

Nursing Home Survey on Patient Safety Culture: 2019 User 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

Part II—Appendixes A and 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 composite measures 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
- 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 few pages. Highlights were based on results for the 12 patient safety culture composite measures, Willingness To Recommend, and Overall Rating on Resident Safety. In the bottom row of the composite-level tables, an overall average across composite measures is shown as a summary statistic for comparison across breakout categories.

Comparing Your Results

You can compare your nursing home's percent positive scores on the patient safety culture composite measures and items against the averages shown in Appendix A for nursing homes with your same bed size, type of ownership, and census region.

To compare your nursing home's results against Appendix B, your nursing home will have to compute percent positive scores on the safety culture composite measures and items broken down by job title, work area, interaction with residents, shift worked most often, and tenure in the nursing home. You then need to compare your nursing home's percent positive scores against the averages shown in the tables.

Highlights From Appendix A: Overall Results by Nursing Home Characteristics

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

- Nursing homes with *49 beds or fewer* had the highest average percent positive across all 12 patient safety culture composite measures (71 percent) compared with *200 beds or more* (63 percent).
- Nursing homes with *49 beds or fewer* had the highest average percentage of respondents who were willing to recommend their nursing home (79 percent); nursing homes with *200 beds or more* had the lowest (64 percent).
- Nursing homes with *49 beds or fewer* had the highest average percentage of respondents who gave their nursing home an overall rating on resident safety of “Excellent” or “Very good” (65 percent); nursing homes with *200 beds or more* had the lowest (44 percent).

Ownership (Tables A-5, A-8)

- *Nonprofit/Government* nursing homes had higher average percent positive scores (5 percentage points or more) on the Training and Skills, Teamwork, Compliance With Procedures, Communication Openness, and Nonpunitive Response to Mistakes composite measures.
- *Nonprofit/Government* nursing homes had a higher average percentage of respondents who gave their nursing home an overall rating on resident safety of “Excellent” or “Very good” (63 percent) than *For Profit* nursing homes (55 percent).

Census Region (A-9, A-11, A12)

- Nursing homes in the *South* had the highest average percent positive response across the patient safety culture composite measures (72 percent); nursing homes in the *Northeast* had the lowest (65 percent).
- Nursing homes in the *South* had the highest average percentage of respondents who were willing to recommend their nursing home (78 percent); nursing homes in the *Midwest* had the lowest (70 percent).
- Nursing homes in the *South* had the highest average percentage of respondents who gave their nursing home an overall rating on resident safety of “Excellent” or “Very good” (64 percent); nursing homes in the *West* had the lowest (56 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 composite measures (79 percent); *Nursing Assistants/Aides* had the lowest (64 percent).
- *Administrators/Managers* had the highest average percentage of respondents who were willing to recommend their nursing home (88 percent); *Physicians/Other Providers* and *Nursing Assistants/Aides* had the lowest (69 percent).
- *Administrators/Managers* had the highest average percentage of respondents who gave their nursing home an overall rating on resident safety of “Excellent” or “Very good” (78 percent); *Physicians/Other Providers* had the lowest (52 percent).

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

- Both *Rehabilitation units* and *Many different areas or units/No specific areas or units* had higher average percent positive scores (5 percentage points or more) on the Communication Openness composite measure.
- *Rehabilitation units* had higher average percent positive scores (7 percentage points) on the Supervisor Expectations and Actions Promoting Resident Safety composite measure than *Alzheimer’s/Dementia units*.
- *Rehabilitation units* had higher average percent positive scores (6 percentage points) on the Teamwork composite measure compared with *Alzheimer’s/Dementia units* and *Skilled Nursing units*.
- *Many different areas or units/No specific areas or units* had a higher average percent positive score compared with *Alzheimer’s/Dementia units* (5 percentage points) on the Handoffs composite measure.
- *Rehabilitation units* had the highest average percentage of respondents who were willing to recommend their nursing home (77 percent); those who work in *Alzheimer’s/Dementia units* had the lowest (70 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 patient safety culture composite measures (74 percent) than those *with* direct interaction with residents (66 percent).
- Respondents *without* direct interaction with residents had a higher average percentage of respondents who were willing to recommend their nursing home (81 percent) than respondents *with* direct interaction with residents (72 percent).
- Respondents *without* direct interaction with residents had a higher average percentage of respondents who gave their nursing home an overall rating on resident safety of “Excellent” or “Very good” (68 percent) than respondents *with* direct interaction with residents (57 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 patient safety culture composite measures (70 percent); respondents working the *night shift* had the lowest (63 percent).
- Respondents working the *day shift* had the highest average percentage who were willing to recommend their nursing home (77 percent); respondents working the *night shift* had the lowest (68 percent).
- Respondents working the *day shift* had the highest average percentage who gave their nursing home an overall rating on resident safety of “Excellent” or “Very good” (64 percent); respondents working the *night shift* had the lowest (53 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 composite measures (74 percent); respondents who had worked in the nursing home *3 to 5 years* had the lowest (64 percent).
- Respondents who had worked in the nursing home *11 years or more* had the highest average percentage who were willing to recommend their nursing home (80 percent); respondents working *3 to 5 years* had the lowest (71 percent).
- Respondents who had worked in their nursing home *less than 1 year* had the highest average percentage who gave their nursing home an overall rating on resident safety of “Excellent” or “Very good” (67 percent); respondents who had worked in their nursing home *3 to 5 years* had the lowest (55 percent).

Part II

Appendix A: 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 - 2019 Database Nursing Homes

Patient Safety Culture Composite Measures	Bed Size			
	1-49 Beds	50-99 Beds	100-199 Beds	200 Beds or More
<i># Nursing Homes</i>	32	85	63	11
<i># Respondents</i>	1,388	3,726	4,295	1,090
1. Overall Perceptions of Resident Safety	89%	85%	84%	80%
2. Feedback and Communication About Incidents	87%	85%	84%	84%
3. Supervisor Expectations and Actions Promoting Resident Safety	84%	81%	80%	85%
4. Organizational Learning	73%	69%	68%	65%
5. Training and Skills	73%	69%	67%	66%
6. Management Support for Resident Safety	71%	69%	66%	65%
7. Teamwork	68%	67%	65%	62%
8. Compliance With Procedures	69%	64%	64%	58%
9. Handoffs	66%	64%	61%	59%
10. Nonpunitive Response to Mistakes	58%	57%	55%	51%
11. Communication Openness	57%	56%	54%	50%
12. Staffing	53%	47%	42%	36%
Average Across Composite Measures	71%	68%	66%	63%

Table A-2. Item-Level Average Percent Positive Response by Bed Size - 2019 Database Nursing Homes (Page 1 of 4)

Survey Items by Composite Measure	Bed Size			
	1-49 Beds	50-99 Beds	100-199 Beds	200 Beds or More
# Nursing Homes	32	85	63	11
# Respondents	1,388	3,726	4,295	1,090
1. Overall Perceptions of Resident Safety				
1. Residents are well cared for in this nursing home. (D1)	88%	86%	84%	80%
2. This nursing home does a good job keeping residents safe. (D6)	88%	84%	81%	79%
3. This nursing home is a safe place for residents. (D8)	90%	86%	85%	82%
2. Feedback and Communication About Incidents				
1. When staff report something that could harm a resident, someone takes care of it. (B4)	85%	84%	82%	81%
2. In this nursing home, we talk about ways to keep incidents from happening again. (B5)	84%	83%	84%	83%
3. Staff tell someone if they see something that might harm a resident. (B6)	90%	89%	88%	87%
4. In this nursing home, we discuss ways to keep residents safe from harm. (B8)	87%	83%	85%	83%
3. Supervisor Expectations and Actions Promoting Resident Safety				
1. My supervisor listens to staff ideas and suggestions about resident safety. (C1)	83%	80%	79%	85%
2. My supervisor says a good word to staff who follow the right procedures. (C2)	79%	75%	75%	82%
3. My supervisor pays attention to resident safety problems in this nursing home. (C3)	89%	86%	85%	90%

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

Table A-2. Item-Level Average Percent Positive Response by Bed Size - 2019 Database Nursing Homes (Page 2 of 4)

Survey Items by Composite Measure	Bed Size			
	1-49 Beds	50-99 Beds	100-199 Beds	200 Beds or More
# Nursing Homes	32	85	63	11
# Respondents	1,388	3,726	4,295	1,090
4. Organizational Learning				
1. This nursing home lets the same mistakes happen again and again. (D3R)	70%	66%	63%	60%
2. It is easy to make changes to improve resident safety in this nursing home. (D4)	68%	65%	63%	60%
3. This nursing home is always doing things to improve resident safety. (D5)	80%	74%	74%	73%
4. When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (D10)	75%	73%	70%	69%
5. Training and Skills				
1. Staff get the training they need in this nursing home. (A7)	77%	72%	71%	71%
2. Staff have enough training on how to handle difficult residents. (A11)	62%	56%	54%	53%
3. Staff understand the training they get in this nursing home. (A13)	81%	77%	76%	75%
6. Management Support for Resident Safety				
1. Management asks staff how the nursing home can improve resident safety. (D2)	70%	67%	66%	65%
2. Management listens to staff ideas and suggestions to improve resident safety. (D7)	71%	69%	64%	64%
3. Management often walks around the nursing home to check on resident care. (D9)	71%	70%	66%	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 A-2. Item-Level Average Percent Positive Response by Bed Size - 2019 Database Nursing Homes (Page 3 of 4)

Survey Items by Composite Measure	Bed Size			
	1-49 Beds	50-99 Beds	100-199 Beds	200 Beds or More
# Nursing Homes	32	85	63	11
# Respondents	1,388	3,726	4,295	1,090
7. Teamwork				
1. Staff in this nursing home treat each other with respect. (A1)	70%	71%	69%	67%
2. Staff support one another in this nursing home. (A2)	69%	70%	69%	65%
3. Staff feel like they are part of a team. (A5)	63%	62%	61%	59%
4. When someone gets really busy in this nursing home, other staff help out. (A9)	69%	65%	60%	57%
8. Compliance With Procedures				
1. Staff follow standard procedures to care for residents. (A4)	83%	83%	82%	77%
2. Staff use shortcuts to get their work done faster. (A6R)	53%	44%	44%	38%
3. To make work easier, staff often ignore procedures. (A14R)	71%	67%	66%	60%
9. Handoffs				
1. Staff are told what they need to know before taking care of a resident for the first time. (B1)	71%	70%	65%	63%
2. Staff are told right away when there is a change in a resident's care plan. (B2)	62%	58%	57%	54%
3. We have all the information we need when residents are transferred from the hospital. (B3)	58%	56%	54%	50%
4. Staff are given all the information they need to care for residents. (B10)	74%	72%	70%	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-2. Item-Level Average Percent Positive Response by Bed Size - 2019 Database Nursing Homes (Page 4 of 4)

Survey Items by Composite Measure	Bed Size			
	1-49 Beds	50-99 Beds	100-199 Beds	200 Beds or More
# Nursing Homes	32	85	63	11
# Respondents	1,388	3,726	4,295	1,090
10. Nonpunitive Response to Mistakes				
1. Staff are blamed when a resident is harmed. (A10R)	53%	51%	49%	43%
2. Staff are afraid to report their mistakes. (A12R)	57%	56%	53%	48%
3. Staff are treated fairly when they make mistakes. (A15)	62%	61%	60%	59%
4. Staff feel safe reporting their mistakes. (A18)	61%	60%	57%	53%
11. Communication Openness				
1. Staff ideas and suggestions are valued in this nursing home. (B7)	60%	59%	58%	53%
2. Staff opinions are ignored in this nursing home. (B9R)	52%	51%	48%	46%
3. It is easy for staff to speak up about problems in this nursing home. (B11)	58%	59%	56%	52%
12. Staffing				
1. We have enough staff to handle the workload. (A3)	40%	35%	30%	22%
2. Staff have to hurry because they have too much work to do. (A8R)	39%	29%	27%	23%
3. Residents' needs are met during shift changes. (A16)	70%	64%	61%	51%
4. It is hard to keep residents safe here because so many staff quit their jobs. (A17R)	64%	58%	52%	50%

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-3. Average Percentage of Respondents Willing To Recommend Nursing Home by Bed Size - 2019 Database Nursing Homes

Willingness To Recommend Nursing Home	Bed Size			
	1-49 Beds	50-99 Beds	100-199 Beds	200 Beds or More
<i># Nursing Homes</i>	32	85	63	11
<i># Respondents</i>	1,388	3,726	4,295	1,090
Yes	79%	74%	71%	64%
Maybe	15%	20%	22%	25%
No	6%	6%	7%	10%

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 - 2019 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>	32	85	63	11
<i># Respondents</i>	1,388	3,726	4,295	1,090
Excellent or Very Good	65%	60%	57%	44%
5 - Excellent	29%	23%	24%	17%
4 - Very Good	36%	37%	33%	27%
3 - Good	22%	27%	27%	35%
2 - Fair	10%	11%	14%	17%
1 - Poor	2%	2%	2%	5%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for “Excellent” and “Very good” may not add to subtotals 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 - 2019 Database Nursing Homes

Patient Safety Culture Composite Measures	Ownership	
	For Profit	Nonprofit/Government
<i># Nursing Homes</i>	96	95
<i># Respondents</i>	4,535	5,964
1. Overall Perceptions of Resident Safety	84%	86%
2. Feedback and Communication About Incidents	83%	87%
3. Supervisor Expectations and Actions Promoting Resident Safety	80%	82%
4. Organizational Learning	67%	71%
5. Training and Skills	66%	71%
6. Management Support for Resident Safety	67%	69%
7. Teamwork	63%	69%
8. Compliance With Procedures	62%	68%
9. Handoffs	62%	64%
10. Nonpunitive Response to Mistakes	53%	59%
11. Communication Openness	53%	58%
12. Staffing	45%	46%
Average Across Composite Measures	65%	69%

Table A-6. Item-Level Average Percent Positive Response by Ownership - 2019 Database Nursing Homes (Page 1 of 4)

Survey Items by Composite Measure	Ownership	
	For Profit	Nonprofit/Government
<i># Nursing Homes</i>	96	95
<i># Respondents</i>	4,535	5,964
1. Overall Perceptions of Resident Safety		
1. Residents are well cared for in this nursing home. (D1)	84%	87%
2. This nursing home does a good job keeping residents safe. (D6)	82%	85%
3. This nursing home is a safe place for residents. (D8)	85%	87%
2. Feedback and Communication About Incidents		
1. When staff report something that could harm a resident, someone takes care of it. (B4)	82%	84%
2. In this nursing home, we talk about ways to keep incidents from happening again. (B5)	81%	86%
3. Staff tell someone if they see something that might harm a resident. (B6)	87%	90%
4. In this nursing home, we discuss ways to keep residents safe from harm. (B8)	82%	86%
3. Supervisor Expectations and Actions Promoting Resident Safety		
1. My supervisor listens to staff ideas and suggestions about resident safety. (C1)	79%	82%
2. My supervisor says a good word to staff who follow the right procedures. (C2)	75%	77%
3. My supervisor pays attention to resident safety problems in this nursing home. (C3)	85%	87%

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

Table A-6. Item-Level Average Percent Positive Response by Ownership - 2019 Database Nursing Homes (Page 2 of 4)

Survey Items by Composite Measure	Ownership	
	For Profit	Nonprofit/Government
# Nursing Homes	96	95
# Respondents	4,535	5,964
4. Organizational Learning		
1. This nursing home lets the same mistakes happen again and again. (D3R)	63%	68%
2. It is easy to make changes to improve resident safety in this nursing home. (D4)	63%	66%
3. This nursing home is always doing things to improve resident safety. (D5)	72%	78%
4. When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (D10)	70%	74%
5. Training and Skills		
1. Staff get the training they need in this nursing home. (A7)	70%	75%
2. Staff have enough training on how to handle difficult residents. (A11)	54%	58%
3. Staff understand the training they get in this nursing home. (A13)	75%	80%
6. Management Support for Resident Safety		
1. Management asks staff how the nursing home can improve resident safety. (D2)	65%	69%
2. Management listens to staff ideas and suggestions to improve resident safety. (D7)	66%	69%
3. Management often walks around the nursing home to check on resident care. (D9)	69%	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-6. Item-Level Average Percent Positive Response by Ownership - 2019 Database Nursing Homes (Page 3 of 4)

Survey Items by Composite Measure	Ownership	
	For Profit	Nonprofit/Government
# Nursing Homes	96	95
# Respondents	4,535	5,964
7. Teamwork		
1. Staff in this nursing home treat each other with respect. (A1)	66%	75%
2. Staff support one another in this nursing home. (A2)	66%	73%
3. Staff feel like they are part of a team. (A5)	59%	65%
4. When someone gets really busy in this nursing home, other staff help out. (A9)	63%	64%
8. Compliance With Procedures		
1. Staff follow standard procedures to care for residents. (A4)	80%	84%
2. Staff use shortcuts to get their work done faster. (A6R)	41%	49%
3. To make work easier, staff often ignore procedures. (A14R)	64%	70%
9. Handoffs		
1. Staff are told what they need to know before taking care of a resident for the first time. (B1)	66%	69%
2. Staff are told right away when there is a change in a resident's care plan. (B2)	57%	59%
3. We have all the information we need when residents are transferred from the hospital. (B3)	56%	55%
4. Staff are given all the information they need to care for residents. (B10)	70%	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 A-6. Item-Level Average Percent Positive Response by Ownership - 2019 Database Nursing Homes (Page 4 of 4)

Survey Items by Composite Measure	Ownership	
	For Profit	Nonprofit/Government
# Nursing Homes	96	95
# Respondents	4,535	5,964
10. Nonpunitive Response to Mistakes		
1. Staff are blamed when a resident is harmed. (A10R)	46%	54%
2. Staff are afraid to report their mistakes. (A12R)	51%	58%
3. Staff are treated fairly when they make mistakes. (A15)	57%	64%
4. Staff feel safe reporting their mistakes. (A18)	56%	61%
11. Communication Openness		
1. Staff ideas and suggestions are valued in this nursing home. (B7)	56%	61%
2. Staff opinions are ignored in this nursing home. (B9R)	47%	53%
3. It is easy for staff to speak up about problems in this nursing home. (B11)	55%	59%
12. Staffing		
1. We have enough staff to handle the workload. (A3)	35%	33%
2. Staff have to hurry because they have too much work to do. (A8R)	29%	30%
3. Residents' needs are met during shift changes. (A16)	61%	65%
4. It is hard to keep residents safe here because so many staff quit their jobs. (A17R)	56%	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 A-7. Average Percentage of Respondents Willing To Recommend Nursing Home by Ownership - 2019 Database Nursing Homes

Willingness To Recommend Nursing Home	Ownership	
	For Profit	Nonprofit/Government
<i># Nursing Homes</i>	96	95
<i># Respondents</i>	4,535	5,964
Yes	72%	75%
Maybe	22%	18%
No	7%	7%

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 - 2019 Database Nursing Homes

Overall Rating on Resident Safety	Ownership	
	For Profit	Nonprofit/Government
<i># Nursing Homes</i>	96	95
<i># Respondents</i>	4,535	5,964
Excellent or Very Good	55%	63%
5 - Excellent	20%	28%
4 - Very Good	35%	35%
3 - Good	29%	24%
2 - Fair	14%	11%
1 - Poor	3%	2%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for “Excellent” and “Very good” may not add to the subtotals for “Excellent or Very good” due to rounding.

Appendix A: Overall Results by Nursing Home Characteristics

(3) 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.

States are categorized into regions as follows:

- Northeast Region: CT, MA, ME, NH, NJ, NY, PA, RI, VT
- Midwest Region: IA, IL, IN, KS, MI, MN, MO, ND, NE, OH, SD, WI
- South Region: AL, AR, DC, DE, FL, GA, KY, LA, MD, MS, NC, OK, PR, SC, TN, TX, VA, WV
- West Region: AK, AZ, CA, CO, GU, HI, ID, MT, NM, NV, OR, UT, WA, WY

Table A-9. Composite-Level Average Percent Positive by Census Region - 2019 Database Nursing Homes

Patient Safety Culture Composite Measures	Census Region			
	Northeast	Midwest	South	West
# Nursing Homes	45	69	53	24
# Respondents	2,897	3,563	2,995	1,044
1. Overall Perceptions of Resident Safety	84%	83%	89%	84%
2. Feedback and Communication About Incidents	84%	85%	87%	83%
3. Supervisor Expectations and Actions Promoting Resident Safety	82%	80%	83%	78%
4. Organizational Learning	67%	67%	75%	67%
5. Training and Skills	67%	66%	74%	68%
6. Management Support for Resident Safety	66%	65%	73%	66%
7. Teamwork	62%	64%	72%	67%
8. Compliance With Procedures	62%	62%	72%	61%
9. Handoffs	60%	63%	66%	63%
10. Nonpunitive Response to Mistakes	52%	56%	60%	55%
11. Communication Openness	50%	55%	59%	55%
12. Staffing	43%	43%	51%	48%
Average Across Composite Measures	65%	66%	72%	66%

Table A-10. Item-Level Average Percent Positive Response by Census Region - 2019 Database Nursing Homes (Page 1 of 4)

Survey Items by Composite Measure	Census Region			
	Northeast	Midwest	South	West
# Nursing Homes	45	69	53	24
# Respondents	2,897	3,563	2,995	1,044
1. Overall Perceptions of Resident Safety				
1. Residents are well cared for in this nursing home. (D1)	85%	83%	89%	84%
2. This nursing home does a good job keeping residents safe. (D6)	82%	81%	88%	83%
3. This nursing home is a safe place for residents. (D8)	86%	84%	90%	85%
2. Feedback and Communication About Incidents				
1. When staff report something that could harm a resident, someone takes care of it. (B4)	82%	82%	86%	82%
2. In this nursing home, we talk about ways to keep incidents from happening again. (B5)	82%	84%	85%	80%
3. Staff tell someone if they see something that might harm a resident. (B6)	89%	88%	90%	86%
4. In this nursing home, we discuss ways to keep residents safe from harm. (B8)	84%	85%	85%	83%
3. Supervisor Expectations and Actions Promoting Resident Safety				
1. My supervisor listens to staff ideas and suggestions about resident safety. (C1)	80%	79%	83%	77%
2. My supervisor says a good word to staff who follow the right procedures. (C2)	78%	75%	79%	72%
3. My supervisor pays attention to resident safety problems in this nursing home. (C3)	88%	85%	87%	85%

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

Table A-10. Item-Level Average Percent Positive Response by Census Region - 2019 Database Nursing Homes (Page 2 of 4)

Survey Items by Composite Measure	Census Region			
	Northeast	Midwest	South	West
# Nursing Homes	45	69	53	24
# Respondents	2,897	3,563	2,995	1,044
4. Organizational Learning				
1. This nursing home lets the same mistakes happen again and again. (D3R)	63%	63%	72%	61%
2. It is easy to make changes to improve resident safety in this nursing home. (D4)	59%	63%	71%	66%
3. This nursing home is always doing things to improve resident safety. (D5)	74%	72%	80%	74%
4. When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (D10)	70%	70%	78%	69%
5. Training and Skills				
1. Staff get the training they need in this nursing home. (A7)	71%	70%	79%	71%
2. Staff have enough training on how to handle difficult residents. (A11)	53%	54%	62%	57%
3. Staff understand the training they get in this nursing home. (A13)	76%	74%	82%	76%
6. Management Support for Resident Safety				
1. Management asks staff how the nursing home can improve resident safety. (D2)	66%	65%	71%	66%
2. Management listens to staff ideas and suggestions to improve resident safety. (D7)	64%	66%	72%	67%
3. Management often walks around the nursing home to check on resident care. (D9)	67%	65%	76%	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 A-10. Item-Level Average Percent Positive Response by Census Region - 2019 Database Nursing Homes (Page 3 of 4)

Survey Items by Composite Measure	Census Region			
	Northeast	Midwest	South	West
# Nursing Homes	45	69	53	24
# Respondents	2,897	3,563	2,995	1,044
7. Teamwork				
1. Staff in this nursing home treat each other with respect. (A1)	64%	69%	76%	71%
2. Staff support one another in this nursing home. (A2)	65%	68%	75%	70%
3. Staff feel like they are part of a team. (A5)	58%	60%	68%	61%
4. When someone gets really busy in this nursing home, other staff help out. (A9)	60%	62%	68%	65%
8. Compliance With Procedures				
1. Staff follow standard procedures to care for residents. (A4)	81%	80%	86%	79%
2. Staff use shortcuts to get their work done faster. (A6R)	40%	42%	55%	42%
3. To make work easier, staff often ignore procedures. (A14R)	64%	65%	75%	62%
9. Handoffs				
1. Staff are told what they need to know before taking care of a resident for the first time. (B1)	65%	68%	70%	67%
2. Staff are told right away when there is a change in a resident's care plan. (B2)	57%	57%	61%	57%
3. We have all the information we need when residents are transferred from the hospital. (B3)	51%	56%	59%	55%
4. Staff are given all the information they need to care for residents. (B10)	68%	72%	73%	72%

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 Census Region - 2019 Database Nursing Homes (Page 4 of 4)

Survey Items by Composite Measure		Census Region			
		Northeast	Midwest	South	West
	# Nursing Homes	45	69	53	24
	# Respondents	2,897	3,563	2,995	1,044
10. Nonpunitive Response to Mistakes					
1.	Staff are blamed when a resident is harmed. (A10R)	48%	49%	53%	49%
2.	Staff are afraid to report their mistakes. (A12R)	48%	55%	61%	51%
3.	Staff are treated fairly when they make mistakes. (A15)	58%	60%	63%	62%
4.	Staff feel safe reporting their mistakes. (A18)	54%	58%	64%	58%
11. Communication Openness					
1.	Staff ideas and suggestions are valued in this nursing home. (B7)	54%	58%	62%	59%
2.	Staff opinions are ignored in this nursing home. (B9R)	45%	50%	54%	49%
3.	It is easy for staff to speak up about problems in this nursing home. (B11)	51%	58%	62%	56%
12. Staffing					
1.	We have enough staff to handle the workload. (A3)	31%	30%	37%	41%
2.	Staff have to hurry because they have too much work to do. (A8R)	24%	27%	37%	31%
3.	Residents' needs are met during shift changes. (A16)	60%	61%	68%	62%
4.	It is hard to keep residents safe here because so many staff quit their jobs. (A17R)	55%	54%	61%	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 A-11. Average Percentage of Respondents Willing To Recommend Nursing Home by Census Region - 2019 Database Nursing Homes

Willingness To Recommend Nursing Home	Census Region			
	Northeast	Midwest	South	West
<i># Nursing Homes</i>	45	69	53	24
<i># Respondents</i>	2,897	3,563	2,995	1,044
Yes	73%	70%	78%	74%
Maybe	20%	22%	16%	20%
No	7%	8%	6%	6%

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

Table A-12. Average Percentage of Respondents for Overall Rating on Resident Safety by Census Region - 2019 Database Nursing Homes

Overall Rating on Resident Safety	Census Region			
	Northeast	Midwest	South	West
# Nursing Homes	45	69	53	24
# Respondents	2,897	3,563	2,995	1,044
Excellent or Very Good	57%	57%	64%	56%
5 - Excellent	22%	23%	29%	19%
4 - Very Good	35%	34%	35%	37%
3 - Good	26%	27%	25%	28%
2 - Fair	14%	13%	9%	14%
1 - Poor	3%	3%	2%	2%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for “Excellent” and “Very good” may not add to the subtotals for “Excellent or Very good” 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.

Job titles are described as follows:

- Admin/Manager: Executive Director/Administrator, Medical Director, Director of Nursing/Nursing Supervisor, Department Head, Unit Manager/Charge Nurse, Assistant Director/Assistant Manager, Minimum Data Set (MDS) Coordinator/Resident Nurse Assessment Coordinator (RNAC)
- Admin Support Staff: Administrative Assistant, Admissions, Billing/Insurance, Secretary, Human Resources, Medical Records
- Direct Care Staff: Activities Staff Member, Dietitian/Nutritionist, Medication Technician, Pastoral Care/Chaplain, Pharmacist, Physical/Occupational/Speech/Respiratory Therapist, Podiatrist, Social Worker
- Licensed Nurse: Registered Nurse (RN), Licensed Practical Nurse (LPN), Wound Care Nurse
- Nursing Asst/Aide: Certified Nursing Assistant (CNA), Geriatric Nursing Assistant (GNA), Nursing Aide/Nursing Assistant
- Physician/Other Provider: Physician, Nurse Practitioner, Clinical Nurse Specialist, Physician Assistant
- Support Staff: Drivers, Food Service/Dietary, Housekeeping, Laundry Service, Maintenance, Security

Table B-1. Composite-Level Average Percent Positive Response by Job Title - 2019 Database Nursing Homes

Patient Safety Culture Composite Measures	Job Title						
	Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/ Aide	Physician/ Other Provider	Support Staff
# Nursing Homes	175	159	158	176	180	88	142
# Respondents	883	614	994	1,860	2,979	308	1,344
1. Overall Perceptions of Resident Safety	92%	93%	83%	85%	85%	82%	84%
2. Feedback and Communication About Incidents	93%	92%	83%	86%	82%	85%	87%
3. Supervisor Expectations and Actions Promoting Resident Safety	92%	87%	87%	80%	75%	84%	84%
4. Organizational Learning	80%	79%	66%	68%	66%	70%	73%
5. Training and Skills	74%	74%	64%	66%	71%	71%	72%
6. Management Support for Resident Safety	86%	79%	64%	66%	62%	67%	72%
7. Teamwork	81%	73%	70%	67%	62%	69%	69%
8. Compliance With Procedures	68%	70%	59%	67%	68%	62%	61%
9. Handoffs	74%	76%	59%	64%	56%	71%	74%
10. Nonpunitive Response to Mistakes	72%	61%	53%	57%	53%	50%	52%
11. Communication Openness	78%	68%	57%	55%	46%	60%	60%
12. Staffing	58%	50%	40%	46%	44%	48%	45%
Average Across Composite Measures	79%	75%	65%	67%	64%	68%	69%

Table B-2. Item-Level Average Percent Positive Response by Job Title - 2019 Database Nursing Homes (Page 1 of 4)

Survey Items by Composite Measure	Job Title						
	Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/ Aide	Physician/ Other Provider	Support Staff
# Nursing Homes	175	159	158	176	180	88	142
# Respondents	883	614	994	1,860	2,979	308	1,344
1. Overall Perceptions of Resident Safety							
1. Residents are well cared for in this nursing home. (D1)	93%	92%	83%	86%	85%	79%	83%
2. This nursing home does a good job keeping residents safe. (D6)	91%	91%	80%	82%	82%	82%	83%
3. This nursing home is a safe place for residents. (D8)	93%	93%	86%	86%	86%	87%	84%
2. Feedback and Communication About Incidents							
1. When staff report something that could harm a resident, someone takes care of it. (B4)	94%	91%	80%	85%	78%	82%	85%
2. In this nursing home, we talk about ways to keep incidents from happening again. (B5)	92%	91%	83%	85%	80%	85%	86%
3. Staff tell someone if they see something that might harm a resident. (B6)	93%	92%	85%	90%	88%	87%	89%
4. In this nursing home, we discuss ways to keep residents safe from harm. (B8)	93%	91%	84%	83%	81%	85%	87%
3. Supervisor Expectations and Actions Promoting Resident Safety							
1. My supervisor listens to staff ideas and suggestions about resident safety. (C1)	92%	86%	87%	80%	74%	84%	84%
2. My supervisor says a good word to staff who follow the right procedures. (C2)	89%	85%	84%	73%	68%	80%	82%
3. My supervisor pays attention to resident safety problems in this nursing home. (C3)	93%	89%	90%	86%	83%	89%	88%

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

Table B-2. Item-Level Average Percent Positive Response by Job Title - 2019 Database Nursing Homes (Page 2 of 4)

Survey Items by Composite Measure		Job Title						
		Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/ Aide	Physician/ Other Provider	Support Staff
# Nursing Homes		175	159	158	176	180	88	142
# Respondents		883	614	994	1,860	2,979	308	1,344
4. Organizational Learning								
1.	This nursing home lets the same mistakes happen again and again. (D3R)	78%	75%	61%	65%	62%	63%	68%
2.	It is easy to make changes to improve resident safety in this nursing home. (D4)	70%	70%	61%	62%	64%	67%	70%
3.	This nursing home is always doing things to improve resident safety. (D5)	86%	86%	75%	71%	72%	74%	78%
4.	When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (D10)	85%	83%	67%	71%	68%	76%	76%
5. Training and Skills								
1.	Staff get the training they need in this nursing home. (A7)	78%	78%	71%	69%	74%	75%	73%
2.	Staff have enough training on how to handle difficult residents. (A11)	60%	65%	49%	52%	57%	59%	64%
3.	Staff understand the training they get in this nursing home. (A13)	82%	79%	72%	77%	80%	80%	77%
6. Management Support for Resident Safety								
1.	Management asks staff how the nursing home can improve resident safety. (D2)	85%	78%	64%	64%	60%	67%	72%
2.	Management listens to staff ideas and suggestions to improve resident safety. (D7)	88%	79%	68%	66%	60%	72%	70%
3.	Management often walks around the nursing home to check on resident care. (D9)	86%	81%	62%	66%	64%	66%	75%

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 - 2019 Database Nursing Homes (Page 3 of 4)

Survey Items by Composite Measure	Job Title						
	Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/ Aide	Physician/ Other Provider	Support Staff
# Nursing Homes	175	159	158	176	180	88	142
# Respondents	883	614	994	1,860	2,979	308	1,344
7. Teamwork							
1. Staff in this nursing home treat each other with respect. (A1)	83%	76%	75%	71%	67%	73%	72%
2. Staff support one another in this nursing home. (A2)	83%	77%	72%	71%	65%	71%	72%
3. Staff feel like they are part of a team. (A5)	77%	68%	65%	61%	59%	65%	65%
4. When someone gets really busy in this nursing home, other staff help out. (A9)	80%	72%	66%	64%	56%	68%	66%
8. Compliance With Procedures							
1. Staff follow standard procedures to care for residents. (A4)	87%	86%	78%	86%	83%	82%	80%
2. Staff use shortcuts to get their work done faster. (A6R)	47%	49%	41%	46%	50%	40%	42%
3. To make work easier, staff often ignore procedures. (A14R)	69%	71%	60%	70%	73%	64%	61%
9. Handoffs							
1. Staff are told what they need to know before taking care of a resident for the first time. (B1)	83%	80%	64%	70%	59%	78%	78%
2. Staff are told right away when there is a change in a resident's care plan. (B2)	70%	73%	53%	59%	50%	62%	72%
3. We have all the information we need when residents are transferred from the hospital. (B3)	60%	65%	52%	54%	52%	66%	68%
4. Staff are given all the information they need to care for residents. (B10)	84%	83%	70%	73%	64%	76%	80%

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 - 2019 Database Nursing Homes (Page 4 of 4)

Survey Items by Composite Measure	Job Title						
	Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/ Aide	Physician/ Other Provider	Support Staff
<i>Nursing Homes</i>	175	159	158	176	180	88	142
<i># Respondents</i>	883	614	994	1,860	2,979	308	1,344
10. Nonpunitive Response to Mistakes							
1. Staff are blamed when a resident is harmed. (A10R)	71%	54%	50%	54%	45%	46%	44%
2. Staff are afraid to report their mistakes. (A12R)	64%	57%	47%	55%	58%	47%	50%
3. Staff are treated fairly when they make mistakes. (A15)	83%	71%	62%	62%	52%	56%	60%
4. Staff feel safe reporting their mistakes. (A18)	70%	60%	54%	59%	59%	54%	57%
11. Communication Openness							
1. Staff ideas and suggestions are valued in this nursing home. (B7)	81%	72%	61%	59%	48%	68%	61%
2. Staff opinions are ignored in this nursing home. (B9R)	74%	62%	52%	49%	41%	55%	54%
3. It is easy for staff to speak up about problems in this nursing home. (B11)	77%	67%	60%	56%	50%	57%	64%
12. Staffing							
1. We have enough staff to handle the workload. (A3)	52%	35%	32%	32%	28%	37%	35%
2. Staff have to hurry because they have too much work to do. (A8R)	39%	32%	24%	27%	29%	31%	30%
3. Residents' needs are met during shift changes. (A16)	72%	65%	50%	65%	66%	65%	64%
4. It is hard to keep residents safe here because so many staff quit their jobs. (A17R)	72%	66%	57%	57%	53%	55%	53%

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 - 2019 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>	175	159	158	176	180	88	142
<i># Respondents</i>	883	614	994	1,860	2,979	308	1,344
Yes	88%	83%	73%	76%	69%	69%	74%
Maybe	9%	13%	20%	17%	24%	24%	19%
No	3%	3%	7%	7%	7%	7%	7%

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 - 2019 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
<i># Nursing Homes</i>	175	159	158	176	180	88	142
<i># Respondents</i>	883	614	994	1,860	2,979	308	1,344
Excellent or Very Good	78%	71%	60%	60%	53%	52%	59%
5 - Excellent	40%	27%	25%	23%	22%	19%	26%
4 - Very Good	38%	44%	35%	37%	32%	33%	33%
3 - Good	16%	21%	24%	26%	30%	32%	27%
2 - Fair	5%	7%	14%	12%	14%	15%	12%
1 - Poor	1%	1%	2%	3%	3%	1%	3%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for “Excellent” and “Very good” may not add to the subtotals 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 - 2019 Database Nursing Homes

Patient Safety Culture Composite Measures	Work Area			
	Alzheimer's/ Dementia Unit	Many/ No Specific Area or Unit	Rehab Unit	Skilled Nursing Unit
<i># Nursing Homes</i>	111	175	133	174
<i># Respondents</i>	636	3,355	1,066	2,441
1. Overall Perceptions of Resident Safety	85%	85%	85%	86%
2. Feedback and Communication About Incidents	83%	86%	85%	84%
3. Supervisor Expectations and Actions Promoting Resident Safety	77%	81%	84%	80%
4. Organizational Learning	67%	70%	68%	69%
5. Training and Skills	67%	70%	70%	68%
6. Management Support for Resident Safety	64%	68%	66%	67%
7. Teamwork	65%	67%	71%	65%
8. Compliance With Procedures	68%	64%	68%	66%
9. Handoffs	59%	64%	61%	60%
10. Nonpunitive Response to Mistakes	54%	57%	56%	56%
11. Communication Openness	50%	57%	57%	52%
12. Staffing	44%	46%	45%	45%
Average Across Composite Measures	65%	68%	68%	67%

Table B-6. Item-Level Average Percent Positive Response by Work Area - 2019 Database Nursing Homes (Page 1 of 4)

Survey Items by Composite Measure	Work Area			
	Alzheimer's/ Dementia Unit	Many/ No Specific Area or Unit	Rehab Unit	Skilled Nursing Unit
# Nursing Homes	111	175	133	174
# Respondents	636	3,355	1,066	2,441
1. Overall Perceptions of Resident Safety				
1. Residents are well cared for in this nursing home. (D1)	86%	85%	87%	86%
2. This nursing home does a good job keeping residents safe. (D6)	83%	84%	82%	84%
3. This nursing home is a safe place for residents. (D8)	85%	87%	86%	87%
2. Feedback and Communication About Incidents				
1. When staff report something that could harm a resident, someone takes care of it. (B4)	79%	84%	83%	83%
2. In this nursing home, we talk about ways to keep incidents from happening again. (B5)	84%	85%	84%	81%
3. Staff tell someone if they see something that might harm a resident. (B6)	89%	89%	88%	89%
4. In this nursing home, we discuss ways to keep residents safe from harm. (B8)	80%	85%	85%	84%
3. Supervisor Expectations and Actions Promoting Resident Safety				
1. My supervisor listens to staff ideas and suggestions about resident safety. (C1)	76%	81%	84%	81%
2. My supervisor says a good word to staff who follow the right procedures. (C2)	71%	77%	80%	73%
3. My supervisor pays attention to resident safety problems in this nursing home. (C3)	85%	87%	88%	87%

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

Table B-6. Item-Level Average Percent Positive Response by Work Area - 2019 Database Nursing Homes (Page 2 of 4)

Survey Items by Composite Measure	Work Area			
	Alzheimer's/ Dementia Unit	Many/ No Specific Area or Unit	Rehab Unit	Skilled Nursing Unit
# Nursing Homes	111	175	133	174
# Respondents	636	3,355	1,066	2,441
4. Organizational Learning				
1. This nursing home lets the same mistakes happen again and again. (D3R)	63%	66%	64%	65%
2. It is easy to make changes to improve resident safety in this nursing home. (D4)	62%	65%	63%	64%
3. This nursing home is always doing things to improve resident safety. (D5)	73%	76%	74%	74%
4. When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (D10)	68%	73%	70%	72%
5. Training and Skills				
1. Staff get the training they need in this nursing home. (A7)	71%	74%	73%	72%
2. Staff have enough training on how to handle difficult residents. (A11)	56%	58%	56%	55%
3. Staff understand the training they get in this nursing home. (A13)	74%	77%	80%	78%
6. Management Support for Resident Safety				
1. Management asks staff how the nursing home can improve resident safety. (D2)	68%	68%	65%	66%
2. Management listens to staff ideas and suggestions to improve resident safety. (D7)	63%	68%	69%	68%
3. Management often walks around the nursing home to check on resident care. (D9)	63%	70%	66%	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 - 2019 Database Nursing Homes (Page 3 of 4)

Survey Items by Composite Measure	Work Area			
	Alzheimer's/ Dementia Unit	Many/ No Specific Area or Unit	Rehab Unit	Skilled Nursing Unit
# Nursing Homes	111	175	133	174
# Respondents	636	3,355	1,066	2,441
7. Teamwork				
1. Staff in this nursing home treat each other with respect. (A1)	68%	71%	77%	70%
2. Staff support one another in this nursing home. (A2)	69%	70%	75%	67%
3. Staff feel like they are part of a team. (A5)	62%	62%	68%	61%
4. When someone gets really busy in this nursing home, other staff help out. (A9)	61%	64%	66%	62%
8. Compliance With Procedures				
1. Staff follow standard procedures to care for residents. (A4)	83%	81%	83%	84%
2. Staff use shortcuts to get their work done faster. (A6R)	50%	45%	50%	46%
3. To make work easier, staff often ignore procedures. (A14R)	72%	66%	70%	69%
9. Handoffs				
1. Staff are told what they need to know before taking care of a resident for the first time. (B1)	61%	68%	68%	64%
2. Staff are told right away when there is a change in a resident's care plan. (B2)	55%	60%	54%	53%
3. We have all the information we need when residents are transferred from the hospital. (B3)	54%	56%	56%	54%
4. Staff are given all the information they need to care for residents. (B10)	67%	72%	71%	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 - 2019 Database Nursing Homes (Page 4 of 4)

Survey Items by Composite Measure	Work Area			
	Alzheimer's/ Dementia Unit	Many/ No Specific Area or Unit	Rehab Unit	Skilled Nursing Unit
# Nursing Homes	111	175	133	174
# Respondents	636	3,355	1,066	2,441
10. Nonpunitive Response to Mistakes				
1. Staff are blamed when a resident is harmed. (A10R)	47%	51%	49%	49%
2. Staff are afraid to report their mistakes. (A12R)	54%	54%	57%	57%
3. Staff are treated fairly when they make mistakes. (A15)	58%	62%	60%	59%
4. Staff feel safe reporting their mistakes. (A18)	54%	60%	59%	61%
11. Communication Openness				
1. Staff ideas and suggestions are valued in this nursing home. (B7)	54%	60%	59%	55%
2. Staff opinions are ignored in this nursing home. (B9R)	43%	52%	54%	47%
3. It is easy for staff to speak up about problems in this nursing home. (B11)	54%	59%	57%	55%
12. Staffing				
1. We have enough staff to handle the workload. (A3)	28%	34%	33%	31%
2. Staff have to hurry because they have too much work to do. (A8R)	32%	30%	28%	28%
3. Residents' needs are met during shift changes. (A16)	68%	62%	59%	66%
4. It is hard to keep residents safe here because so many staff quit their jobs. (A17R)	50%	58%	60%	55%

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 - 2019 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>	111	175	133	174
<i># Respondents</i>	636	3,355	1,066	2,441
Yes	70%	75%	77%	74%
Maybe	20%	20%	18%	19%
No	10%	6%	5%	7%

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 - 2019 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>	111	175	133	174
<i># Respondents</i>	636	3,355	1,066	2,441
Excellent or Very Good	58%	61%	59%	59%
5 - Excellent	21%	25%	24%	24%
4 - Very Good	37%	36%	35%	35%
3 - Good	26%	24%	28%	28%
2 - Fair	13%	12%	11%	11%
1 - Poor	3%	3%	2%	3%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for “Excellent” and “Very good” may not add to the subtotals for “Excellent or Very good” 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 - 2019 Database Nursing Homes

Patient Safety Culture Composite Measures	Interaction With Residents	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Nursing Homes</i>	181	178
<i># Respondents</i>	7,040	2,468
1. Overall Perceptions of Resident Safety	84%	90%
2. Feedback and Communication About Incidents	83%	91%
3. Supervisor Expectations and Actions Promoting Resident Safety	79%	88%
4. Organizational Learning	68%	76%
5. Training and Skills	68%	73%
6. Management Support for Resident Safety	65%	79%
7. Teamwork	65%	74%
8. Compliance With Procedures	66%	64%
9. Handoffs	61%	75%
10. Nonpunitive Response to Mistakes	55%	62%
11. Communication Openness	52%	68%
12. Staffing	44%	52%
Average Across Composite Measures	66%	74%

Table B-10. Item-Level Average Percent Positive Response by Interaction With Residents - 2019 Database Nursing Homes (Page 1 of 4)

Survey Items by Composite Measure	Interaction With Residents	
	WITH Direct Interaction	WITHOUT Direct Interaction
# Nursing Homes	181	178
# Respondents	7,040	2,468
1. Overall Perceptions of Resident Safety		
1. Residents are well cared for in this nursing home. (D1)	85%	89%
2. This nursing home does a good job keeping residents safe. (D6)	82%	89%
3. This nursing home is a safe place for residents. (D8)	86%	91%
2. Feedback and Communication About Incidents		
1. When staff report something that could harm a resident, someone takes care of it. (B4)	81%	92%
2. In this nursing home, we talk about ways to keep incidents from happening again. (B5)	82%	90%
3. Staff tell someone if they see something that might harm a resident. (B6)	88%	92%
4. In this nursing home, we discuss ways to keep residents safe from harm. (B8)	83%	91%
3. Supervisor Expectations and Actions Promoting Resident Safety		
1. My supervisor listens to staff ideas and suggestions about resident safety. (C1)	79%	87%
2. My supervisor says a good word to staff who follow the right procedures. (C2)	74%	85%
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 - 2019 Database Nursing Homes (Page 2 of 4)

Survey Items by Composite Measure	Interaction With Residents	
	WITH Direct Interaction	WITHOUT Direct Interaction
# Nursing Homes	181	178
# Respondents	7,040	2,468
4. Organizational Learning		
1. This nursing home lets the same mistakes happen again and again. (D3R)	63%	73%
2. It is easy to make changes to improve resident safety in this nursing home. (D4)	64%	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%	81%
5. Training and Skills		
1. Staff get the training they need in this nursing home. (A7)	72%	76%
2. Staff have enough training on how to handle difficult residents. (A11)	56%	62%
3. Staff understand the training they get in this nursing home. (A13)	77%	81%
6. Management Support for Resident Safety		
1. Management asks staff how the nursing home can improve resident safety. (D2)	64%	78%
2. Management listens to staff ideas and suggestions to improve resident safety. (D7)	65%	80%
3. Management often walks around the nursing home to check on resident care. (D9)	66%	79%

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 - 2019 Database Nursing Homes (Page 3 of 4)

Survey Items by Composite Measure	Interaction With Residents	
	WITH Direct Interaction	WITHOUT Direct Interaction
# Nursing Homes	181	178
# Respondents	7,040	2,468
7. Teamwork		
1. Staff in this nursing home treat each other with respect. (A1)	69%	77%
2. Staff support one another in this nursing home. (A2)	68%	77%
3. Staff feel like they are part of a team. (A5)	61%	69%
4. When someone gets really busy in this nursing home, other staff help out. (A9)	62%	73%
8. Compliance With Procedures		
1. Staff follow standard procedures to care for residents. (A4)	82%	84%
2. Staff use shortcuts to get their work done faster. (A6R)	47%	43%
3. To make work easier, staff often ignore procedures. (A14R)	68%	65%
9. Handoffs		
1. Staff are told what they need to know before taking care of a resident for the first time. (B1)	65%	80%
2. Staff are told right away when there is a change in a resident's care plan. (B2)	55%	72%
3. We have all the information we need when residents are transferred from the hospital. (B3)	54%	65%
4. Staff are given all the information they need to care for residents. (B10)	69%	84%

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 - 2019 Database Nursing Homes (Page 4 of 4)

Survey Items by Composite Measure		Interaction With Residents	
		WITH Direct Interaction	WITHOUT Direct Interaction
	<i># Nursing Homes</i>	181	178
	<i># Respondents</i>	7,040	2,468
10. Nonpunitive Response to Mistakes			
1.	Staff are blamed when a resident is harmed. (A10R)	49%	58%
2.	Staff are afraid to report their mistakes. (A12R)	55%	56%
3.	Staff are treated fairly when they make mistakes. (A15)	58%	71%
4.	Staff feel safe reporting their mistakes. (A18)	58%	64%
11. Communication Openness			
1.	Staff ideas and suggestions are valued in this nursing home. (B7)	55%	71%
2.	Staff opinions are ignored in this nursing home. (B9R)	47%	64%
3.	It is easy for staff to speak up about problems in this nursing home. (B11)	54%	69%
12. Staffing			
1.	We have enough staff to handle the workload. (A3)	31%	44%
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%	68%
4.	It is hard to keep residents safe here because so many staff quit their jobs. (A17R)	55%	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 B-11. Average Percentage of Respondents Willing To Recommend Nursing Home by Interaction With Residents - 2019 Database Nursing Homes

Willingness To Recommend Nursing Home	Interaction With Residents	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Nursing Homes</i>	181	178
<i># Respondents</i>	7,040	2,468
Yes	72%	81%
Maybe	21%	15%
No	7%	5%

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 - 2019 Database Nursing Homes

Overall Rating on Resident Safety	Interaction With Residents	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Nursing Homes</i>	181	178
<i># Respondents</i>	7,040	2,468
Excellent or Very Good	57%	68%
5 - Excellent	23%	29%
4 - Very Good	34%	39%
3 - Good	27%	23%
2 - Fair	13%	8%
1 - Poor	3%	1%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for “Excellent” and “Very good” may not add to the subtotals 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 - 2019 Database Nursing Homes

Patient Safety Culture Composite Measures	Shift Worked Most Often		
	Days	Evenings	Nights
<i># Nursing Homes</i>	179	174	154
<i># Respondents</i>	6,541	1,727	986
1. Overall Perceptions of Resident Safety	87%	85%	83%
2. Feedback and Communication About Incidents	87%	84%	81%
3. Supervisor Expectations and Actions Promoting Resident Safety	83%	79%	76%
4. Organizational Learning	72%	69%	65%
5. Training and Skills	70%	71%	67%
6. Management Support for Resident Safety	71%	67%	62%
7. Teamwork	70%	67%	59%
8. Compliance With Procedures	66%	68%	67%
9. Handoffs	65%	64%	61%
10. Nonpunitive Response to Mistakes	59%	56%	50%
11. Communication Openness	59%	55%	47%
12. Staffing	48%	46%	43%
Average Across Composite Measures	70%	68%	63%

Table B-14. Item-Level Average Percent Positive Response by Shift Worked Most Often - 2019 Database Nursing Homes (Page 1 of 4)

Survey Items by Composite Measure	Shift Worked Most Often		
	Days	Evenings	Nights
# Nursing Homes	179	174	154
# Respondents	6,541	1,727	986
1. Overall Perceptions of Resident Safety			
1. Residents are well cared for in this nursing home. (D1)	87%	86%	84%
2. This nursing home does a good job keeping residents safe. (D6)	86%	82%	80%
3. This nursing home is a safe place for residents. (D8)	88%	87%	83%
2. Feedback and Communication About Incidents			
1. When staff report something that could harm a resident, someone takes care of it. (B4)	86%	82%	78%
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)	89%	89%	87%
4. In this nursing home, we discuss ways to keep residents safe from harm. (B8)	87%	84%	80%
3. Supervisor Expectations and Actions Promoting Resident Safety			
1. My supervisor listens to staff ideas and suggestions about resident safety. (C1)	83%	79%	74%
2. My supervisor says a good word to staff who follow the right procedures. (C2)	79%	73%	70%
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 - 2019 Database Nursing Homes (Page 2 of 4)

Survey Items by Composite Measure	Shift Worked Most Often		
	Days	Evenings	Nights
# Nursing Homes	179	174	154
# Respondents	6,541	1,727	986
4. Organizational Learning			
1. This nursing home lets the same mistakes happen again and again. (D3R)	68%	65%	60%
2. It is easy to make changes to improve resident safety in this nursing home. (D4)	67%	66%	63%
3. This nursing home is always doing things to improve resident safety. (D5)	78%	74%	71%
4. When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (D10)	75%	70%	67%
5. Training and Skills			
1. Staff get the training they need in this nursing home. (A7)	74%	75%	70%
2. Staff have enough training on how to handle difficult residents. (A11)	58%	58%	55%
3. Staff understand the training they get in this nursing home. (A13)	79%	81%	75%
6. Management Support for Resident Safety			
1. Management asks staff how the nursing home can improve resident safety. (D2)	71%	66%	60%
2. Management listens to staff ideas and suggestions to improve resident safety. (D7)	72%	66%	60%
3. Management often walks around the nursing home to check on resident care. (D9)	71%	68%	65%

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 - 2019 Database Nursing Homes (Page 3 of 4)

Survey Items by Composite Measure		Shift Worked Most Often		
		Days	Evenings	Nights
	# Nursing Homes	179	174	154
	# Respondents	6,541	1,727	986
7. Teamwork				
1.	Staff in this nursing home treat each other with respect. (A1)	74%	73%	63%
2.	Staff support one another in this nursing home. (A2)	73%	72%	63%
3.	Staff feel like they are part of a team. (A5)	65%	63%	57%
4.	When someone gets really busy in this nursing home, other staff help out. (A9)	67%	62%	55%
8. Compliance With Procedures				
1.	Staff follow standard procedures to care for residents. (A4)	83%	84%	82%
2.	Staff use shortcuts to get their work done faster. (A6R)	46%	49%	48%
3.	To make work easier, staff often ignore procedures. (A14R)	67%	71%	70%
9. Handoffs				
1.	Staff are told what they need to know before taking care of a resident for the first time. (B1)	70%	68%	64%
2.	Staff are told right away when there is a change in a resident's care plan. (B2)	60%	58%	56%
3.	We have all the information we need when residents are transferred from the hospital. (B3)	57%	62%	57%
4.	Staff are given all the information they need to care for residents. (B10)	74%	71%	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-14. Item-Level Average Percent Positive Response by Shift Worked Most Often - 2019 Database Nursing Homes (Page 4 of 4)

Survey Items by Composite Measure	Shift Worked Most Often		
	Days	Evenings	Nights
# Nursing Homes	179	174	154
# Respondents	6,541	1,727	986
10. Nonpunitive Response to Mistakes			
1. Staff are blamed when a resident is harmed. (A10R)	54%	49%	40%
2. Staff are afraid to report their mistakes. (A12R)	56%	57%	55%
3. Staff are treated fairly when they make mistakes. (A15)	65%	58%	51%
4. Staff feel safe reporting their mistakes. (A18)	61%	60%	54%
11. Communication Openness			
1. Staff ideas and suggestions are valued in this nursing home. (B7)	63%	58%	50%
2. Staff opinions are ignored in this nursing home. (B9R)	54%	49%	39%
3. It is easy for staff to speak up about problems in this nursing home. (B11)	60%	58%	53%
12. Staffing			
1. We have enough staff to handle the workload. (A3)	37%	31%	28%
2. Staff have to hurry because they have too much work to do. (A8R)	32%	31%	30%
3. Residents' needs are met during shift changes. (A16)	64%	68%	64%
4. It is hard to keep residents safe here because so many staff quit their jobs. (A17R)	60%	55%	50%

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 - 2019 Database Nursing Homes

Willingness To Recommend Nursing Home	Shift Worked Most Often		
	Days	Evenings	Nights
<i># Nursing Homes</i>	179	174	154
<i># Respondents</i>	6,541	1,727	986
Yes	77%	72%	68%
Maybe	17%	21%	23%
No	6%	8%	9%

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 - 2019 Database Nursing Homes

Overall Rating on Resident Safety	Shift Worked Most Often		
	Days	Evenings	Nights
<i># Nursing Homes</i>	179	174	154
<i># Respondents</i>	6,541	1,727	986
Excellent or Very Good	64%	57%	53%
5 - Excellent	27%	25%	21%
4 - Very Good	37%	32%	32%
3 - Good	24%	26%	29%
2 - Fair	10%	14%	14%
1 - Poor	2%	2%	4%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for “Excellent” and “Very good” may not add to the subtotals for “Excellent or Very good” 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 - 2019 Database Nursing Homes

Patient Safety Culture Composite Measures	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	174	178	177	178	175
# Respondents	1,915	1,894	1,942	1,576	1,990
1. Overall Perceptions of Resident Safety	89%	86%	84%	83%	88%
2. Feedback and Communication About Incidents	89%	85%	83%	84%	88%
3. Supervisor Expectations and Actions Promoting Resident Safety	85%	82%	79%	80%	84%
4. Organizational Learning	75%	69%	66%	68%	75%
5. Training and Skills	74%	69%	66%	67%	75%
6. Management Support for Resident Safety	76%	67%	65%	64%	72%
7. Teamwork	74%	68%	62%	66%	70%
8. Compliance With Procedures	71%	67%	63%	64%	66%
9. Handoffs	70%	64%	59%	62%	67%
10. Nonpunitive Response to Mistakes	60%	56%	54%	55%	60%
11. Communication Openness	67%	57%	51%	52%	60%
12. Staffing	52%	46%	41%	46%	50%
Average Across Composite Measures	74%	68%	64%	66%	71%

Table B-18. Item-Level Average Percent Positive Response by Tenure in Nursing Home - 2019 Database Nursing Homes (Page 1 of 4)

Survey Items by Composite Measure	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	174	178	177	178	175
# Respondents	1,915	1,894	1,942	1,576	1,990
1. Overall Perceptions of Resident Safety					
1. Residents are well cared for in this nursing home. (D1)	89%	87%	84%	83%	89%
2. This nursing home does a good job keeping residents safe. (D6)	88%	84%	83%	81%	87%
3. This nursing home is a safe place for residents. (D8)	91%	87%	84%	85%	89%
2. Feedback and Communication About Incidents					
1. When staff report something that could harm a resident, someone takes care of it. (B4)	88%	83%	82%	81%	85%
2. In this nursing home, we talk about ways to keep incidents from happening again. (B5)	87%	82%	82%	82%	88%
3. Staff tell someone if they see something that might harm a resident. (B6)	92%	89%	87%	88%	91%
4. In this nursing home, we discuss ways to keep residents safe from harm. (B8)	89%	84%	83%	84%	88%
3. Supervisor Expectations and Actions Promoting Resident Safety					
1. My supervisor listens to staff ideas and suggestions about resident safety. (C1)	85%	81%	78%	79%	83%
2. My supervisor says a good word to staff who follow the right procedures. (C2)	82%	77%	73%	74%	80%
3. My supervisor pays attention to resident safety problems in this nursing home. (C3)	89%	88%	86%	85%	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 - 2019 Database Nursing Homes (Page 2 of 4)

Survey Items by Composite Measure	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	174	178	177	178	175
# Respondents	1,915	1,894	1,942	1,576	1,990
4. Organizational Learning					
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)	69%	65%	61%	64%	69%
3. This nursing home is always doing things to improve resident safety. (D5)	80%	74%	72%	73%	80%
4. When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (D10)	79%	70%	68%	70%	77%
5. Training and Skills					
1. Staff get the training they need in this nursing home. (A7)	78%	72%	69%	70%	79%
2. Staff have enough training on how to handle difficult residents. (A11)	62%	55%	53%	56%	64%
3. Staff understand the training they get in this nursing home. (A13)	82%	79%	75%	74%	81%
6. Management Support for Resident Safety					
1. Management asks staff how the nursing home can improve resident safety. (D2)	74%	66%	63%	64%	73%
2. Management listens to staff ideas and suggestions to improve resident safety. (D7)	76%	67%	66%	64%	74%
3. Management often walks around the nursing home to check on resident care. (D9)	79%	69%	65%	65%	71%

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 - 2019 Database Nursing Homes (Page 3 of 4)

Survey Items by Composite Measure	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	174	178	177	178	175
# Respondents	1,915	1,894	1,942	1,576	1,990
7. Teamwork					
1. Staff in this nursing home treat each other with respect. (A1)	78%	71%	68%	70%	74%
2. Staff support one another in this nursing home. (A2)	76%	72%	65%	68%	74%
3. Staff feel like they are part of a team. (A5)	71%	63%	58%	63%	66%
4. When someone gets really busy in this nursing home, other staff help out. (A9)	73%	64%	58%	63%	68%
8. Compliance With Procedures					
1. Staff follow standard procedures to care for residents. (A4)	86%	83%	80%	83%	84%
2. Staff use shortcuts to get their work done faster. (A6R)	50%	49%	45%	43%	46%
3. To make work easier, staff often ignore procedures. (A14R)	76%	69%	65%	65%	67%
9. Handoffs					
1. Staff are told what they need to know before taking care of a resident for the first time. (B1)	74%	69%	64%	67%	72%
2. Staff are told right away when there is a change in a resident's care plan. (B2)	66%	59%	53%	58%	62%
3. We have all the information we need when residents are transferred from the hospital. (B3)	65%	57%	53%	53%	58%
4. Staff are given all the information they need to care for residents. (B10)	78%	73%	67%	69%	75%

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 - 2019 Database Nursing Homes (Page 4 of 4)

Survey Items by Composite Measure	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	174	178	177	178	175
# Respondents	1,915	1,894	1,942	1,576	1,990
10. Nonpunitive Response to Mistakes					
1. Staff are blamed when a resident is harmed. (A10R)	50%	50%	49%	53%	54%
2. Staff are afraid to report their mistakes. (A12R)	61%	55%	52%	52%	59%
3. Staff are treated fairly when they make mistakes. (A15)	68%	60%	58%	59%	66%
4. Staff feel safe reporting their mistakes. (A18)	66%	59%	55%	57%	63%
11. Communication Openness					
1. Staff ideas and suggestions are valued in this nursing home. (B7)	72%	59%	54%	55%	63%
2. Staff opinions are ignored in this nursing home. (B9R)	63%	53%	46%	46%	53%
3. It is easy for staff to speak up about problems in this nursing home. (B11)	68%	58%	52%	53%	64%
12. Staffing					
1. We have enough staff to handle the workload. (A3)	41%	32%	28%	33%	38%
2. Staff have to hurry because they have too much work to do. (A8R)	36%	30%	26%	28%	32%
3. Residents' needs are met during shift changes. (A16)	70%	65%	58%	63%	67%
4. It is hard to keep residents safe here because so many staff quit their jobs. (A17R)	63%	58%	51%	57%	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 B-19. Average Percentage of Respondents Willing To Recommend Nursing Home by Tenure in Nursing Home - 2019 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>	174	178	177	178	175
<i># Respondents</i>	1,915	1,894	1,942	1,576	1,990
Yes	79%	75%	71%	72%	80%
Maybe	17%	19%	21%	20%	15%
No	4%	7%	8%	8%	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 - 2019 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>	174	178	177	178	175
<i># Respondents</i>	1,915	1,894	1,942	1,576	1,990
Excellent or Very Good	67%	58%	55%	58%	65%
5 - Excellent	27%	25%	23%	25%	26%
4 - Very Good	40%	34%	33%	33%	39%
3 - Good	23%	28%	29%	25%	23%
2 - Fair	9%	12%	12%	14%	10%
1 - Poor	1%	2%	3%	3%	1%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for “Excellent” and “Very good” may not add to the subtotals for “Excellent or Very good” due to rounding.