EXECUTIVE SUMMARY
2018 HOSPITAL SURVEY DATABASE

This overview of survey findings summarizes how hospital employees perceive 12 areas of patient safety culture based on the 2018 Hospital Survey on Patient Safety Culture Database.

382,834 providers and staff respondents across 630 hospitals administered the survey.

12 areas of patient safety culture were assessed in the survey. The average percent positive across all 12 areas was 65%.

Areas of strength for most hospitals:

- **Teamwork Within Units**: 82% of respondents reported that they work well together as a team.
- **Supervisor/Manager Expectations & Actions for Promoting Patient Safety**: 80% of respondents indicated that supervisors/managers consider staff suggestions and do not overlook patient safety problems.
- **Organizational Learning**: 72% of respondents reported that mistakes lead to positive change.

Areas of potential for improvement for most hospitals:

- **Nonpunitive Response to Error**: 47% of respondents indicated that event reports are not held against them and that mistakes are not kept in their personnel file.
- **Handoffs and Transitions**: 48% of respondents indicated that information is not lost during transfers or shift changes.
- **Staffing**: 53% of respondents reported that there is sufficient staff to handle the workload.
Other key findings

Highest and lowest average percent positive across all composites by geographic region and bed size

Geographic Region
- West South Central (highest) 67% positive
- Mid-Atlantic (lowest) 61% positive

Bed Size
- Smaller hospitals (6-24 beds) reported the highest percent positive
- Larger hospitals (500+ beds) reported the lowest percent positive

Highest and lowest average percent positive across all composites by work area and staff position

Work Area
- Rehabilitation department (highest) 71% positive
- Emergency department (lowest) 60% positive

Staff Position
- Administration / Management (highest) 77% positive
- Registered nurse / Licensed vocational nurse / Licensed practical nurse (lowest) 63% positive

Comparing results over time

Trending results for 306 hospitals that submitted to the 2016 and 2018 database

- 13% of hospitals increased by 5 percentage points or more on at least 7 composites
- 35% of hospitals increased by 5 percentage points or more on Nonpunitive Response to Error
- 21% of hospitals decreased by 5 percentage points or more on Staffing

What’s next? Action planning for improvement

1. Define your goals
2. Plan your initiatives
3. Communicate your action plan


Data submission information:
https://www.ahrq.gov/sops/databases/hospital/databases/submission.html