%	1%	1%
A9.	Mistakes have led to positive changes here.	Most Recent	61%	62%	69%	64%	68%	66%	66%
		Previous	60%	63%	69%	63%	73%	65%	64%
		Change	1%	-1%	0%	1%	-5%	1%	2%
A13.	After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	61%	69%	77%	70%	78%	74%	71%
		Previous	65%	69%	77%	68%	82%	74%	67%
		Change	-4%	0%	0%	2%	-4%	0%	4%
Management Support for Patient Safety									
F1.	Hospital management provides a work climate that promotes patient safety.	Most Recent	80%	77%	84%	83%	85%	83%	82%
		Previous	78%	79%	84%	81%	87%	81%	80%
		Change	2%	-2%	0%	2%	-2%	2%	2%
F8.	The actions of hospital management show that patient safety is a top priority.	Most Recent	74%	74%	80%	77%	80%	77%	78%
		Previous	73%	76%	80%	76%	84%	77%	75%
		Change	1%	-2%	0%	1%	-4%	0%	3%
F9R.	Hospital management seems interested in patient safety only after an adverse event happens.	Most Recent	60%	58%	65%	62%	67%	62%	60%
		Previous	59%	59%	66%	61%	72%	63%	57%
		Change	1%	-1%	-1%	1%	-5%	-1%	3%

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

Table C-10. Trending: Item-Level Average Percent Positive Response by Geographic Region – 2016 Database Hospitals (Page 3 of 6)

Survey Items by Composite		Database Year	Geographic Region						
			New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West Central	Mountain/Pacific
# Hospitals	Both Years		10	33	83	81	22	46	51
# Respondents	Most Recent		14,276	46,457	56,622	51,636	11,913	23,363	36,450
	Previous		10,973	39,915	56,432	52,121	11,047	16,545	29,686
Feedback & Communication About Error									
C1.	We are given feedback about changes put into place based on event reports.	Most Recent	56%	54%	67%	61%	68%	66%	63%
		Previous	55%	54%	67%	60%	70%	63%	59%
		Change	1%	0%	0%	1%	-2%	3%	4%
C3.	We are informed about errors that happen in this unit.	Most Recent	63%	66%	73%	68%	76%	74%	70%
		Previous	63%	65%	73%	65%	76%	72%	66%
		Change	0%	1%	0%	3%	0%	2%	4%
C5.	In this unit, we discuss ways to prevent errors from happening again.	Most Recent	72%	71%	79%	76%	78%	78%	77%
		Previous	72%	71%	79%	73%	80%	76%	73%
		Change	0%	0%	0%	3%	-2%	2%	4%
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%	59%	67%	58%	68%	65%	65%
		Previous	58%	59%	67%	57%	67%	66%	62%
		Change	0%	0%	0%	1%	1%	-1%	3%
D2.	When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent	58%	60%	67%	61%	70%	67%	65%
		Previous	59%	61%	68%	60%	69%	68%	63%
		Change	-1%	-1%	-1%	1%	1%	-1%	2%
D3.	When a mistake is made that could harm the patient, but does not, how often is this reported?	Most Recent	73%	72%	78%	75%	81%	77%	77%
		Previous	74%	73%	79%	75%	81%	78%	75%
		Change	-1%	-1%	-1%	0%	0%	-1%	2%

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

Table C-10. Trending: Item-Level Average Percent Positive Response by Geographic Region – 2016 Database Hospitals (Page 4 of 6)

Survey Items by Composite		Database Year	Geographic Region						
			New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West Central	Mountain/Pacific
# Hospitals	Both Years		10	33	83	81	22	46	51
# Respondents	Most Recent		14,276	46,457	56,622	51,636	11,913	23,363	36,450
	Previous		10,973	39,915	56,432	52,121	11,047	16,545	29,686
Overall Perceptions of Patient Safety									
A10R. It is just by chance that more serious mistakes don't happen around here.	Most Recent		62%	57%	65%	66%	67%	62%	59%
	Previous		61%	58%	65%	65%	70%	62%	60%
	Change		1%	-1%	0%	1%	-3%	0%	-1%
A15. Patient safety is never sacrificed to get more work done.	Most Recent		63%	62%	66%	65%	69%	68%	64%
	Previous		63%	64%	68%	64%	71%	53%	64%
	Change		0%	-2%	-2%	1%	-2%	15%	0%
A17R. We have patient safety problems in this unit.	Most Recent		60%	59%	68%	68%	71%	69%	62%
	Previous		62%	59%	68%	68%	73%	65%	62%
	Change		-2%	0%	0%	0%	-2%	4%	0%
A18. Our procedures and systems are good at preventing errors from happening.	Most Recent		69%	70%	78%	76%	78%	76%	74%
	Previous		71%	70%	78%	74%	80%	74%	72%
	Change		-2%	0%	0%	2%	-2%	2%	2%
Communication Openness									
C2. Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent		74%	72%	80%	79%	81%	80%	77%
	Previous		76%	72%	80%	77%	80%	77%	74%
	Change		-2%	0%	0%	2%	1%	3%	3%
C4. Staff feel free to question the decisions or actions of those with more authority.	Most Recent		47%	45%	52%	47%	52%	54%	52%
	Previous		47%	45%	53%	46%	53%	52%	49%
	Change		0%	0%	-1%	1%	-1%	2%	3%
C6R. Staff are afraid to ask questions when something does not seem right.	Most Recent		65%	60%	68%	65%	68%	68%	64%
	Previous		64%	61%	67%	62%	68%	62%	60%
	Change		1%	-1%	1%	3%	0%	6%	4%

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

Table C-10. Trending: Item-Level Average Percent Positive Response by Geographic Region – 2016 Database Hospitals (Page 5 of 6)

Survey Items by Composite		Database Year	Geographic Region						
			New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West Central	Mountain/Pacific
# Hospitals	Both Years		10	33	83	81	22	46	51
# Respondents	Most Recent		14,276	46,457	56,622	51,636	11,913	23,363	36,450
	Previous		10,973	39,915	56,432	52,121	11,047	16,545	29,686
Teamwork Across Units									
F2R. Hospital units do not coordinate well with each other.	Most Recent		42%	47%	54%	50%	60%	55%	49%
	Previous		41%	46%	53%	47%	62%	54%	47%
	Change		1%	1%	1%	3%	-2%	1%	2%
F4. There is good cooperation among hospital units that need to work together.	Most Recent		58%	60%	66%	62%	71%	66%	64%
	Previous		57%	59%	65%	60%	73%	65%	61%
	Change		1%	1%	1%	2%	-2%	1%	3%
F6R. It is often unpleasant to work with staff from other hospital units.	Most Recent		63%	59%	67%	63%	69%	65%	65%
	Previous		62%	57%	66%	61%	70%	65%	61%
	Change		1%	2%	1%	2%	-1%	0%	4%
F10. Hospital units work well together to provide the best care for patients.	Most Recent		70%	69%	75%	72%	79%	75%	74%
	Previous		66%	69%	74%	70%	80%	75%	70%
	Change		4%	0%	1%	2%	-1%	0%	4%
Staffing									
A2. We have enough staff to handle the workload.	Most Recent		51%	46%	54%	53%	54%	54%	55%
	Previous		53%	48%	57%	55%	61%	54%	57%
	Change		-2%	-2%	-3%	-2%	-7%	0%	-2%
A5R. Staff in this unit work longer hours than is best for patient care.	Most Recent		46%	44%	53%	53%	58%	51%	49%
	Previous		48%	46%	53%	54%	63%	53%	52%
	Change		-2%	-2%	0%	-1%	-5%	-2%	-3%
A7R. We use more agency/temporary staff than is best for patient care.	Most Recent		63%	59%	66%	70%	74%	64%	59%
	Previous		66%	61%	68%	71%	76%	64%	63%
	Change		-3%	-2%	-2%	-1%	-2%	0%	-4%
A14R. We work in "crisis mode," trying to do too much, too quickly.	Most Recent		47%	44%	52%	51%	57%	54%	48%
	Previous		49%	45%	54%	51%	60%	51%	48%
	Change		-2%	-1%	-2%	0%	-3%	3%	0%

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

Table C-10. Trending: Item-Level Average Percent Positive Response by Geographic Region – 2016 Database Hospitals (Page 6 of 6)

Survey Items by Composite		Database Year	Geographic Region						
			New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West Central	Mountain/Pacific
# Hospitals	Both Years		10	33	83	81	22	46	51
# Respondents	Most Recent		14,276	46,457	56,622	51,636	11,913	23,363	36,450
	Previous		10,973	39,915	56,432	52,121	11,047	16,545	29,686
Handoffs & Transitions									
F3R. Things "fall between the cracks" when transferring patients from one unit to another.	Most Recent		37%	43%	47%	42%	57%	49%	42%
	Previous		35%	42%	47%	40%	58%	47%	39%
	Change		2%	1%	0%	2%	-1%	2%	3%
F5R. Important patient care information is often lost during shift changes.	Most Recent		50%	53%	58%	54%	64%	58%	53%
	Previous		48%	52%	57%	52%	66%	55%	49%
	Change		2%	1%	1%	2%	-2%	3%	4%
F7R. Problems often occur in the exchange of information across hospital units.	Most Recent		42%	46%	51%	48%	59%	51%	46%
	Previous		41%	44%	50%	44%	60%	49%	42%
	Change		1%	2%	1%	4%	-1%	2%	4%
F11R. Shift changes are problematic for patients in this hospital.	Most Recent		41%	46%	53%	48%	59%	54%	49%
	Previous		41%	44%	52%	46%	62%	52%	45%
	Change		0%	2%	1%	2%	-3%	2%	4%
Nonpunitive Response to Error									
A8R. Staff feel like their mistakes are held against them.	Most Recent		52%	43%	54%	52%	58%	55%	50%
	Previous		52%	44%	53%	51%	61%	51%	48%
	Change		0%	-1%	1%	1%	-3%	4%	2%
A12R. When an event is reported, it feels like the person is being written up, not the problem.	Most Recent		49%	43%	52%	49%	54%	52%	48%
	Previous		51%	45%	51%	47%	58%	47%	47%
	Change		-2%	-2%	1%	2%	-4%	5%	1%
A16R. Staff worry that mistakes they make are kept in their personnel file.	Most Recent		37%	31%	39%	38%	45%	44%	36%
	Previous		37%	31%	38%	35%	48%	29%	34%
	Change		0%	0%	1%	3%	-3%	15%	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-11. Trending: Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Geographic Region – 2016 Database Hospitals

Work Area/Unit Patient Safety Grade	Database Year	Geographic Region						
		New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West Central	Mountain/Pacific
# Hospitals # Respondents	Both Years	10	33	83	81	22	46	51
	Most Recent	14,276	46,457	56,622	51,636	11,913	23,363	36,450
	Previous	10,973	39,915	56,432	52,121	11,047	16,545	29,686
Excellent or Very Good	Most Recent	74%	69%	79%	78%	78%	79%	75%
	Previous	75%	71%	80%	77%	81%	76%	75%
	Change	-1%	-2%	-1%	1%	-3%	3%	0%
A = Excellent	Most Recent	29%	27%	40%	33%	40%	37%	34%
	Previous	31%	26%	41%	31%	40%	33%	33%
	Change	-2%	1%	-1%	2%	0%	4%	1%
B = Very Good	Most Recent	45%	42%	39%	46%	39%	42%	41%
	Previous	44%	45%	39%	46%	41%	43%	42%
	Change	1%	-3%	0%	0%	-2%	-1%	-1%
C = Acceptable	Most Recent	21%	24%	16%	18%	17%	17%	17%
	Previous	20%	24%	16%	19%	15%	18%	20%
	Change	1%	0%	0%	-1%	2%	-1%	-3%
D = Poor	Most Recent	4%	5%	4%	4%	4%	3%	6%
	Previous	5%	5%	3%	4%	3%	5%	4%
	Change	-1%	0%	1%	0%	1%	-2%	2%
E = Failing	Most Recent	1%	2%	1%	1%	1%	1%	2%
	Previous	1%	1%	1%	1%	0%	1%	1%
	Change	0%	1%	0%	0%	1%	0%	1%

Note: Percentages may not add to 100 due to rounding. Excellent and Very Good may not add to the subtotal for Excellent or Very Good due to rounding.

Table C-12. Trending: Average Percentage of Respondents Reporting Events in the Past 12 Months by Geographic Region – 2016 Database Hospitals

		Geographic Region						
Number of Events Reported by Respondents	Database Year	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West Central	Mountain/Pacific
<i># Hospitals</i>	Both Years	10	33	83	81	22	46	51
<i># Respondents</i>	Most Recent	14,276	46,457	56,622	51,636	11,913	23,363	36,450
	Previous	10,973	39,915	56,432	52,121	11,047	16,545	29,686
1 or More Events	Most Recent	43%	42%	43%	48%	43%	40%	50%
	Previous	42%	41%	43%	46%	45%	41%	51%
	Change	1%	1%	0%	2%	-2%	-1%	-1%
None	Most Recent	57%	58%	57%	52%	57%	60%	50%
	Previous	58%	59%	57%	54%	55%	59%	49%
	Change	-1%	-1%	0%	-2%	2%	1%	1%
1 to 2	Most Recent	25%	23%	26%	29%	25%	25%	28%
	Previous	25%	23%	26%	29%	24%	25%	28%
	Change	0%	0%	0%	0%	1%	0%	0%
3 to 5	Most Recent	12%	11%	11%	12%	11%	10%	14%
	Previous	11%	12%	11%	11%	13%	10%	14%
	Change	1%	-1%	0%	1%	-2%	0%	0%
6 to 10	Most Recent	4%	4%	4%	4%	5%	3%	5%
	Previous	4%	4%	4%	4%	5%	3%	5%
	Change	0%	0%	0%	0%	0%	0%	0%
11 to 20	Most Recent	1%	2%	2%	2%	2%	1%	2%
	Previous	2%	2%	2%	1%	2%	2%	2%
	Change	-1%	0%	0%	1%	0%	-1%	0%
21 or More	Most Recent	1%	1%	1%	1%	1%	1%	1%
	Previous	1%	1%	1%	1%	1%	1%	1%
	Change	0%	0%	0%	0%	0%	0%	0%

Note: Percentages may not add to 100 due to rounding. Percentages for number of events may not add to the subtotal for 1 or more events due to rounding.

Part III

Appendix D: Trending Results by Respondent Characteristics

(1) Work Area/Unit

NOTE 1: Results are from 326 hospitals. 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/missing data.

NOTE 2: 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 – 2016 Database Hospitals (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	56	253	230	233	240	186	88	218	98	245	211	259
# Respondents	Most Recent	1,321	13,115	14,919	9,664	26,861	8,829	6,522	6,263	6,709	11,353	7,853	22,670
	Previous	965	11,307	13,786	9,266	25,304	8,604	5,397	5,614	5,709	10,498	6,985	20,109
1. Teamwork Within Units	Most Recent	81%	80%	86%	77%	81%	83%	83%	79%	78%	83%	89%	79%
	Previous	83%	80%	86%	77%	80%	83%	84%	78%	79%	82%	87%	78%
	Change	-2%	0%	0%	0%	1%	0%	-1%	1%	-1%	1%	2%	1%
2. Supv/Mgr Expectations & Actions Promoting Patient Safety	Most Recent	79%	75%	76%	78%	79%	76%	78%	79%	78%	79%	84%	77%
	Previous	77%	72%	74%	76%	76%	75%	76%	77%	76%	76%	84%	73%
	Change	2%	3%	2%	2%	3%	1%	2%	2%	2%	3%	0%	4%
3. Organizational Learning – Continuous Improvement	Most Recent	74%	69%	74%	72%	75%	73%	74%	79%	71%	74%	78%	74%
	Previous	75%	69%	74%	73%	75%	75%	75%	78%	72%	74%	78%	75%
	Change	-1%	0%	0%	-1%	0%	-2%	-1%	1%	-1%	0%	0%	-1%
4. Management Support for Patient Safety	Most Recent	63%	65%	64%	76%	71%	70%	69%	74%	69%	77%	79%	71%
	Previous	66%	65%	67%	76%	71%	72%	71%	74%	70%	76%	80%	71%
	Change	-3%	0%	-3%	0%	0%	-2%	-2%	0%	-1%	1%	-1%	0%
5. Feedback & Communication About Error	Most Recent	68%	63%	66%	67%	69%	67%	66%	73%	66%	70%	76%	68%
	Previous	70%	62%	65%	66%	68%	68%	67%	71%	66%	69%	75%	66%
	Change	-2%	1%	1%	1%	1%	-1%	-1%	2%	0%	1%	1%	2%
6. Frequency of Events Reported	Most Recent	64%	61%	64%	72%	67%	67%	68%	65%	69%	66%	69%	69%
	Previous	63%	62%	64%	73%	67%	69%	69%	63%	68%	65%	70%	69%
	Change	1%	-1%	0%	-1%	0%	-2%	-1%	2%	1%	1%	-1%	0%

Table D-1. Trending: Composite-Level Average Percent Positive Response by Work Area/Unit – 2016 Database Hospitals (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	56	253	230	233	240	186	88	218	98	245	211	259
# Respondents	Most Recent	1,321	13,115	14,919	9,664	26,861	8,829	6,522	6,263	6,709	11,353	7,853	22,670
	Previous	965	11,307	13,786	9,266	25,304	8,604	5,397	5,614	5,709	10,498	6,985	20,109
7. Overall Perceptions of Patient Safety	Most Recent	66%	57%	61%	70%	62%	63%	66%	68%	60%	75%	79%	67%
	Previous	67%	57%	62%	71%	61%	66%	68%	67%	60%	74%	78%	66%
	Change	-1%	0%	-1%	-1%	1%	-3%	-2%	1%	0%	1%	1%	1%
8. Communication Openness	Most Recent	69%	60%	63%	63%	62%	64%	65%	67%	59%	65%	73%	65%
	Previous	68%	59%	62%	60%	60%	64%	65%	67%	60%	63%	72%	63%
	Change	1%	1%	1%	3%	2%	0%	0%	0%	-1%	2%	1%	2%
9. Teamwork Across Units	Most Recent	53%	54%	61%	59%	62%	61%	63%	61%	54%	64%	68%	60%
	Previous	54%	53%	63%	58%	62%	62%	62%	61%	55%	63%	67%	58%
	Change	-1%	1%	-2%	1%	0%	-1%	1%	0%	-1%	1%	1%	2%
10. Staffing	Most Recent	57%	47%	53%	53%	51%	56%	57%	57%	52%	63%	65%	54%
	Previous	57%	50%	57%	55%	53%	60%	59%	58%	54%	64%	65%	54%
	Change	0%	-3%	-4%	-2%	-2%	-4%	-2%	-1%	-2%	-1%	0%	0%
11. Handoffs & Transitions	Most Recent	43%	54%	53%	41%	49%	58%	56%	36%	44%	51%	46%	47%
	Previous	42%	52%	55%	40%	48%	58%	53%	35%	45%	49%	45%	45%
	Change	1%	2%	-2%	1%	1%	0%	3%	1%	-1%	2%	1%	2%
12. Nonpunitive Response to Error	Most Recent	43%	38%	42%	40%	44%	44%	47%	53%	45%	46%	62%	45%
	Previous	44%	36%	41%	38%	43%	44%	44%	53%	44%	44%	62%	43%
	Change	-1%	2%	1%	2%	1%	0%	3%	0%	1%	2%	0%	2%

Table D-2. Trending: Item-Level Average Percent Positive Response by Work Area/Unit – 2016 Database Hospitals (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		56	253	230	233	240	186	88	218	98	245	211	259
# Respondents	Most Recent		1,321	13,115	14,919	9,664	26,861	8,829	6,522	6,263	6,709	11,353	7,853	22,670
	Previous		965	11,307	13,786	9,266	25,304	8,604	5,397	5,614	5,709	10,498	6,985	20,109
Teamwork Within Units														
A1.	People support one another in this unit.	Most Recent	88%	87%	91%	82%	89%	89%	89%	84%	83%	88%	94%	86%
		Previous	88%	86%	91%	82%	87%	89%	90%	84%	84%	88%	92%	84%
		Change	0%	1%	0%	0%	2%	0%	-1%	0%	-1%	0%	2%	2%
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%	86%	91%	83%	84%	90%	88%	83%	83%	89%	91%	87%
		Previous	88%	87%	91%	85%	83%	91%	89%	83%	83%	88%	91%	86%
		Change	-2%	-1%	0%	-2%	1%	-1%	-1%	0%	0%	1%	0%	1%
A4.	In this unit, people treat each other with respect.	Most Recent	81%	78%	83%	75%	83%	81%	83%	76%	76%	83%	90%	76%
		Previous	83%	76%	83%	74%	81%	80%	83%	75%	77%	81%	88%	74%
		Change	-2%	2%	0%	1%	2%	1%	0%	1%	-1%	2%	2%	2%
A11.	When one area in this unit gets really busy, others help out.	Most Recent	69%	71%	79%	67%	70%	73%	73%	71%	69%	70%	79%	68%
		Previous	74%	71%	78%	69%	69%	73%	74%	71%	72%	69%	78%	66%
		Change	-5%	0%	1%	-2%	1%	0%	-1%	0%	-3%	1%	1%	2%
Supv/Mgr 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	79%	76%	76%	75%	80%	77%	77%	78%	79%	77%	83%	76%
		Previous	76%	73%	73%	72%	76%	76%	73%	75%	76%	72%	81%	72%
		Change	3%	3%	3%	3%	4%	1%	4%	3%	3%	5%	2%	4%
B2.	My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	80%	77%	77%	77%	81%	78%	79%	80%	78%	79%	87%	78%
		Previous	79%	74%	77%	74%	77%	75%	77%	78%	79%	76%	87%	75%
		Change	1%	3%	0%	3%	4%	3%	2%	2%	-1%	3%	0%	3%
B3R.	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	76%	72%	75%	80%	77%	74%	79%	80%	76%	79%	83%	74%
		Previous	74%	69%	73%	79%	74%	74%	75%	78%	73%	76%	82%	70%
		Change	2%	3%	2%	1%	3%	0%	4%	2%	3%	3%	1%	4%
B4R.	My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	80%	76%	77%	78%	79%	77%	77%	79%	78%	81%	85%	79%
		Previous	79%	73%	75%	78%	76%	75%	77%	77%	75%	78%	85%	75%
		Change	1%	3%	2%	0%	3%	2%	0%	2%	3%	3%	0%	4%

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Table D-2. Trending: Item-Level Average Percent Positive Response by Work Area/Unit – 2016 Database Hospitals (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		56	253	230	233	240	186	88	218	98	245	211	259
# Respondents	Most Recent		1,321	13,115	14,919	9,664	26,861	8,829	6,522	6,263	6,709	11,353	7,853	22,670
	Previous		965	11,307	13,786	9,266	25,304	8,604	5,397	5,614	5,709	10,498	6,985	20,109
Organizational Learning – Continuous Improvement														
A6.	We are actively doing things to improve patient safety.	Most Recent	87%	80%	85%	82%	87%	84%	84%	89%	83%	86%	91%	86%
		Previous	87%	81%	86%	84%	87%	85%	87%	89%	83%	85%	91%	86%
		Change	0%	-1%	-1%	-2%	0%	-1%	-3%	0%	0%	1%	0%	0%
A9.	Mistakes have led to positive changes here.	Most Recent	66%	59%	64%	67%	64%	64%	65%	78%	60%	66%	66%	66%
		Previous	70%	58%	64%	68%	65%	67%	65%	77%	62%	66%	66%	66%
		Change	-4%	1%	0%	-1%	-1%	-3%	0%	1%	-2%	0%	0%	0%
A13.	After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	67%	67%	73%	69%	75%	72%	71%	70%	71%	71%	77%	71%
		Previous	67%	66%	72%	69%	74%	73%	73%	69%	70%	70%	77%	71%
		Change	0%	1%	1%	0%	1%	-1%	-2%	1%	1%	1%	0%	0%
Management Support for Patient Safety														
F1.	Hospital management provides a work climate that promotes patient safety.	Most Recent	74%	74%	71%	84%	78%	78%	77%	81%	77%	85%	88%	80%
		Previous	72%	73%	75%	85%	77%	79%	81%	81%	77%	85%	88%	79%
		Change	2%	1%	-4%	-1%	1%	-1%	-4%	0%	0%	0%	0%	1%
F8.	The actions of hospital management show that patient safety is a top priority.	Most Recent	66%	69%	68%	79%	75%	73%	73%	78%	72%	80%	82%	74%
		Previous	71%	69%	70%	80%	75%	75%	75%	78%	74%	79%	82%	74%
		Change	-5%	0%	-2%	-1%	0%	-2%	-2%	0%	-2%	1%	0%	0%
F9R.	Hospital management seems interested in patient safety only after an adverse event happens.	Most Recent	50%	52%	53%	64%	60%	58%	57%	62%	57%	64%	67%	59%
		Previous	55%	52%	56%	64%	60%	61%	58%	62%	58%	64%	69%	60%
		Change	-5%	0%	-3%	0%	0%	-3%	-1%	0%	-1%	0%	-2%	-1%

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Table D-2. Trending: Item-Level Average Percent Positive Response by Work Area/Unit – 2016 Database Hospitals (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		56	253	230	233	240	186	88	218	98	245	211	259
# Respondents	Most Recent		1,321	13,115	14,919	9,664	26,861	8,829	6,522	6,263	6,709	11,353	7,853	22,670
	Previous		965	11,307	13,786	9,266	25,304	8,604	5,397	5,614	5,709	10,498	6,985	20,109
Feedback & Communication About Error														
C1.	We are given feedback about changes put into place based on event reports.	Most Recent	59%	59%	59%	60%	63%	59%	60%	64%	59%	62%	70%	60%
		Previous	63%	56%	60%	58%	62%	62%	59%	62%	60%	62%	70%	58%
		Change	-4%	3%	-1%	2%	1%	-3%	1%	2%	-1%	0%	0%	2%
C3.	We are informed about errors that happen in this unit.	Most Recent	66%	62%	65%	69%	69%	66%	65%	75%	66%	72%	75%	70%
		Previous	70%	61%	63%	68%	67%	67%	66%	73%	66%	71%	73%	67%
		Change	-4%	1%	2%	1%	2%	-1%	-1%	2%	0%	1%	2%	3%
C5.	In this unit, we discuss ways to prevent errors from happening again.	Most Recent	77%	69%	74%	72%	75%	75%	73%	79%	74%	76%	84%	76%
		Previous	76%	67%	72%	73%	74%	75%	75%	77%	74%	73%	82%	74%
		Change	1%	2%	2%	-1%	1%	0%	-2%	2%	0%	3%	2%	2%
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	61%	54%	58%	67%	61%	61%	61%	56%	65%	60%	65%	65%
		Previous	61%	55%	57%	68%	60%	63%	62%	53%	64%	59%	66%	64%
		Change	0%	-1%	1%	-1%	1%	-2%	-1%	3%	1%	1%	-1%	1%
D2.	When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent	60%	58%	61%	67%	65%	64%	65%	61%	65%	61%	64%	66%
		Previous	56%	59%	60%	68%	64%	65%	66%	60%	65%	60%	65%	65%
		Change	4%	-1%	1%	-1%	1%	-1%	-1%	1%	0%	1%	-1%	1%
D3.	When a mistake is made that could harm the patient, but does not, how often is this reported?	Most Recent	71%	71%	74%	82%	76%	77%	78%	78%	76%	76%	78%	77%
		Previous	71%	71%	75%	83%	76%	79%	78%	76%	76%	76%	78%	77%
		Change	0%	0%	-1%	-1%	0%	-2%	0%	2%	0%	0%	0%	0%

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Table D-2. Trending: Item-Level Average Percent Positive Response by Work Area/Unit – 2016 Database Hospitals (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		56	253	230	233	240	186	88	218	98	245	211	259
# Respondents	Most Recent		1,321	13,115	14,919	9,664	26,861	8,829	6,522	6,263	6,709	11,353	7,853	22,670
	Previous		965	11,307	13,786	9,266	25,304	8,604	5,397	5,614	5,709	10,498	6,985	20,109
Overall Perceptions of Patient Safety														
A10R.	It is just by chance that more serious mistakes don't happen around here.	Most Recent	66%	55%	60%	62%	59%	61%	62%	64%	58%	71%	76%	63%
		Previous	67%	55%	62%	64%	59%	64%	64%	64%	59%	71%	77%	62%
		Change	-1%	0%	-2%	-2%	0%	-3%	-2%	0%	-1%	0%	-1%	1%
A15.	Patient safety is never sacrificed to get more work done.	Most Recent	60%	54%	53%	69%	57%	56%	62%	67%	63%	74%	78%	63%
		Previous	60%	54%	55%	70%	58%	59%	64%	64%	63%	72%	75%	60%
		Change	0%	0%	-2%	-1%	-1%	-3%	-2%	3%	0%	2%	3%	3%
A17R.	We have patient safety problems in this unit.	Most Recent	65%	53%	57%	71%	58%	63%	63%	65%	51%	77%	78%	66%
		Previous	67%	53%	60%	72%	56%	65%	67%	65%	51%	76%	78%	66%
		Change	-2%	0%	-3%	-1%	2%	-2%	-4%	0%	0%	1%	0%	0%
A18.	Our procedures and systems are good at preventing errors from happening.	Most Recent	73%	67%	72%	79%	74%	74%	76%	77%	68%	79%	82%	75%
		Previous	75%	65%	72%	80%	72%	76%	77%	76%	70%	79%	81%	74%
		Change	-2%	2%	0%	-1%	2%	-2%	-1%	1%	-2%	0%	1%	1%
Communication Openness														
C2.	Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent	77%	73%	77%	75%	75%	79%	77%	76%	74%	80%	87%	80%
		Previous	78%	72%	76%	74%	74%	79%	77%	77%	74%	79%	86%	79%
		Change	-1%	1%	1%	1%	1%	0%	0%	-1%	0%	1%	1%	1%
C4.	Staff feel free to question the decisions or actions of those with more authority.	Most Recent	60%	46%	47%	46%	47%	48%	52%	54%	44%	48%	57%	50%
		Previous	57%	46%	46%	44%	45%	48%	50%	54%	47%	46%	57%	48%
		Change	3%	0%	1%	2%	2%	0%	2%	0%	-3%	2%	0%	2%
C6R.	Staff are afraid to ask questions when something does not seem right.	Most Recent	70%	62%	64%	66%	64%	65%	67%	70%	60%	68%	76%	64%
		Previous	70%	60%	63%	63%	61%	64%	67%	69%	59%	64%	74%	62%
		Change	0%	2%	1%	3%	3%	1%	0%	1%	1%	4%	2%	2%

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Table D-2. Trending: Item-Level Average Percent Positive Response by Work Area/Unit – 2016 Database Hospitals (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		56	253	230	233	240	186	88	218	98	245	211	259
	# Respondents	Most Recent	1,321	13,115	14,919	9,664	26,861	8,829	6,522	6,263	6,709	11,353	7,853	22,670
	Previous	965	11,307	13,786	9,266	25,304	8,604	5,397	5,614	5,709	10,498	6,985	20,109	
Teamwork Across Units														
F2R.	Hospital units do not coordinate well with each other.	Most Recent	40%	43%	48%	47%	50%	49%	51%	49%	40%	52%	55%	47%
		Previous	41%	42%	49%	45%	49%	50%	49%	49%	42%	51%	54%	45%
		Change	-1%	1%	-1%	2%	1%	-1%	2%	0%	-2%	1%	1%	2%
F4.	There is good cooperation among hospital units that need to work together.	Most Recent	54%	53%	61%	60%	61%	62%	63%	62%	53%	66%	68%	61%
		Previous	56%	53%	61%	60%	62%	63%	64%	61%	55%	64%	68%	59%
		Change	-2%	0%	0%	0%	-1%	-1%	-1%	1%	-2%	2%	0%	2%
F6R.	It is often unpleasant to work with staff from other hospital units.	Most Recent	58%	56%	67%	58%	66%	63%	66%	64%	61%	64%	70%	61%
		Previous	58%	54%	68%	57%	66%	64%	64%	62%	60%	62%	69%	60%
		Change	0%	2%	-1%	1%	0%	-1%	2%	2%	1%	2%	1%	1%
F10.	Hospital units work well together to provide the best care for patients.	Most Recent	62%	64%	70%	70%	72%	71%	72%	71%	63%	75%	77%	70%
		Previous	62%	62%	72%	71%	71%	73%	73%	71%	64%	73%	75%	69%
		Change	0%	2%	-2%	-1%	1%	-2%	-1%	0%	-1%	2%	2%	1%
Staffing														
A2.	We have enough staff to handle the workload.	Most Recent	56%	40%	47%	46%	45%	50%	52%	51%	46%	59%	61%	53%
		Previous	58%	44%	54%	51%	49%	56%	57%	54%	48%	62%	59%	53%
		Change	-2%	-4%	-7%	-5%	-4%	-6%	-5%	-3%	-2%	-3%	2%	0%
A5R.	Staff in this unit work longer hours than is best for patient care.	Most Recent	47%	48%	50%	54%	49%	52%	53%	59%	51%	61%	60%	46%
		Previous	45%	51%	54%	56%	50%	55%	54%	59%	51%	64%	61%	46%
		Change	2%	-3%	-4%	-2%	-1%	-3%	-1%	0%	0%	-3%	-1%	0%
A7R.	We use more agency/temporary staff than is best for patient care.	Most Recent	70%	63%	67%	68%	64%	72%	70%	69%	62%	74%	72%	69%
		Previous	69%	64%	71%	68%	68%	76%	71%	70%	67%	75%	74%	70%
		Change	1%	-1%	-4%	0%	-4%	-4%	-1%	-1%	-5%	-1%	-2%	-1%
A14R.	We work in "crisis mode," trying to do too much, too quickly.	Most Recent	55%	38%	48%	46%	46%	50%	53%	51%	50%	56%	66%	49%
		Previous	54%	40%	49%	47%	46%	53%	53%	51%	49%	58%	66%	48%
		Change	1%	-2%	-1%	-1%	0%	-3%	0%	0%	1%	-2%	0%	1%

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Table D-2. Trending: Item-Level Average Percent Positive Response by Work Area/Unit – 2016 Database Hospitals (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	56	253	230	233	240	186	88	218	98	245	211	259
	# Respondents	Most Recent	1,321	13,115	14,919	9,664	26,861	8,829	6,522	6,263	6,709	11,353	7,853	22,670
		Previous	965	11,307	13,786	9,266	25,304	8,604	5,397	5,614	5,709	10,498	6,985	20,109
Handoffs & Transitions														
F3R.	Things "fall between the cracks" when transferring patients from one unit to another.	Most Recent	38%	50%	44%	31%	42%	50%	49%	26%	37%	49%	42%	44%
		Previous	39%	49%	45%	30%	42%	49%	46%	24%	37%	47%	41%	43%
		Change	-1%	1%	-1%	1%	0%	1%	3%	2%	0%	2%	1%	1%
F5R.	Important patient care information is often lost during shift changes.	Most Recent	50%	62%	63%	49%	55%	66%	65%	42%	52%	56%	50%	53%
		Previous	49%	61%	63%	48%	54%	66%	62%	40%	54%	54%	49%	51%
		Change	1%	1%	0%	1%	1%	0%	3%	2%	-2%	2%	1%	2%
F7R.	Problems often occur in the exchange of information across hospital units.	Most Recent	42%	51%	49%	40%	48%	53%	52%	38%	40%	51%	49%	46%
		Previous	41%	50%	51%	40%	47%	53%	47%	36%	41%	49%	48%	45%
		Change	1%	1%	-2%	0%	1%	0%	5%	2%	-1%	2%	1%	1%
F11R.	Shift changes are problematic for patients in this hospital.	Most Recent	40%	51%	58%	44%	49%	64%	57%	38%	47%	50%	43%	43%
		Previous	40%	50%	62%	43%	49%	63%	56%	39%	48%	47%	42%	42%
		Change	0%	1%	-4%	1%	0%	1%	1%	-1%	-1%	3%	1%	1%
Nonpunitive Response to Error														
A8R.	Staff feel like their mistakes are held against them.	Most Recent	48%	43%	47%	45%	49%	49%	53%	57%	50%	52%	66%	50%
		Previous	51%	42%	45%	44%	48%	50%	50%	58%	49%	50%	67%	48%
		Change	-3%	1%	2%	1%	1%	-1%	3%	-1%	1%	2%	-1%	2%
A12R.	When an event is reported, it feels like the person is being written up, not the problem.	Most Recent	44%	40%	45%	44%	48%	48%	50%	57%	50%	49%	66%	48%
		Previous	46%	39%	45%	42%	47%	48%	48%	57%	49%	48%	66%	47%
		Change	-2%	1%	0%	2%	1%	0%	2%	0%	1%	1%	0%	1%
A16R.	Staff worry that mistakes they make are kept in their personnel file.	Most Recent	36%	29%	33%	30%	36%	35%	38%	46%	36%	36%	55%	37%
		Previous	37%	28%	31%	27%	34%	34%	33%	43%	35%	34%	53%	34%
		Change	-1%	1%	2%	3%	2%	1%	5%	3%	1%	2%	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-3. Trending: Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Work Area/Unit – 2016 Database Hospitals

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 # Respondents	Both Years	56	253	230	233	240	186	88	218	98	245	211	259
	Most Recent	1,321	13,115	14,919	9,664	26,861	8,829	6,522	6,263	6,709	11,353	7,853	22,670
	Previous	965	11,307	13,786	9,266	25,304	8,604	5,397	5,614	5,709	10,498	6,985	20,109
Excellent or Very Good	Most Recent	75%	66%	70%	76%	70%	74%	72%	76%	65%	82%	87%	77%
	Previous	79%	66%	73%	78%	70%	78%	79%	75%	68%	81%	86%	77%
	Change	-4%	0%	-3%	-2%	0%	-4%	-7%	1%	-3%	1%	1%	0%
A = Excellent	Most Recent	39%	23%	27%	33%	27%	31%	28%	34%	25%	43%	47%	35%
	Previous	40%	24%	29%	33%	26%	33%	32%	31%	25%	41%	45%	34%
	Change	-1%	-1%	-2%	0%	1%	-2%	-4%	3%	0%	2%	2%	1%
B = Very Good	Most Recent	36%	42%	43%	43%	44%	43%	45%	42%	40%	39%	40%	42%
	Previous	39%	42%	44%	45%	44%	45%	47%	45%	43%	40%	41%	43%
	Change	-3%	0%	-1%	-2%	0%	-2%	-2%	-3%	-3%	-1%	-1%	-1%
C = Acceptable	Most Recent	19%	25%	22%	19%	22%	19%	20%	19%	25%	14%	11%	18%
	Previous	17%	26%	21%	18%	24%	18%	18%	19%	24%	15%	12%	19%
	Change	2%	-1%	1%	1%	-2%	1%	2%	0%	1%	-1%	-1%	-1%
D = Poor	Most Recent	5%	8%	6%	4%	6%	5%	6%	4%	8%	3%	2%	4%
	Previous	3%	7%	5%	3%	5%	4%	3%	4%	6%	3%	2%	4%
	Change	2%	1%	1%	1%	1%	1%	3%	0%	2%	0%	0%	0%
E = Failing	Most Recent	1%	2%	2%	1%	1%	2%	2%	1%	2%	1%	0%	1%
	Previous	0%	2%	1%	1%	1%	1%	0%	1%	1%	1%	0%	1%
	Change	1%	0%	1%	0%	0%	1%	2%	0%	1%	0%	0%	0%

Note: Percentages may not add to 100 due to rounding. Excellent and Very Good may not add to the subtotal for Excellent or Very Good due to rounding.

Table D-4. Trending: Average Percentage of Respondents Reporting Events in the Past 12 Months by Work Area/Unit – 2016 Database Hospitals

		Work Area/Unit											
Number of Events Reported by Respondents	Database Year	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
<i># Hospitals</i>	Both Years	56	253	230	233	240	186	88	218	98	245	211	259
<i># Respondents</i>	Most Recent	1,321	13,115	14,919	9,664	26,861	8,829	6,522	6,263	6,709	11,353	7,853	22,670
	Previous	965	11,307	13,786	9,266	25,304	8,604	5,397	5,614	5,709	10,498	6,985	20,109
1 or More Events	Most Recent	44%	51%	62%	52%	56%	55%	53%	59%	49%	45%	40%	51%
	Previous	41%	50%	62%	52%	56%	54%	52%	57%	51%	44%	39%	53%
	Change	3%	1%	0%	0%	0%	1%	1%	2%	-2%	1%	1%	-2%
None	Most Recent	56%	49%	38%	48%	44%	45%	47%	41%	51%	55%	60%	49%
	Previous	59%	50%	38%	48%	44%	46%	48%	43%	49%	56%	61%	47%
	Change	-3%	-1%	0%	0%	0%	-1%	-1%	-2%	2%	-1%	-1%	2%
1 to 2	Most Recent	32%	30%	37%	26%	32%	34%	33%	20%	27%	32%	30%	30%
	Previous	28%	30%	37%	26%	32%	35%	33%	19%	27%	31%	30%	31%
	Change	4%	0%	0%	0%	0%	-1%	0%	1%	0%	1%	0%	-1%
3 to 5	Most Recent	9%	13%	16%	13%	17%	15%	14%	17%	15%	9%	7%	15%
	Previous	11%	12%	17%	14%	16%	14%	14%	16%	17%	10%	7%	15%
	Change	-2%	1%	-1%	-1%	1%	1%	0%	1%	-2%	-1%	0%	0%
6 to 10	Most Recent	3%	5%	6%	6%	5%	4%	4%	10%	5%	3%	2%	5%
	Previous	2%	4%	6%	7%	5%	4%	4%	10%	4%	3%	2%	5%
	Change	1%	1%	0%	-1%	0%	0%	0%	0%	1%	0%	0%	0%
11 to 20	Most Recent	0%	2%	2%	4%	2%	1%	1%	7%	2%	1%	0%	2%
	Previous	0%	2%	2%	4%	2%	1%	1%	6%	2%	1%	0%	2%
	Change	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%
21 or More	Most Recent	0%	1%	1%	2%	1%	0%	0%	5%	1%	0%	0%	1%
	Previous	0%	1%	1%	3%	0%	0%	0%	5%	1%	0%	0%	1%
	Change	0%	0%	0%	-1%	1%	0%	0%	0%	0%	0%	0%	0%

Note: Percentages may not add to 100 due to rounding. Percentages for number of events may not add to the subtotal for 1 or more events due to rounding.

Appendix D: Trending Results by Respondent Characteristics

(2) Staff Position

NOTE 1: Results are from 326 hospitals. 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/missing data.

NOTE 2: Respondents who selected “Other” or did not answer (missing) are not included.

Table D-5. Trending: Composite-Level Average Percent Positive Response by Staff Position – 2016 Database Hospitals (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	282	141	46	257	175	321	288	277	272
# Respondents	Most Recent	15,770	13,230	705	13,008	3,635	81,352	25,321	10,747	11,596
	Previous	14,770	10,444	649	11,756	3,363	74,649	23,330	9,376	12,034
1. Teamwork Within Units	Most Recent	91%	85%	81%	77%	79%	83%	79%	87%	81%
	Previous	91%	84%	81%	77%	79%	82%	79%	86%	80%
	Change	0%	1%	0%	0%	0%	1%	0%	1%	1%
2. Supv/Mgr Expectations & Actions Promoting Patient Safety	Most Recent	90%	80%	79%	78%	78%	77%	79%	82%	81%
	Previous	88%	74%	77%	75%	76%	75%	75%	79%	79%
	Change	2%	6%	2%	3%	2%	2%	4%	3%	2%
3. Organizational Learning – Continuous Improvement	Most Recent	86%	72%	73%	76%	77%	74%	74%	74%	74%
	Previous	85%	71%	74%	76%	76%	74%	73%	73%	75%
	Change	1%	1%	-1%	0%	1%	0%	1%	1%	-1%
4. Management Support for Patient Safety	Most Recent	88%	71%	78%	75%	70%	68%	76%	76%	78%
	Previous	87%	70%	77%	74%	70%	69%	75%	76%	78%
	Change	1%	1%	1%	1%	0%	-1%	1%	0%	0%
5. Feedback & Communication About Error	Most Recent	84%	64%	69%	73%	70%	67%	70%	72%	73%
	Previous	82%	63%	67%	71%	67%	66%	68%	70%	73%
	Change	2%	1%	2%	2%	3%	1%	2%	2%	0%
6. Frequency of Events Reported	Most Recent	76%	58%	58%	71%	57%	67%	69%	64%	72%
	Previous	75%	59%	60%	71%	55%	67%	68%	63%	73%
	Change	1%	-1%	-2%	0%	2%	0%	1%	1%	-1%

Table D-5. Trending: Composite-Level Average Percent Positive Response by Staff Position – 2016 Database Hospitals (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	Both Years	282	141	46	257	175	321	288	277	272
# Respondents	Most Recent	15,770	13,230	705	13,008	3,635	81,352	25,321	10,747	11,596
	Previous	14,770	10,444	649	11,756	3,363	74,649	23,330	9,376	12,034
7. Overall Perceptions of Patient Safety	Most Recent	79%	66%	69%	64%	64%	63%	73%	74%	69%
	Previous	78%	67%	68%	64%	62%	63%	72%	73%	70%
	Change	1%	-1%	1%	0%	2%	0%	1%	1%	-1%
8. Communication Openness	Most Recent	81%	67%	65%	61%	66%	63%	64%	69%	63%
	Previous	79%	67%	64%	58%	65%	62%	62%	68%	63%
	Change	2%	0%	1%	3%	1%	1%	2%	1%	0%
9. Teamwork Across Units	Most Recent	74%	63%	67%	63%	59%	61%	62%	69%	64%
	Previous	72%	61%	65%	62%	57%	60%	61%	67%	63%
	Change	2%	2%	2%	1%	2%	1%	1%	2%	1%
10. Staffing	Most Recent	65%	53%	52%	48%	56%	55%	57%	63%	54%
	Previous	66%	54%	55%	49%	58%	57%	59%	63%	56%
	Change	-1%	-1%	-3%	-1%	-2%	-2%	-2%	0%	-2%
11. Handoffs & Transitions	Most Recent	55%	46%	41%	54%	33%	52%	47%	49%	51%
	Previous	53%	44%	40%	51%	31%	51%	46%	47%	50%
	Change	2%	2%	1%	3%	2%	1%	1%	2%	1%
12. Nonpunitive Response to Error	Most Recent	67%	45%	49%	38%	53%	46%	43%	54%	42%
	Previous	65%	42%	48%	36%	52%	45%	41%	53%	40%
	Change	2%	3%	1%	2%	1%	1%	2%	1%	2%

Table D-6. Trending: Item-Level Average Percent Positive Response by Staff Position – 2016 Database Hospitals (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)
# Hospitals	Both Years	282	141	46	257	175	321	288	277	272
	# Respondents	15,770	13,230	705	13,008	3,635	81,352	25,321	10,747	11,596
	Previous	14,770	10,444	649	11,756	3,363	74,649	23,330	9,376	12,034
Teamwork Within Units										
A1. People support one another in this unit.	Most Recent	95%	91%	87%	83%	85%	89%	85%	92%	86%
	Previous	95%	90%	84%	82%	86%	88%	84%	90%	85%
	Change	0%	1%	3%	1%	-1%	1%	1%	2%	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	94%	89%	86%	80%	84%	88%	86%	90%	87%
	Previous	95%	87%	84%	81%	84%	88%	86%	90%	86%
	Change	-1%	2%	2%	-1%	0%	0%	0%	0%	1%
A4. In this unit, people treat each other with respect.	Most Recent	91%	87%	80%	76%	78%	82%	78%	86%	78%
	Previous	91%	86%	81%	76%	76%	81%	76%	85%	77%
	Change	0%	1%	-1%	0%	2%	1%	2%	1%	1%
A11. When one area in this unit gets really busy, others help out.	Most Recent	83%	72%	73%	68%	69%	72%	68%	79%	73%
	Previous	83%	71%	74%	68%	70%	72%	69%	78%	72%
	Change	0%	1%	-1%	0%	-1%	0%	-1%	1%	1%
Supv/Mgr 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	90%	77%	80%	80%	76%	78%	77%	80%	82%
	Previous	88%	72%	78%	77%	74%	75%	73%	77%	78%
	Change	2%	5%	2%	3%	2%	3%	4%	3%	4%
B2. My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	92%	83%	84%	80%	79%	79%	79%	84%	82%
	Previous	90%	78%	83%	77%	78%	77%	76%	81%	79%
	Change	2%	5%	1%	3%	1%	2%	3%	3%	3%
B3R. Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	89%	77%	75%	77%	79%	75%	79%	80%	80%
	Previous	87%	70%	74%	74%	77%	73%	76%	78%	78%
	Change	2%	7%	1%	3%	2%	2%	3%	2%	2%
B4R. My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	90%	81%	78%	76%	78%	78%	80%	83%	80%
	Previous	87%	75%	74%	73%	77%	76%	77%	81%	78%
	Change	3%	6%	4%	3%	1%	2%	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 – 2016 Database Hospitals (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	Both Years		282	141	46	257	175	321	288	277	272
# Respondents	Most Recent		15,770	13,230	705	13,008	3,635	81,352	25,321	10,747	11,596
	Previous		14,770	10,444	649	11,756	3,363	74,649	23,330	9,376	12,034
Organizational Learning – Continuous Improvement											
A6.	We are actively doing things to improve patient safety.	Most Recent	92%	84%	86%	87%	87%	85%	85%	87%	85%
		Previous	91%	84%	83%	87%	87%	86%	85%	86%	86%
		Change	1%	0%	3%	0%	0%	-1%	0%	1%	-1%
A9.	Mistakes have led to positive changes here.	Most Recent	83%	67%	63%	63%	78%	64%	66%	63%	64%
		Previous	83%	66%	65%	63%	77%	64%	66%	63%	64%
		Change	0%	1%	-2%	0%	1%	0%	0%	0%	0%
A13.	After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	82%	64%	71%	77%	64%	74%	70%	73%	74%
		Previous	82%	64%	75%	76%	63%	73%	70%	71%	74%
		Change	0%	0%	-4%	1%	1%	1%	0%	2%	0%
Management Support for Patient Safety											
F1.	Hospital management provides a work climate that promotes patient safety.	Most Recent	94%	80%	88%	85%	76%	76%	85%	85%	87%
		Previous	92%	78%	85%	82%	76%	76%	84%	85%	86%
		Change	2%	2%	3%	3%	0%	0%	1%	0%	1%
F8.	The actions of hospital management show that patient safety is a top priority.	Most Recent	91%	73%	84%	80%	75%	71%	79%	79%	82%
		Previous	89%	73%	82%	79%	75%	72%	79%	78%	82%
		Change	2%	0%	2%	1%	0%	-1%	0%	1%	0%
F9R.	Hospital management seems interested in patient safety only after an adverse event happens.	Most Recent	79%	59%	63%	61%	59%	57%	63%	63%	65%
		Previous	79%	58%	65%	61%	58%	58%	62%	64%	66%
		Change	0%	1%	-2%	0%	1%	-1%	1%	-1%	-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 D-6. Trending: Item-Level Average Percent Positive by Staff Position – 2016 Database Hospitals (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	Both Years		282	141	46	257	175	321	288	277	272
	# Respondents	Most Recent	15,770	13,230	705	13,008	3,635	81,352	25,321	10,747	11,596
	Previous	14,770	10,444	649	11,756	3,363	74,649	23,330	9,376	12,034	
Feedback & Communication About Error											
C1.	We are given feedback about changes put into place based on event reports.	Most Recent	78%	56%	62%	66%	62%	61%	61%	66%	65%
		Previous	76%	56%	61%	65%	60%	60%	59%	64%	65%
		Change	2%	0%	1%	1%	2%	1%	2%	2%	0%
C3.	We are informed about errors that happen in this unit.	Most Recent	84%	62%	66%	75%	72%	66%	73%	71%	74%
		Previous	82%	61%	65%	73%	69%	64%	70%	70%	75%
		Change	2%	1%	1%	2%	3%	2%	3%	1%	-1%
C5.	In this unit, we discuss ways to prevent errors from happening again.	Most Recent	90%	73%	78%	79%	75%	74%	76%	78%	79%
		Previous	88%	72%	74%	77%	73%	73%	74%	76%	78%
		Change	2%	1%	4%	2%	2%	1%	2%	2%	1%
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	72%	53%	55%	69%	45%	60%	63%	60%	69%
		Previous	71%	55%	58%	69%	42%	60%	63%	59%	70%
		Change	1%	-2%	-3%	0%	3%	0%	0%	1%	-1%
D2.	When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent	72%	52%	53%	68%	52%	65%	64%	58%	68%
		Previous	70%	53%	53%	68%	49%	65%	64%	58%	69%
		Change	2%	-1%	0%	0%	3%	0%	0%	0%	-1%
D3.	When a mistake is made that could harm the patient, but does not, how often is this reported?	Most Recent	84%	68%	66%	76%	74%	77%	78%	73%	79%
		Previous	84%	70%	68%	77%	73%	77%	78%	72%	80%
		Change	0%	-2%	-2%	-1%	1%	0%	0%	1%	-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 D-6. Trending: Item-Level Average Percent Positive by Staff Position – 2016 Database Hospitals (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	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)
# Hospitals	Both Years	282	141	46	257	175	321	288	277	272
	# Respondents	15,770	13,230	705	13,008	3,635	81,352	25,321	10,747	11,596
	Previous	14,770	10,444	649	11,756	3,363	74,649	23,330	9,376	12,034
Overall Perceptions of Patient Safety										
A10R. It is just by chance that more serious mistakes don't happen around here.	Most Recent	78%	67%	64%	53%	64%	62%	65%	72%	58%
	Previous	77%	67%	65%	52%	60%	63%	67%	72%	61%
	Change	1%	0%	-1%	1%	4%	-1%	-2%	0%	-3%
A15. Patient safety is never sacrificed to get more work done.	Most Recent	78%	61%	68%	65%	59%	56%	72%	71%	73%
	Previous	73%	63%	69%	65%	57%	56%	70%	69%	71%
	Change	5%	-2%	-1%	0%	2%	0%	2%	2%	2%
A17R. We have patient safety problems in this unit.	Most Recent	78%	64%	70%	62%	61%	59%	74%	75%	70%
	Previous	78%	63%	66%	62%	59%	59%	74%	74%	70%
	Change	0%	1%	4%	0%	2%	0%	0%	1%	0%
A18. Our procedures and systems are good at preventing errors from happening.	Most Recent	84%	72%	75%	76%	72%	74%	79%	79%	76%
	Previous	82%	74%	73%	74%	70%	72%	78%	77%	76%
	Change	2%	-2%	2%	2%	2%	2%	1%	2%	0%
Communication Openness										
C2. Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent	88%	76%	78%	76%	74%	77%	78%	83%	78%
	Previous	87%	76%	78%	75%	73%	76%	77%	82%	78%
	Change	1%	0%	0%	1%	1%	1%	1%	1%	0%
C4. Staff feel free to question the decisions or actions of those with more authority.	Most Recent	74%	57%	50%	44%	54%	48%	47%	55%	47%
	Previous	73%	58%	52%	42%	55%	47%	45%	54%	48%
	Change	1%	-1%	-2%	2%	-1%	1%	2%	1%	-1%
C6R. Staff are afraid to ask questions when something does not seem right.	Most Recent	80%	68%	66%	62%	70%	64%	67%	71%	64%
	Previous	77%	67%	64%	58%	68%	63%	63%	69%	63%
	Change	3%	1%	2%	4%	2%	1%	4%	2%	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 D-6. Trending: Item-Level Average Percent Positive by Staff Position – 2016 Database Hospitals (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	282	141	46	257	175	321	288	277	272	
# Respondents	Most Recent	15,770	13,230	705	13,008	3,635	81,352	25,321	10,747	11,596	
	Previous	14,770	10,444	649	11,756	3,363	74,649	23,330	9,376	12,034	
Teamwork Across Units											
F2R.	Hospital units do not coordinate well with each other.	Most Recent	64%	49%	56%	50%	45%	48%	50%	56%	53%
		Previous	63%	47%	52%	50%	44%	48%	49%	55%	51%
		Change	1%	2%	4%	0%	1%	0%	1%	1%	2%
F4.	There is good cooperation among hospital units that need to work together.	Most Recent	75%	63%	69%	62%	57%	60%	63%	70%	64%
		Previous	74%	62%	66%	62%	56%	60%	63%	68%	63%
		Change	1%	1%	3%	0%	1%	0%	0%	2%	1%
F6R.	It is often unpleasant to work with staff from other hospital units.	Most Recent	73%	68%	67%	64%	65%	64%	61%	73%	63%
		Previous	71%	65%	67%	61%	60%	64%	60%	71%	63%
		Change	2%	3%	0%	3%	5%	0%	1%	2%	0%
F10.	Hospital units work well together to provide the best care for patients.	Most Recent	82%	70%	79%	75%	67%	70%	73%	78%	75%
		Previous	81%	69%	77%	74%	67%	69%	72%	75%	73%
		Change	1%	1%	2%	1%	0%	1%	1%	3%	2%
Staffing											
A2.	We have enough staff to handle the workload.	Most Recent	69%	55%	55%	44%	49%	50%	52%	59%	51%
		Previous	70%	57%	56%	45%	52%	53%	56%	59%	55%
		Change	-1%	-2%	-1%	-1%	-3%	-3%	-4%	0%	-4%
A5R.	Staff in this unit work longer hours than is best for patient care.	Most Recent	60%	48%	45%	42%	59%	53%	55%	60%	47%
		Previous	61%	47%	53%	42%	61%	54%	58%	60%	49%
		Change	-1%	1%	-8%	0%	-2%	-1%	-3%	0%	-2%
A7R.	We use more agency/temporary staff than is best for patient care.	Most Recent	71%	59%	58%	59%	71%	70%	69%	73%	62%
		Previous	73%	60%	59%	61%	71%	72%	70%	75%	64%
		Change	-2%	-1%	-1%	-2%	0%	-2%	-1%	-2%	-2%
A14R.	We work in "crisis mode," trying to do too much, too quickly.	Most Recent	62%	50%	52%	47%	47%	47%	51%	61%	54%
		Previous	61%	53%	52%	47%	47%	48%	52%	59%	55%
		Change	1%	-3%	0%	0%	0%	-1%	-1%	2%	-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 D-6. Trending: Item-Level Average Percent Positive by Staff Position – 2016 Database Hospitals (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		282	141	46	257	175	321	288	277	272
	# Respondents	Most Recent	15,770	13,230	705	13,008	3,635	81,352	25,321	10,747	11,596
	Previous	14,770	10,444	649	11,756	3,363	74,649	23,330	9,376	12,034	
Handoffs & Transitions											
F3R. Things "fall between the cracks" when transferring patients from one unit to another.	Most Recent		51%	43%	37%	50%	22%	45%	42%	44%	47%
	Previous		48%	42%	38%	48%	21%	45%	40%	41%	47%
	Change		3%	1%	-1%	2%	1%	0%	2%	3%	0%
F5R. Important patient care information is often lost during shift changes.	Most Recent		59%	50%	45%	61%	39%	58%	53%	53%	57%
	Previous		58%	47%	44%	59%	38%	57%	51%	51%	56%
	Change		1%	3%	1%	2%	1%	1%	2%	2%	1%
F7R. Problems often occur in the exchange of information across hospital units.	Most Recent		55%	46%	42%	51%	35%	50%	46%	52%	51%
	Previous		53%	44%	41%	48%	33%	49%	46%	48%	50%
	Change		2%	2%	1%	3%	2%	1%	0%	4%	1%
F11R. Shift changes are problematic for patients in this hospital.	Most Recent		54%	45%	40%	53%	37%	53%	47%	49%	48%
	Previous		53%	42%	40%	50%	34%	52%	46%	47%	48%
	Change		1%	3%	0%	3%	3%	1%	1%	2%	0%
Nonpunitive Response to Error											
A8R. Staff feel like their mistakes are held against them.	Most Recent		72%	50%	56%	44%	57%	51%	49%	60%	48%
	Previous		71%	48%	57%	42%	57%	50%	47%	58%	47%
	Change		1%	2%	-1%	2%	0%	1%	2%	2%	1%
A12R. When an event is reported, it feels like the person is being written up, not the problem.	Most Recent		74%	49%	50%	40%	59%	51%	46%	57%	43%
	Previous		72%	45%	50%	38%	58%	49%	45%	56%	43%
	Change		2%	4%	0%	2%	1%	2%	1%	1%	0%
A16R. Staff worry that mistakes they make are kept in their personnel file.	Most Recent		55%	35%	41%	31%	43%	37%	35%	47%	34%
	Previous		51%	32%	39%	29%	40%	35%	32%	45%	31%
	Change		4%	3%	2%	2%	3%	2%	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 D-7. Trending: Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Staff Position – 2016 Database Hospitals

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	Both Years	282	141	46	257	175	321	288	277	272	
	# Respondents	Most Recent	15,770	13,230	705	13,008	3,635	81,352	25,321	10,747	11,596
		Previous	14,770	10,444	649	11,756	3,363	74,649	23,330	9,376	12,034
Excellent or Very Good	Most Recent	89%	75%	80%	75%	71%	72%	80%	82%	79%	
	Previous	89%	76%	75%	75%	70%	72%	79%	81%	80%	
	Change	0%	-1%	5%	0%	1%	0%	1%	1%	-1%	
A = Excellent	Most Recent	51%	32%	30%	33%	27%	28%	39%	40%	37%	
	Previous	48%	33%	26%	33%	26%	28%	37%	38%	37%	
	Change	3%	-1%	4%	0%	1%	0%	2%	2%	0%	
B = Very Good	Most Recent	38%	43%	50%	41%	44%	43%	41%	41%	43%	
	Previous	41%	43%	49%	42%	44%	44%	42%	43%	43%	
	Change	-3%	0%	1%	-1%	0%	-1%	-1%	-2%	0%	
C = Acceptable	Most Recent	9%	19%	17%	20%	22%	21%	16%	15%	17%	
	Previous	10%	19%	21%	20%	24%	21%	17%	16%	17%	
	Change	-1%	0%	-4%	0%	-2%	0%	-1%	-1%	0%	
D = Poor	Most Recent	1%	5%	3%	4%	5%	6%	3%	3%	3%	
	Previous	1%	4%	2%	4%	5%	5%	3%	3%	3%	
	Change	0%	1%	1%	0%	0%	1%	0%	0%	0%	
E = Failing	Most Recent	1%	1%	0%	1%	1%	2%	1%	1%	1%	
	Previous	0%	1%	1%	1%	1%	1%	1%	1%	1%	
	Change	1%	0%	-1%	0%	0%	1%	0%	0%	0%	

Note: Percentages may not add to 100 due to rounding. Excellent and Very Good may not add to the subtotal for Excellent or Very Good due to rounding.

Table D-8. Trending: Average Percentage of Respondents Reporting Events in the Past 12 Months by Staff Position – 2016 Database Hospitals

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	282	141	46	257	175	321	288	277	272
	Most Recent	15,770	13,230	705	13,008	3,635	81,352	25,321	10,747	11,596
	Previous	14,770	10,444	649	11,756	3,363	74,649	23,330	9,376	12,034
1 or More Events	Most Recent	53%	35%	19%	20%	77%	68%	42%	38%	16%
	Previous	51%	34%	20%	20%	75%	68%	41%	38%	14%
	Change	2%	1%	-1%	0%	2%	0%	1%	0%	2%
None	Most Recent	47%	65%	81%	80%	23%	32%	58%	62%	84%
	Previous	49%	66%	80%	80%	25%	32%	59%	62%	86%
	Change	-2%	-1%	1%	0%	-2%	0%	-1%	0%	-2%
1 to 2	Most Recent	22%	24%	14%	16%	23%	39%	27%	29%	12%
	Previous	21%	23%	12%	16%	24%	39%	26%	30%	10%
	Change	1%	1%	2%	0%	-1%	0%	1%	-1%	2%
3 to 5	Most Recent	16%	8%	3%	3%	23%	19%	9%	6%	2%
	Previous	15%	9%	7%	3%	23%	20%	9%	6%	2%
	Change	1%	-1%	-4%	0%	0%	-1%	0%	0%	0%
6 to 10	Most Recent	9%	2%	1%	1%	14%	6%	3%	2%	1%
	Previous	8%	2%	1%	1%	13%	6%	3%	1%	1%
	Change	1%	0%	0%	0%	1%	0%	0%	1%	0%
11 to 20	Most Recent	4%	1%	0%	0%	10%	2%	1%	0%	0%
	Previous	4%	1%	0%	0%	8%	2%	1%	0%	0%
	Change	0%	0%	0%	0%	2%	0%	0%	0%	0%
21 or More	Most Recent	3%	0%	0%	0%	7%	1%	1%	0%	0%
	Previous	2%	0%	1%	0%	7%	1%	1%	0%	0%
	Change	1%	0%	-1%	0%	0%	0%	0%	0%	0%

Note: Percentages may not add to 100 due to rounding. Percentages for number of events may not add to the subtotal for 1 or more events due to rounding.

Appendix D: Trending Results by Respondent Characteristics

(3) Interaction With Patients

NOTE 1: Results are from 326 hospitals. 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/missing data.

NOTE 2: Respondents who did not answer (missing) are not included.

Table D-9. Trending: Composite-Level Average Percent Positive Response by Interaction With Patients – 2016 Database Hospitals (Page 1 of 2)

Patient Safety Culture Composites	Database Year	Interaction With Patients	
		WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i> <i># Respondents</i>	Both Years	325	303
	Most Recent	173,514	51,402
	Previous	158,931	48,299
1. Teamwork Within Units	Most Recent	82%	82%
	Previous	82%	82%
	Change	0%	0%
2. Supv/Mgr Expectations & Actions Promoting Patient Safety	Most Recent	79%	82%
	Previous	76%	79%
	Change	3%	3%
3. Organizational Learning – Continuous Improvement	Most Recent	74%	76%
	Previous	74%	75%
	Change	0%	1%
4. Management Support for Patient Safety	Most Recent	73%	80%
	Previous	73%	79%
	Change	0%	1%
5. Feedback & Communication About Error	Most Recent	69%	74%
	Previous	68%	72%
	Change	1%	2%
6. Frequency of Events Reported	Most Recent	68%	70%
	Previous	67%	70%
	Change	1%	0%

Table D-9. Trending: Composite-Level Average Percent Positive Response by Interaction With Patients – 2016 Database Hospitals (Page 2 of 2)

Patient Safety Culture Composites	Database Year	Interaction With Patients		
		WITH Direct Interaction	WITHOUT Direct Interaction	
<i># Hospitals</i>	Both Years	325	303	
	<i># Respondents</i>	Most Recent	173,514	51,402
		Previous	158,931	48,299
7. Overall Perceptions of Patient Safety	Most Recent	67%	71%	
	Previous	67%	70%	
	Change	0%	1%	
8. Communication Openness	Most Recent	64%	68%	
	Previous	63%	66%	
	Change	1%	2%	
9. Teamwork Across Units	Most Recent	63%	65%	
	Previous	62%	63%	
	Change	1%	2%	
10. Staffing	Most Recent	56%	55%	
	Previous	57%	56%	
	Change	-1%	-1%	
11. Handoffs & Transitions	Most Recent	51%	45%	
	Previous	50%	43%	
	Change	1%	2%	
12. Nonpunitive Response to Error	Most Recent	46%	50%	
	Previous	44%	48%	
	Change	2%	2%	

Table D-10. Trending: Item-Level Average Percent Positive Response by Interaction With Patients – 2016 Database Hospitals (Page 1 of 6)

Survey Items by Composite		Database Year	Interaction With Patients	
			WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i> <i># Respondents</i>		Both Years	325	303
		Most Recent	173,514	51,402
		Previous	158,931	48,299
Teamwork Within Units				
A1.	People support one another in this unit.	Most Recent	88%	87%
		Previous	87%	87%
		Change	1%	0%
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%	88%
		Previous	87%	88%
		Change	0%	0%
A4.	In this unit, people treat each other with respect.	Most Recent	81%	81%
		Previous	80%	81%
		Change	1%	0%
A11.	When one area in this unit gets really busy, others help out.	Most Recent	73%	73%
		Previous	72%	73%
		Change	1%	0%
Supv/Mgr 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	79%	83%
		Previous	76%	79%
		Change	3%	4%
B2.	My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	80%	84%
		Previous	78%	81%
		Change	2%	3%
B3R.	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	77%	81%
		Previous	75%	78%
		Change	2%	3%
B4R.	My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	79%	82%
		Previous	77%	78%
		Change	2%	4%

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

Table D-10. Trending: Item-Level Average Percent Positive Response by Interaction With Patients – 2016 Database Hospitals (Page 2 of 6)

Survey Items by Composite		Database Year	Interaction With Patients	
			WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i> <i># Respondents</i>		Both Years	325	303
		Most Recent	173,514	51,402
		Previous	158,931	48,299
Organizational Learning – Continuous Improvement				
A6.	We are actively doing things to improve patient safety.	Most Recent	86%	85%
		Previous	86%	84%
		Change	0%	1%
A9.	Mistakes have led to positive changes here.	Most Recent	65%	71%
		Previous	65%	70%
		Change	0%	1%
A13.	After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	73%	72%
		Previous	72%	71%
		Change	1%	1%
Management Support for Patient Safety				
F1.	Hospital management provides a work climate that promotes patient safety.	Most Recent	81%	88%
		Previous	81%	87%
		Change	0%	1%
F8.	The actions of hospital management show that patient safety is a top priority.	Most Recent	76%	84%
		Previous	76%	82%
		Change	0%	2%
F9R.	Hospital management seems interested in patient safety only after an adverse event happens.	Most Recent	61%	69%
		Previous	61%	68%
		Change	0%	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 D-10. Trending: Item-Level Average Percent Positive Response by Interaction With Patients – 2016 Database Hospitals (Page 3 of 6)

Survey Items by Composite		Database Year	Interaction With Patients	
			WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i> <i># Respondents</i>		Both Years	325	303
		Most Recent	173,514	51,402
		Previous	158,931	48,299
Feedback & Communication About Error				
C1.	We are given feedback about changes put into place based on event reports.	Most Recent	63%	66%
		Previous	61%	65%
		Change	2%	1%
C3.	We are informed about errors that happen in this unit.	Most Recent	70%	75%
		Previous	68%	73%
		Change	2%	2%
C5.	In this unit, we discuss ways to prevent errors from happening again.	Most Recent	76%	79%
		Previous	74%	78%
		Change	2%	1%
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	62%	66%
		Previous	62%	65%
		Change	0%	1%
D2.	When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent	64%	67%
		Previous	64%	66%
		Change	0%	1%
D3.	When a mistake is made that could harm the patient, but does not, how often is this reported?	Most Recent	76%	78%
		Previous	76%	78%
		Change	0%	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-10. Trending: Item-Level Average Percent Positive Response by Interaction With Patients – 2016 Database Hospitals (Page 4 of 6)

Survey Items by Composite	Database Year	Interaction With Patients	
		WITH Direct Interaction	WITHOUT Direct Interaction
# Hospitals # Respondents	Both Years	325	303
	Most Recent	173,514	51,402
	Previous	158,931	48,299
Overall Perceptions of Patient Safety			
A10R. It is just by chance that more serious mistakes don't happen around here.	Most Recent	63%	63%
	Previous	64%	64%
	Change	-1%	-1%
A15. Patient safety is never sacrificed to get more work done.	Most Recent	64%	71%
	Previous	63%	68%
	Change	1%	3%
A17R. We have patient safety problems in this unit.	Most Recent	66%	71%
	Previous	65%	70%
	Change	1%	1%
A18. Our procedures and systems are good at preventing errors from happening.	Most Recent	75%	77%
	Previous	74%	76%
	Change	1%	1%
Communication Openness			
C2. Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent	78%	80%
	Previous	77%	78%
	Change	1%	2%
C4. Staff feel free to question the decisions or actions of those with more authority.	Most Recent	49%	55%
	Previous	48%	54%
	Change	1%	1%
C6R. Staff are afraid to ask questions when something does not seem right.	Most Recent	65%	69%
	Previous	63%	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 – 2016 Database Hospitals (Page 5 of 6)

Survey Items by Composite		Database Year	Interaction With Patients	
			WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i> <i># Respondents</i>		Both Years	325	303
		Most Recent	173,514	51,402
		Previous	158,931	48,299
Teamwork Across Units				
F2R.	Hospital units do not coordinate well with each other.	Most Recent	51%	55%
		Previous	50%	52%
		Change	1%	3%
F4.	There is good cooperation among hospital units that need to work together.	Most Recent	64%	67%
		Previous	62%	65%
		Change	2%	2%
F6R.	It is often unpleasant to work with staff from other hospital units.	Most Recent	65%	64%
		Previous	64%	61%
		Change	1%	3%
F10.	Hospital units work well together to provide the best care for patients.	Most Recent	73%	76%
		Previous	72%	74%
		Change	1%	2%
Staffing				
A2.	We have enough staff to handle the workload.	Most Recent	52%	56%
		Previous	54%	59%
		Change	-2%	-3%
A5R.	Staff in this unit work longer hours than is best for patient care.	Most Recent	52%	50%
		Previous	54%	52%
		Change	-2%	-2%
A7R.	We use more agency/temporary staff than is best for patient care.	Most Recent	67%	61%
		Previous	69%	61%
		Change	-2%	0%
A14R.	We work in "crisis mode," trying to do too much, too quickly.	Most Recent	51%	51%
		Previous	51%	52%
		Change	0%	-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 D-10. Trending: Item-Level Average Percent Positive Response by Interaction With Patients – 2016 Database Hospitals (Page 6 of 6)

Survey Items by Composite		Database Year	Interaction With Patients	
			WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i> <i># Respondents</i>		Both Years	325	303
		Most Recent	173,514	51,402
		Previous	158,931	48,299
Handoffs & Transitions				
F3R. Things "fall between the cracks" when transferring patients from one unit to another.	Most Recent	46%	41%	
	Previous	45%	39%	
	Change	1%	2%	
F5R. Important patient care information is often lost during shift changes.	Most Recent	57%	50%	
	Previous	56%	47%	
	Change	1%	3%	
F7R. Problems often occur in the exchange of information across hospital units.	Most Recent	50%	45%	
	Previous	49%	43%	
	Change	1%	2%	
F11R. Shift changes are problematic for patients in this hospital.	Most Recent	51%	46%	
	Previous	50%	44%	
	Change	1%	2%	
Nonpunitive Response to Error				
A8R. Staff feel like their mistakes are held against them.	Most Recent	51%	56%	
	Previous	50%	55%	
	Change	1%	1%	
A12R. When an event is reported, it feels like the person is being written up, not the problem.	Most Recent	49%	53%	
	Previous	48%	52%	
	Change	1%	1%	
A16R. Staff worry that mistakes they make are kept in their personnel file.	Most Recent	38%	42%	
	Previous	35%	38%	
	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-11. Trending: Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Interaction With Patients – 2016 Database Hospitals

Work Area/Unit Patient Safety Grade	Database Year	Interaction With Patients		
		WITH Direct Interaction	WITHOUT Direct Interaction	
<i># Hospitals</i>	Both Years	325	303	
	<i># Respondents</i>	Most Recent	173,514	51,402
		Previous	158,931	48,299
Excellent or Very Good	Most Recent	76%	81%	
	Previous	76%	81%	
	Change	0%	0%	
A = Excellent	Most Recent	34%	40%	
	Previous	33%	38%	
	Change	1%	2%	
B = Very Good	Most Recent	42%	42%	
	Previous	43%	43%	
	Change	-1%	-1%	
C = Acceptable	Most Recent	18%	15%	
	Previous	19%	16%	
	Change	-1%	-1%	
D = Poor	Most Recent	5%	3%	
	Previous	4%	2%	
	Change	1%	1%	
E = Failing	Most Recent	1%	1%	
	Previous	1%	0%	
	Change	0%	1%	

Note: Percentages may not add to 100 due to rounding. Excellent and Very Good may not add to the subtotal for Excellent or Very Good due to rounding.

Table D-12. Trending: Average Percent Positive of Respondents Reporting Events in the Past 12 Months by Interaction With Patients – 2016 Database Hospitals

Number of Events Reported by Respondents	Database Year	Interaction With Patients	
		WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	Both Years	325	303
<i># Respondents</i>	Most Recent	173,514	51,402
	Previous	158,931	48,299
1 or More Events	Most Recent	49%	31%
	Previous	49%	30%
	Change	0%	1%
None	Most Recent	51%	69%
	Previous	51%	70%
	Change	0%	-1%
1 to 2	Most Recent	30%	15%
	Previous	30%	15%
	Change	0%	0%
3 to 5	Most Recent	13%	8%
	Previous	13%	7%
	Change	0%	1%
6 to 10	Most Recent	4%	4%
	Previous	4%	4%
	Change	0%	0%
11 to 20	Most Recent	2%	2%
	Previous	2%	2%
	Change	0%	0%
21 or More	Most Recent	1%	1%
	Previous	1%	2%
	Change	0%	-1%

Note: Percentages may not add to 100 due to rounding. Percentages for number of events may not add to the subtotal for 1 or more events due to rounding.

Appendix D: Trending Results by Respondent Characteristics

(4) Tenure in Current Work Area/Unit

NOTE 1: Results are from 326 hospitals. The number of hospitals and respondents in each breakout category is shown in each table (e.g., the number of hospitals and respondents by tenure in current 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/missing data.

NOTE 2: Respondents who did not answer (missing) are not included.

Table D-13. Trending: Composite-Level Average Percent Positive Response by Tenure in Current Work Area/Unit – 2016 Database Hospitals (Page 1 of 2)

Patient Safety Culture Composites	Database Year	Tenure in Current Work Area/Unit						
		Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More	
# Hospitals	Both Years	304	316	308	293	262	255	
	# Respondents	Most Recent	33,351	80,853	46,677	25,343	12,854	17,210
		Previous	28,625	75,755	42,250	23,255	11,681	16,101
1. Teamwork Within Units	Most Recent	86%	81%	81%	82%	84%	85%	
	Previous	86%	81%	80%	81%	83%	84%	
	Change	0%	0%	1%	1%	1%	1%	
2. Supv/Mgr Expectations & Actions Promoting Patient Safety	Most Recent	84%	79%	77%	79%	80%	81%	
	Previous	82%	76%	75%	76%	78%	79%	
	Change	2%	3%	2%	3%	2%	2%	
3. Organizational Learning – Continuous Improvement	Most Recent	76%	74%	74%	75%	76%	78%	
	Previous	76%	73%	74%	75%	76%	78%	
	Change	0%	1%	0%	0%	0%	0%	
4. Management Support for Patient Safety	Most Recent	79%	73%	72%	74%	76%	78%	
	Previous	79%	72%	72%	74%	75%	78%	
	Change	0%	1%	0%	0%	1%	0%	
5. Feedback & Communication About Error	Most Recent	76%	69%	68%	69%	70%	72%	
	Previous	75%	68%	67%	68%	69%	70%	
	Change	1%	1%	1%	1%	1%	2%	
6. Frequency of Events Reported	Most Recent	70%	67%	67%	69%	69%	69%	
	Previous	70%	67%	68%	68%	68%	69%	
	Change	0%	0%	-1%	1%	1%	0%	

Table D-13. Trending: Composite-Level Average Percent Positive Response by Tenure in Current Work Area/Unit – 2016 Database Hospitals (Page 2 of 2)

Patient Safety Culture Composites	Database Year	Tenure in Current Work Area/Unit						
		Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More	
# Hospitals	Both Years	304	316	308	293	262	255	
	# Respondents	Most Recent	33,351	80,853	46,677	25,343	12,854	17,210
		Previous	28,625	75,755	42,250	23,255	11,681	16,101
7. Overall Perceptions of Patient Safety	Most Recent	71%	67%	66%	68%	69%	71%	
	Previous	71%	66%	66%	67%	68%	70%	
	Change	0%	1%	0%	1%	1%	1%	
8. Communication Openness	Most Recent	70%	64%	63%	65%	66%	68%	
	Previous	69%	62%	61%	64%	64%	67%	
	Change	1%	2%	2%	1%	2%	1%	
9. Teamwork Across Units	Most Recent	68%	62%	61%	64%	65%	67%	
	Previous	67%	60%	60%	62%	64%	66%	
	Change	1%	2%	1%	2%	1%	1%	
10. Staffing	Most Recent	56%	54%	55%	56%	56%	57%	
	Previous	59%	56%	56%	57%	57%	58%	
	Change	-3%	-2%	-1%	-1%	-1%	-1%	
11. Handoffs & Transitions	Most Recent	55%	49%	48%	49%	48%	50%	
	Previous	54%	47%	47%	47%	48%	49%	
	Change	1%	2%	1%	2%	0%	1%	
12. Nonpunitive Response to Error	Most Recent	47%	47%	46%	47%	48%	49%	
	Previous	46%	44%	45%	47%	47%	48%	
	Change	1%	3%	1%	0%	1%	1%	

Table D-14. Trending: Item-Level Average Percent Positive Response by Tenure in Current Work Area/Unit – 2016 Database Hospitals (Page 1 of 6)

Survey Items by Composite		Database Year	Tenure in Current Work Area/Unit					
			Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
# Hospitals	Both Years		304	316	308	293	262	255
	# Respondents	Most Recent	33,351	80,853	46,677	25,343	12,854	17,210
	Previous	28,625	75,755	42,250	23,255	11,681	16,101	
Teamwork Within Units								
A1.	People support one another in this unit.	Most Recent	91%	87%	87%	87%	89%	90%
		Previous	90%	86%	86%	87%	88%	89%
		Change	1%	1%	1%	0%	1%	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	89%	86%	86%	87%	89%	90%
		Previous	89%	86%	87%	87%	89%	90%
		Change	0%	0%	-1%	0%	0%	0%
A4.	In this unit, people treat each other with respect.	Most Recent	86%	80%	79%	81%	83%	84%
		Previous	85%	79%	78%	80%	81%	83%
		Change	1%	1%	1%	1%	2%	1%
A11.	When one area in this unit gets really busy, others help out.	Most Recent	78%	72%	70%	72%	73%	73%
		Previous	78%	72%	70%	71%	72%	74%
		Change	0%	0%	0%	1%	1%	-1%
Supv/Mgr 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	86%	79%	77%	79%	80%	81%
		Previous	83%	75%	74%	76%	77%	78%
		Change	3%	4%	3%	3%	3%	3%
B2.	My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	86%	80%	78%	80%	80%	84%
		Previous	84%	77%	76%	78%	80%	81%
		Change	2%	3%	2%	2%	0%	3%
B3R.	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	83%	77%	76%	77%	79%	79%
		Previous	80%	75%	74%	74%	75%	77%
		Change	3%	2%	2%	3%	4%	2%
B4R.	My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	82%	79%	78%	80%	80%	82%
		Previous	80%	76%	76%	77%	79%	81%
		Change	2%	3%	2%	3%	1%	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 D-14. Trending: Item-Level Average Percent Positive Response by Tenure in Current Work Area/Unit – 2016 Database Hospitals (Page 2 of 6)

Survey Items by Composite		Database Year	Tenure in Current Work Area/Unit					
			Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
# Hospitals		Both Years	304	316	308	293	262	255
# Respondents		Most Recent	33,351	80,853	46,677	25,343	12,854	17,210
		Previous	28,625	75,755	42,250	23,255	11,681	16,101
Organizational Learning – Continuous Improvement								
A6.	We are actively doing things to improve patient safety.	Most Recent	88%	85%	84%	85%	86%	87%
		Previous	88%	85%	85%	85%	87%	88%
		Change	0%	0%	-1%	0%	-1%	-1%
A9.	Mistakes have led to positive changes here.	Most Recent	63%	65%	66%	67%	69%	72%
		Previous	64%	64%	66%	68%	69%	72%
		Change	-1%	1%	0%	-1%	0%	0%
A13.	After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	75%	72%	71%	73%	74%	76%
		Previous	75%	71%	71%	72%	74%	75%
		Change	0%	1%	0%	1%	0%	1%
Management Support for Patient Safety								
F1.	Hospital management provides a work climate that promotes patient safety.	Most Recent	88%	82%	81%	82%	83%	84%
		Previous	88%	81%	80%	81%	82%	85%
		Change	0%	1%	1%	1%	1%	-1%
F8.	The actions of hospital management show that patient safety is a top priority.	Most Recent	83%	76%	76%	78%	79%	82%
		Previous	83%	76%	76%	77%	78%	81%
		Change	0%	0%	0%	1%	1%	1%
F9R.	Hospital management seems interested in patient safety only after an adverse event happens.	Most Recent	66%	60%	61%	63%	66%	68%
		Previous	67%	60%	61%	63%	65%	69%
		Change	-1%	0%	0%	0%	1%	-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 D-14. Trending: Item-Level Average Percent Positive Response by Tenure in Current Work Area/Unit – 2016 Database Hospitals (Page 3 of 6)

Survey Items by Composite		Database Year	Tenure in Current Work Area/Unit					
			Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
# Hospitals	Both Years		304	316	308	293	262	255
	# Respondents	Most Recent	33,351	80,853	46,677	25,343	12,854	17,210
	Previous	28,625	75,755	42,250	23,255	11,681	16,101	
Feedback & Communication About Error								
C1.	We are given feedback about changes put into place based on event reports.	Most Recent	70%	62%	60%	62%	63%	67%
		Previous	70%	60%	60%	61%	62%	64%
		Change	0%	2%	0%	1%	1%	3%
C3.	We are informed about errors that happen in this unit.	Most Recent	76%	70%	68%	69%	71%	70%
		Previous	75%	68%	67%	68%	69%	69%
		Change	1%	2%	1%	1%	2%	1%
C5.	In this unit, we discuss ways to prevent errors from happening again.	Most Recent	81%	76%	74%	76%	77%	79%
		Previous	81%	74%	73%	74%	75%	77%
		Change	0%	2%	1%	2%	2%	2%
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	65%	62%	62%	63%	64%	64%
		Previous	65%	61%	62%	63%	62%	63%
		Change	0%	1%	0%	0%	2%	1%
D2.	When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent	65%	64%	63%	65%	65%	65%
		Previous	66%	63%	65%	65%	65%	65%
		Change	-1%	1%	-2%	0%	0%	0%
D3.	When a mistake is made that could harm the patient, but does not, how often is this reported?	Most Recent	78%	76%	76%	77%	78%	79%
		Previous	78%	76%	77%	77%	78%	79%
		Change	0%	0%	-1%	0%	0%	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-14. Trending: Item-Level Average Percent Positive Response by Tenure in Current Work Area/Unit – 2016 Database Hospitals (Page 4 of 6)

Survey Items by Composite	Database Year	Tenure in Current Work Area/Unit					
		Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
# Hospitals	Both Years	304	316	308	293	262	255
	# Respondents	33,351	80,853	46,677	25,343	12,854	17,210
	Previous	28,625	75,755	42,250	23,255	11,681	16,101
Overall Perceptions of Patient Safety							
A10R. It is just by chance that more serious mistakes don't happen around here.	Most Recent	65%	63%	61%	63%	63%	67%
	Previous	67%	63%	63%	64%	65%	67%
	Change	-2%	0%	-2%	-1%	-2%	0%
A15. Patient safety is never sacrificed to get more work done.	Most Recent	72%	64%	64%	65%	66%	68%
	Previous	70%	63%	62%	63%	64%	66%
	Change	2%	1%	2%	2%	2%	2%
A17R. We have patient safety problems in this unit.	Most Recent	71%	65%	64%	66%	68%	68%
	Previous	71%	65%	65%	66%	67%	68%
	Change	0%	0%	-1%	0%	1%	0%
A18. Our procedures and systems are good at preventing errors from happening.	Most Recent	79%	74%	74%	76%	78%	80%
	Previous	77%	74%	74%	75%	77%	79%
	Change	2%	0%	0%	1%	1%	1%
Communication Openness							
C2. Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent	82%	77%	77%	79%	79%	82%
	Previous	81%	76%	76%	77%	79%	80%
	Change	1%	1%	1%	2%	0%	2%
C4. Staff feel free to question the decisions or actions of those with more authority.	Most Recent	54%	48%	48%	51%	53%	55%
	Previous	55%	47%	47%	51%	51%	56%
	Change	-1%	1%	1%	0%	2%	-1%
C6R. Staff are afraid to ask questions when something does not seem right.	Most Recent	74%	65%	63%	64%	65%	68%
	Previous	71%	63%	61%	63%	64%	65%
	Change	3%	2%	2%	1%	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-14. Trending: Item-Level Average Percent Positive Response by Tenure in Current Work Area/Unit – 2016 Database Hospitals (Page 5 of 6)

Survey Items by Composite		Database Year	Tenure in Current Work Area/Unit					
			Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
# Hospitals	Both Years		304	316	308	293	262	255
	# Respondents	Most Recent	33,351	80,853	46,677	25,343	12,854	17,210
	Previous	28,625	75,755	42,250	23,255	11,681	16,101	
Teamwork Across Units								
F2R.	Hospital units do not coordinate well with each other.	Most Recent	56%	50%	49%	52%	54%	56%
		Previous	55%	48%	48%	50%	53%	55%
		Change	1%	2%	1%	2%	1%	1%
F4.	There is good cooperation among hospital units that need to work together.	Most Recent	69%	62%	62%	65%	66%	69%
		Previous	68%	61%	61%	63%	65%	68%
		Change	1%	1%	1%	2%	1%	1%
F6R.	It is often unpleasant to work with staff from other hospital units.	Most Recent	69%	64%	63%	64%	65%	67%
		Previous	68%	62%	62%	63%	64%	66%
		Change	1%	2%	1%	1%	1%	1%
F10.	Hospital units work well together to provide the best care for patients.	Most Recent	79%	72%	71%	74%	75%	77%
		Previous	78%	71%	70%	72%	73%	76%
		Change	1%	1%	1%	2%	2%	1%
Staffing								
A2.	We have enough staff to handle the workload.	Most Recent	58%	50%	51%	54%	54%	55%
		Previous	62%	53%	53%	56%	56%	58%
		Change	-4%	-3%	-2%	-2%	-2%	-3%
A5R.	Staff in this unit work longer hours than is best for patient care.	Most Recent	49%	51%	52%	52%	52%	53%
		Previous	52%	53%	54%	53%	54%	54%
		Change	-3%	-2%	-2%	-1%	-2%	-1%
A7R.	We use more agency/temporary staff than is best for patient care.	Most Recent	61%	65%	67%	69%	68%	69%
		Previous	64%	67%	69%	69%	70%	69%
		Change	-3%	-2%	-2%	0%	-2%	0%
A14R.	We work in "crisis mode," trying to do too much, too quickly.	Most Recent	56%	50%	49%	50%	49%	51%
		Previous	57%	51%	49%	50%	50%	51%
		Change	-1%	-1%	0%	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-14. Trending: Item-Level Average Percent Positive Response by Tenure in Current Work Area/Unit – 2016 Database Hospitals (Page 6 of 6)

Survey Items by Composite		Database Year	Tenure in Current Work Area/Unit					
			Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
# Hospitals	Both Years		304	316	308	293	262	255
	# Respondents	Most Recent	33,351	80,853	46,677	25,343	12,854	17,210
	Previous	28,625	75,755	42,250	23,255	11,681	16,101	
Handoffs & Transitions								
F3R. Things "fall between the cracks" when transferring patients from one unit to another.	Most Recent		51%	44%	44%	45%	44%	45%
	Previous		49%	42%	42%	44%	44%	44%
	Change		2%	2%	2%	1%	0%	1%
F5R. Important patient care information is often lost during shift changes.	Most Recent		62%	56%	53%	53%	53%	56%
	Previous		60%	53%	53%	52%	52%	54%
	Change		2%	3%	0%	1%	1%	2%
F7R. Problems often occur in the exchange of information across hospital units.	Most Recent		54%	48%	47%	48%	48%	50%
	Previous		52%	46%	46%	47%	47%	48%
	Change		2%	2%	1%	1%	1%	2%
F11R. Shift changes are problematic for patients in this hospital.	Most Recent		56%	50%	48%	48%	48%	49%
	Previous		55%	48%	47%	47%	48%	50%
	Change		1%	2%	1%	1%	0%	-1%
Nonpunitive Response to Error								
A8R. Staff feel like their mistakes are held against them.	Most Recent		54%	52%	50%	52%	53%	54%
	Previous		54%	50%	50%	52%	53%	54%
	Change		0%	2%	0%	0%	0%	0%
A12R. When an event is reported, it feels like the person is being written up, not the problem.	Most Recent		47%	49%	50%	51%	52%	55%
	Previous		47%	48%	49%	51%	52%	53%
	Change		0%	1%	1%	0%	0%	2%
A16R. Staff worry that mistakes they make are kept in their personnel file.	Most Recent		39%	39%	38%	38%	39%	38%
	Previous		37%	35%	35%	37%	37%	36%
	Change		2%	4%	3%	1%	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-15. Trending: Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Tenure in Current Work Area/Unit – 2016 Database Hospitals

Work Area/Unit Patient Safety Grade	Database Year	Tenure in Current Work Area/Unit						
		Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More	
# Hospitals	Both Years	304	316	308	293	262	255	
	# Respondents	Most Recent	33,351	80,853	46,677	25,343	12,854	17,210
		Previous	28,625	75,755	42,250	23,255	11,681	16,101
Excellent or Very Good	Most Recent	83%	75%	74%	76%	77%	80%	
	Previous	83%	75%	75%	76%	79%	80%	
	Change	0%	0%	-1%	0%	-2%	0%	
A = Excellent	Most Recent	41%	34%	33%	35%	35%	36%	
	Previous	40%	33%	33%	34%	36%	35%	
	Change	1%	1%	0%	1%	-1%	1%	
B = Very Good	Most Recent	42%	42%	41%	41%	42%	43%	
	Previous	43%	43%	42%	42%	43%	45%	
	Change	-1%	-1%	-1%	-1%	-1%	-2%	
C = Acceptable	Most Recent	14%	19%	20%	18%	18%	16%	
	Previous	14%	20%	19%	19%	17%	17%	
	Change	0%	-1%	1%	-1%	1%	-1%	
D = Poor	Most Recent	3%	5%	5%	5%	4%	3%	
	Previous	2%	4%	4%	4%	3%	3%	
	Change	1%	1%	1%	1%	1%	0%	
E = Failing	Most Recent	1%	1%	1%	1%	1%	1%	
	Previous	0%	1%	1%	1%	1%	0%	
	Change	1%	0%	0%	0%	0%	1%	

Note: Percentages may not add to 100 due to rounding. Excellent and Very Good may not add to the subtotal for Excellent or Very Good due to rounding.

Table D-16. Trending: Average Percentage of Respondents Reporting Events in the Past 12 Months by Tenure in Current Work Area/Unit – 2016 Database Hospitals

Number of Events Reported by Respondents		Database Year	Tenure in Current Work Area/Unit					
			Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
# Hospitals	Both Years		304	316	308	293	262	255
	# Respondents	Most Recent	33,351	80,853	46,677	25,343	12,854	17,210
		Previous	28,625	75,755	42,250	23,255	11,681	16,101
1 or More Events	Most Recent		31%	46%	49%	48%	48%	48%
	Previous		31%	46%	48%	47%	48%	47%
	Change		0%	0%	1%	1%	0%	1%
None	Most Recent		69%	54%	51%	52%	52%	52%
	Previous		69%	54%	52%	53%	52%	53%
	Change		0%	0%	-1%	-1%	0%	-1%
1 to 2	Most Recent		22%	28%	28%	28%	27%	27%
	Previous		22%	28%	28%	26%	28%	26%
	Change		0%	0%	0%	2%	-1%	1%
3 to 5	Most Recent		7%	12%	13%	13%	12%	12%
	Previous		7%	12%	13%	12%	12%	13%
	Change		0%	0%	0%	1%	0%	-1%
6 to 10	Most Recent		2%	4%	5%	5%	5%	5%
	Previous		2%	4%	5%	5%	5%	5%
	Change		0%	0%	0%	0%	0%	0%
11 to 20	Most Recent		1%	2%	2%	2%	2%	2%
	Previous		1%	1%	2%	2%	2%	3%
	Change		0%	1%	0%	0%	0%	-1%
21 or More	Most Recent		0%	1%	1%	1%	1%	2%
	Previous		0%	1%	1%	1%	1%	2%
	Change		0%	0%	0%	0%	0%	0%

Note: Percentages may not add to 100 due to rounding. Percentages for number of events may not add to the subtotal for 1 or more events due to rounding.