

# Nursing Home Survey on Patient Safety Culture: 2016 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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**Contract No. HHS 290201300003C**

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**AHRQ Publication No. 17-0004-EF**  
**October 2016**



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**Suggested Citation:**

Famolaro T, Yount, N, Greene, K, et al. Nursing Home Survey on Patient Safety Culture 2016 user comparative database report, appendixes, part II (Appendixes for AHRQ Publication No. 17-0004-EF). (Prepared by Westat, Rockville, MD, under contract No. HHSA290201300003C). Rockville, MD: Agency for Healthcare Research and Quality; October 2016.

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

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# Executive Summary

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

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

- Appendix A: Overall Results by Nursing home Characteristics
  - Bed size
  - Ownership
  - 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 are shown on the next 4 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. You can use a 5 percentage point difference as a rule of thumb for determining what differences to pay attention to.

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

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

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

- The *Staffing* composite had the greatest average percent positive difference (9 percentage points) between nursing homes with *49 or fewer beds* (53 percent) and nursing homes with *200 beds or more* (44 percent).
- Nursing homes with *49 or fewer beds* had the highest percentage of respondents who were willing to recommend their nursing home (77 percent); nursing homes with *200 beds or more* had the lowest (69 percent).
- Nursing homes with *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” (63 percent); nursing homes with *200 beds or more* had the lowest (53 percent).

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

- The *Compliance With Procedures* composite had the greatest average percent positive difference (5 percentage points) between *Nonprofit/Government* (67 percent) and *For Profit* nursing homes (62 percent).
- *Nonprofit/Government* nursing homes had a higher percentage of respondents who gave their nursing home an overall rating on resident safety of “Excellent” or “Very good” (64 percent) than *For Profit* nursing homes (57 percent).

## **Highlights From Appendix A: Overall Results by Nursing Home Characteristics (continued)**

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

- The *Handoffs* composite had the greatest average percent positive difference (6 percentage points) between *Urban* (66 percent) and *Rural* nursing homes (60 percent).

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

- Nursing homes in the *South* had the highest average percent positive response across the patient safety culture composites (72 percent); nursing homes in the *Northeast* and *Midwest* had the lowest (66 percent).
- The *Training and Skills* composite had the greatest average percent positive difference (12 percentage points) between nursing homes in the *South* (77 percent) and the *Midwest* (65 percent).
- Nursing homes in the *South* had the highest percentage of respondents who were willing to recommend their nursing home (78 percent); nursing homes in the *Midwest* had the lowest (71 percent).
- Nursing homes in the *South* had the highest percentage of respondents who gave their nursing home an overall rating on resident safety of “Excellent” or “Very good” (66 percent); nursing homes in the *Midwest* had the lowest (57 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* had the lowest (64 percent).
- The *Communication Openness* composite had the greatest average percent positive difference (30 percentage points) between *Administrators/Managers* (77 percent) and *Nursing Assistants/Aides* (47 percent).
- *Administrators/Managers* had the highest percentage of respondents who were willing to recommend their nursing home (91 percent); *Physicians/Other Providers* had the lowest (68 percent).
- *Administrators/Managers* had the highest percentage of respondents who gave their nursing home an overall rating on resident safety of “Excellent” or “Very good” (80 percent); *Physicians/Other Providers* had the lowest (53 percent).

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

- The *Communication Openness* composite had the highest average percent positive response in *Rehabilitation* units (55 percent); *Alzheimer’s/Dementia* units were the least positive (49 percent).

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

- Respondents *without* direct interaction with residents had a higher average percent positive response (73 percent) than those *with* direct interaction with residents (65 percent).
- Respondents *without* direct interaction with residents had a higher percentage of respondents who were willing to recommend their nursing home (79 percent) than respondents *with* direct interaction with residents (73 percent).
- Respondents *without* direct interaction with residents had a higher percentage of respondents who gave their nursing home an overall rating on resident safety of “Excellent” or “Very good” (66 percent) than respondents *with* direct interaction with residents (58 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 (63 percent).
- The *Communication Openness* composite had the greatest average percent positive difference (12 percentage points) between respondents working the *day shift* (58 percent) and respondents working the *night shift* (46 percent).
- Respondents working the *day shift* had the highest percentage who were willing to recommend their nursing home (77 percent); respondents working the *night shift* had the lowest (69 percent).
- Respondents working the *day shift* had the highest percentage who gave their nursing home an overall rating on resident safety of “Excellent” or “Very good” (63 percent); 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 responses across the patient safety culture composites (73 percent); respondents who had worked in the nursing home *3 to 5 years* had the lowest (65 percent).
- The *Communication Openness* composite had the greatest average percent positive difference (16 percentage points) between respondents who had worked *less than 1 year* (66 percent) and respondents who had worked *3 to 5 years* (50 percent).
- Respondents who worked in the nursing home *11 years or more* had the highest percentage who were willing to recommend their nursing home (80 percent); respondents working *3 to 5 years* had the lowest (72 percent).
- Respondents who worked in their nursing home *less than 1 year* and *11 years or more* had the highest percentage who gave their nursing home an overall rating on resident safety of “Excellent” or “Very good” (65 percent); respondents who worked in their nursing home *1 to 2 years* and *3 to 5 years* had the lowest (57 percent).

## Part II

### 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-4. Average Percentage of Respondents for Overall Rating on Resident Safety by Bed Size - 2016 Database Nursing Homes**

Overall Rating on Resident Safety	Bed Size			
	1-49 beds	50-99 beds	100-199 beds	200 beds or more
<i># Nursing Homes</i>	37	92	68	12
<i># Respondents</i>	1,589	4,023	5,491	1,292
<b>Excellent or Very Good</b>	63%	59%	60%	53%
<b>5 - Excellent</b>	27%	22%	26%	29%
<b>4 - Very Good</b>	36%	37%	35%	24%
<b>3 - Good</b>	24%	27%	26%	30%
<b>2 - Fair</b>	10%	12%	12%	14%
<b>1 - Poor</b>	2%	2%	2%	3%

**Note:** Percentages may not add to 100 due to rounding. In addition, “Excellent” and “Very Good” may not add to the total shown 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 - 2016 Database Nursing Homes**

Patient Safety Culture Composites	Ownership	
	For profit	Nonprofit/Government
<i># Nursing Homes</i>	125	84
<i># Respondents</i>	5,944	6,451
<b>1. Overall Perceptions of Resident Safety</b>	85%	88%
<b>2. Feedback and Communication About Incidents</b>	84%	87%
<b>3. Supervisor Expectations and Actions Promoting Resident Safety</b>	80%	82%
<b>4. Organizational Learning</b>	68%	72%
<b>5. Training and Skills</b>	68%	70%
<b>6. Management Support for Resident Safety</b>	67%	68%
<b>7. Teamwork</b>	65%	68%
<b>8. Handoffs</b>	64%	65%
<b>9. Compliance With Procedures</b>	62%	67%
<b>10. Communication Openness</b>	54%	56%
<b>11. Nonpunitive Response to Mistakes</b>	54%	54%
<b>12. Staffing</b>	47%	48%
<b>Average Across Composites</b>	67%	69%

**Table A-6. Item-Level Average Percent Positive Response by Ownership - 2016 Database Nursing Homes (Page 1 of 4)**

Survey Items by Composite	Ownership	
	For profit	Nonprofit/Government
<i># Nursing Homes</i>	125	84
<i># Respondents</i>	5,944	6,451
<b>1. Overall Perceptions of Resident Safety</b>		
1. Residents are well cared for in this nursing home. (D1)	85%	88%
2. This nursing home does a good job keeping residents safe. (D6)	83%	86%
3. This nursing home is a safe place for residents. (D8)	86%	89%
<b>2. Feedback and Communication About Incidents</b>		
1. When staff report something that could harm a resident, someone takes care of it. (B4)	83%	84%
2. In this nursing home, we talk about ways to keep incidents from happening again. (B5)	82%	86%
3. Staff tell someone if they see something that might harm a resident. (B6)	88%	90%
4. In this nursing home, we discuss ways to keep residents safe from harm. (B8)	82%	86%
<b>3. Supervisor Expectations and Actions Promoting Resident Safety</b>		
1. My supervisor listens to staff ideas and suggestions about resident safety. (C1)	79%	81%
2. My supervisor says a good word to staff who follow the right procedures. (C2)	75%	76%
3. My supervisor pays attention to resident safety problems in this nursing home. (C3)	85%	88%

**Note:** The item's survey location is shown after the item text.

**Table A-6. Item-Level Average Percent Positive Response by Ownership - 2016 Database Nursing Homes (Page 2 of 4)**

Survey Items by Composite	Ownership	
	For profit	Nonprofit/Government
<i># Nursing Homes</i>	125	84
<i># Respondents</i>	5,944	6,451
<b>4. Organizational Learning</b>		
1. This nursing home lets the same mistakes happen again and again. (D3R)	64%	68%
2. It is easy to make changes to improve resident safety in this nursing home. (D4)	65%	65%
3. This nursing home is always doing things to improve resident safety. (D5)	73%	79%
4. When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (D10)	72%	74%
<b>5. Training and Skills</b>		
1. Staff get the training they need in this nursing home. (A7)	71%	74%
2. Staff have enough training on how to handle difficult residents. (A11)	57%	58%
3. Staff understand the training they get in this nursing home. (A13)	76%	78%
<b>6. Management Support for Resident Safety</b>		
1. Management asks staff how the nursing home can improve resident safety. (D2)	66%	68%
2. Management listens to staff ideas and suggestions to improve resident safety. (D7)	67%	68%
3. Management often walks around the nursing home to check on resident care. (D9)	69%	67%

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

**Table A-6. Item-Level Average Percent Positive Response by Ownership - 2016 Database Nursing Homes (Page 3 of 4)**

Survey Items by Composite	Ownership	
	For profit	Nonprofit/Government
# Nursing Homes	125	84
# Respondents	5,944	6,451
<b>7. Teamwork</b>		
1. Staff in this nursing home treat each other with respect. (A1)	67%	72%
2. Staff support one another in this nursing home. (A2)	67%	71%
3. Staff feel like they are part of a team. (A5)	60%	64%
4. When someone gets really busy in this nursing home, other staff help out. (A9)	65%	64%
<b>8. Handoffs</b>		
1. Staff are told what they need to know before taking care of a resident for the first time. (B1)	68%	70%
2. Staff are told right away when there is a change in a resident's care plan. (B2)	58%	60%
3. We have all the information we need when residents are transferred from the hospital. (B3)	57%	57%
4. Staff are given all the information they need to care for residents. (B10)	72%	75%
<b>9. Compliance With Procedures</b>		
1. Staff follow standard procedures to care for residents. (A4)	81%	84%
2. Staff use shortcuts to get their work done faster. (A6R)	42%	46%
3. To make work easier, staff often ignore procedures. (A14R)	64%	69%

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

**Table A-6. Item-Level Average Percent Positive Response by Ownership - 2016 Database Nursing Homes (Page 4 of 4)**

Survey Items by Composite		Ownership	
		For profit	Nonprofit/Government
	<i># Nursing Homes</i>	125	84
	<i># Respondents</i>	5,944	6,451
<b>10. Communication Openness</b>			
1.	Staff ideas and suggestions are valued in this nursing home. (B7)	58%	60%
2.	Staff opinions are ignored in this nursing home. (B9R)	49%	51%
3.	It is easy for staff to speak up about problems in this nursing home. (B11)	57%	57%
<b>11. Nonpunitive Response to Mistakes</b>			
1.	Staff are blamed when a resident is harmed. (A10R)	49%	49%
2.	Staff are afraid to report their mistakes. (A12R)	51%	52%
3.	Staff are treated fairly when they make mistakes. (A15)	58%	59%
4.	Staff feel safe reporting their mistakes. (A18)	56%	55%
<b>12. Staffing</b>			
1.	We have enough staff to handle the workload. (A3)	37%	36%
2.	Staff have to hurry because they have too much work to do. (A8R)	30%	31%
3.	Residents' needs are met during shift changes. (A16)	65%	65%
4.	It is hard to keep residents safe here because so many staff quit their jobs. (A17R)	58%	61%

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



**Table A-7. Average Percentage of Respondents Willing To Recommend Nursing Home by Ownership - 2016 Database Nursing Homes**

Willingness To Recommend Nursing Home	Ownership	
	For profit	Nonprofit/Government
<i># Nursing Homes</i>	125	84
<i># Respondents</i>	5,944	6,451
<b>Yes</b>	74%	76%
<b>Maybe</b>	20%	19%
<b>No</b>	6%	5%

**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 - 2016 Database Nursing Homes**

Overall Rating on Resident Safety	Ownership	
	For profit	Nonprofit/Government
<i># Nursing Homes</i>	125	84
<i># Respondents</i>	5,944	6,451
<b>Excellent or Very Good</b>	57%	64%
<b>5 - Excellent</b>	22%	28%
<b>4 - Very Good</b>	35%	36%
<b>3 - Good</b>	28%	24%
<b>2 - Fair</b>	12%	10%
<b>1 - Poor</b>	2%	2%

**Note:** Percentages may not add to 100 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 - 2016 Database Nursing Homes**

Patient Safety Culture Composites	Urban/Rural Status	
	Urban	Rural
<i># Nursing Homes</i>	158	51
<i># Respondents</i>	9,932	2,463
<b>1. Overall Perceptions of Resident Safety</b>	86%	85%
<b>2. Feedback and Communication About Incidents</b>	85%	85%
<b>3. Supervisor Expectations and Actions Promoting Resident Safety</b>	82%	77%
<b>4. Organizational Learning</b>	70%	67%
<b>5. Training and Skills</b>	70%	67%
<b>6. Management Support for Resident Safety</b>	68%	64%
<b>7. Teamwork</b>	67%	62%
<b>8. Handoffs</b>	66%	60%
<b>9. Compliance With Procedures</b>	65%	61%
<b>10. Communication Openness</b>	56%	53%
<b>11. Nonpunitive Response to Mistakes</b>	54%	54%
<b>12. Staffing</b>	48%	46%
<b>Average Across Composites</b>	68%	65%

**Table A-10. Item-Level Average Percent Positive Response by Urban/Rural Status - 2016 Database Nursing Homes (Page 1 of 4)**

Survey Items by Composite	Urban/Rural Status	
	Urban	Rural
# Nursing Homes	158	51
# Respondents	9,932	2,463
<b>1. Overall Perceptions of Resident Safety</b>		
1. Residents are well cared for in this nursing home. (D1)	87%	86%
2. This nursing home does a good job keeping residents safe. (D6)	85%	84%
3. This nursing home is a safe place for residents. (D8)	87%	87%
<b>2. Feedback and Communication About Incidents</b>		
1. When staff report something that could harm a resident, someone takes care of it. (B4)	84%	81%
2. In this nursing home, we talk about ways to keep incidents from happening again. (B5)	84%	84%
3. Staff tell someone if they see something that might harm a resident. (B6)	89%	90%
4. In this nursing home, we discuss ways to keep residents safe from harm. (B8)	83%	84%
<b>3. Supervisor Expectations and Actions Promoting Resident Safety</b>		
1. My supervisor listens to staff ideas and suggestions about resident safety. (C1)	81%	77%
2. My supervisor says a good word to staff who follow the right procedures. (C2)	77%	70%
3. My supervisor pays attention to resident safety problems in this nursing home. (C3)	87%	85%

**Note:** The item's survey location is shown after the item text.

**Table A-10. Item-Level Average Percent Positive Response by Urban/Rural Status - 2016 Database Nursing Homes (Page 2 of 4)**

Survey Items by Composite	Urban/Rural Status	
	Urban	Rural
# Nursing Homes	158	51
# Respondents	9,932	2,463
<b>4. Organizational Learning</b>		
1. This nursing home lets the same mistakes happen again and again. (D3R)	67%	63%
2. It is easy to make changes to improve resident safety in this nursing home. (D4)	66%	61%
3. This nursing home is always doing things to improve resident safety. (D5)	76%	75%
4. When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (D10)	73%	70%
<b>5. Training and Skills</b>		
1. Staff get the training they need in this nursing home. (A7)	73%	71%
2. Staff have enough training on how to handle difficult residents. (A11)	59%	52%
3. Staff understand the training they get in this nursing home. (A13)	77%	77%
<b>6. Management Support for Resident Safety</b>		
1. Management asks staff how the nursing home can improve resident safety. (D2)	67%	65%
2. Management listens to staff ideas and suggestions to improve resident safety. (D7)	68%	65%
3. Management often walks around the nursing home to check on resident care. (D9)	70%	63%

**Note:** The item’s survey location is shown after the item text. An “R” indicates a negatively worded item, where the percent positive response is based on those who responded “Strongly disagree” or “Disagree,” or “Never” or “Rarely” (depending on the response category used for the item).

**Table A-10. Item-Level Average Percent Positive Response by Urban/Rural Status - 2016 Database Nursing Homes (Page 3 of 4)**

Survey Items by Composite	Urban/Rural Status	
	Urban	Rural
# Nursing Homes	158	51
# Respondents	9,932	2,463
<b>7. Teamwork</b>		
1. Staff in this nursing home treat each other with respect. (A1)	71%	63%
2. Staff support one another in this nursing home. (A2)	70%	65%
3. Staff feel like they are part of a team. (A5)	63%	56%
4. When someone gets really busy in this nursing home, other staff help out. (A9)	65%	62%
<b>8. Handoffs</b>		
1. Staff are told what they need to know before taking care of a resident for the first time. (B1)	69%	66%
2. Staff are told right away when there is a change in a resident's care plan. (B2)	60%	53%
3. We have all the information we need when residents are transferred from the hospital. (B3)	59%	51%
4. Staff are given all the information they need to care for residents. (B10)	74%	71%
<b>9. Compliance With Procedures</b>		
1. Staff follow standard procedures to care for residents. (A4)	83%	80%
2. Staff use shortcuts to get their work done faster. (A6R)	45%	41%
3. To make work easier, staff often ignore procedures. (A14R)	67%	62%

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

**Table A-10. Item-Level Average Percent Positive Response by Urban/Rural Status - 2016 Database Nursing Homes (Page 4 of 4)**

Survey Items by Composite		Urban/Rural Status	
		Urban	Rural
	<i># Nursing Homes</i>	158	51
	<i># Respondents</i>	9,932	2,463
<b>10. Communication Openness</b>			
1.	Staff ideas and suggestions are valued in this nursing home. (B7)	59%	58%
2.	Staff opinions are ignored in this nursing home. (B9R)	51%	47%
3.	It is easy for staff to speak up about problems in this nursing home. (B11)	58%	54%
<b>11. Nonpunitive Response to Mistakes</b>			
1.	Staff are blamed when a resident is harmed. (A10R)	49%	51%
2.	Staff are afraid to report their mistakes. (A12R)	52%	50%
3.	Staff are treated fairly when they make mistakes. (A15)	58%	58%
4.	Staff feel safe reporting their mistakes. (A18)	55%	55%
<b>12. Staffing</b>			
1.	We have enough staff to handle the workload. (A3)	37%	34%
2.	Staff have to hurry because they have too much work to do. (A8R)	31%	28%
3.	Residents' needs are met during shift changes. (A16)	64%	66%
4.	It is hard to keep residents safe here because so many staff quit their jobs. (A17R)	60%	58%

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



**Table A-11. Average Percentage of Respondents Willing To Recommend Nursing Home by Urban/Rural Status - 2016 Database Nursing Homes**

Willingness To Recommend Nursing Home	Urban/Rural Status	
	Urban	Rural
<i># Nursing Homes</i>	158	51
<i># Respondents</i>	9,932	2,463
<b>Yes</b>	75%	75%
<b>Maybe</b>	19%	20%
<b>No</b>	6%	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 - 2016 Database Nursing Homes**

Overall Rating on Resident Safety	Urban/Rural Status	
	Urban	Rural
<i># Nursing Homes</i>	158	51
<i># Respondents</i>	9,932	2,463
<b>Excellent or Very Good</b>	60%	58%
<b>5 - Excellent</b>	25%	22%
<b>4 - Very Good</b>	35%	36%
<b>3 - Good</b>	26%	27%
<b>2 - Fair</b>	11%	13%
<b>1 - Poor</b>	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 - 2016 Database Nursing Homes**

Patient Safety Culture Composites	Census Region			
	Northeast	Midwest	South	West
# Nursing Homes	75	59	46	29
# Respondents	4,519	2,784	3,950	1,142
<b>1. Overall Perceptions of Resident Safety</b>	85%	85%	89%	85%
<b>2. Feedback and Communication About Incidents</b>	84%	85%	87%	83%
<b>3. Supervisor Expectations and Actions Promoting Resident Safety</b>	80%	79%	84%	79%
<b>4. Organizational Learning</b>	68%	67%	77%	68%
<b>5. Training and Skills</b>	67%	65%	77%	69%
<b>6. Management Support for Resident Safety</b>	65%	64%	75%	68%
<b>7. Teamwork</b>	65%	64%	72%	66%
<b>8. Handoffs</b>	63%	63%	69%	62%
<b>9. Compliance With Procedures</b>	64%	61%	71%	61%
<b>10. Communication Openness</b>	54%	54%	58%	55%
<b>11. Nonpunitive Response to Mistakes</b>	52%	54%	56%	55%
<b>12. Staffing</b>	46%	46%	54%	48%
<b>Average Across Composites</b>	66%	66%	72%	67%

**Table A-14. Item-Level Average Percent Positive Response by Census Region - 2016 Database Nursing Homes (Page 1 of 4)**

Survey Items by Composite		Census Region			
		Northeast	Midwest	South	West
	# Nursing Homes	75	59	46	29
	# Respondents	4,519	2,784	3,950	1,142
<b>1. Overall Perceptions of Resident Safety</b>					
1.	Residents are well cared for in this nursing home. (D1)	87%	85%	89%	85%
2.	This nursing home does a good job keeping residents safe. (D6)	83%	84%	88%	84%
3.	This nursing home is a safe place for residents. (D8)	86%	87%	91%	86%
<b>2. Feedback and Communication About Incidents</b>					
1.	When staff report something that could harm a resident, someone takes care of it. (B4)	83%	82%	87%	83%
2.	In this nursing home, we talk about ways to keep incidents from happening again. (B5)	84%	84%	86%	81%
3.	Staff tell someone if they see something that might harm a resident. (B6)	91%	89%	89%	86%
4.	In this nursing home, we discuss ways to keep residents safe from harm. (B8)	83%	84%	86%	82%
<b>3. Supervisor Expectations and Actions Promoting Resident Safety</b>					
1.	My supervisor listens to staff ideas and suggestions about resident safety. (C1)	79%	79%	84%	78%
2.	My supervisor says a good word to staff who follow the right procedures. (C2)	74%	74%	80%	73%
3.	My supervisor pays attention to resident safety problems in this nursing home. (C3)	86%	85%	89%	86%

**Note:** The item's survey location is shown after the item text.

**Table A-14. Item-Level Average Percent Positive Response by Census Region - 2016 Database Nursing Homes (Page 2 of 4)**

Survey Items by Composite	Census Region			
	Northeast	Midwest	South	West
# Nursing Homes	75	59	46	29
# Respondents	4,519	2,784	3,950	1,142
<b>4. Organizational Learning</b>				
1. This nursing home lets the same mistakes happen again and again. (D3R)	65%	62%	74%	63%
2. It is easy to make changes to improve resident safety in this nursing home. (D4)	61%	62%	74%	64%
3. This nursing home is always doing things to improve resident safety. (D5)	74%	73%	81%	75%
4. When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (D10)	71%	70%	79%	70%
<b>5. Training and Skills</b>				
1. Staff get the training they need in this nursing home. (A7)	70%	68%	81%	72%
2. Staff have enough training on how to handle difficult residents. (A11)	55%	52%	67%	59%
3. Staff understand the training they get in this nursing home. (A13)	76%	74%	83%	76%
<b>6. Management Support for Resident Safety</b>				
1. Management asks staff how the nursing home can improve resident safety. (D2)	65%	65%	72%	67%
2. Management listens to staff ideas and suggestions to improve resident safety. (D7)	64%	65%	73%	69%
3. Management often walks around the nursing home to check on resident care. (D9)	65%	63%	79%	68%

**Note:** The item’s survey location is shown after the item text. An “R” indicates a negatively worded item, where the percent positive response is based on those who responded “Strongly disagree” or “Disagree,” or “Never” or “Rarely” (depending on the response category used for the item).

**Table A-14. Item-Level Average Percent Positive Response by Census Region - 2016 Database Nursing Homes (Page 3 of 4)**

Survey Items by Composite	Census Region			
	Northeast	Midwest	South	West
# Nursing Homes	75	59	46	29
# Respondents	4,519	2,784	3,950	1,142
<b>7. Teamwork</b>				
1. Staff in this nursing home treat each other with respect. (A1)	67%	67%	76%	70%
2. Staff support one another in this nursing home. (A2)	68%	66%	74%	69%
3. Staff feel like they are part of a team. (A5)	60%	58%	69%	60%
4. When someone gets really busy in this nursing home, other staff help out. (A9)	64%	63%	69%	63%
<b>8. Handoffs</b>				
1. Staff are told what they need to know before taking care of a resident for the first time. (B1)	68%	68%	71%	66%
2. Staff are told right away when there is a change in a resident's care plan. (B2)	58%	56%	65%	54%
3. We have all the information we need when residents are transferred from the hospital. (B3)	55%	56%	64%	55%
4. Staff are given all the information they need to care for residents. (B10)	72%	72%	76%	72%
<b>9. Compliance With Procedures</b>				
1. Staff follow standard procedures to care for residents. (A4)	83%	79%	86%	80%
2. Staff use shortcuts to get their work done faster. (A6R)	42%	41%	52%	41%
3. To make work easier, staff often ignore procedures. (A14R)	65%	63%	74%	62%

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

**Table A-14. Item-Level Average Percent Positive Response by Census Region - 2016 Database Nursing Homes (Page 4 of 4)**

Survey Items by Composite	Census Region			
	Northeast	Midwest	South	West
# Nursing Homes	75	59	46	29
# Respondents	4,519	2,784	3,950	1,142
<b>10. Communication Openness</b>				
1. Staff ideas and suggestions are valued in this nursing home. (B7)	57%	58%	61%	60%
2. Staff opinions are ignored in this nursing home. (B9R)	48%	49%	54%	49%
3. It is easy for staff to speak up about problems in this nursing home. (B11)	55%	56%	60%	57%
<b>11. Nonpunitive Response to Mistakes</b>				
1. Staff are blamed when a resident is harmed. (A10R)	50%	50%	47%	51%
2. Staff are afraid to report their mistakes. (A12R)	49%	51%	56%	51%
3. Staff are treated fairly when they make mistakes. (A15)	56%	59%	60%	61%
4. Staff feel safe reporting their mistakes. (A18)	52%	56%	59%	57%
<b>12. Staffing</b>				
1. We have enough staff to handle the workload. (A3)	33%	34%	43%	42%
2. Staff have to hurry because they have too much work to do. (A8R)	27%	29%	36%	32%
3. Residents' needs are met during shift changes. (A16)	64%	64%	70%	61%
4. It is hard to keep residents safe here because so many staff quit their jobs. (A17R)	58%	56%	68%	57%

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



**Table A-15. Average Percentage of Respondents Willing To Recommend Nursing Home by Census Region - 2016  
Database Nursing Homes**

Willingness To Recommend Nursing Home	Census Region			
	Northeast	Midwest	South	West
<i># Nursing Homes</i>	75	59	46	29
<i># Respondents</i>	4,519	2,784	3,950	1,142
<b>Yes</b>	75%	71%	78%	76%
<b>Maybe</b>	20%	22%	16%	18%
<b>No</b>	5%	7%	6%	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 - 2016 Database Nursing Homes**

Overall Rating on Resident Safety	Census Region			
	Northeast	Midwest	South	West
# Nursing Homes	75	59	46	29
# Respondents	4,519	2,784	3,950	1,142
<b>Excellent or Very Good</b>	59%	57%	66%	58%
<b>5 - Excellent</b>	23%	21%	34%	21%
<b>4 - Very Good</b>	36%	36%	32%	37%
<b>3 - Good</b>	27%	29%	23%	28%
<b>2 - Fair</b>	12%	13%	9%	12%
<b>1 - Poor</b>	2%	2%	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 - 2016 Database Nursing Homes**

Patient Safety Culture Composites	Job Title						
	Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/ Aide	Physician/ Other Provider	Support Staff
<i># Nursing Homes</i>	193	170	179	195	198	90	169
<i># Respondents</i>	975	681	1,080	2,168	3,784	322	1,923
<b>1. Overall Perceptions of Resident Safety</b>	94%	92%	84%	86%	84%	83%	86%
<b>2. Feedback and Communication About Incidents</b>	94%	91%	83%	86%	82%	84%	86%
<b>3. Supervisor Expectations and Actions Promoting Resident Safety</b>	92%	89%	85%	79%	74%	84%	83%
<b>4. Organizational Learning</b>	80%	79%	64%	67%	67%	69%	74%
<b>5. Training and Skills</b>	75%	74%	65%	65%	70%	72%	71%
<b>6. Management Support for Resident Safety</b>	87%	80%	65%	64%	61%	68%	71%
<b>7. Teamwork</b>	80%	72%	68%	65%	62%	67%	66%
<b>8. Handoffs</b>	76%	78%	59%	63%	57%	71%	74%
<b>9. Compliance With Procedures</b>	66%	69%	58%	66%	67%	62%	59%
<b>10. Communication Openness</b>	77%	69%	55%	52%	47%	60%	56%
<b>11. Nonpunitive Response to Mistakes</b>	70%	58%	51%	54%	51%	47%	49%
<b>12. Staffing</b>	61%	53%	44%	46%	45%	47%	45%
<b>Average Across Composites</b>	79%	75%	65%	66%	64%	68%	68%

**Table B-2. Item-Level Average Percent Positive Response by Job Title - 2016 Database Nursing Homes (Page 1 of 4)**

Survey Items by Composite	Job Title						
	Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/ Aide	Physician/ Other Provider	Support Staff
# Nursing Homes	193	170	179	195	198	90	169
# Respondents	975	681	1,080	2,168	3,784	322	1,923
<b>1. Overall Perceptions of Resident Safety</b>							
1. Residents are well cared for in this nursing home. (D1)	95%	92%	84%	88%	86%	81%	84%
2. This nursing home does a good job keeping residents safe. (D6)	93%	90%	82%	84%	82%	83%	86%
3. This nursing home is a safe place for residents. (D8)	95%	92%	86%	86%	86%	86%	87%
<b>2. Feedback and Communication About Incidents</b>							
1. When staff report something that could harm a resident, someone takes care of it. (B4)	95%	89%	79%	85%	78%	80%	85%
2. In this nursing home, we talk about ways to keep incidents from happening again. (B5)	93%	90%	82%	84%	80%	85%	85%
3. Staff tell someone if they see something that might harm a resident. (B6)	94%	92%	87%	91%	88%	86%	88%
4. In this nursing home, we discuss ways to keep residents safe from harm. (B8)	94%	91%	83%	83%	81%	85%	85%
<b>3. Supervisor Expectations and Actions Promoting Resident Safety</b>							
1. My supervisor listens to staff ideas and suggestions about resident safety. (C1)	92%	89%	86%	78%	73%	83%	83%
2. My supervisor says a good word to staff who follow the right procedures. (C2)	89%	86%	81%	72%	68%	79%	80%
3. My supervisor pays attention to resident safety problems in this nursing home. (C3)	94%	92%	88%	86%	82%	90%	89%

**Note:** The item's survey location is shown after the item text.

**Table B-2. Item-Level Average Percent Positive Response by Job Title - 2016 Database Nursing Homes (Page 2 of 4)**

Survey Items by Composite	Job Title						
	Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/ Aide	Physician/ Other Provider	Support Staff
# Nursing Homes	193	170	179	195	198	90	169
# Respondents	975	681	1,080	2,168	3,784	322	1,923
<b>4. Organizational Learning</b>							
1. This nursing home lets the same mistakes happen again and again. (D3R)	79%	74%	59%	66%	63%	63%	68%
2. It is easy to make changes to improve resident safety in this nursing home. (D4)	69%	70%	61%	61%	64%	66%	71%
3. This nursing home is always doing things to improve resident safety. (D5)	88%	86%	73%	72%	72%	73%	79%
4. When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (D10)	85%	81%	66%	70%	68%	75%	77%
<b>5. Training and Skills</b>							
1. Staff get the training they need in this nursing home. (A7)	79%	79%	70%	67%	74%	76%	73%
2. Staff have enough training on how to handle difficult residents. (A11)	62%	65%	51%	50%	58%	59%	63%
3. Staff understand the training they get in this nursing home. (A13)	83%	79%	73%	77%	79%	81%	76%
<b>6. Management Support for Resident Safety</b>							
1. Management asks staff how the nursing home can improve resident safety. (D2)	87%	78%	66%	63%	61%	65%	70%
2. Management listens to staff ideas and suggestions to improve resident safety. (D7)	87%	79%	67%	63%	60%	72%	70%
3. Management often walks around the nursing home to check on resident care. (D9)	86%	83%	63%	64%	62%	66%	73%

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

**Table B-2. Item-Level Average Percent Positive Response by Job Title - 2016 Database Nursing Homes (Page 3 of 4)**

Survey Items by Composite	Job Title						
	Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/ Aide	Physician/ Other Provider	Support Staff
# Nursing Homes	193	170	179	195	198	90	169
# Respondents	975	681	1,080	2,168	3,784	322	1,923
<b>7. Teamwork</b>							
1. Staff in this nursing home treat each other with respect. (A1)	82%	74%	74%	69%	65%	73%	68%
2. Staff support one another in this nursing home. (A2)	84%	75%	71%	68%	65%	70%	68%
3. Staff feel like they are part of a team. (A5)	77%	65%	62%	59%	59%	63%	61%
4. When someone gets really busy in this nursing home, other staff help out. (A9)	79%	75%	66%	64%	58%	66%	67%
<b>8. Handoffs</b>							
1. Staff are told what they need to know before taking care of a resident for the first time. (B1)	84%	81%	64%	69%	59%	77%	76%
2. Staff are told right away when there is a change in a resident's care plan. (B2)	72%	74%	52%	58%	49%	62%	69%
3. We have all the information we need when residents are transferred from the hospital. (B3)	64%	72%	51%	52%	53%	67%	70%
4. Staff are given all the information they need to care for residents. (B10)	86%	82%	71%	73%	66%	75%	80%
<b>9. Compliance With Procedures</b>							
1. Staff follow standard procedures to care for residents. (A4)	88%	86%	77%	85%	83%	81%	79%
2. Staff use shortcuts to get their work done faster. (A6R)	41%	50%	39%	44%	47%	40%	40%
3. To make work easier, staff often ignore procedures. (A14R)	70%	68%	58%	69%	70%	63%	58%

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

**Table B-2. Item-Level Average Percent Positive Response by Job Title - 2016 Database Nursing Homes (Page 4 of 4)**

Survey Items by Composite	Job Title						
	Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/ Aide	Physician/ Other Provider	Support Staff
# Nursing Homes	193	170	179	195	198	90	169
# Respondents	975	681	1,080	2,168	3,784	322	1,923
<b>10. Communication Openness</b>							
1. Staff ideas and suggestions are valued in this nursing home. (B7)	80%	73%	59%	55%	49%	68%	58%
2. Staff opinions are ignored in this nursing home. (B9R)	73%	64%	50%	46%	42%	54%	50%
3. It is easy for staff to speak up about problems in this nursing home. (B11)	78%	68%	57%	54%	50%	57%	61%
<b>11. Nonpunitive Response to Mistakes</b>							
1. Staff are blamed when a resident is harmed. (A10R)	70%	57%	47%	52%	45%	44%	45%
2. Staff are afraid to report their mistakes. (A12R)	61%	53%	47%	52%	54%	45%	44%
3. Staff are treated fairly when they make mistakes. (A15)	84%	68%	60%	59%	50%	54%	55%
4. Staff feel safe reporting their mistakes. (A18)	66%	57%	52%	55%	56%	52%	53%
<b>12. Staffing</b>							
1. We have enough staff to handle the workload. (A3)	57%	41%	36%	34%	30%	35%	38%
2. Staff have to hurry because they have too much work to do. (A8R)	40%	37%	27%	28%	28%	30%	28%
3. Residents' needs are met during shift changes. (A16)	72%	63%	54%	65%	67%	63%	62%
4. It is hard to keep residents safe here because so many staff quit their jobs. (A17R)	77%	70%	60%	58%	56%	55%	56%

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



**Table B-3. Average Percentage of Respondents Willing To Recommend Nursing Home by Job Title - 2016 Database Nursing Homes**

Willingness To Recommend Nursing Home	Job Title						
	Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/ Aide	Physician/ Other Provider	Support Staff
<i># Nursing Homes</i>	193	170	179	195	198	90	169
<i># Respondents</i>	975	681	1,080	2,168	3,784	322	1,923
<b>Yes</b>	91%	82%	74%	76%	71%	68%	75%
<b>Maybe</b>	7%	15%	19%	18%	23%	26%	19%
<b>No</b>	3%	3%	6%	6%	6%	6%	6%

**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 - 2016 Database  
Nursing Homes**

Overall Rating on Resident Safety	Job Title						
	Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/ Aide	Physician/ Other Provider	Support Staff
# Nursing Homes	193	170	179	195	198	90	169
# Respondents	975	681	1,080	2,168	3,784	322	1,923
<b>Excellent or Very Good</b>	80%	72%	61%	59%	55%	53%	59%
<b>5 - Excellent</b>	40%	32%	23%	22%	22%	20%	24%
<b>4 - Very Good</b>	40%	39%	38%	37%	33%	33%	34%
<b>3 - Good</b>	15%	20%	25%	28%	29%	31%	29%
<b>2 - Fair</b>	5%	7%	13%	11%	14%	15%	11%
<b>1 - Poor</b>	0%	1%	1%	3%	2%	1%	2%

**Note:** Percentages may not add to 100 due to rounding. In addition, “Excellent” and “Very Good” may not add to the total shown 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 - 2016 Database Nursing Homes**

Patient Safety Culture Composites	Work Area			
	Alzheimer's/ Dementia Unit	Many/ No specific area or unit	Rehab Unit	Skilled Nursing Unit
<i># Nursing Homes</i>	126	196	144	194
<i># Respondents</i>	878	4,545	1,113	2,803
<b>1. Overall Perceptions of Resident Safety</b>	84%	85%	87%	87%
<b>2. Feedback and Communication About Incidents</b>	83%	85%	85%	85%
<b>3. Supervisor Expectations and Actions Promoting Resident Safety</b>	78%	80%	81%	79%
<b>4. Organizational Learning</b>	67%	69%	68%	69%
<b>5. Training and Skills</b>	67%	68%	69%	68%
<b>6. Management Support for Resident Safety</b>	62%	67%	66%	66%
<b>7. Teamwork</b>	64%	65%	68%	65%
<b>8. Handoffs</b>	61%	63%	59%	63%
<b>9. Compliance With Procedures</b>	66%	63%	66%	66%
<b>10. Communication Openness</b>	49%	54%	55%	53%
<b>11. Nonpunitive Response to Mistakes</b>	51%	53%	52%	54%
<b>12. Staffing</b>	45%	47%	47%	47%
<b>Average Across Composites</b>	65%	67%	67%	67%

**Table B-6. Item-Level Average Percent Positive Response by Work Area - 2016 Database Nursing Homes (Page 1 of 4)**

Survey Items by Composite	Work Area			
	Alzheimer's/ Dementia Unit	Many/ No specific area or unit	Rehab Unit	Skilled Nursing Unit
# Nursing Homes	126	196	144	194
# Respondents	878	4,545	1,113	2,803
<b>1. Overall Perceptions of Resident Safety</b>				
1. Residents are well cared for in this nursing home. (D1)	87%	85%	88%	87%
2. This nursing home does a good job keeping residents safe. (D6)	83%	84%	83%	85%
3. This nursing home is a safe place for residents. (D8)	83%	86%	88%	89%
<b>2. Feedback and Communication About Incidents</b>				
1. When staff report something that could harm a resident, someone takes care of it. (B4)	80%	83%	82%	84%
2. In this nursing home, we talk about ways to keep incidents from happening again. (B5)	82%	84%	86%	82%
3. Staff tell someone if they see something that might harm a resident. (B6)	90%	88%	87%	90%
4. In this nursing home, we discuss ways to keep residents safe from harm. (B8)	81%	84%	84%	84%
<b>3. Supervisor Expectations and Actions Promoting Resident Safety</b>				
1. My supervisor listens to staff ideas and suggestions about resident safety. (C1)	77%	79%	81%	80%
2. My supervisor says a good word to staff who follow the right procedures. (C2)	73%	75%	75%	73%
3. My supervisor pays attention to resident safety problems in this nursing home. (C3)	84%	86%	87%	86%

**Note:** The item's survey location is shown after the item text.

**Table B-6. Item-Level Average Percent Positive Response by Work Area - 2016 Database Nursing Homes (Page 2 of 4)**

Survey Items by Composite	Work Area			
	Alzheimer's/ Dementia Unit	Many/ No specific area or unit	Rehab Unit	Skilled Nursing Unit
# Nursing Homes	126	196	144	194
# Respondents	878	4,545	1,113	2,803
<b>4. Organizational Learning</b>				
1. This nursing home lets the same mistakes happen again and again. (D3R)	63%	65%	65%	66%
2. It is easy to make changes to improve resident safety in this nursing home. (D4)	63%	64%	62%	65%
3. This nursing home is always doing things to improve resident safety. (D5)	73%	75%	74%	74%
4. When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (D10)	69%	72%	69%	72%
<b>5. Training and Skills</b>				
1. Staff get the training they need in this nursing home. (A7)	71%	72%	72%	71%
2. Staff have enough training on how to handle difficult residents. (A11)	56%	57%	55%	55%
3. Staff understand the training they get in this nursing home. (A13)	76%	76%	80%	78%
<b>6. Management Support for Resident Safety</b>				
1. Management asks staff how the nursing home can improve resident safety. (D2)	65%	67%	66%	65%
2. Management listens to staff ideas and suggestions to improve resident safety. (D7)	60%	66%	65%	67%
3. Management often walks around the nursing home to check on resident care. (D9)	62%	68%	67%	67%

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

**Table B-6. Item-Level Average Percent Positive Response by Work Area - 2016 Database Nursing Homes (Page 3 of 4)**

Survey Items by Composite	Work Area			
	Alzheimer's/ Dementia Unit	Many/ No specific area or unit	Rehab Unit	Skilled Nursing Unit
# Nursing Homes	126	196	144	194
# Respondents	878	4,545	1,113	2,803
<b>7. Teamwork</b>				
1. Staff in this nursing home treat each other with respect. (A1)	66%	69%	72%	69%
2. Staff support one another in this nursing home. (A2)	68%	68%	71%	69%
3. Staff feel like they are part of a team. (A5)	60%	60%	65%	61%
4. When someone gets really busy in this nursing home, other staff help out. (A9)	62%	63%	66%	63%
<b>8. Handoffs</b>				
1. Staff are told what they need to know before taking care of a resident for the first time. (B1)	62%	67%	65%	67%
2. Staff are told right away when there is a change in a resident's care plan. (B2)	55%	58%	51%	55%
3. We have all the information we need when residents are transferred from the hospital. (B3)	56%	56%	53%	56%
4. Staff are given all the information they need to care for residents. (B10)	70%	72%	71%	72%
<b>9. Compliance With Procedures</b>				
1. Staff follow standard procedures to care for residents. (A4)	85%	81%	84%	84%
2. Staff use shortcuts to get their work done faster. (A6R)	49%	43%	47%	45%
3. To make work easier, staff often ignore procedures. (A14R)	66%	65%	68%	69%

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

**Table B-6. Item-Level Average Percent Positive Response by Work Area - 2016 Database Nursing Homes (Page 4 of 4)**

Survey Items by Composite	Work Area			
	Alzheimer's/ Dementia Unit	Many/ No specific area or unit	Rehab Unit	Skilled Nursing Unit
# Nursing Homes	126	196	144	194
# Respondents	878	4,545	1,113	2,803
<b>10. Communication Openness</b>				
1. Staff ideas and suggestions are valued in this nursing home. (B7)	52%	58%	56%	57%
2. Staff opinions are ignored in this nursing home. (B9R)	44%	49%	51%	47%
3. It is easy for staff to speak up about problems in this nursing home. (B11)	51%	56%	57%	55%
<b>11. Nonpunitive Response to Mistakes</b>				
1. Staff are blamed when a resident is harmed. (A10R)	43%	50%	47%	49%
2. Staff are afraid to report their mistakes. (A12R)	53%	50%	53%	53%
3. Staff are treated fairly when they make mistakes. (A15)	50%	58%	56%	58%
4. Staff feel safe reporting their mistakes. (A18)	56%	55%	54%	57%
<b>12. Staffing</b>				
1. We have enough staff to handle the workload. (A3)	27%	37%	36%	33%
2. Staff have to hurry because they have too much work to do. (A8R)	32%	30%	27%	28%
3. Residents' needs are met during shift changes. (A16)	70%	63%	59%	66%
4. It is hard to keep residents safe here because so many staff quit their jobs. (A17R)	53%	59%	64%	59%

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



**Table B-7. Average Percentage of Respondents Willing To Recommend Nursing Home by Work Area - 2016 Database Nursing Homes**

Willingness To Recommend Nursing Home	Work Area			
	Alzheimer's/ Dementia Unit	Many/ No specific area or unit	Rehab Unit	Skilled Nursing Unit
<i># Nursing Homes</i>	126	196	144	194
<i># Respondents</i>	878	4,545	1,113	2,803
<b>Yes</b>	72%	75%	75%	76%
<b>Maybe</b>	21%	20%	20%	18%
<b>No</b>	7%	6%	5%	6%

**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 - 2016 Database Nursing Homes**

Overall Rating on Resident Safety	Work Area			
	Alzheimer's/ Dementia Unit	Many/ No specific area or unit	Rehab Unit	Skilled Nursing Unit
<i># Nursing Homes</i>	126	196	144	194
<i># Respondents</i>	878	4,545	1,113	2,803
<b>Excellent or Very Good</b>	61%	61%	58%	60%
<b>5 - Excellent</b>	24%	26%	22%	24%
<b>4 - Very Good</b>	37%	36%	36%	36%
<b>3 - Good</b>	25%	24%	29%	28%
<b>2 - Fair</b>	13%	13%	12%	10%
<b>1 - Poor</b>	2%	2%	1%	2%

**Note:** Percentages may not add to 100 due to rounding. In addition, “Excellent” and “Very Good” may not add to the total shown 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 - 2016 Database Nursing Homes**

Patient Safety Culture Composites	Interaction With Residents	
	WITH direct interaction	WITHOUT direct interaction
<i># Nursing Homes</i>	199	194
<i># Respondents</i>	8,241	3,293
<b>1. Overall Perceptions of Resident Safety</b>	85%	89%
<b>2. Feedback and Communication About Incidents</b>	83%	90%
<b>3. Supervisor Expectations and Actions Promoting Resident Safety</b>	78%	86%
<b>4. Organizational Learning</b>	67%	75%
<b>5. Training and Skills</b>	68%	72%
<b>6. Management Support for Resident Safety</b>	64%	77%
<b>7. Teamwork</b>	64%	71%
<b>8. Handoffs</b>	61%	74%
<b>9. Compliance With Procedures</b>	65%	63%
<b>10. Communication Openness</b>	51%	64%
<b>11. Nonpunitive Response to Mistakes</b>	53%	57%
<b>12. Staffing</b>	46%	52%
<b>Average Across Composites</b>	65%	73%

**Table B-10. Item-Level Average Percent Positive Response by Interaction With Residents - 2016 Database Nursing Homes (Page 1 of 4)**

Survey Items by Composite	Interaction With Residents	
	WITH direct interaction	WITHOUT direct interaction
# Nursing Homes	199	194
# Respondents	8,241	3,293
<b>1. Overall Perceptions of Resident Safety</b>		
1. Residents are well cared for in this nursing home. (D1)	86%	88%
2. This nursing home does a good job keeping residents safe. (D6)	83%	88%
3. This nursing home is a safe place for residents. (D8)	86%	90%
<b>2. Feedback and Communication About Incidents</b>		
1. When staff report something that could harm a resident, someone takes care of it. (B4)	81%	90%
2. In this nursing home, we talk about ways to keep incidents from happening again. (B5)	82%	89%
3. Staff tell someone if they see something that might harm a resident. (B6)	89%	91%
4. In this nursing home, we discuss ways to keep residents safe from harm. (B8)	82%	89%
<b>3. Supervisor Expectations and Actions Promoting Resident Safety</b>		
1. My supervisor listens to staff ideas and suggestions about resident safety. (C1)	78%	86%
2. My supervisor says a good word to staff who follow the right procedures. (C2)	73%	82%
3. My supervisor pays attention to resident safety problems in this nursing home. (C3)	85%	91%

**Note:** The item's survey location is shown after the item text.

**Table B-10. Item-Level Average Percent Positive Response by Interaction With Residents - 2016 Database Nursing Homes (Page 2 of 4)**

Survey Items by Composite	Interaction With Residents	
	WITH direct interaction	WITHOUT direct interaction
# Nursing Homes	199	194
# Respondents	8,241	3,293
<b>4. Organizational Learning</b>		
1. This nursing home lets the same mistakes happen again and again. (D3R)	63%	72%
2. It is easy to make changes to improve resident safety in this nursing home. (D4)	63%	69%
3. This nursing home is always doing things to improve resident safety. (D5)	73%	82%
4. When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (D10)	70%	78%
<b>5. Training and Skills</b>		
1. Staff get the training they need in this nursing home. (A7)	71%	75%
2. Staff have enough training on how to handle difficult residents. (A11)	55%	61%
3. Staff understand the training they get in this nursing home. (A13)	77%	79%
<b>6. Management Support for Resident Safety</b>		
1. Management asks staff how the nursing home can improve resident safety. (D2)	63%	76%
2. Management listens to staff ideas and suggestions to improve resident safety. (D7)	63%	77%
3. Management often walks around the nursing home to check on resident care. (D9)	65%	77%

**Note:** The item’s survey location is shown after the item text. An “R” indicates a negatively worded item, where the percent positive response is based on those who responded “Strongly disagree” or “Disagree,” or “Never” or “Rarely” (depending on the response category used for the item).

**Table B-10. Item-Level Average Percent Positive Response by Interaction With Residents - 2016 Database Nursing Homes (Page 3 of 4)**

Survey Items by Composite	Interaction With Residents	
	WITH direct interaction	WITHOUT direct interaction
# Nursing Homes	199	194
# Respondents	8,241	3,293
<b>7. Teamwork</b>		
1. Staff in this nursing home treat each other with respect. (A1)	67%	73%
2. Staff support one another in this nursing home. (A2)	66%	74%
3. Staff feel like they are part of a team. (A5)	60%	65%
4. When someone gets really busy in this nursing home, other staff help out. (A9)	62%	72%
<b>8. Handoffs</b>		
1. Staff are told what they need to know before taking care of a resident for the first time. (B1)	65%	78%
2. Staff are told right away when there is a change in a resident's care plan. (B2)	54%	70%
3. We have all the information we need when residents are transferred from the hospital. (B3)	54%	67%
4. Staff are given all the information they need to care for residents. (B10)	69%	83%
<b>9. Compliance With Procedures</b>		
1. Staff follow standard procedures to care for residents. (A4)	82%	83%
2. Staff use shortcuts to get their work done faster. (A6R)	45%	41%
3. To make work easier, staff often ignore procedures. (A14R)	67%	64%

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

**Table B-10. Item-Level Average Percent Positive Response by Interaction With Residents - 2016 Database Nursing Homes (Page 4 of 4)**

Survey Items by Composite	Interaction With Residents	
	WITH direct interaction	WITHOUT direct interaction
# Nursing Homes	199	194
# Respondents	8,241	3,293
<b>10. Communication Openness</b>		
1. Staff ideas and suggestions are valued in this nursing home. (B7)	54%	68%
2. Staff opinions are ignored in this nursing home. (B9R)	46%	59%
3. It is easy for staff to speak up about problems in this nursing home. (B11)	53%	65%
<b>11. Nonpunitive Response to Mistakes</b>		
1. Staff are blamed when a resident is harmed. (A10R)	48%	53%
2. Staff are afraid to report their mistakes. (A12R)	52%	51%
3. Staff are treated fairly when they make mistakes. (A15)	55%	67%
4. Staff feel safe reporting their mistakes. (A18)	55%	59%
<b>12. Staffing</b>		
1. We have enough staff to handle the workload. (A3)	33%	45%
2. Staff have to hurry because they have too much work to do. (A8R)	29%	35%
3. Residents' needs are met during shift changes. (A16)	63%	67%
4. It is hard to keep residents safe here because so many staff quit their jobs. (A17R)	58%	63%

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



**Table B-11. Average Percentage of Respondents Willing To Recommend Nursing Home by Interaction With Residents - 2016 Database Nursing Homes**

Willingness To Recommend Nursing Home	Interaction With Residents	
	WITH direct interaction	WITHOUT direct interaction
<i># Nursing Homes</i>	199	194
<i># Respondents</i>	8,241	3,293
<b>Yes</b>	73%	79%
<b>Maybe</b>	21%	16%
<b>No</b>	6%	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 - 2016 Database Nursing Homes**

Overall Rating on Resident Safety	Interaction With Residents	
	WITH direct interaction	WITHOUT direct interaction
<i># Nursing Homes</i>	199	194
<i># Respondents</i>	8,241	3,293
<b>Excellent or Very Good</b>	58%	66%
<b>5 - Excellent</b>	23%	28%
<b>4 - Very Good</b>	35%	38%
<b>3 - Good</b>	27%	25%
<b>2 - Fair</b>	13%	8%
<b>1 - Poor</b>	2%	1%

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

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

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

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

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

**Table B-13. Composite-Level Average Percent Positive Response by Shift Worked Most Often - 2016 Database Nursing Homes**

Patient Safety Culture Composites	Shift Worked Most Often		
	Days	Evenings	Nights
<i># Nursing Homes</i>	209	203	180
<i># Respondents</i>	8,090	2,365	1,152
<b>1. Overall Perceptions of Resident Safety</b>	87%	86%	83%
<b>2. Feedback and Communication About Incidents</b>	86%	85%	81%
<b>3. Supervisor Expectations and Actions Promoting Resident Safety</b>	83%	78%	74%
<b>4. Organizational Learning</b>	72%	68%	66%
<b>5. Training and Skills</b>	70%	71%	65%
<b>6. Management Support for Resident Safety</b>	71%	64%	61%
<b>7. Teamwork</b>	68%	66%	59%
<b>8. Handoffs</b>	66%	64%	63%
<b>9. Compliance With Procedures</b>	64%	67%	65%
<b>10. Communication Openness</b>	58%	53%	46%
<b>11. Nonpunitive Response to Mistakes</b>	56%	53%	48%
<b>12. Staffing</b>	50%	47%	45%
<b>Average Across Composites</b>	69%	67%	63%

**Table B-14. Item-Level Average Percent Positive Response by Shift Worked Most Often - 2016 Database Nursing Homes (Page 1 of 4)**

Survey Items by Composite	Shift Worked Most Often		
	Days	Evenings	Nights
# Nursing Homes	209	203	180
# Respondents	8,090	2,365	1,152
<b>1. Overall Perceptions of Resident Safety</b>			
1. Residents are well cared for in this nursing home. (D1)	87%	87%	84%
2. This nursing home does a good job keeping residents safe. (D6)	86%	84%	80%
3. This nursing home is a safe place for residents. (D8)	89%	88%	84%
<b>2. Feedback and Communication About Incidents</b>			
1. When staff report something that could harm a resident, someone takes care of it. (B4)	85%	83%	79%
2. In this nursing home, we talk about ways to keep incidents from happening again. (B5)	85%	83%	79%
3. Staff tell someone if they see something that might harm a resident. (B6)	90%	90%	86%
4. In this nursing home, we discuss ways to keep residents safe from harm. (B8)	85%	84%	80%
<b>3. Supervisor Expectations and Actions Promoting Resident Safety</b>			
1. My supervisor listens to staff ideas and suggestions about resident safety. (C1)	83%	78%	72%
2. My supervisor says a good word to staff who follow the right procedures. (C2)	78%	71%	68%
3. My supervisor pays attention to resident safety problems in this nursing home. (C3)	88%	85%	83%

**Note:** The item's survey location is shown after the item text.

**Table B-14. Item-Level Average Percent Positive Response by Shift Worked Most Often - 2016 Database Nursing Homes (Page 2 of 4)**

Survey Items by Composite	Shift Worked Most Often		
	Days	Evenings	Nights
# Nursing Homes	209	203	180
# Respondents	8,090	2,365	1,152
<b>4. Organizational Learning</b>			
1. This nursing home lets the same mistakes happen again and again. (D3R)	68%	66%	62%
2. It is easy to make changes to improve resident safety in this nursing home. (D4)	67%	65%	61%
3. This nursing home is always doing things to improve resident safety. (D5)	78%	74%	70%
4. When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (D10)	75%	70%	70%
<b>5. Training and Skills</b>			
1. Staff get the training they need in this nursing home. (A7)	73%	75%	68%
2. Staff have enough training on how to handle difficult residents. (A11)	58%	58%	54%
3. Staff understand the training they get in this nursing home. (A13)	78%	81%	74%
<b>6. Management Support for Resident Safety</b>			
1. Management asks staff how the nursing home can improve resident safety. (D2)	70%	64%	58%
2. Management listens to staff ideas and suggestions to improve resident safety. (D7)	71%	64%	57%
3. Management often walks around the nursing home to check on resident care. (D9)	71%	65%	66%

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

**Table B-14. Item-Level Average Percent Positive Response by Shift Worked Most Often - 2016 Database Nursing Homes (Page 3 of 4)**

Survey Items by Composite	Shift Worked Most Often		
	Days	Evenings	Nights
# Nursing Homes	209	203	180
# Respondents	8,090	2,365	1,152
<b>7. Teamwork</b>			
1. Staff in this nursing home treat each other with respect. (A1)	72%	69%	62%
2. Staff support one another in this nursing home. (A2)	71%	69%	63%
3. Staff feel like they are part of a team. (A5)	64%	62%	56%
4. When someone gets really busy in this nursing home, other staff help out. (A9)	67%	64%	55%
<b>8. Handoffs</b>			
1. Staff are told what they need to know before taking care of a resident for the first time. (B1)	71%	67%	64%
2. Staff are told right away when there is a change in a resident's care plan. (B2)	61%	58%	55%
3. We have all the information we need when residents are transferred from the hospital. (B3)	58%	59%	60%
4. Staff are given all the information they need to care for residents. (B10)	75%	72%	70%
<b>9. Compliance With Procedures</b>			
1. Staff follow standard procedures to care for residents. (A4)	83%	84%	83%
2. Staff use shortcuts to get their work done faster. (A6R)	44%	48%	46%
3. To make work easier, staff often ignore procedures. (A14R)	65%	70%	67%

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

**Table B-14. Item-Level Average Percent Positive Response by Shift Worked Most Often - 2016 Database Nursing Homes (Page 4 of 4)**

Survey Items by Composite	Shift Worked Most Often		
	Days	Evenings	Nights
# Nursing Homes	209	203	180
# Respondents	8,090	2,365	1,152
<b>10. Communication Openness</b>			
1. Staff ideas and suggestions are valued in this nursing home. (B7)	62%	56%	49%
2. Staff opinions are ignored in this nursing home. (B9R)	53%	46%	40%
3. It is easy for staff to speak up about problems in this nursing home. (B11)	60%	57%	50%
<b>11. Nonpunitive Response to Mistakes</b>			
1. Staff are blamed when a resident is harmed. (A10R)	52%	46%	38%
2. Staff are afraid to report their mistakes. (A12R)	52%	52%	54%
3. Staff are treated fairly when they make mistakes. (A15)	61%	56%	48%
4. Staff feel safe reporting their mistakes. (A18)	57%	56%	52%
<b>12. Staffing</b>			
1. We have enough staff to handle the workload. (A3)	39%	33%	31%
2. Staff have to hurry because they have too much work to do. (A8R)	32%	30%	30%
3. Residents' needs are met during shift changes. (A16)	65%	70%	64%
4. It is hard to keep residents safe here because so many staff quit their jobs. (A17R)	63%	56%	54%

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



**Table B-15. Average Percentage of Respondents Willing To Recommend Nursing Home by Shift Worked Most Often - 2016 Database Nursing Homes**

Willingness To Recommend Nursing Home	Shift Worked Most Often		
	Days	Evenings	Nights
<i># Nursing Homes</i>	209	203	180
<i># Respondents</i>	8,090	2,365	1,152
<b>Yes</b>	77%	73%	69%
<b>Maybe</b>	17%	21%	24%
<b>No</b>	5%	7%	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 - 2016 Database Nursing Homes**

Overall Rating on Resident Safety	Shift Worked Most Often		
	Days	Evenings	Nights
<i># Nursing Homes</i>	209	203	180
<i># Respondents</i>	8,090	2,365	1,152
<b>Excellent or Very Good</b>	63%	58%	52%
<b>5 - Excellent</b>	27%	23%	20%
<b>4 - Very Good</b>	36%	35%	32%
<b>3 - Good</b>	25%	27%	33%
<b>2 - Fair</b>	10%	12%	13%
<b>1 - Poor</b>	2%	2%	3%

**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 - 2016 Database Nursing Homes**

Patient Safety Culture Composites	Tenure in Nursing Home				
	Less than 1 year	1 to 2 years	3 to 5 years	6 to 10 years	11 years or more
<i># Nursing Homes</i>	205	207	207	208	204
<i># Respondents</i>	2,246	2,334	2,485	2,204	2,459
<b>1. Overall Perceptions of Resident Safety</b>	89%	86%	85%	85%	88%
<b>2. Feedback and Communication About Incidents</b>	88%	84%	83%	85%	87%
<b>3. Supervisor Expectations and Actions Promoting Resident Safety</b>	83%	80%	79%	79%	82%
<b>4. Organizational Learning</b>	74%	68%	67%	68%	74%
<b>5. Training and Skills</b>	74%	69%	67%	67%	72%
<b>6. Management Support for Resident Safety</b>	74%	65%	65%	65%	70%
<b>7. Teamwork</b>	73%	66%	64%	64%	67%
<b>8. Handoffs</b>	71%	64%	60%	62%	66%
<b>9. Compliance With Procedures</b>	70%	65%	64%	63%	62%
<b>10. Communication Openness</b>	66%	54%	50%	51%	56%
<b>11. Nonpunitive Response to Mistakes</b>	57%	52%	52%	52%	56%
<b>12. Staffing</b>	52%	46%	45%	47%	51%
<b>Average Across Composites</b>	73%	67%	65%	66%	69%

**Table B-18. Item-Level Average Percent Positive Response by Tenure in Nursing Home - 2016 Database Nursing Homes (Page 1 of 4)**

Survey Items by Composite	Tenure in Nursing Home				
	Less than 1 year	1 to 2 years	3 to 5 years	6 to 10 years	11 years or more
# Nursing Homes	205	207	207	208	204
# Respondents	2,246	2,334	2,485	2,204	2,459
<b>1. Overall Perceptions of Resident Safety</b>					
1. Residents are well cared for in this nursing home. (D1)	88%	88%	85%	85%	88%
2. This nursing home does a good job keeping residents safe. (D6)	88%	84%	83%	83%	86%
3. This nursing home is a safe place for residents. (D8)	90%	88%	86%	86%	88%
<b>2. Feedback and Communication About Incidents</b>					
1. When staff report something that could harm a resident, someone takes care of it. (B4)	88%	82%	82%	82%	84%
2. In this nursing home, we talk about ways to keep incidents from happening again. (B5)	87%	82%	82%	84%	87%
3. Staff tell someone if they see something that might harm a resident. (B6)	93%	89%	88%	89%	91%
4. In this nursing home, we discuss ways to keep residents safe from harm. (B8)	87%	83%	81%	85%	86%
<b>3. Supervisor Expectations and Actions Promoting Resident Safety</b>					
1. My supervisor listens to staff ideas and suggestions about resident safety. (C1)	83%	78%	78%	79%	81%
2. My supervisor says a good word to staff who follow the right procedures. (C2)	79%	74%	73%	73%	78%
3. My supervisor pays attention to resident safety problems in this nursing home. (C3)	89%	86%	86%	84%	88%

**Note:** The item's survey location is shown after the item text.

**Table B-18. Item-Level Average Percent Positive Response by Tenure in Nursing Home - 2016 Database Nursing Homes (Page 2 of 4)**

Survey Items by Composite	Tenure in Nursing Home				
	Less than 1 year	1 to 2 years	3 to 5 years	6 to 10 years	11 years or more
# Nursing Homes	205	207	207	208	204
# Respondents	2,246	2,334	2,485	2,204	2,459
<b>4. Organizational Learning</b>					
1. This nursing home lets the same mistakes happen again and again. (D3R)	71%	65%	62%	63%	71%
2. It is easy to make changes to improve resident safety in this nursing home. (D4)	67%	63%	64%	63%	67%
3. This nursing home is always doing things to improve resident safety. (D5)	80%	74%	73%	75%	79%
4. When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (D10)	78%	70%	70%	70%	77%
<b>5. Training and Skills</b>					
1. Staff get the training they need in this nursing home. (A7)	77%	71%	72%	70%	76%
2. Staff have enough training on how to handle difficult residents. (A11)	62%	56%	54%	55%	60%
3. Staff understand the training they get in this nursing home. (A13)	81%	79%	76%	74%	79%
<b>6. Management Support for Resident Safety</b>					
1. Management asks staff how the nursing home can improve resident safety. (D2)	71%	64%	64%	65%	71%
2. Management listens to staff ideas and suggestions to improve resident safety. (D7)	74%	64%	65%	64%	70%
3. Management often walks around the nursing home to check on resident care. (D9)	78%	67%	64%	65%	69%

**Note:** The item’s survey location is shown after the item text. An “R” indicates a negatively worded item, where the percent positive response is based on those who responded “Strongly disagree” or “Disagree,” or “Never” or “Rarely” (depending on the response category used for the item).

**Table B-18. Item-Level Average Percent Positive Response by Tenure in Nursing Home - 2016 Database Nursing Homes (Page 3 of 4)**

Survey Items by Composite	Tenure in Nursing Home				
	Less than 1 year	1 to 2 years	3 to 5 years	6 to 10 years	11 years or more
# Nursing Homes	205	207	207	208	204
# Respondents	2,246	2,334	2,485	2,204	2,459
<b>7. Teamwork</b>					
1. Staff in this nursing home treat each other with respect. (A1)	75%	68%	67%	68%	70%
2. Staff support one another in this nursing home. (A2)	76%	69%	67%	66%	70%
3. Staff feel like they are part of a team. (A5)	70%	62%	59%	59%	62%
4. When someone gets really busy in this nursing home, other staff help out. (A9)	71%	64%	61%	63%	67%
<b>8. Handoffs</b>					
1. Staff are told what they need to know before taking care of a resident for the first time. (B1)	74%	68%	66%	66%	71%
2. Staff are told right away when there is a change in a resident's care plan. (B2)	66%	57%	54%	57%	62%
3. We have all the information we need when residents are transferred from the hospital. (B3)	66%	59%	52%	55%	58%
4. Staff are given all the information they need to care for residents. (B10)	80%	72%	70%	70%	75%
<b>9. Compliance With Procedures</b>					
1. Staff follow standard procedures to care for residents. (A4)	86%	83%	82%	83%	83%
2. Staff use shortcuts to get their work done faster. (A6R)	51%	46%	43%	42%	42%
3. To make work easier, staff often ignore procedures. (A14R)	73%	67%	66%	65%	63%

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

**Table B-18. Item-Level Average Percent Positive Response by Tenure in Nursing Home - 2016 Database Nursing Homes (Page 4 of 4)**

Survey Items by Composite	Tenure in Nursing Home				
	Less than 1 year	1 to 2 years	3 to 5 years	6 to 10 years	11 years or more
# Nursing Homes	205	207	207	208	204
# Respondents	2,246	2,334	2,485	2,204	2,459
<b>10. Communication Openness</b>					
1. Staff ideas and suggestions are valued in this nursing home. (B7)	71%	57%	53%	54%	60%
2. Staff opinions are ignored in this nursing home. (B9R)	63%	49%	46%	45%	49%
3. It is easy for staff to speak up about problems in this nursing home. (B11)	66%	56%	51%	54%	59%
<b>11. Nonpunitive Response to Mistakes</b>					
1. Staff are blamed when a resident is harmed. (A10R)	48%	47%	49%	49%	54%
2. Staff are afraid to report their mistakes. (A12R)	56%	52%	51%	49%	53%
3. Staff are treated fairly when they make mistakes. (A15)	64%	57%	57%	56%	61%
4. Staff feel safe reporting their mistakes. (A18)	62%	54%	53%	54%	57%
<b>12. Staffing</b>					
1. We have enough staff to handle the workload. (A3)	41%	34%	33%	36%	39%
2. Staff have to hurry because they have too much work to do. (A8R)	35%	29%	28%	28%	32%
3. Residents' needs are met during shift changes. (A16)	70%	65%	62%	64%	68%
4. It is hard to keep residents safe here because so many staff quit their jobs. (A17R)	62%	58%	58%	58%	64%

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



**Table B-19. Average Percentage of Respondents Willing To Recommend Nursing Home by Tenure in Nursing Home - 2016 Database Nursing Homes**

Willingness To Recommend Nursing Home	Tenure in Nursing Home				
	Less than 1 year	1 to 2 years	3 to 5 years	6 to 10 years	11 years or more
<i># Nursing Homes</i>	205	207	207	208	204
<i># Respondents</i>	2,246	2,334	2,485	2,204	2,459
<b>Yes</b>	78%	74%	72%	74%	80%
<b>Maybe</b>	17%	20%	22%	20%	16%
<b>No</b>	5%	6%	7%	7%	5%

**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 - 2016 Database Nursing Homes**

Overall Rating on Resident Safety	Tenure in Nursing Home				
	Less than 1 year	1 to 2 years	3 to 5 years	6 to 10 years	11 years or more
<i># Nursing Homes</i>	205	207	207	208	204
<i># Respondents</i>	2,246	2,334	2,485	2,204	2,459
<b>Excellent or Very Good</b>	65%	57%	57%	59%	65%
<b>5 - Excellent</b>	26%	23%	22%	25%	27%
<b>4 - Very Good</b>	39%	34%	35%	35%	38%
<b>3 - Good</b>	24%	29%	28%	26%	23%
<b>2 - Fair</b>	9%	12%	13%	13%	10%
<b>1 - Poor</b>	1%	2%	2%	2%	2%

**Note:** Percentages may not add to 100 due to rounding. In addition, “Excellent” and “Very Good” may not add to the total shown due to rounding.