



Surveys on Patient Safety Culture[®]

Crosswalk Between the SOPS[®] Nursing Home Survey Version 2.0 and 1.0

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This document outlines the differences between the [AHRQ Surveys on Patient Safety Culture® \(SOPS®\) Nursing Home Survey](#) Versions 1.0 and 2.0 to help survey users understand what was changed in the newer Version 2.0.

The SOPS Nursing Home Survey (NH SOPS 1.0) was originally released in 2008 to assess staff perceptions about patient safety culture in nursing homes. Over the years, users and stakeholders provided AHRQ with feedback about suggested changes to the survey, including:

1. Removing negatively worded items,
2. Reducing the length of the survey,
3. Rewording survey items and adding new content areas related to resident safety, and
4. Revising the staff positions and units/work areas.

Based on this feedback, and interviews with experts and current users, AHRQ developed and pilot tested a new version of the survey, the SOPS Nursing Home 2.0 (NH SOPS 2.0), released in 2025. The final NH SOPS 2.0 is shorter, with 30 survey items compared with 51 survey items in NH SOPS 1.0.

The names of some composite measures were changed in NH SOPS 2.0 to align with changes to the content assessed in the measures. Table 1 shows the measures included in Versions 2.0 and 1.0 and compares the number of survey items.

Table 1. Comparison of NH SOPS Versions 2.0 and 1.0 Measures

NH SOPS 2.0 Measures	NH SOPS 1.0 Measures	Number of NH SOPS 2.0 Items	Number of NH SOPS 1.0 Items
Handoffs and Information Exchange	Handoffs	3	4
Management Support for Resident Safety	Management Support for Resident Safety	3	3
Response to Mistakes	Nonpunitive Response to Mistakes	3	4
Organizational Learning	Organizational Learning	2	4
Speaking Up	Feedback & Communication About Incidents	2	4
Staffing	Staffing	2	4
Supervisor Support for Resident Safety	Supervisor Expectations & Actions Promoting Resident Safety	3	3
Teamwork	Teamwork	3	4
Compliance with Procedures	Compliance with Procedures	1	3
Staff Training	Training & Skills	1	3
Willingness to Recommend	Willingness to Recommend	1	1
Overall Rating on Resident Safety	Overall Rating on Resident Safety	1	1
---	Overall Perceptions of Resident Safety	0	3
---	Communication Openness	0	3
Background Questions	Background Questions	5	7
Total		30	51

Table 2 displays the NH SOPS 2.0 and 1.0 measures, comparing items between the two versions. The table indicates when a survey item had no wording changes or had minor or major wording changes but still measured similar concepts. The crosswalk also indicates items that were dropped and newly added. Nursing homes can use the crosswalk to see the types of changes that were implemented in Version 2.0; however, we do not recommend that nursing homes directly compare scores on the measures that have changed.

Table 2. Composite Measure and Item Differences Between NH SOPS 2.0 and 1.0

NH SOPS 2.0	NH SOPS 1.0	Type of Change
Teamwork (3 items)	Teamwork (4 items)	No change
A1. Staff treat each other with respect.	A1. Staff in this nursing home treat each other with respect.	Minor wording change
A2. Staff feel like they are part of a team.	A5. Staff feel like they are part of a team.	No change
A3. When a staff member gets really busy in this nursing home, others help out.	A9. When someone gets really busy in this nursing home, other staff help out.	Minor wording change
-----	A2. Staff support one another in this nursing home.	Dropped 1.0 item
Compliance With Procedures (Single Item)	Compliance With Procedures (3 items)	No change
A4. Staff follow this nursing home's policies and procedures to care for residents.	A4. Staff follow standard procedures to care for residents.	Minor wording change
-----	A6. Staff use shortcuts to get their work done faster. (negatively worded)	Dropped 1.0 item
-----	A14. To make work easier, staff often ignore procedures. (negatively worded)	Dropped 1.0 item
Staffing (2 items)	Staffing (4 items)	No change
A5. We have enough staff to handle the workload.	A3. We have enough staff to handle the workload.	No change
A6. Staff have enough time to meet resident needs.	A8. Staff have to hurry because they have too much work to do. (negatively worded)	Major wording change, made positively worded
-----	A16. Residents' needs are met during shift changes.	Minor wording change and moved to Handoffs and Information Exchange composite measure in 2.0
-----	A17. It is hard to keep residents safe here because so many staff quit their jobs. (negatively worded)	Dropped 1.0 item
Training (Single Item)	Training & Skills (3 items)	Minor wording change
A7. Staff get the training they need in this nursing home.	A7. Staff get the training they need in this nursing home.	No change
-----	A11. Staff have enough training on how to handle difficult residents.	Dropped 1.0 item

NH SOPS 2.0	NH SOPS 1.0	Type of Change
-----	A13. Staff understand the training they get in this nursing home.	Dropped 1.0 item
Organizational Learning (2 items)	Organizational Learning (4 items)	No change
A8. This nursing home actively looks for ways to improve resident safety.	D5. This nursing home is always doing things to improve resident safety.	Minor wording change
A9. This nursing home makes changes to prevent the same incidents from happening again.	-----	New 2.0 item
-----	D10. When this nursing home makes changes to improve resident safety, it checks to see if the changes worked.	Dropped 1.0 item
-----	D3. This nursing home lets the same mistakes happen again and again. (negatively worded)	Dropped 1.0 item
-----	D4. It is easy to make changes to improve resident safety in this nursing home.	Dropped 1.0 item
Response to Mistakes (3 items)	Nonpunitive Response to Mistakes (4 items)	Minor wording change
A10. Staff feel safe reporting mistakes.	A18. Staff feel safe reporting their mistakes.	No change
A11. Staff are treated fairly when they make mistakes.	A15. Staff are treated fairly when they make mistakes.	No change
A12. Staff are supported when they are involved in a resident safety incident.	-----	New 2.0 item
-----	A10. Staff are blamed when a resident is harmed. (negatively worded)	Dropped 1.0 item
-----	A12. Staff are afraid to report their mistakes. (negatively worded)	Dropped 1.0 item
Handoffs and Information Exchange (3 items)	Handoffs (4 items)	Minor wording change
B1. Staff are given all the information they need to care for residents.	B10. Staff are given all the information they need to care for residents.	No change
B2. Staff are informed when there is a change in a resident's care plan.	B2. Staff are told right away when there is a change in a resident's care plan.	Minor wording change
B3. Resident needs are met during shift changes.	-----	Minor wording change and moved here from Staffing composite measure in 1.0
-----	B3. We have all the information we need when residents are transferred from the hospital.	Dropped 1.0 item
-----	B1. Staff are told what they need to know before taking care of a resident for the first time.	Dropped 1.0 item

NH SOPS 2.0	NH SOPS 1.0	Type of Change
Speaking Up (2 items)	Feedback & Communication About Incidents (4 items)	Major wording change
B4. Staff feel comfortable asking questions when something doesn't seem right.	-----	New 2.0 item
B5. Staff speak up if they see something that might harm a resident.	B6. Staff tell someone if they see something that might harm a resident.	Minor wording change
-----	B5. In this nursing home, we talk about ways to keep incidents from happening again.	Dropped 1.0 item
-----	B4. When staff report something that could harm a resident, someone takes care of it.	Dropped 1.0 item
-----	B8. In this nursing home, we discuss ways to keep residents safe from harm.	Dropped 1.0 item
Supervisor Support for Resident Safety (3 items)	Supervisor Expectations & Actions Promoting Resident Safety (3 items)	Minor wording change
C1. My supervisor pays attention to resident safety in this nursing home.	C3. My supervisor pays attention to resident safety problems in this nursing home.	No change
C2. My supervisor listens to staff ideas and suggestions about resident safety.	C1. My supervisor listens to staff ideas and suggestions about resident safety.	No change
C3. My supervisor provides positive feedback when staff have done a good job.	C2. My supervisor says a good word to staff who follow the right procedures.	Major wording change
Management Support for Resident Safety (3 items)	Management Support for Resident Safety (3 items)	No change
D1. Management encourages staff to suggest ways to improve resident safety.	D2. Management asks staff how the nursing home can improve resident safety.	Minor wording change
D2. Management takes action to address staff concerns about resident safety.	D7. Management listens to staff ideas and suggestions to improve resident safety.	Major wording change
D3. Management often walks around the nursing home to check on resident safety.	D9. Management often walks around the nursing home to check on resident care.	Minor wording change
Willingness to Recommend (single item)	Willingness to Recommend (single item)	No change
E1. I would recommend this nursing home as a place that provides safe resident care. (Yes, Maybe, No)	E1. I would tell friends that this is a safe nursing home for their family. (Yes, Maybe, No)	Major wording change
Overall Rating on Resident Safety (single item)	Overall Rating on Resident Safety (single item)	No change
E2. Overall, how would you rate this nursing home on resident safety? (Poor, Fair, Good, Very good, Excellent)	E2. Please give this nursing home an overall rating on resident safety. (Poor, Fair, Good, Very good, Excellent)	Minor wording change

NH SOPS 2.0	NH SOPS 1.0	Type of Change
-----	Overall Perceptions of Resident Safety (3 items)	Dropped 1.0 items
-----	D1. Residents are well cared for in this nursing home.	Dropped 1.0 item
-----	D6. This nursing home does a good job keeping residents safe.	Dropped 1.0 item
-----	D8. This nursing home is a safe place for residents.	Dropped 1.0 item
-----	Communication Openness (3 items)	Dropped 1.0 items
-----	B7. Staff ideas and suggestions are valued in this nursing home.	Dropped 1.0 item
-----	B9. Staff opinions are ignored in this nursing home. (negatively worded)	Dropped 1.0 item
-----	B11. It is easy for staff to speak up about problems in this nursing home.	Dropped 1.0 item

Background Questions – NH SOPS 2.0	Background Questions – NH SOPS 1.0
<p>What is your position in this nursing home? Select ONE answer. If more than one category applies, check the highest-level position.</p> <ol style="list-style-type: none"> 1. Administrator, Manager, or Director <ul style="list-style-type: none"> Administrator / Executive Director Assistant Director Assistant Manager Department Head Director of Nursing / Nursing Supervisor Medical Director Minimum Data Set (MDS) Coordinator / Resident Nurse Assessment Coordinator (RNAC) Unit Manager / Charge Nurse 2. Administrative Support Staff <ul style="list-style-type: none"> Administrative Assistant Admissions Billing / Insurance Human Resources Medical Records Receptionist Secretary 3. Certified Nursing Assistant (CNA) Geriatric Nursing Assistant (GNA) Nursing Aide / Nursing Assistant 4. Medication Technician, Pharmacist 5. Physician 6. Other Provider <ul style="list-style-type: none"> Advanced Practice Nurse (Nurse Practitioner, 	<p>What is your job in this nursing home? Check ONE box that best applies to your job. If more than one category applies, check the highest level job.</p> <ol style="list-style-type: none"> a. Administrator/Manager <ul style="list-style-type: none"> 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) b. Physician (MD, DO) c. Other Provider <ul style="list-style-type: none"> Nurse Practitioner Clinical Nurse Specialist Physician Assistant d. Licensed Nurse <ul style="list-style-type: none"> Registered Nurse (RN) Licensed Practical Nurse (LPN) Wound Care Nurse e. Nursing Assistant/Aide <ul style="list-style-type: none"> Certified Nursing Assistant (CNA) Geriatric Nursing Assistant (GNA) Nursing Aide/Nursing Assistant f. Direct Care Staff <ul style="list-style-type: none"> Activities Staff Member Dietitian/Nutritionist

Background Questions – NH SOPS 2.0	Background Questions – NH SOPS 1.0
<p>Clinical Nurse Specialist), Physician Assistant</p> <p>7. Registered Nurse (RN) Licensed Vocational Nurse (LVN) Licensed Practical Nurse (LPN)</p> <p>8. Therapist Occupational Physical Recreational Respiratory Speech</p> <p>9. Other Direct Care Staff Activities Staff Member Dietitian / Nutritionist Pastoral Care, Chaplain Social Worker</p> <p>10. Other Support Staff Drivers Food Service / Dietary Housekeeping Laundry Service Maintenance Security</p> <p>11. Other, please specify: _____</p>	<p>Medication Technician Pastoral Care/Chaplain Pharmacist Physical/Occupational/Speech/Respiratory Therapist Podiatrist Social Worker</p> <p>g. Administrative Support Staff Administrative Assistant Admissions Billing/Insurance Secretary Human Resources Medical Records</p> <p>h. Support Staff Drivers Food Service/Dietary Housekeeping Laundry Service Maintenance Security</p> <p>i. Other (Please write the title of your job): _____</p>
<p>How long have you worked in this nursing home? Select ONE answer.</p> <p>1. Less than 1 year 2. 1 to 2 years 3. 3 to 5 years 4. 6 to 10 years 5. 11 or more years</p>	<p>How long have you worked in this nursing home?</p> <p>a. Less than 2 months b. 2 to 11 months c. 1 to 2 years d. 3 to 5 years e. 6 to 10 years f. 11 years or more</p>
<p>How many hours per week do you usually work in this nursing home? Select ONE answer.</p> <p>1. Fewer than 30 hours per week 2. 30-40 hours per week 3. More than 40 hours per week</p>	<p>How many hours per week do you usually work in this nursing home?</p> <p>a. 15 or fewer hours per week b. 16 to 24 hours per week c. 25 to 40 hours per week d. More than 40 hours per week</p>
<p>When do you work most often? Select ONE answer.</p> <p>1. Days 2. Evenings 3. Nights</p>	<p>When do you work most often? Check ONE answer.</p> <p>a. Days b. Evenings c. Nights</p>
<p>In this nursing home, where do you spend the most of your time working? Select ONE answer.</p> <p>1. Short-term care unit/Rehab 2. Long-term care unit 3. Memory care unit 4. Multiple areas or no specific area 5. Other unit or area, please specify: _____</p>	<p>In this nursing home, where do you spend the most of your time working? Check ONE answer.</p> <p>a. Many different areas or units in this nursing home/No specific area or unit b. Alzheimer's/Dementia unit c. Rehab unit d. Skilled nursing unit e. Other area or unit (Please specify): _____</p>

Background Questions – NH SOPS 2.0	Background Questions – NH SOPS 1.0
<p>-----</p>	<p>Are you paid by a staffing agency when you work for this nursing home? a. Yes b. No</p>
<p>-----</p>	<p>In your job in this nursing home, do you work directly with residents most of the time? Check ONE answer. a. Yes, I work directly with residents most of the time. b. No, I do NOT work directly with residents most of the time.</p>