Nursing Home Survey on Patient Safety Culture: 2014 User Comparative Database Report

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

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Executive Summary

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

Appendix A: Overall Results by Nursing home Characteristics

- Bed size
- Ownership
- Urban/rural status
- Census region

Appendix B: Overall Results by Respondent Characteristics

- Job title
- Work area
- Interaction with residents
- Shift worked most often
- Tenure in nursing home

Highlights from these results by nursing home and respondent characteristics 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 two pages. Highlights were based on results for the 12 patient safety culture composites, Willingness To Recommend, and Overall Rating on Resident Safety. In the bottom row of the composite-level tables, an overall average across composites is shown as a summary statistic when comparing across breakout categories.

Comparing Your Results

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

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

Highlights From Appendix A: Overall Results by Nursing Home Characteristics

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

- Small nursing homes (*49 or fewer beds*) had the highest average percent positive response across the patient safety culture composites.
- The *Staffing* composite had the highest average percent positive difference (10 percentage points, based on rounding) between small nursing homes (*49 or fewer beds*, 60 percent) and large nursing homes (*200 beds or more*, 51 percent).
- Small nursing homes (*49 or fewer beds*) had the highest percentage of respondents who indicated they would tell their friends that this is a safe nursing home for their family (85 percent); large nursing homes (*200 beds or more*) had the lowest (74 percent).
- Small nursing homes (*49 or fewer beds*) had the highest percentage of respondents who gave their nursing home an overall rating on resident safety of "Excellent" or "Very Good" (73 percent); large nursing homes (*200 beds or more*) had the lowest (58 percent).

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

- *Nonprofit* nursing homes had a higher average percent positive response than *For Profit* nursing homes on all 12 patient safety culture composites.
- *Nonprofit* and *Government* nursing homes had a higher percentage of respondents (80 percent and 82 percent, respectively) who indicated they would be willing to recommend this nursing home to friends and family than *For Profit* nursing homes (71 percent)
- *Nonprofit* and *Government* nursing homes had a higher percentage of respondents (66 percent and 71 percent, respectively) who gave their nursing home an overall rating on resident safety of "Excellent" or "Very Good" than *For Profit* nursing homes (54 percent).

Highlights From Appendix A: Overall Results by Nursing Home Characteristics, continued

Urban/Rural Status (A-9, A-11, A-12)

- *Urban* nursing homes had a higher average percent positive response than *Rural* nursing homes on all 12 of the patient safety culture composites.
- *Urban* nursing homes had a higher percentage of respondents (77 percent) who were willing to recommend their nursing home than *Rural* nursing homes (73 percent).
- *Urban* nursing homes had a higher percentage of respondents (63 percent) who gave their nursing home an overall rating on resident safety of "Excellent" or "Very Good" than *Rural* nursing homes (56 percent).

Census Region (A-13, A-15, A16)

- Nursing homes in the *South* had the highest average percent positive response across the 12 patient safety culture composites (71 percent); nursing homes in the *West* had the lowest (60 percent).
- *Midwest* nursing homes had the highest percentage of respondents (81 percent) who indicated they would be willing to recommend this nursing home to friends; nursing homes in the *West* had the lowest (68 percent).
- *Midwest* nursing homes had the highest percentage of respondents (65 percent) who gave their nursing home an overall rating on resident safety of "Excellent" or "Very Good"; nursing homes in the *West* had the lowest (51 percent).

Highlights From Appendix B: Overall Results by Respondent Characteristics

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

- *Administrators/Managers* had the highest average percent positive response across the patient safety culture composites (79 percent); *Nursing Assistants/Aides* and *Other Providers* had the lowest (64 percent).
- *Administrators/Managers* had the highest percentage of respondents (92 percent) who indicated they would be willing to recommend this nursing home to friends; *Other Providers* had the lowest (69 percent).
- *Administrators/Managers* had the highest percentage of respondents (80 percent) who gave their nursing home an overall rating on resident safety of "Excellent" or "Very Good"; *Other Providers* had the lowest (56 percent).

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

- *Rehabilitation* units had the highest average percent positive response (82 percent) on *Supervisor Expectations and Actions Promoting Resident Safety*; *Skilled Nursing* units had the lowest (77 percent).
- Willingness to recommend this nursing home to friends did not have a large difference in results across work area/units (74 to 77 percent).
- *Many different areas in this nursing home/No specific area or unit* had the highest percentage of respondents (62 percent) who gave their nursing home an overall rating on resident safety of "Excellent" or "Very Good"; *Alzheimer's/Dementia* unit had the lowest (57 percent).

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

- Respondents *without* direct interaction with residents had a higher average percent positive response across the composites (73 percent) than those *with* direct interaction with residents (66 percent)
- Respondents *without* direct interaction with residents had a higher percentage of respondents (80 percent) who indicated they would be willing to recommend this nursing home to friends than respondents *with* direct interaction with residents (75 percent).
- Respondents *without* direct interaction with residents had a higher percentage of respondents (68 percent) who gave their nursing home an overall rating on resident safety of "Excellent" or "Very Good" than respondents *with* direct interaction with residents (59 percent).

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

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

- Respondents working the *day shift* had the highest average percent positive response across the composites (69 percent); respondents working the *night shift* had the lowest (64 percent).
- Respondents working the *day shift* had the highest percentage (78 percent) who indicated they would be willing to recommend this nursing home to friends; respondents working the *night shift* had the lowest (70 percent).
- Respondents working the *day shift* had the highest percentage (63 percent) who gave their nursing home an overall rating on resident safety of "Excellent" or "Very Good"; respondents working the *night shift* had the lowest (52 percent).

Tenure in Nursing Home (Tables B-17, B-19, B-20)

- Respondents who had worked in the nursing home *less than 1 year* had the highest average percent positive response across the 12 composites (72 percent); respondents who had worked in the nursing home for *6 to 10 years* had the lowest (66 percent).
- Respondents who had worked in the nursing home *11 years or more* had the highest percentage (81 percent) who indicated they would be willing to recommend this nursing home to friends; respondents working *3 to 5 years* had the lowest (74 percent)
- Respondents who had worked in their nursing home *11 years or more* had the highest percentage (66 percent) who gave their nursing home an overall rating on resident safety of "Excellent" or "Very Good"; respondents who had worked in their nursing home *3 to 10 years* had the lowest (59 percent).

Appendix A: Overall Results by Nursing Home Characteristics

(1) Bed Size

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

Table A-1. Composite-Level Average Percent Positive Response by Bed Size—2014 Database Nursing Homes

Patient Safety Culture Composites	Bed Size			
	1-49 Beds	50-99 Beds	100-199 Beds	200 Beds or More
# Nursing Homes	29	84	121	29
# Respondents	969	3,932	8,637	5,430
1. Overall Perceptions of Resident Safety	92%	86%	86%	85%
2. Feedback and Communication About Incidents	87%	83%	84%	85%
3. Supervisor Expectations and Actions Promoting Resident Safety	80%	79%	80%	84%
4. Organizational Learning	76%	69%	72%	73%
5. Training and Skills	75%	68%	71%	74%
6. Management Support for Resident Safety	69%	69%	69%	73%
7. Teamwork	70%	64%	64%	68%
8. Compliance With Procedures	67%	62%	64%	67%
9. Handoffs	68%	61%	62%	67%
10. Communication Openness	60%	56%	54%	57%
11. Staffing	60%	52%	52%	51%
12. Nonpunitive Response to Mistakes	56%	52%	50%	49%
Average Across Composites	72%	67%	67%	69%

Table A-2. Item-Level Average Percent Positive Response by Bed Size—2014 Database Nursing Homes (Page 1 of 4)

		Bed Size			
	Survey Items by Composite	**1-49 Beds**	**50-99 Beds**	**100-199 Beds**	**200 Beds or More**
	# Nursing Homes	29	84	121	29
	# Respondents	969	3,932	8,637	5,430
	Overall Perceptions of Resident Safety				
D1.	Residents are well cared for in this nursing home. (D1)	93%	87%	87%	85%
D6.	This nursing home does a good job keeping residents safe. (D6)	90%	84%	84%	84%
D8.	This nursing home is a safe place for residents. (D8)	93%	87%	87%	86%
	Feedback and Communication About Incidents				
B4.	When staff report something that could harm a resident, someone takes care of it. (B4)	83%	80%	80%	83%
B5.	In this nursing home, we talk about ways to keep incidents from happening again. (B5)	87%	83%	84%	86%
B6.	Staff tell someone if they see something that might harm a resident. (B6)	89%	87%	87%	87%
B8.	In this nursing home, we discuss ways to keep residents safe from harm. (B8)	87%	83%	84%	85%
	Supervisor Expectations and Actions Promoting Resident Safety				
C1.	My supervisor listens to staff ideas and suggestions about resident safety. (C1)	81%	79%	79%	83%
C2.	My supervisor says a good word to staff who follow the right procedures. (C2)	74%	72%	74%	80%
C3.	My supervisor pays attention to resident safety problems in this nursing home. (C3)	86%	85%	86%	89%

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—2014 Database Nursing Homes (Page 2 of 4)

		Bed Size			
	Survey Items by Composite	**1-49 Beds**	**50-99 Beds**	**100-199 Beds**	**200 Beds or More**
	# Nursing Homes	29	84	121	29
	# Respondents	969	3,932	8,637	5,430
	Organizational Learning				
D3R.	This nursing home lets the same mistakes happen again and again. (D3R)	74%	66%	66%	70%
D4.	It is easy to make changes to improve resident safety in this nursing home. (D4)	71%	65%	68%	66%
D5.	This nursing home is always doing things to improve resident safety. (D5)	81%	76%	78%	80%
D10.	When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (D10)	79%	71%	76%	77%
	Training and Skills				
A7.	Staff get the training they need in this nursing home. (A7)	81%	72%	75%	78%
A11.	Staff have enough training on how to handle difficult residents. (A11)	63%	56%	61%	65%
A13.	Staff understand the training they get in this nursing home. (A13)	81%	76%	77%	79%
	Management Support for Resident Safety				
D2.	Management asks staff how the nursing home can improve resident safety. (D2)	71%	68%	68%	72%
D7.	Management listens to staff ideas and suggestions to improve resident safety. (D7)	71%	68%	66%	71%
D9.	Management often walks around the nursing home to check on resident care. (D9)	66%	70%	73%	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 A-2. Item-Level Average Percent Positive Response by Bed Size—2014 Database Nursing Homes (Page 3 of 4)

		Bed Size			
	Survey Items by Composite	**1-49 Beds**	**50-99 Beds**	**100-199 Beds**	**200 Beds or More**
	# Nursing Homes	29	84	121	29
	# Respondents	969	3,932	8,637	5,430
	Teamwork				
A1.	Staff in this nursing home treat each other with respect. (A1)	71%	66%	66%	72%
A2.	Staff support one another in this nursing home. (A2)	70%	66%	65%	70%
A5.	Staff feel like they are part of a team. (A5)	68%	61%	61%	66%
A9.	When someone gets really busy in this nursing home, other staff help out. (A9)	71%	64%	62%	64%
	Compliance With Procedures				
A4.	Staff follow standard procedures to care for residents. (A4)	86%	81%	82%	82%
A6R.	Staff use shortcuts to get their work done faster. (A6R)	45%	42%	45%	51%
A14R.	To make work easier, staff often ignore procedures. (A14R)	69%	63%	65%	68%
	Handoffs				
B1.	Staff are told what they need to know before taking care of a resident for the first time. (B1)	76%	65%	65%	70%
B2.	Staff are told right away when there is a change in a resident's care plan. (B2)	62%	53%	57%	63%
B3.	We have all the information we need when residents are transferred from the hospital. (B3)	56%	53%	55%	60%
B10.	Staff are given all the information they need to care for residents. (B10)	79%	71%	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 A-2. Item-Level Average Percent Positive Response by Bed Size—2014 Database Nursing Homes (Page 4 of 4)

		Bed Size			
	Survey Items by Composite	**1-49 Beds**	**50-99 Beds**	**100-199 Beds**	**200 Beds or More**
	# Nursing Homes	29	84	121	29
	# Respondents	969	3,932	8,637	5,430
	Communication Openness				
B7.	Staff ideas and suggestions are valued in this nursing home. (B7)	63%	60%	57%	60%
B9R.	Staff opinions are ignored in this nursing home. (B9R)	55%	50%	50%	53%
B11.	It is easy for staff to speak up about problems in this nursing home. (B11)	62%	58%	56%	58%
	Staffing				
A3.	We have enough staff to handle the workload. (A3)	48%	43%	43%	38%
A8R.	Staff have to hurry because they have too much work to do. (A8R)	39%	34%	34%	35%
A16.	Residents' needs are met during shift changes. (A16)	74%	64%	63%	66%
A17R.	It is hard to keep residents safe here because so many staff quit their jobs. (A17R)	81%	66%	66%	65%
	Nonpunitive Response to Mistakes				
A10R.	Staff are blamed when a resident is harmed. (A10R)	52%	45%	42%	41%
A12R.	Staff are afraid to report their mistakes. (A12R)	54%	51%	49%	49%
A15.	Staff are treated fairly when they make mistakes. (A15)	62%	57%	55%	54%
A18.	Staff feel safe reporting their mistakes. (A18)	58%	55%	53%	52%

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 Who Were Willing To Recommend Nursing Home by Bed Size—2014 Database Nursing Homes

	Bed Size			
Willingness To Recommend Nursing Home	**1-49 Beds**	**50-99 Beds**	**100-199 Beds**	**200 Beds or More**
# Nursing Homes	29	84	121	29
# Respondents	969	3,932	8,637	5,430
Yes	85%	75%	75%	74%
Maybe	13%	21%	20%	19%
No	2%	4%	5%	6%

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

Table A-4. Average Percentage of Respondents for Overall Rating on Resident Safety by Bed Size—2014 Database Nursing Homes

	Bed Size			
Overall Rating on Resident Safety	**1-49 Beds**	**50-99 Beds**	**100-199 Beds**	**200 Beds or More**
# Nursing Homes	29	84	121	29
# Respondents	969	3,932	8,637	5,430
Excellent or Very Good	73%	60%	59%	58%
5 – Excellent	31%	24%	25%	28%
4 – Very Good	42%	37%	35%	31%
3 – Good	21%	27%	28%	27%
2 – Fair	5%	11%	11%	11%
1 – Poor	0%	2%	2%	3%

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

Appendix A: Overall Results by Nursing Home Characteristics

(2) Ownership

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

Table A-5. Composite-Level Average Percent Positive Response by Ownership—2014 Database Nursing Homes

	Ownership		
Patient Safety Culture Composites	**For Profit**	**Nonprofit**	**Government**
# Nursing Homes	113	134	16
# Respondents	5,244	11,048	2,676
1. Overall Perceptions of Resident Safety	83%	89%	90%
2. Feedback and Communication About Incidents	81%	86%	87%
3. Supervisor Expectations and Actions Promoting Resident Safety	77%	81%	83%
4. Organizational Learning	68%	74%	75%
5. Training and Skills	67%	73%	77%
6. Management Support for Resident Safety	67%	71%	69%
7. Teamwork	60%	69%	70%
8. Compliance With Procedures	60%	67%	67%
9. Handoffs	58%	66%	70%
10. Communication Openness	53%	57%	61%
11. Staffing	50%	53%	61%
12. Nonpunitive Response to Mistakes	49%	53%	51%
Average Across Composites	64%	70%	72%

Table A-6. Item-Level Average Percent Positive Response by Ownership—2014 Database Nursing Homes (Page 1 of 4)

		Ownership		
	Survey Items by Composite	**For Profit**	**Nonprofit**	**Government**
	# Nursing Homes	113	134	16
	# Respondents	5,244	11,048	2,676
	Overall Perceptions of Resident Safety			
D1.	Residents are well cared for in this nursing home. (D1)	84%	89%	92%
D6.	This nursing home does a good job keeping residents safe. (D6)	81%	87%	89%
D8.	This nursing home is a safe place for residents. (D8)	84%	90%	90%
	Feedback and Communication About Incidents			
B4.	When staff report something that could harm a resident, someone takes care of it. (B4)	77%	83%	85%
B5.	In this nursing home, we talk about ways to keep incidents from happening again. (B5)	81%	87%	86%
B6.	Staff tell someone if they see something that might harm a resident. (B6)	86%	89%	89%
B8.	In this nursing home, we discuss ways to keep residents safe from harm. (B8)	81%	87%	88%
	Supervisor Expectations and Actions Promoting Resident Safety			
C1.	My supervisor listens to staff ideas and suggestions about resident safety. (C1)	77%	81%	85%
C2.	My supervisor says a good word to staff who follow the right procedures. (C2)	72%	76%	77%
C3.	My supervisor pays attention to resident safety problems in this nursing home. (C3)	84%	87%	88%

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 Ownership—2014 Database Nursing Homes (Page 2 of 4)

		Ownership		
	Survey Items by Composite	**For Profit**	**Nonprofit**	**Government**
	# Nursing Homes	113	134	16
	# Respondents	5,244	11,048	2,676
	Organizational Learning			
D3R.	This nursing home lets the same mistakes happen again and again. (D3R)	62%	71%	75%
D4.	It is easy to make changes to improve resident safety in this nursing home. (D4)	65%	69%	69%
D5.	This nursing home is always doing things to improve resident safety. (D5)	74%	81%	80%
D10.	When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (D10)	72%	76%	78%
	Training and Skills			
A7.	Staff get the training they need in this nursing home. (A7)	71%	78%	84%
A11.	Staff have enough training on how to handle difficult residents. (A11)	57%	62%	66%
A13.	Staff understand the training they get in this nursing home. (A13)	74%	80%	81%
	Management Support for Resident Safety			
D2.	Management asks staff how the nursing home can improve resident safety. (D2)	66%	71%	70%
D7.	Management listens to staff ideas and suggestions to improve resident safety. (D7)	65%	70%	71%
D9.	Management often walks around the nursing home to check on resident care. (D9)	72%	72%	65%

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

Table A-6. Item-Level Average Percent Positive Response by Ownership—2014 Database Nursing Homes (Page 3 of 4)

		Ownership		
	Survey Items by Composite	**For Profit**	**Nonprofit**	**Government**
	# Nursing Homes	113	134	16
	# Respondents	5,244	11,048	2,676
	Teamwork			
A1.	Staff in this nursing home treat each other with respect. (A1)	61%	72%	67%
A2.	Staff support one another in this nursing home. (A2)	62%	70%	70%
A5.	Staff feel like they are part of a team. (A5)	57%	66%	70%
A9.	When someone gets really busy in this nursing home, other staff help out. (A9)	60%	66%	71%
	Compliance With Procedures			
A4.	Staff follow standard procedures to care for residents. (A4)	79%	85%	88%
A6R.	Staff use shortcuts to get their work done faster. (A6R)	41%	48%	45%
A14R.	To make work easier, staff often ignore procedures. (A14R)	60%	69%	69%
	Handoffs			
B1.	Staff are told what they need to know before taking care of a resident for the first time. (B1)	61%	71%	78%
B2.	Staff are told right away when there is a change in a resident's care plan. (B2)	51%	61%	65%
B3.	We have all the information we need when residents are transferred from the hospital. (B3)	51%	58%	56%
B10.	Staff are given all the information they need to care for residents. (B10)	68%	75%	81%

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 Ownership—2014 Database Nursing Homes (Page 4 of 4)

		Ownership		
	Survey Items by Composite	**For Profit**	**Nonprofit**	**Government**
	# Nursing Homes	113	134	16
	# Respondents	5,244	11,048	2,676
	Communication Openness			
B7.	Staff ideas and suggestions are valued in this nursing home. (B7)	57%	60%	64%
B9R.	Staff opinions are ignored in this nursing home. (B9R)	48%	52%	56%
B11.	It is easy for staff to speak up about problems in this nursing home. (B11)	55%	59%	63%
	Staffing			
A3.	We have enough staff to handle the workload. (A3)	42%	43%	49%
A8R.	Staff have to hurry because they have too much work to do. (A8R)	34%	35%	42%
A16.	Residents' needs are met during shift changes. (A16)	63%	66%	75%
A17R.	It is hard to keep residents safe here because so many staff quit their jobs. (A17R)	64%	70%	78%
	Nonpunitive Response to Mistakes			
A10R.	Staff are blamed when a resident is harmed. (A10R)	42%	46%	42%
A12R.	Staff are afraid to report their mistakes. (A12R)	49%	52%	51%
A15.	Staff are treated fairly when they make mistakes. (A15)	54%	58%	59%
A18.	Staff feel safe reporting their mistakes. (A18)	52%	56%	53%

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 Who Were Willing To Recommend Nursing Home by Ownership—2014 Database Nursing Homes

	Ownership		
Willingness To Recommend Nursing Home	**For Profit**	**Nonprofit**	**Government**
# Nursing Homes	113	134	16
# Respondents	5,244	11,048	2,676
Yes	71%	80%	82%
Maybe	24%	17%	15%
No	6%	4%	3%

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

Table A-8. Average Percentage of Respondents for Overall Rating on Resident Safety by Ownership—2014 Database Nursing Homes

	Ownership		
Overall Rating on Resident Safety	**For Profit**	**Nonprofit**	**Government**
# Nursing Homes	113	134	16
# Respondents	5,244	11,048	2,676
Excellent or Very Good	54%	66%	71%
5 – Excellent	21%	29%	29%
4 – Very Good	34%	36%	42%
3 – Good	30%	24%	21%
2 – Fair	13%	9%	7%
1 – Poor	3%	1%	1%

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

Appendix A: Overall Results by Nursing Home Characteristics

(3) Urban/Rural Status

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

Table A-9. Composite-Level Average Percent Positive by Urban/Rural Status—2014 Database Nursing Homes

	Urban/Rural Status	
Patient Safety Culture Composites	**Urban**	**Rural**
# Nursing Homes	184	79
# Respondents	15,048	3,920
1. Overall Perceptions of Resident Safety	88%	84%
2. Feedback and Communication About Incidents	85%	81%
3. Supervisor Expectations and Actions Promoting Resident Safety	81%	77%
4. Organizational Learning	74%	67%
5. Training and Skills	73%	67%
6. Management Support for Resident Safety	71%	65%
7. Teamwork	67%	60%
8. Compliance With Procedures	66%	59%
9. Handoffs	65%	58%
10. Communication Openness	57%	54%
11. Staffing	54%	50%
12. Nonpunitive Response to Mistakes	52%	50%
Average Across Composites	69%	64%

Table A-10. Item-Level Average Percent Positive Response by Urban/Rural Status—2014 Database Nursing Homes (Page 1 of 4)

		Urban/Rural Status	
	Survey Items by Composite	**Urban**	**Rural**
	# Nursing Homes	184	79
	# Respondents	15,048	3,920
	Overall Perceptions of Resident Safety		
D1.	Residents are well cared for in this nursing home. (D1)	89%	84%
D6.	This nursing home does a good job keeping residents safe. (D6)	86%	82%
D8.	This nursing home is a safe place for residents. (D8)	89%	85%
	Feedback and Communication About Incidents		
B4.	When staff report something that could harm a resident, someone takes care of it. (B4)	82%	76%
B5.	In this nursing home, we talk about ways to keep incidents from happening again. (B5)	86%	81%
B6.	Staff tell someone if they see something that might harm a resident. (B6)	88%	86%
B8.	In this nursing home, we discuss ways to keep residents safe from harm. (B8)	85%	82%
	Supervisor Expectations and Actions Promoting Resident Safety		
C1.	My supervisor listens to staff ideas and suggestions about resident safety. (C1)	81%	76%
C2.	My supervisor says a good word to staff who follow the right procedures. (C2)	76%	71%
C3.	My supervisor pays attention to resident safety problems in this nursing home. (C3)	87%	83%

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 Urban/Rural Status—2014 Database Nursing Homes (Page 2 of 4)

		Urban/Rural Status	
	Survey Items by Composite	**Urban**	**Rural**
	# Nursing Homes	184	79
	# Respondents	15,048	3,920
	Organizational Learning		
D3R.	This nursing home lets the same mistakes happen again and again. (D3R)	70%	61%
D4.	It is easy to make changes to improve resident safety in this nursing home. (D4)	69%	64%
D5.	This nursing home is always doing things to improve resident safety. (D5)	80%	73%
D10.	When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (D10)	77%	70%
	Training and Skills		
A7.	Staff get the training they need in this nursing home. (A7)	77%	72%
A11.	Staff have enough training on how to handle difficult residents. (A11)	62%	55%
A13.	Staff understand the training they get in this nursing home. (A13)	79%	75%
	Management Support for Resident Safety		
D2.	Management asks staff how the nursing home can improve resident safety. (D2)	70%	67%
D7.	Management listens to staff ideas and suggestions to improve resident safety. (D7)	69%	64%
D9.	Management often walks around the nursing home to check on resident care. (D9)	75%	64%

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 Urban/Rural Status—2014 Database Nursing Homes (Page 3 of 4)

		Urban/Rural Status	
	Survey Items by Composite	**Urban**	**Rural**
	# Nursing Homes	184	79
	# Respondents	15,048	3,920
	Teamwork		
A1.	Staff in this nursing home treat each other with respect. (A1)	70%	60%
A2.	Staff support one another in this nursing home. (A2)	69%	62%
A5.	Staff feel like they are part of a team. (A5)	64%	58%
A9.	When someone gets really busy in this nursing home, other staff help out. (A9)	65%	62%
	Compliance With Procedures		
A4.	Staff follow standard procedures to care for residents. (A4)	84%	79%
A6R.	Staff use shortcuts to get their work done faster. (A6R)	47%	40%
A14R.	To make work easier, staff often ignore procedures. (A14R)	68%	59%
	Handoffs		
B1.	Staff are told what they need to know before taking care of a resident for the first time. (B1)	68%	64%
B2.	Staff are told right away when there is a change in a resident's care plan. (B2)	59%	53%
B3.	We have all the information we need when residents are transferred from the hospital. (B3)	58%	49%
B10.	Staff are given all the information they need to care for residents. (B10)	74%	69%

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

Table A-10. Item-Level Average Percent Positive Response by Urban/Rural Status—2014 Database Nursing Homes (Page 4 of 4)

		Urban/Rural Status	
	Survey Items by Composite	**Urban**	**Rural**
	# Nursing Homes	184	79
	# Respondents	15,048	3,920
	Communication Openness		
B7.	Staff ideas and suggestions are valued in this nursing home. (B7)	60%	57%
B9R.	Staff opinions are ignored in this nursing home. (B9R)	52%	49%
B11.	It is easy for staff to speak up about problems in this nursing home. (B11)	58%	56%
	Staffing		
A3.	We have enough staff to handle the workload. (A3)	45%	39%
A8R.	Staff have to hurry because they have too much work to do. (A8R)	36%	32%
A16.	Residents' needs are met during shift changes. (A16)	65%	64%
A17R.	It is hard to keep residents safe here because so many staff quit their jobs. (A17R)	69%	65%
	Nonpunitive Response to Mistakes		
A10R.	Staff are blamed when a resident is harmed. (A10R)	44%	44%
A12R.	Staff are afraid to report their mistakes. (A12R)	51%	48%
A15.	Staff are treated fairly when they make mistakes. (A15)	57%	55%
A18.	Staff feel safe reporting their mistakes. (A18)	54%	52%

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 Who Were Willing To Recommend Nursing Home by Urban/Rural Status—2014 Database Nursing Homes

	Urban/Rural Status	
Willingness To Recommend Nursing Home	**Urban**	**Rural**
# Nursing Homes	184	79
# Respondents	15,048	3,920
Yes	77%	73%
Maybe	18%	23%
No	4%	5%

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

Table A-12. Average Percentage of Respondents for Overall Rating on Resident Safety by Urban/Rural Status—2014 Database Nursing Homes

	Urban/Rural Status	
Overall Rating on Resident Safety	**Urban**	**Rural**
# Nursing Homes	184	79
# Respondents	15,048	3,920
Excellent or Very Good	63%	56%
5 – Excellent	28%	19%
4 – Very Good	35%	37%
3 – Good	26%	29%
2 – Fair	10%	12%
1 – Poor	2%	2%

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

Appendix A: Overall Results by Nursing Home Characteristics

(4) Census Region

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

Table A-13. Composite-Level Average Percent Positive by Census Region—2014 Database Nursing Homes

	Census Region			
Patient Safety Culture Composites	**Northeast**	**Midwest**	**South**	**West**
# Nursing Homes	80	45	90	48
# Respondents	7,683	2,895	6,274	2,116
1. Overall Perceptions of Resident Safety	88%	90%	87%	81%
2. Feedback and Communication About Incidents	84%	87%	85%	78%
3. Supervisor Expectations and Actions Promoting Resident Safety	80%	80%	82%	75%
4. Organizational Learning	71%	73%	77%	62%
5. Training and Skills	70%	72%	77%	61%
6. Management Support for Resident Safety	68%	70%	74%	63%
7. Teamwork	65%	69%	67%	57%
8. Compliance With Procedures	63%	66%	69%	54%
9. Handoffs	66%	66%	65%	52%
10. Communication Openness	56%	59%	57%	50%
11. Staffing	52%	53%	57%	44%
12. Nonpunitive Response to Mistakes	49%	54%	54%	45%
Average Across Composites	68%	70%	71%	60%

Table A-14. Item-Level Average Percent Positive Response by Census Region—2014 Database Nursing Homes (Page 1 of 4)

		Census Region			
	Survey Items by Composite	**Northeast**	**Midwest**	**South**	**West**
	# Nursing Homes	80	45	90	48
	# Respondents	7,683	2,895	6,274	2,116
	Overall Perceptions of Resident Safety				
D1.	Residents are well cared for in this nursing home. (D1)	89%	91%	87%	83%
D6.	This nursing home does a good job keeping residents safe. (D6)	86%	88%	86%	78%
D8.	This nursing home is a safe place for residents. (D8)	88%	91%	87%	82%
	Feedback and Communication About Incidents				
B4.	When staff report something that could harm a resident, someone takes care of it. (B4)	82%	84%	81%	73%
B5.	In this nursing home, we talk about ways to keep incidents from happening again. (B5)	85%	88%	86%	77%
B6.	Staff tell someone if they see something that might harm a resident. (B6)	88%	90%	88%	84%
B8.	In this nursing home, we discuss ways to keep residents safe from harm. (B8)	85%	87%	86%	79%
	Supervisor Expectations and Actions Promoting Resident Safety				
C1.	My supervisor listens to staff ideas and suggestions about resident safety. (C1)	80%	80%	82%	75%
C2.	My supervisor says a good word to staff who follow the right procedures. (C2)	75%	74%	77%	68%
C3.	My supervisor pays attention to resident safety problems in this nursing home. (C3)	86%	86%	87%	81%

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 Census Region—2014 Database Nursing Homes (Page 2 of 4)

		Census Region			
	Survey Items by Composite	**Northeast**	**Midwest**	**South**	**West**
	# Nursing Homes	80	45	90	48
	# Respondents	7,683	2,895	6,274	2,116
	Organizational Learning				
D3R.	This nursing home lets the same mistakes happen again and again. (D3R)	68%	71%	70%	56%
D4.	It is easy to make changes to improve resident safety in this nursing home. (D4)	65%	66%	74%	58%
D5.	This nursing home is always doing things to improve resident safety. (D5)	78%	80%	81%	69%
D10.	When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (D10)	74%	74%	80%	67%
	Training and Skills				
A7R.	Staff get the training they need in this nursing home. (A7)	75%	76%	80%	67%
A11.	Staff have enough training on how to handle difficult residents. (A11)	57%	60%	68%	50%
A13.	Staff understand the training they get in this nursing home. (A13)	77%	80%	83%	68%
	Management Support for Resident Safety				
D2.	Management asks staff how the nursing home can improve resident safety. (D2)	68%	71%	72%	63%
D7.	Management listens to staff ideas and suggestions to improve resident safety. (D7)	67%	70%	71%	60%
D9.	Management often walks around the nursing home to check on resident care. (D9)	69%	70%	79%	65%

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

Table A-14. Item-Level Average Percent Positive Response by Census Region—2014 Database Nursing Homes (Page 3 of 4)

		Census Region			
	Survey Items by Composite	**Northeast**	**Midwest**	**South**	**West**
	# Nursing Homes	80	45	90	48
	# Respondents	7,683	2,895	6,274	2,116
	Teamwork				
A1.	Staff in this nursing home treat each other with respect. (A1)	67%	74%	68%	59%
A2.	Staff support one another in this nursing home. (A2)	67%	72%	68%	58%
A5.	Staff feel like they are part of a team. (A5)	63%	66%	65%	55%
A9.	When someone gets really busy in this nursing home, other staff help out. (A9)	64%	67%	66%	57%
	Compliance With Procedures				
A4.	Staff follow standard procedures to care for residents. (A4)	82%	83%	85%	76%
A6R.	Staff use shortcuts to get their work done faster. (A6R)	43%	47%	52%	32%
A14R.	To make work easier, staff often ignore procedures. (A14R)	65%	67%	71%	55%
	Handoffs				
B1.	Staff are told what they need to know before taking care of a resident for the first time. (B1)	71%	70%	67%	57%
B2.	Staff are told right away when there is a change in a resident's care plan. (B2)	60%	61%	59%	43%
B3.	We have all the information we need when residents are transferred from the hospital. (B3)	57%	58%	59%	43%
B10.	Staff are given all the information they need to care for residents. (B10)	75%	75%	73%	65%

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

Table A-14. Item-Level Average Percent Positive Response by Census Region—2014 Database Nursing Homes (Page 4 of 4)

		Census Region			
	Survey Items by Composite	**Northeast**	**Midwest**	**South**	**West**
	# Nursing Homes	80	45	90	48
	# Respondents	7,683	2,895	6,274	2,116
	Communication Openness				
B7.	Staff ideas and suggestions are valued in this nursing home. (B7)	59%	62%	60%	54%
B9R.	Staff opinions are ignored in this nursing home. (B9R)	50%	55%	52%	44%
B11.	It is easy for staff to speak up about problems in this nursing home. (B11)	58%	59%	60%	52%
	Staffing				
A3.	We have enough staff to handle the workload. (A3)	40%	46%	47%	37%
A8R.	Staff have to hurry because they have too much work to do. (A8R)	32%	35%	41%	27%
A16.	Residents" needs are met during shift changes. (A16)	66%	63%	70%	56%
A17R.	It is hard to keep residents safe here because so many staff quit their jobs. (A17R)	70%	70%	70%	58%
	Nonpunitive Response to Mistakes				
A10R.	Staff are blamed when a resident is harmed. (A10R)	42%	49%	45%	39%
A12R.	Staff are afraid to report their mistakes. (A12R)	49%	51%	56%	41%
A15.	Staff are treated fairly when they make mistakes. (A15)	55%	61%	57%	52%
A18.	Staff feel safe reporting their mistakes. (A18)	50%	56%	59%	48%

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 Who Were Willing To Recommend Nursing Home by Census Region—2014 Database Nursing Homes

	Census Region			
Willingness To Recommend Nursing Home	**Northeast**	**Midwest**	**South**	**West**
# Nursing Homes	80	45	90	48
# Respondents	7,683	2,895	6,274	2,116
Yes	78%	81%	76%	68%
Maybe	19%	15%	19%	26%
No	3%	4%	5%	6%

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

Table A-16. Average Percentage of Respondents for Overall Rating on Resident Safety by Census Region—2014 Database Nursing Homes

	Census Region			
Overall Rating on Resident Safety	**Northeast**	**Midwest**	**South**	**West**
# Nursing Homes	80	45	90	48
# Respondents	7,683	2,895	6,274	2,116
Excellent or Very Good	64%	65%	62%	51%
5 – Excellent	25%	27%	29%	17%
4 – Very Good	39%	38%	33%	34%
3 – Good	26%	26%	25%	32%
2 – Fair	9%	8%	11%	14%
1 – Poor	1%	1%	2%	2%

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

Appendix B: Overall Results by Respondent Characteristics

(1) Job Title

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

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

Table B-1. Composite-Level Average Percent Positive Response by Job Title—2014 Database Nursing Homes

	Job Title							
Patient Safety Culture Composites	**Admin/ Manager**	**Admin Support Staff**	**Direct Care Staff**	**Licensed Nurse**	**Nursing Asst/ Aide**	**Other Provider**	**Physician**	**Support Staff**
# Nursing Homes	244	201	231	244	249	48	33	223
# Respondents	1,636	871	1,704	3,071	6,067	99	114	2,913
1. Overall Perceptions of Resident Safety	94%	90%	86%	87%	84%	77%	86%	86%
2. Feedback and Communication About Incidents	93%	89%	84%	85%	80%	74%	85%	85%
3. Supervisor Expectations and Actions Promoting Resident Safety	90%	86%	86%	79%	74%	74%	74%	83%
4. Organizational Learning	81%	76%	70%	70%	69%	69%	77%	75%
5. Training and Skills	75%	74%	71%	67%	72%	64%	74%	74%
6. Management Support for Resident Safety	87%	77%	70%	67%	63%	68%	75%	76%
7. Teamwork	79%	69%	68%	65%	60%	68%	77%	67%
8. Compliance With Procedures	66%	64%	62%	65%	66%	60%	74%	60%
9. Handoffs	74%	73%	61%	62%	55%	66%	75%	73%
10. Communication Openness	78%	66%	56%	54%	47%	55%	70%	59%
11. Staffing	68%	57%	51%	50%	50%	51%	61%	52%
12. Nonpunitive Response to Mistakes	66%	56%	51%	50%	48%	46%	56%	50%
Average Across Composites	79%	73%	68%	67%	64%	64%	74%	70%

Table B-2. Item-Level Average Percent Positive Response by Job Title—2014 Database Nursing Homes (Page 1 of 4)

		Job Title							
	Survey Items by Composite	**Admin/ Manager**	**Admin Support Staff**	**Direct Care Staff**	**Licensed Nurse**	**Nursing Asst/ Aide**	**Other Provider**	**Physician**	**Support Staff**
	# Nursing Homes	244	201	231	244	249	48	33	223
	# Respondents	1,636	871	1,704	3,071	6,067	99	114	2,913
	Overall Perceptions of Resident Safety								
D1.	Residents are well cared for in this nursing home. (D1)	95%	91%	86%	88%	85%	78%	90%	84%
D6.	This nursing home does a good job keeping residents safe. (D6)	92%	89%	84%	85%	82%	81%	83%	87%
D8.	This nursing home is a safe place for residents. (D8)	94%	92%	89%	87%	85%	74%	86%	88%
	Feedback and Communication About Incidents								
B4.	When staff report something that could harm a resident, someone takes care of it. (B4)	93%	87%	82%	83%	74%	74%	84%	84%
B5.	In this nursing home, we talk about ways to keep incidents from happening again. (B5)	94%	89%	86%	83%	79%	72%	84%	87%
B6.	Staff tell someone if they see something that might harm a resident. (B6)	93%	90%	85%	90%	86%	76%	88%	84%
B8.	In this nursing home, we discuss ways to keep residents safe from harm. (B8)	94%	90%	85%	83%	81%	77%	84%	86%
	Supervisor Expectations and Actions Promoting Resident Safety								
C1.	My supervisor listens to staff ideas and suggestions about resident safety. (C1)	91%	86%	87%	80%	73%	78%	74%	82%
C2.	My supervisor says a good word to staff who follow the right procedures. (C2)	86%	80%	82%	71%	67%	67%	67%	79%
C3.	My supervisor pays attention to resident safety problems in this nursing home. (C3)	93%	91%	90%	85%	81%	78%	80%	87%

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 Job Title—2014 Database Nursing Homes (Page 2 of 4)

		Job Title							
	Survey Items by Composite	**Admin/ Manager**	**Admin Support Staff**	**Direct Care Staff**	**Licensed Nurse**	**Nursing Asst/ Aide**	**Other Provider**	**Physician**	**Support Staff**
	# Nursing Homes	244	201	231	244	249	48	33	223
	# Respondents	1,636	871	1,704	3,071	6,067	99	114	2,913
	Organizational Learning								
D3R.	This nursing home lets the same mistakes happen again and again. (D3R)	78%	71%	65%	67%	65%	64%	80%	67%
D4.	It is easy to make changes to improve resident safety in this nursing home. (D4)	73%	68%	66%	64%	67%	64%	71%	73%
D5.	This nursing home is always doing things to improve resident safety. (D5)	86%	87%	78%	76%	75%	71%	82%	81%
D10.	When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (D10)	87%	79%	72%	75%	71%	69%	78%	79%
	Training and Skills								
A7.	Staff get the training they need in this nursing home. (A7)	83%	76%	77%	70%	76%	65%	77%	77%
A11.	Staff have enough training on how to handle difficult residents. (A11)	63%	66%	60%	55%	60%	60%	69%	65%
A13.	Staff understand the training they get in this nursing home. (A13)	81%	79%	77%	76%	78%	65%	75%	79%
	Management Support for Resident Safety								
D2.	Management asks staff how the nursing home can improve resident safety. (D2)	85%	76%	70%	65%	63%	68%	83%	76%
D7.	Management listens to staff ideas and suggestions to improve resident safety. (D7)	87%	77%	69%	66%	60%	67%	73%	73%
D9.	Management often walks around the nursing home to check on resident care. (D9)	88%	79%	73%	70%	66%	68%	69%	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-2. Item-Level Average Percent Positive Response by Job Title—2014 Database Nursing Homes (Page 3 of 4)

		Job Title							
	Survey Items by Composite	**Admin/ Manager**	**Admin Support Staff**	**Direct Care Staff**	**Licensed Nurse**	**Nursing Asst/ Aide**	**Other Provider**	**Physician**	**Support Staff**
	# Nursing Homes	244	201	231	244	249	48	33	223
	# Respondents	1,636	871	1,704	3,071	6,067	99	114	2,913
	Teamwork								
A1.	Staff in this nursing home treat each other with respect. (A1)	80%	69%	70%	67%	62%	72%	82%	69%
A2.	Staff support one another in this nursing home. (A2)	80%	71%	70%	67%	62%	70%	75%	69%
A5.	Staff feel like they are part of a team. (A5)	76%	65%	65%	60%	58%	63%	75%	66%
A9.	When someone gets really busy in this nursing home, other staff help out. (A9)	79%	70%	67%	65%	58%	67%	78%	67%
	Compliance With Procedures								
A4.	Staff follow standard procedures to care for residents. (A4)	86%	85%	81%	85%	81%	74%	88%	81%
A6R.	Staff use shortcuts to get their work done faster. (A6R)	43%	42%	41%	44%	49%	50%	51%	43%
A14R.	To make work easier, staff often ignore procedures. (A14R)	69%	65%	63%	67%	68%	52%	84%	57%
	Handoffs								
B1.	Staff are told what they need to know before taking care of a resident for the first time. (B1)	81%	77%	64%	69%	57%	70%	78%	76%
B2.	Staff are told right away when there is a change in a resident's care plan. (B2)	71%	69%	55%	57%	47%	61%	71%	69%
B3.	We have all the information we need when residents are transferred from the hospital. (B3)	58%	66%	55%	51%	50%	56%	53%	67%
B10.	Staff are given all the information they need to care for residents. (B10)	87%	80%	70%	72%	64%	74%	77%	80%

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 Job Title—2014 Database Nursing Homes (Page 4 of 4)

		Job Title							
	Survey Items by Composite	**Admin/ Manager**	**Admin Support Staff**	**Direct Care Staff**	**Licensed Nurse**	**Nursing Asst/ Aide**	**Other Provider**	**Physician**	**Support Staff**
	# Nursing Homes	244	201	231	244	249	48	33	223
	# Respondents	1,636	871	1,704	3,071	6,067	99	114	2,913
	Communication Openness								
B7.	Staff ideas and suggestions are valued in this nursing home. (B7)	81%	70%	61%	57%	49%	58%	65%	66%
B9R.	Staff opinions are ignored in this nursing home. (B9R)	74%	63%	51%	49%	43%	49%	74%	50%
B11.	It is easy for staff to speak up about problems in this nursing home. (B11)	78%	65%	57%	56%	50%	58%	74%	62%
	Staffing								
A3.	We have enough staff to handle the workload. (A3)	66%	53%	46%	39%	36%	46%	57%	45%
A8R.	Staff have to hurry because they have too much work to do. (A8R)	50%	37%	33%	30%	34%	29%	43%	37%
A16.	Residents' needs are met during shift changes. (A16)	72%	62%	57%	64%	68%	61%	73%	62%
A17R.	It is hard to keep residents safe here because so many staff quit their jobs. (A17R)	83%	76%	69%	68%	64%	66%	69%	65%
	Nonpunitive Response to Mistakes								
A10R.	Staff are blamed when a resident is harmed. (A10R)	64%	49%	47%	47%	38%	43%	53%	39%
A12R.	Staff are afraid to report their mistakes. (A12R)	57%	51%	46%	47%	54%	39%	58%	45%
A15.	Staff are treated fairly when they make mistakes. (A15)	81%	66%	60%	56%	47%	47%	60%	61%
A18.	Staff feel safe reporting their mistakes. (A18)	64%	58%	50%	50%	53%	46%	61%	55%

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

Table B-3. Average Percentage of Respondents Who Were Willing To Recommend Nursing Home by Job Title—2014 Database Nursing Homes

	Job Title							
Willingness To Recommend Nursing Home	**Admin/ Manager**	**Admin Support Staff**	**Direct Care Staff**	**Licensed Nurse**	**Nursing Asst/ Aide**	**Other Provider**	**Physician**	**Support Staff**
# Nursing Homes	244	201	231	244	249	48	33	223
# Respondents	1,636	871	1,704	3,071	6,067	99	114	2,913
Yes	92%	84%	78%	78%	71%	69%	88%	74%
Maybe	7%	13%	18%	18%	23%	22%	9%	20%
No	1%	3%	4%	4%	5%	10%	3%	5%

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

Table B-4. Average Percentage of Respondents for Overall Rating on Resident Safety by Job Title—2014 Database Nursing Homes

	Job Title							
Overall Rating on Resident Safety	**Admin/ Manager**	**Admin Support Staff**	**Direct Care Staff**	**Licensed Nurse**	**Nursing Asst/ Aide**	**Other Provider**	**Physician**	**Support Staff**
# Nursing Homes	244	201	231	244	249	48	33	223
# Respondents	1,636	871	1,704	3,071	6,067	99	114	2,913
Excellent or Very Good	80%	67%	62%	60%	57%	56%	74%	62%
5 – Excellent	40%	32%	25%	22%	22%	39%	41%	25%
4 – Very Good	40%	35%	38%	38%	35%	18%	32%	37%
3 – Good	15%	25%	26%	27%	28%	25%	12%	27%
2 – Fair	4%	7%	10%	11%	12%	14%	11%	9%
1 – Poor	0%	1%	1%	2%	3%	5%	3%	2%

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

Appendix B: Overall Results by Respondent Characteristics

(2) Work Area

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

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

Table B-5. Composite-Level Average Percent Positive Response by Work Area—2014 Database Nursing Homes

Patient Safety Culture Composites	Work Area			
	Alzheimer's/ Dementia Unit	Many/ No Specific Area or Unit	Rehab Unit	Skilled Nursing Unit
# Nursing Homes	172	249	181	243
# Respondents	1,197	7,233	1,391	3,937
1. Overall Perceptions of Resident Safety	87%	86%	84%	88%
2. Feedback and Communication About Incidents	85%	84%	83%	83%
3. Supervisor Expectations and Actions Promoting Resident Safety	79%	80%	82%	77%
4. Organizational Learning	72%	71%	70%	71%
5. Training and Skills	74%	70%	71%	71%
6. Management Support for Resident Safety	68%	69%	69%	67%
7. Teamwork	65%	64%	65%	62%
8. Compliance With Procedures	68%	63%	63%	68%
9. Handoffs	62%	62%	59%	59%
10. Communication Openness	52%	55%	57%	53%
11. Staffing	51%	53%	51%	52%
12. Nonpunitive Response to Mistakes	53%	51%	49%	52%
Average Across Composites	68%	67%	67%	67%

Table B-6. Item-Level Average Percent Positive Response by Work Area—2014 Database Nursing Homes (Page 1 of 4)

		Work Area			
	Survey Items by Composite	**Alzheimer's/ Dementia Unit**	**Many/ No Specific Area or Unit**	**Rehab Unit**	**Skilled Nursing Unit**
	# Nursing Homes	172	249	181	243
	# Respondents	1,197	7,233	1,391	3,937
	Overall Perceptions of Resident Safety				
D1.	Residents are well cared for in this nursing home. (D1)	88%	87%	85%	89%
D6.	This nursing home does a good job keeping residents safe. (D6)	84%	84%	82%	86%
D8.	This nursing home is a safe place for residents. (D8)	87%	87%	83%	89%
	Feedback and Communication About Incidents				
B4.	When staff report something that could harm a resident, someone takes care of it. (B4)	79%	80%	80%	80%
B5.	In this nursing home, we talk about ways to keep incidents from happening again. (B5)	85%	84%	83%	82%
B6.	Staff tell someone if they see something that might harm a resident. (B6)	87%	87%	86%	88%
B8.	In this nursing home, we discuss ways to keep residents safe from harm. (B8)	87%	85%	85%	84%
	Supervisor Expectations and Actions Promoting Resident Safety				
C1.	My supervisor listens to staff ideas and suggestions about resident safety. (C1)	78%	80%	81%	77%
C2.	My supervisor says a good word to staff who follow the right procedures. (C2)	75%	74%	78%	71%
C3.	My supervisor pays attention to resident safety problems in this nursing home. (C3)	84%	85%	87%	84%

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 Work Area—2014 Database Nursing Homes (Page 2 of 4)

		Work Area			
	Survey Items by Composite	**Alzheimer's/ Dementia Unit**	**Many/ No Specific Area or Unit**	**Rehab Unit**	**Skilled Nursing Unit**
	# Nursing Homes	172	249	181	243
	# Respondents	1,197	7,233	1,391	3,937
	Organizational Learning				
D3R.	This nursing home lets the same mistakes happen again and again. (D3R)	66%	67%	65%	68%
D4.	It is easy to make changes to improve resident safety in this nursing home. (D4)	68%	66%	65%	66%
D5.	This nursing home is always doing things to improve resident safety. (D5)	80%	78%	77%	76%
D10.	When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (D10)	75%	74%	73%	74%
	Training and Skills				
A7.	Staff get the training they need in this nursing home. (A7)	80%	75%	76%	76%
A11.	Staff have enough training on how to handle difficult residents. (A11)	61%	59%	59%	60%
A13.	Staff understand the training they get in this nursing home. (A13)	80%	77%	77%	78%
	Management Support for Resident Safety				
D2.	Management asks staff how the nursing home can improve resident safety. (D2)	69%	68%	71%	66%
D7.	Management listens to staff ideas and suggestions to improve resident safety. (D7)	64%	68%	66%	63%
D9.	Management often walks around the nursing home to check on resident care. (D9)	73%	71%	70%	71%

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

Table B-6. Item-Level Average Percent Positive Response by Work Area—2014 Database Nursing Homes (Page 3 of 4)

		Work Area			
	Survey Items by Composite	**Alzheimer's/ Dementia Unit**	**Many/ No Specific Area or Unit**	**Rehab Unit**	**Skilled Nursing Unit**
	# Nursing Homes	172	249	181	243
	# Respondents	1,197	7,233	1,391	3,937
	Teamwork				
A1.	Staff in this nursing home treat each other with respect. (A1)	65%	66%	69%	65%
A2.	Staff support one another in this nursing home. (A2)	65%	66%	66%	64%
A5.	Staff feel like they are part of a team. (A5)	65%	61%	66%	58%
A9.	When someone gets really busy in this nursing home, other staff help out. (A9)	67%	63%	60%	61%
	Compliance With Procedures				
A4.	Staff follow standard procedures to care for residents. (A4)	85%	81%	81%	85%
A6R.	Staff use shortcuts to get their work done faster. (A6R)	50%	44%	43%	48%
A14R.	To make work easier, staff often ignore procedures. (A14R)	68%	65%	63%	70%
	Handoffs				
B1.	Staff are told what they need to know before taking care of a resident for the first time. (B1)	66%	65%	63%	63%
B2.	Staff are told right away when there is a change in a resident's care plan. (B2)	56%	56%	54%	53%
B3.	We have all the information we need when residents are transferred from the hospital. (B3)	55%	55%	55%	51%
B10.	Staff are given all the information they need to care for residents. (B10)	73%	71%	68%	70%

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

Table B-6. Item-Level Average Percent Positive Response by Work Area—2014 Database Nursing Homes (Page 4 of 4)

		Work Area			
	Survey Items by Composite	**Alzheimer's/ Dementia Unit**	**Many/ No Specific Area or Unit**	**Rehab Unit**	**Skilled Nursing Unit**
	# Nursing Homes	172	249	181	243
	# Respondents	1,197	7,233	1,391	3,937
	Communication Openness				
B7.	Staff ideas and suggestions are valued in this nursing home. (B7)	55%	58%	60%	56%
B9R.	Staff opinions are ignored in this nursing home. (B9R)	47%	51%	54%	49%
B11.	It is easy for staff to speak up about problems in this nursing home. (B11)	55%	57%	58%	55%
	Staffing				
A3.	We have enough staff to handle the workload. (A3)	37%	43%	42%	40%
A8R.	Staff have to hurry because they have too much work to do. (A8R)	32%	36%	34%	33%
A16.	Residents' needs are met during shift changes. (A16)	70%	64%	60%	68%
A17R.	It is hard to keep residents safe here because so many staff quit their jobs. (A17R)	65%	69%	67%	68%
	Nonpunitive Response to Mistakes				
A10R.	Staff are blamed when a resident is harmed. (A10R)	42%	44%	44%	46%
A12R.	Staff are afraid to report their mistakes. (A12R)	54%	49%	50%	54%
A15.	Staff are treated fairly when they make mistakes. (A15)	55%	56%	54%	53%
A18.	Staff feel safe reporting their mistakes. (A18)	61%	53%	49%	54%

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 Who Were Willing To Recommend Nursing Home by Work Area—2014 Database Nursing Homes

	Work Area			
Willingness To Recommend Nursing Home	**Alzheimer's/ Dementia Unit**	**Many/ No Specific Area or Unit**	**Rehab Unit**	**Skilled Nursing Unit**
# Nursing Homes	172	249	181	243
# Respondents	1,197	7,233	1,391	3,937
Yes	74%	77%	75%	77%
Maybe	21%	19%	20%	19%
No	4%	5%	6%	4%

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

Table B-8. Average Percentage of Respondents for Overall Rating on Resident Safety by Work Area—2014 Database Nursing Homes

	Work Area			
Overall Rating on Resident Safety	**Alzheimer's/ Dementia Unit**	**Many/ No Specific Area or Unit**	**Rehab Unit**	**Skilled Nursing Unit**
# Nursing Homes	172	249	181	243
# Respondents	1,197	7,233	1,391	3,937
Excellent or Very Good	57%	62%	58%	59%
5 – Excellent	22%	26%	25%	23%
4 – Very Good	35%	36%	33%	36%
3 – Good	30%	25%	28%	29%
2 – Fair	12%	11%	12%	10%
1 – Poor	1%	2%	2%	2%

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

Appendix B: Overall Results by Respondent Characteristics

(3) Interaction With Residents

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

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

Table B-9. Composite-Level Average Percent Positive Response by Interaction With Residents—2014 Database Nursing Homes

Patient Safety Culture Composites	Interaction With Residents	
	WITH Direct Interaction	WITHOUT Direct Interaction
# Nursing Homes	252	249
# Respondents	12,671	5,057
1. Overall Perceptions of Resident Safety	86%	89%
2. Feedback and Communication About Incidents	83%	89%
3. Supervisor Expectations and Actions Promoting Resident Safety	78%	86%
4. Organizational Learning	70%	77%
5. Training and Skills	71%	74%
6. Management Support for Resident Safety	66%	79%
7. Teamwork	62%	70%
8. Compliance With Procedures	65%	62%
9. Handoffs	59%	73%
10. Communication Openness	52%	66%
11. Staffing	51%	58%
12. Nonpunitive Response to Mistakes	50%	56%
Average Across Composites	66%	73%

Table B-10. Item-Level Average Percent Positive Response by Interaction With Residents—2014 Database Nursing Homes (Page 1 of 4)

	Survey Items by Composite	Interaction With Residents: WITH Direct Interaction	Interaction With Residents: WITHOUT Direct Interaction
	# Nursing Homes	252	249
	# Respondents	12,671	5,057
	Overall Perceptions of Resident Safety		
D1.	Residents are well cared for in this nursing home. (D1)	87%	89%
D6.	This nursing home does a good job keeping residents safe. (D6)	84%	89%
D8.	This nursing home is a safe place for residents. (D8)	86%	90%
	Feedback and Communication About Incidents		
B4.	When staff report something that could harm a resident, someone takes care of it. (B4)	79%	87%
B5.	In this nursing home, we talk about ways to keep incidents from happening again. (B5)	82%	90%
B6.	Staff tell someone if they see something that might harm a resident. (B6)	87%	89%
B8.	In this nursing home, we discuss ways to keep residents safe from harm. (B8)	83%	90%
	Supervisor Expectations and Actions Promoting Resident Safety		
C1.	My supervisor listens to staff ideas and suggestions about resident safety. (C1)	77%	86%
C2.	My supervisor says a good word to staff who follow the right procedures. (C2)	72%	82%
C3.	My supervisor pays attention to resident safety problems in this nursing home. (C3)	84%	90%

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 Residents—2014 Database Nursing Homes (Page 2 of 4)

	Survey Items by Composite	Interaction With Residents: WITH Direct Interaction	Interaction With Residents: WITHOUT Direct Interaction
	# Nursing Homes	252	249
	# Respondents	12,671	5,057
	Organizational Learning		
D3R.	This nursing home lets the same mistakes happen again and again. (D3R)	65%	72%
D4.	It is easy to make changes to improve resident safety in this nursing home. (D4)	66%	71%
D5.	This nursing home is always doing things to improve resident safety. (D5)	76%	83%
D10.	When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (D10)	73%	81%
	Training and Skills		
A7.	Staff get the training they need in this nursing home. (A7)	75%	78%
A11.	Staff have enough training on how to handle difficult residents. (A11)	59%	64%
A13.	Staff understand the training they get in this nursing home. (A13)	78%	78%
	Management Support for Resident Safety		
D2.	Management asks staff how the nursing home can improve resident safety. (D2)	66%	78%
D7.	Management listens to staff ideas and suggestions to improve resident safety. (D7)	64%	78%
D9.	Management often walks around the nursing home to check on resident care. (D9)	69%	80%

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 Residents—2014 Database Nursing Homes (Page 3 of 4)

	Survey Items by Composite	Interaction With Residents: WITH Direct Interaction	Interaction With Residents: WITHOUT Direct Interaction
	# Nursing Homes	252	249
	# Respondents	12,671	5,057
	Teamwork		
A1.	Staff in this nursing home treat each other with respect. (A1)	65%	72%
A2.	Staff support one another in this nursing home. (A2)	64%	72%
A5.	Staff feel like they are part of a team. (A5)	60%	69%
A9.	When someone gets really busy in this nursing home, other staff help out. (A9)	61%	69%
	Compliance With Procedures		
A4.	Staff follow standard procedures to care for residents. (A4)	83%	82%
A6R.	Staff use shortcuts to get their work done faster. (A6R)	46%	43%
A14R.	To make work easier, staff often ignore procedures. (A14R)	67%	62%
	Handoffs		
B1.	Staff are told what they need to know before taking care of a resident for the first time. (B1)	63%	79%
B2.	Staff are told right away when there is a change in a resident's care plan. (B2)	53%	68%
B3R.	We have all the information we need when residents are transferred from the hospital. (B3)	53%	62%
B10.	Staff are given all the information they need to care for residents. (B10)	68%	83%

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 Residents—2014 Database Nursing Homes (Page 4 of 4)

	Survey Items by Composite	Interaction With Residents: WITH Direct Interaction	Interaction With Residents: WITHOUT Direct Interaction
	# Nursing Homes	252	249
	# Respondents	12,671	5,057
	Communication Openness		
B7.	Staff ideas and suggestions are valued in this nursing home. (B7)	55%	70%
B9R.	Staff opinions are ignored in this nursing home. (B9R)	47%	61%
B11.	It is easy for staff to speak up about problems in this nursing home. (B11)	54%	67%
	Staffing		
A3.	We have enough staff to handle the workload. (A3)	39%	54%
A8R.	Staff have to hurry because they have too much work to do. (A8R)	33%	42%
A16.	Residents' needs are met during shift changes. (A16)	64%	66%
A17R.	It is hard to keep residents safe here because so many staff quit their jobs. (A17R)	67%	72%
	Nonpunitive Response to Mistakes		
A10R.	Staff are blamed when a resident is harmed. (A10R)	42%	50%
A12R.	Staff are afraid to report their mistakes. (A12R)	51%	49%
A15.	Staff are treated fairly when they make mistakes. (A15)	53%	67%
A18.	Staff feel safe reporting their mistakes. (A18)	53%	58%

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 Who Were Willing To Recommend Nursing Home by Interaction With Residents—2014 Database Nursing Homes

	Interaction With Residents	
Willingness To Recommend Nursing Home	**WITH Direct Interaction**	**WITHOUT Direct Interaction**
# Nursing Homes	252	249
# Respondents	12,671	5,057
Yes	75%	80%
Maybe	21%	16%
No	5%	4%

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

Table B-12. Average Percentage of Respondents for Overall Rating on Resident Safety by Interaction With Residents—2014 Database Nursing Homes

	Interaction With Residents	
Overall Rating on Resident Safety	**WITH Direct Interaction**	**WITHOUT Direct Interaction**
# Nursing Homes	252	249
# Respondents	12,671	5,057
Excellent or Very Good	59%	68%
5 – Excellent	24%	30%
4 – Very Good	36%	37%
3 – Good	28%	23%
2 – Fair	11%	8%
1 – Poor	2%	1%

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

Appendix B: Overall Results by Respondent Characteristics

(4) Shift Worked Most Often

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

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

Table B-13. Composite-Level Average Percent Positive Response by Shift Worked Most Often—2014 Database Nursing Homes

Patient Safety Culture Composites	Shift Worked Most Often		
	Days	Evenings	Nights
# Nursing Homes	262	259	236
# Respondents	12,131	3,664	1,890
1. Overall Perceptions of Resident Safety	87%	87%	84%
2. Feedback and Communication About Incidents	85%	84%	81%
3. Supervisor Expectations and Actions Promoting Resident Safety	82%	79%	76%
4. Organizational Learning	73%	73%	68%
5. Training and Skills	71%	73%	69%
6. Management Support for Resident Safety	72%	68%	63%
7. Teamwork	66%	66%	62%
8. Compliance With Procedures	64%	67%	66%
9. Handoffs	64%	63%	59%
10. Communication Openness	58%	55%	49%
11. Staffing	54%	52%	48%
12. Nonpunitive Response to Mistakes	53%	51%	46%
Average Across Composites	69%	68%	64%

Table B-14. Item-Level Average Percent Positive Response by Shift Worked Most Often—2014 Database Nursing Homes (Page 1 of 4)

		Shift Worked Most Often		
	Survey Items by Composite	**Days**	**Evenings**	**Nights**
	# Nursing Homes	262	259	236
	# Respondents	12,131	3,664	1,890
	Overall Perceptions of Resident Safety			
D1.	Residents are well cared for in this nursing home. (D1)	88%	89%	84%
D6.	This nursing home does a good job keeping residents safe. (D6)	86%	86%	81%
D8.	This nursing home is a safe place for residents. (D8)	88%	88%	85%
	Feedback and Communication About Incidents			
B4.	When staff report something that could harm a resident, someone takes care of it. (B4)	82%	81%	78%
B5.	In this nursing home, we talk about ways to keep incidents from happening again. (B5)	86%	84%	79%
B6.	Staff tell someone if they see something that might harm a resident. (B6)	88%	88%	87%
B8.	In this nursing home, we discuss ways to keep residents safe from harm. (B8)	86%	85%	81%
	Supervisor Expectations and Actions Promoting Resident Safety			
C1.	My supervisor listens to staff ideas and suggestions about resident safety. (C1)	82%	79%	74%
C2.	My supervisor says a good word to staff who follow the right procedures. (C2)	76%	72%	70%
C3.	My supervisor pays attention to resident safety problems in this nursing home. (C3)	87%	87%	83%

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 Shift Worked Most Often—2014 Database Nursing Homes (Page 2 of 4)

		Shift Worked Most Often		
	Survey Items by Composite	**Days**	**Evenings**	**Nights**
	# Nursing Homes	262	259	236
	# Respondents	12,131	3,664	1,890
	Organizational Learning			
D3R.	This nursing home lets the same mistakes happen again and again. (D3R)	69%	67%	61%
D4.	It is easy to make changes to improve resident safety in this nursing home. (D4)	67%	70%	64%
D5.	This nursing home is always doing things to improve resident safety. (D5)	79%	79%	74%
D10.	When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (D10)	76%	74%	72%
	Training and Skills			
A7.	Staff get the training they need in this nursing home. (A7)	76%	77%	72%
A11.	Staff have enough training on how to handle difficult residents. (A11)	61%	61%	57%
A13.	Staff understand the training they get in this nursing home. (A13)	77%	81%	77%
	Management Support for Resident Safety			
D2.	Management asks staff how the nursing home can improve resident safety. (D2)	72%	67%	61%
D7.	Management listens to staff ideas and suggestions to improve resident safety. (D7)	70%	68%	62%
D9.	Management often walks around the nursing home to check on resident care. (D9)	74%	70%	66%

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

Table B-14. Item-Level Average Percent Positive Response by Shift Worked Most Often—2014 Database Nursing Homes (Page 3 of 4)

		Shift Worked Most Often		
	Survey Items by Composite	**Days**	**Evenings**	**Nights**
	# Nursing Homes	262	259	236
	# Respondents	12,131	3,664	1,890
	Teamwork			
A1.	Staff in this nursing home treat each other with respect. (A1)	68%	67%	63%
A2.	Staff support one another in this nursing home. (A2)	68%	66%	64%
A5.	Staff feel like they are part of a team. (A5)	64%	64%	59%
A9.	When someone gets really busy in this nursing home, other staff help out. (A9)	65%	65%	63%
	Compliance With Procedures			
A4.	Staff follow standard procedures to care for residents. (A4)	82%	84%	85%
A6R.	Staff use shortcuts to get their work done faster. (A6R)	44%	49%	46%
A14R.	To make work easier, staff often ignore procedures. (A14R)	65%	68%	68%
	Handoffs			
B1.	Staff are told what they need to know before taking care of a resident for the first time. (B1)	68%	67%	63%
B2.	Staff are told right away when there is a change in a resident's care plan. (B2)	59%	56%	51%
B3.	We have all the information we need when residents are transferred from the hospital. (B3)	56%	56%	53%
B10.	Staff are given all the information they need to care for residents. (B10)	74%	72%	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-14. Item-Level Average Percent Positive Response by Shift Worked Most Often—2014 Database Nursing Homes (Page 4 of 4)

		Shift Worked Most Often		
	Survey Items by Composite	**Days**	**Evenings**	**Nights**
	# Nursing Homes	262	259	236
	# Respondents	12,131	3,664	1,890
	Communication Openness			
B7.	Staff ideas and suggestions are valued in this nursing home. (B7)	62%	58%	50%
B9R.	Staff opinions are ignored in this nursing home. (B9R)	54%	48%	43%
B11.	It is easy for staff to speak up about problems in this nursing home. (B11)	60%	57%	53%
	Staffing			
A3.	We have enough staff to handle the workload. (A3)	46%	39%	36%
A8R.	Staff have to hurry because they have too much work to do. (A8R)	36%	34%	31%
A16.	Residents' needs are met during shift changes. (A16)	65%	69%	65%
A17R.	It is hard to keep residents safe here because so many staff quit their jobs. (A17R)	70%	67%	63%
	Nonpunitive Response to Mistakes			
A10R.	Staff are blamed when a resident is harmed. (A10R)	47%	40%	34%
A12R.	Staff are afraid to report their mistakes. (A12R)	50%	53%	51%
A15.	Staff are treated fairly when they make mistakes. (A15)	59%	54%	49%
A18.	Staff feel safe reporting their mistakes. (A18)	55%	55%	50%

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

Table B-15. Average Percentage of Respondents Who Were Willing To Recommend Nursing Home by Shift Worked Most Often—2014 Database Nursing Homes

	Shift Worked Most Often		
Willingness To Recommend Nursing Home	**Days**	**Evenings**	**Nights**
# Nursing Homes	262	259	236
# Respondents	12,131	3,664	1,890
Yes	78%	75%	70%
Maybe	18%	20%	24%
No	4%	5%	6%

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

Table B-16. Average Percentage of Respondents for Overall Rating on Resident Safety by Shift Worked Most Often—2014 Database Nursing Homes

	Shift Worked Most Often		
Overall Rating on Resident Safety	**Days**	**Evenings**	**Nights**
# Nursing Homes	262	259	236
# Respondents	12,131	3,664	1,890
Excellent or Very Good	63%	61%	52%
5 – Excellent	27%	24%	20%
4 – Very Good	36%	37%	32%
3 – Good	25%	28%	33%
2 – Fair	10%	10%	13%
1 – Poor	2%	2%	2%

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

Appendix B: Overall Results by Respondent Characteristics

(5) Tenure in Nursing Home

NOTE 1: Nursing homes that did not ask respondents to indicate their tenure in current nursing home were excluded from these breakout tables. In addition, respondents who did not answer (missing) were not included.

NOTE 2: The number of nursing homes and respondents is shown in each table. The number of nursing homes is based on whether nursing homes asked respondents to indicate their tenure in current nursing home (not all nursing homes asked this question). However, the precise number of nursing homes and respondents corresponding to each data cell in the tables will vary because nursing homes may have omitted a specific survey item and because of individual nonresponse/missing data.

Table B-17. Composite-Level Average Percent Positive by Tenure in Nursing Home—2014 Database Nursing Homes

	Tenure in Nursing Home				
Patient Safety Culture Composites	**Less than 1 Year**	**1 to 2 Years**	**3 to 5 Years**	**6 to 10 Years**	**11 Years or More**
# Nursing Homes	253	254	254	248	239
# Respondents	3,119	3,073	3,700	3,320	4,062
1. Overall Perceptions of Resident Safety	89%	86%	86%	85%	87%
2. Feedback and Communication About Incidents	86%	83%	83%	83%	85%
3. Supervisor Expectations and Actions Promoting Resident Safety	84%	80%	79%	77%	81%
4. Organizational Learning	75%	71%	70%	71%	75%
5. Training and Skills	74%	71%	71%	70%	73%
6. Management Support for Resident Safety	74%	70%	67%	68%	73%
7. Teamwork	71%	65%	63%	64%	67%
8. Compliance With Procedures	68%	66%	64%	62%	65%
9. Handoffs	68%	62%	61%	61%	65%
10. Communication Openness	64%	56%	53%	53%	58%
11. Staffing	56%	52%	52%	51%	56%
12. Nonpunitive Response to Mistakes	53%	52%	50%	50%	56%
Average Across Composites	72%	68%	67%	66%	70%

Table B-18. Item-Level Average Percent Positive Response by Tenure in Nursing Home—2014 Database Nursing Homes (Page 1 of 4)

		Tenure in Nursing Home				
	Survey Items by Composite	**Less than 1 Year**	**1 to 2 Years**	**3 to 5 Years**	**6 to 10 Years**	**11 Years or More**
	# Nursing Homes	253	254	254	248	239
	# Respondents	3,119	3,073	3,700	3,320	4,062
	Overall Perceptions of Resident Safety					
D1.	Residents are well cared for in this nursing home. (D1)	90%	87%	86%	86%	88%
D6.	This nursing home does a good job keeping residents safe. (D6)	88%	84%	83%	85%	86%
D8.	This nursing home is a safe place for residents. (D8)	90%	88%	87%	85%	87%
	Feedback and Communication About Incidents					
B4.	When staff report something that could harm a resident, someone takes care of it. (B4)	84%	80%	79%	79%	83%
B5.	In this nursing home, we talk about ways to keep incidents from happening again. (B5)	86%	82%	84%	85%	87%
B6.	Staff tell someone if they see something that might harm a resident. (B6)	90%	87%	86%	85%	88%
B8.	In this nursing home, we discuss ways to keep residents safe from harm. (B8)	87%	84%	83%	84%	86%
	Supervisor Expectations and Actions Promoting Resident Safety					
C1.	My supervisor listens to staff ideas and suggestions about resident safety. (C1)	83%	79%	79%	77%	81%
C2.	My supervisor says a good word to staff who follow the right procedures. (C2)	79%	74%	73%	71%	77%
C3.	My supervisor pays attention to resident safety problems in this nursing home. (C3)	89%	86%	86%	83%	85%

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-18. Item-Level Average Percent Positive Response by Tenure in Nursing Home—2014 Database Nursing Homes (Page 2 of 4)

		Tenure in Nursing Home				
	Survey Items by Composite	**Less than 1 Year**	**1 to 2 Years**	**3 to 5 Years**	**6 to 10 Years**	**11 Years or More**
	# Nursing Homes	253	254	254	248	239
	# Respondents	3,119	3,073	3,700	3,320	4,062
	Organizational Learning					
D3R.	This nursing home lets the same mistakes happen again and again. (D3R)	72%	67%	65%	66%	71%
D4.	It is easy to make changes to improve resident safety in this nursing home. (D4)	70%	66%	66%	66%	70%
D5.	This nursing home is always doing things to improve resident safety. (D5)	80%	78%	76%	78%	81%
D10.	When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (D10)	79%	74%	73%	73%	77%
	Training and Skills					
A7.	Staff get the training they need in this nursing home. (A7)	78%	75%	76%	75%	78%
A11.	Staff have enough training on how to handle difficult residents. (A11)	64%	58%	60%	60%	63%
A13.	Staff understand the training they get in this nursing home. (A13)	82%	78%	77%	74%	78%
	Management Support for Resident Safety					
D2.	Management asks staff how the nursing home can improve resident safety. (D2)	72%	68%	68%	68%	74%
D7.	Management listens to staff ideas and suggestions to improve resident safety. (D7)	74%	68%	64%	66%	72%
D9.	Management often walks around the nursing home to check on resident care. (D9)	77%	72%	70%	70%	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-18. Item-Level Average Percent Positive Response by Tenure in Nursing Home—2014 Database Nursing Homes (Page 3 of 4)

		Tenure in Nursing Home				
	Survey Items by Composite	**Less than 1 Year**	**1 to 2 Years**	**3 to 5 Years**	**6 to 10 Years**	**11 Years or More**
	# Nursing Homes	253	254	254	248	239
	# Respondents	3,119	3,073	3,700	3,320	4,062
	Teamwork					
A1.	Staff in this nursing home treat each other with respect. (A1)	74%	66%	66%	67%	70%
A2.	Staff support one another in this nursing home. (A2)	74%	66%	65%	66%	68%
A5.	Staff feel like they are part of a team. (A5)	69%	63%	60%	61%	65%
A9.	When someone gets really busy in this nursing home, other staff help out. (A9)	69%	63%	62%	62%	66%
	Compliance With Procedures					
A4.	Staff follow standard procedures to care for residents. (A4)	85%	83%	83%	80%	83%
A6R.	Staff use shortcuts to get their work done faster. (A6R)	49%	48%	44%	45%	45%
A14R.	To make work easier, staff often ignore procedures. (A14R)	71%	67%	64%	62%	66%
	Handoffs					
B1.	Staff are told what they need to know before taking care of a resident for the first time. (B1)	71%	66%	66%	66%	69%
B2.	Staff are told right away when there is a change in a resident's care plan. (B2)	61%	55%	55%	56%	61%
B3R.	We have all the information we need when residents are transferred from the hospital. (B3)	63%	55%	51%	53%	57%
B10.	Staff are given all the information they need to care for residents. (B10)	77%	71%	71%	70%	75%

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

Table B-18. Item-Level Average Percent Positive Response by Tenure in Nursing Home—2014 Database Nursing Homes (Page 4 of 4)

		Tenure in Nursing Home				
	Survey Items by Composite	**Less than 1 Year**	**1 to 2 Years**	**3 to 5 Years**	**6 to 10 Years**	**11 Years or More**
	# Nursing Homes	253	254	254	248	239
	# Respondents	3,119	3,073	3,700	3,320	4,062
	Communication Openness					
B7.	Staff ideas and suggestions are valued in this nursing home. (B7)	69%	58%	57%	56%	61%
B9R.	Staff opinions are ignored in this nursing home. (B9R)	60%	52%	48%	48%	52%
B11.	It is easy for staff to speak up about problems in this nursing home. (B11)	64%	57%	54%	56%	61%
	Staffing					
A3.	We have enough staff to handle the workload. (A3)	47%	40%	42%	43%	48%
A8R.	Staff have to hurry because they have too much work to do. (A8R)	37%	34%	35%	34%	38%
A16.	Residents' needs are met during shift changes. (A16)	69%	64%	64%	63%	65%
A17R.	It is hard to keep residents safe here because so many staff quit their jobs. (A17R)	72%	68%	66%	65%	72%
	Nonpunitive Response to Mistakes					
A10R.	Staff are blamed when a resident is harmed. (A10R)	42%	43%	44%	45%	50%
A12R.	Staff are afraid to report their mistakes. (A12R)	54%	52%	50%	49%	53%
A15.	Staff are treated fairly when they make mistakes. (A15)	60%	57%	55%	53%	62%
A18.	Staff feel safe reporting their mistakes. (A18)	57%	54%	51%	52%	59%

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

Table B-19. Average Percentage of Respondents Who Were Willing To Recommend Nursing Home by Tenure in Nursing Home—2014 Database Nursing Homes

	Tenure in Nursing Home				
Willingness To Recommend Nursing Home	**Less than 1 Year**	**1 to 2 Years**	**3 to 5 Years**	**6 to 10 Years**	**11 Years or More**
# Nursing Homes	253	254	254	248	239
# Respondents	3,119	3,073	3,700	3,320	4,062
Yes	79%	75%	74%	75%	81%
Maybe	17%	20%	21%	19%	17%
No	4%	5%	5%	6%	2%

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

Table B-20. Average Percentage of Respondents for Overall Rating on Resident Safety by Tenure in Nursing Home—2014 Database Nursing Homes

	Tenure in Nursing Home				
Overall Rating on Resident Safety	**Less than 1 Year**	**1 to 2 Years**	**3 to 5 Years**	**6 to 10 Years**	**11 Years or More**
# Nursing Homes	253	254	254	248	239
# Respondents	3,119	3,073	3,700	3,320	4,062
Excellent or Very Good	64%	60%	59%	59%	66%
5 – Excellent	26%	25%	23%	26%	29%
4 – Very Good	38%	35%	36%	33%	37%
3 – Good	26%	27%	28%	27%	24%
2 – Fair	8%	11%	11%	12%	9%
1 – Poor	1%	2%	2%	2%	1%

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