Hospital Survey on Patient Safety Culture: 2009 Comparative Database Report

Part II: Appendix A—Overall Results by Hospital Characteristics

Appendix B—Overall Results by Respondent Characteristics

Part III: Appendix C—Trending Results by Hospital Characteristics

Appendix D—Trending Results by Respondent Characteristics

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Part II: Appendixes A & B: Overall Results by Hospital and Respondent Characteristics

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

Appendix A: Overall Results by Hospital Characteristics
- Bed size
- Teaching status
- Ownership and control
- Geographic region

Appendix B: Overall Results by Respondent Characteristics
- Work area/unit
- Staff position
- Interaction with patients

Highlights from these results by hospital and respondent characteristics were presented in the main body of the report, Part I: Comparative Database Report, at the end of Chapter 6 and are also shown on the next two pages. Highlights were based on results for the 12 patient safety culture composites, and on patient safety grade and number of events reported. In the bottom row of the composite-level tables, an overall average across composites is shown as a summary statistic when comparing across breakout categories.

To ensure hospital confidentiality, a rule was established requiring at least 20 hospitals to be in a particular breakout category before data would be displayed by that category. Therefore, in Appendix A two of the standard AHA regions have been combined.

You can compare your hospital's percent positive scores on the patient safety culture composites and items against the averages shown in Appendix A for hospitals with your same bed size, teaching status, ownership and control, and geographic region. You can use a 5 percent difference as a rule of thumb for determining what differences to pay attention to.

To compare your hospital's results against Appendix B, your hospital will have to compute percent positive scores on the safety culture composites and items broken down by Work Area/Unit, staff position, and interaction with patients. You would then compare your hospital's percent positive scores against the averages shown in the tables.

Again, you can use a 5 percent difference as a rule of thumb for determining what differences to pay attention to. *Hospitals that did not ask respondents for their work area/unit, staff position, or about interaction with patients will not be able to make comparisons by these categories, and such hospitals were excluded from the breakout tables in Appendix B.* Also, respondents who selected "Many different work areas/No specific work area" (for their work area), "Other" (for their work area or staff position), or did not answer (missing) were not included in the breakout tables in Appendix B.

Highlights from Appendix A: Overall Results by Hospital Characteristics

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

- Smaller hospitals (49 beds or fewer) had the highest average percent positive response on all 12 patient safety culture composites.
- The largest difference by bed size was on *Handoffs & Transitions* where the smallest hospitals (6-24 beds) scored 22 percent higher than large hospitals (400-499 beds) (55 percent compared to 33 percent positive).
- Large hospitals (400-499 beds) scored lowest on the percent of respondents who gave their work area/unit a patient safety grade of "Excellent" or "Very good" (64 percent for 400-499 beds compared to 78 percent for 25-49 beds).
- There were no noticeable differences on number of events reported based on bed size (all differences were 3 percent or less).

Teaching Status, and Ownership and Control (Tables A-5, A-7, A-8)

- Non-teaching hospitals had the highest average percent positive response on *Handoffs & Transitions* (46 percent compared to 41 percent respectively).
- Government-owned hospitals were more positive than non-government on *Handoffs & Transitions* (6 percent more positive), and *Staffing* (5 percent more positive).
- There were no noticeable differences on patient safety grade or number of events reported based on teaching status or ownership and control (all differences were 3 percent or less).

Geographic Region (Tables A-9, A-11, A-12)

- East South Central hospitals had the highest average percent positive response across the 12 patient safety culture composites; Pacific hospitals had the lowest.
- The largest difference by region was on *Staffing* and *Handoffs & Transitions* where West North Central hospitals were 10 percent more positive than Mid Atlantic/New England hospitals (for *Staffing*) and Pacific hospitals (for *Handoffs & Transitions)*.
- West South Central hospitals scored highest on the percent of respondents who gave their work area/unit a patient safety grade of "Excellent" or "Very good" (77 percent).
- Pacific hospitals had the highest percent of respondents who reported one or more events in the past year (53 percent); the lowest percent of respondents reporting events was in the West South Central region (40 percent).

Highlights from Appendix B: Overall Results by Respondent Characteristics

Work Area/Unit (Tables B-1, B-3, B-4)

- Respondents in *Rehabilitation* had the highest average percent positive response on 8 of the 12 patient safety culture composites.
- The largest difference by work area/unit was on *Nonpunitive Response to Error* (22 percent). On this composite, *Rehabilitation* was 59 percent positive and *Emergency* was 37 percent positive.
- *Rehabilitation* had the highest percent of respondents who gave their work area/unit a patient safety grade of "Excellent" or "Very good" (81 percent); *Emergency* and *Medicine* had the lowest percent (62 percent).
- *ICU (any type)* had the highest percent of respondents reporting one or more events in the past year (66 percent); *Anesthesiology* had the lowest percent of respondents reporting events (43 percent).

Staff Position (Tables B-5, B-7, B-8)

- Respondents in *Administration/Management* had the highest average percent positive response on 11 of the 12 patient safety culture composites.
- The largest difference (26 percent) by staff position was on *Nonpunitive Response to Error; Administration/Management* was 62 percent positive and *Patient Care Assistants Aides/Care Partners* were 36 percent positive.
- *Administration/Management* had the highest percent of respondents who gave their work area/unit a patient safety grade of "Excellent" or "Very good" (82 percent); *Registered Nurse/LVN/LPN* had the lowest percent (66 percent).
- *Pharmacists* had the highest percent of respondents reporting one or more events in the past year (75 percent); *Unit Assistants/Clerks/Secretaries* had the lowest percent reporting events (22 percent).

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

- Respondents *with* direct patient interaction were 7 percent more positive on *Handoffs & Transitions* compared to those *without* direct patient interaction (45 percent compared to 38 percent positive).
- Respondents *without* direct patient interaction were 7 percent more positive about *Management Support for Patient Safety* than those *with* direct patient interaction (76 percent compared to 69 percent positive).
- Respondents *without* direct patient interaction had the highest percent of respondents who gave their work area/unit a patient safety grade of "Excellent" or "Very good" (77 percent) compared to those *with* direct patient interaction (72 percent).
- More respondents *with* direct patient interaction reported one or more events in the past year (53 percent) than respondents *without* direct patient interaction (32 percent).

Part III: Appendixes C & D: Trending Results by Hospital and Respondent Characteristics

In Part III of the report, Appendixes C and D show trends over time for the 204 hospitals (of the 622 total database hospitals) that administered the survey and submitted data twice. Average percent positive scores across hospitals from the most recent and previous administrations are shown on the survey composites and items, broken down by the following respondent characteristics:

Appendix C: Trending Results by Hospital Characteristics
- Bed size
- Teaching status
- Ownership and control

Appendix D: Trending Results by Respondent Characteristics
- Work area/unit
- Staff position
- Interaction with patients

To ensure hospital confidentiality, a rule was established requiring at least 20 hospitals to be in a particular breakout category before data would be displayed by that category. As a result of not having 20 hospitals in each breakout category, in Appendix C the trending results for the standard AHA regions are not displayed.

Tables 1 and 2 below show examples of the statistics shown in this appendix. The tables show the average percent of respondents who answered positively among the trending hospitals for the hospitals' most recent survey administration (top row) and their previous administration (middle row). The change over time is shown in the bottom row as a negative number if the most recent administration showed a decline, or is shown as a positive number if the most recent administration showed an increase. Changes in scores of 5 percent or greater, whether positive or negative, are bolded.

Table 1: Example of Decrease in Average Score Over Time (Negative Change)

Most Recent	85%
Previous	90%
Change	**-5%**

Table 2: Example of Increase in Average Score Over Time (Positive Change)

Most Recent	70%
Previous	60%
Change	**10%**

Highlights of the findings from the breakout tables in these appendixes are provided on the following pages.

Highlights from Appendix C: Trending Results by Hospital Characteristics

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

- Hospitals with 100-299 beds had the largest increases in percent positive response over time on 10 of the 12 patient safety culture composites (average increase across the 10 composites was 5 percent).
- Hospitals with 200-299 beds had the greatest average change across the 12 patient safety culture composites (average 5 percent change).
- The largest increase over time was for medium-large hospitals (200-299 beds) on *Teamwork Within Units* and *Organizational Learning—Continuous Improvement*, both increasing 8 percent from the previous administration.
- The largest decrease over time was for large hospitals (500 or more beds) on the *Overall Perceptions of Patient Safety*, decreasing 6 percent from the previous administration.
- Small hospitals (6-24 beds) had the highest increase in percent of respondents who gave their work area/unit a patient safety grade of "Excellent" or "Very good" (a 7 percent increase, from 71 percent in the previous administration to 78 percent in the most recent administration).
- Small hospitals (6-24 beds) also had the highest increase in percent of respondents reporting one or more events in the past year (a 6 percent increase, from 41 percent to 47 percent).

Teaching Status, and Ownership and Control (Tables C-5, C-7, C-8)

- There were no noticeable differences or changes across the patient safety culture composites for teaching versus non-teaching hospitals or government-owned versus non-government hospitals (all changes and differences were 4 percent or less).
- Non-teaching hospitals had a greater increase than teaching hospitals in the percent of respondents who gave their work area/unit a patient safety grade of "Excellent" or "Very good" (a 5 percent increase, from 69 percent to 74 percent).
- Government-owned hospitals had a greater increase than non-government hospitals in the percent of respondents who gave their work area/unit a patient safety grade of "Excellent" or "Very good" (a 6 percent increase, from 69 percent to 75 percent).
- There were no noticeable differences or changes on the percent of respondents who reported one or more events in the past year based on teaching status.
- Government-owned hospitals had a greater increase than non-government hospitals in the percent of respondents who reported one or more events in the past year (a 5 percent increase, from 42 percent to 47 percent).

Highlights from Appendix D: Trending Results by Respondent Characteristics

Work Area/Unit (Tables D-1, D-3, D-4)

- Respondents in *Psych/Mental Health* had the greatest average change in percent positive response across the 12 patient safety culture composites, with an average change of 5 percent.
- Respondents in *Obstetrics* had the largest increases in positive response over time on 5 of the 12 patient safety culture composites (average increase across the 5 composites was 6 percent).
- Respondents in *Anesthesiology* had the largest decreases in positive response over time on 4 of the 12 patient safety culture composites (average decrease across the 4 composites was 5 percent).
- *Medicine* had the largest average percent of respondents who increased over time in giving their work area/unit a patient safety grade of "Excellent" or "Very good" (an 8 percent increase from 56 to 64 percent), followed by *ICU* (7 percent increase), *Surgery* (6 percent increase), and *Lab* (5 percent increase).
- *Lab* had the largest average percent of respondents who increased over time in their reporting of one or more events in the past year (a 7 percent increase: from 48 to 55 percent) followed by *Anesthesiology, Radiology,* and *Rehabilitation* (all increasing by 5 percent); the largest decrease in percent reporting was in *Obstetrics* (a 6 percent decrease from 58 to 52 percent).

Staff Position (Tables D-5, D-7, D-8)

- *Pharmacists* had the largest increases in positive response over time on 4 of the 12 patient safety culture composites (average increase across the 4 composites was 6 percent).
- *Admin/Mgmt, RN/LVN/LPN, and Technicians* had the largest average percent of respondents who increased over time in giving their work area/unit a patient safety grade of "Excellent" or "Very good" (5 percent increases).
- There were no noticeable differences in the percent of respondents reporting one or more events over time based on staff position (all changes over time were less than +/- 5 percent).

Interaction With Patients (Tables D-9, D-11, D-12)

- There were no noticeable composite differences over time based on respondent interaction with patients (all were increases over time of 4 percent or less).
- There were no noticeable differences in the percent of respondents giving their work unit/area a patient safety grade of "Excellent" or "Very good" or those reporting one or more events over time based on respondent direct patient interaction.

Part II

Appendix A: Overall Results by Hospital Characteristics

Appendix A: Overall Results by Hospital Characteristics

(1) Bed Size

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

Table A-1. Composite-level Average Percent Positive Response by Bed Size

	Bed Size							
Patient Safety Culture Composites	**6-24 beds**	**25-49 beds**	**50-99 beds**	**100-199 beds**	**200-299 beds**	**300-399 beds**	**400-499 beds**	**500+ beds**
# Hospitals	*60*	*139*	*111*	*111*	*74*	*55*	*23*	*49*
# Respondents	*3,703*	*13,426*	*15,766*	*28,539*	*31,990*	*35,153*	*14,636*	*53,249*
1. Teamwork Within Units	83%	82%	79%	79%	77%	78%	75%	77%
2. Supervisor/Manager Expectations & Actions Promoting Patient Safety	76%	78%	76%	74%	72%	72%	70%	72%
3. Org Learning--Continuous Improvement	71%	74%	71%	70%	68%	70%	67%	68%
4. Management Support for Patient Safety	74%	76%	72%	68%	66%	68%	63%	65%
5. Overall Perceptions of Patient Safety	69%	70%	66%	62%	60%	61%	56%	56%
6. Feedback & Communication About Error	64%	65%	63%	62%	61%	63%	59%	60%
7. Communication Openness	64%	63%	62%	61%	61%	61%	58%	60%
8. Frequency of Events Reported	63%	63%	60%	60%	58%	60%	57%	57%
9. Teamwork Across Units	66%	63%	59%	54%	50%	53%	48%	50%
10. Staffing	62%	61%	56%	51%	49%	50%	48%	49%
11. Handoffs & Transitions	55%	50%	47%	41%	36%	40%	33%	38%
12. Nonpunitive Response to Error	48%	48%	45%	43%	41%	40%	38%	38%
Average Across Composites	66%	66%	63%	60%	58%	60%	56%	58%

Table A-2. Item-level Average Percent Positive Response by Bed Size (Page 1 of 4)

Item	Survey Items By Composite	Bed Size							
		6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
	# Hospitals	*60*	*139*	*111*	*111*	*74*	*55*	*23*	*49*
	# Respondents	*3,703*	*13,426*	*15,766*	*28,539*	*31,990*	*35,153*	*14,636*	*53,249*
1.	**Teamwork Within Units**								
A1	1. People support one another in this unit.	87%	87%	85%	85%	83%	84%	83%	84%
A3	2. When a lot of work needs to be done quickly, we work together as a team to get the work done.	90%	89%	86%	85%	84%	85%	82%	83%
A4	3. In this unit, people treat each other with respect.	80%	81%	78%	78%	75%	76%	74%	75%
A11	4. When one area in this unit gets really busy, others help out.	74%	72%	68%	68%	65%	67%	63%	65%
2.	**Supervisor/Manager Expectations & Actions Promoting Patient Safety**								
B1	1. My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	71%	73%	72%	72%	71%	71%	69%	71%
B2	2. My supv/mgr seriously considers staff suggestions for improving patient safety.	76%	80%	77%	76%	75%	74%	72%	74%
B3R	3. Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	79%	79%	76%	72%	70%	70%	67%	68%
B4R	4. My supv/mgr overlooks patient safety problems that happen over and over.	77%	80%	78%	76%	74%	74%	71%	74%
3.	**Organizational Learning— Continuous Improvement**								
A6	1. We are actively doing things to improve patient safety.	82%	84%	83%	81%	79%	82%	77%	79%
A9	2. Mistakes have led to positive changes here.	65%	66%	63%	62%	60%	62%	58%	60%
A13	3. After we make changes to improve patient safety, we evaluate their effectiveness.	66%	71%	68%	67%	66%	67%	64%	65%

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

Table A-2. Item-level Average Percent Positive Response by Bed Size (Page 2 of 4)

Item	Survey Items By Composite	Bed Size							
		6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
	# Hospitals	*60*	*139*	*111*	*111*	*74*	*55*	*23*	*49*
	# Respondents	*3,703*	*13,426*	*15,766*	*28,539*	*31,990*	*35,153*	*14,636*	*53,249*
4.	**Management Support for Patient Safety**								
F1	1. Hospital mgmt provides a work climate that promotes patient safety.	84%	85%	81%	77%	75%	77%	72%	74%
F8	2. The actions of hospital mgmt show that patient safety is a top priority.	75%	76%	73%	70%	69%	71%	65%	67%
F9R	3. Hospital mgmt seems interested in patient safety only after an adverse event happens.	64%	66%	61%	57%	54%	56%	51%	52%
5.	**Overall Perceptions of Patient Safety**								
A10R	1. It is just by chance that more serious mistakes don't happen around here.	66%	66%	62%	58%	56%	57%	52%	51%
A15	2. Patient safety is never sacrificed to get more work done.	72%	71%	66%	61%	59%	59%	55%	56%
A17R	3. We have patient safety problems in this unit.	69%	69%	64%	60%	58%	57%	53%	50%
A18	4. Our procedures and systems are good at preventing errors from happening.	70%	74%	72%	69%	68%	69%	65%	66%
6.	**Feedback and Communication About Error**								
C1	1. We are given feedback about changes put into place based on event reports.	52%	54%	52%	53%	53%	56%	52%	54%
C3	2. We are informed about errors that happen in this unit.	68%	67%	65%	63%	61%	63%	59%	61%
C5	3. In this unit, we discuss ways to prevent errors from happening again.	73%	73%	71%	69%	68%	69%	65%	66%

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

Table A-2. Item-level Average Percent Positive Response by Bed Size (Page 3 of 4)

Item	Survey Items By Composite	Bed Size							
		6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
	# Hospitals	*60*	*139*	*111*	*111*	*74*	*55*	*23*	*49*
	# Respondents	*3,703*	*13,426*	*15,766*	*28,539*	*31,990*	*35,153*	*14,636*	*53,249*
7.	**Communication Openness**								
C2	1. Staff will freely speak up if they see something that may negatively affect patient care.	78%	77%	76%	76%	74%	75%	71%	73%
C4	2. Staff feel free to question the decisions or actions of those with more authority.	50%	48%	47%	46%	47%	47%	44%	46%
C6R	3. Staff are afraid to ask questions when something does not seem right.	66%	65%	63%	62%	61%	61%	58%	60%
8.	**Frequency of Events Reported**								
D1	1. When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	54%	53%	52%	51%	51%	53%	50%	50%
D2	2. When a mistake is made, but has no potential to harm the patient, how often is this reported?	58%	58%	55%	55%	54%	55%	53%	52%
D3	3. When a mistake is made that could harm the patient, but does not, how often is this reported?	76%	76%	73%	72%	71%	72%	68%	69%
9.	**Teamwork Across Units**								
F2R	1. Hospital units do not coordinate well with each other.	54%	50%	47%	42%	37%	41%	34%	37%
F4	2. There is good cooperation among hospital units that need to work together.	68%	64%	60%	55%	51%	54%	49%	50%
F6R	3. It is often unpleasant to work with staff from other hospital units.	65%	64%	60%	56%	52%	55%	50%	52%
F10	4. Hospital units work well together to provide the best care for patients.	77%	73%	69%	64%	60%	63%	58%	59%

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

Table A-2. Item-level Average Percent Positive Response by Bed Size (Page 4 of 4)

Item	Survey Items By Composite	Bed Size							
		6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
	# Hospitals	*60*	*139*	*111*	*111*	*74*	*55*	*23*	*49*
	# Respondents	*3,703*	*13,426*	*15,766*	*28,539*	*31,990*	*35,153*	*14,636*	*53,249*
10.	**Staffing**								
A2	1. We have enough staff to handle the workload.	63%	62%	56%	49%	48%	47%	46%	46%
A5R	2. Staff in this unit work longer hours than is best for patient care.	58%	57%	53%	48%	48%	47%	46%	47%
A7R	3. We use more agency/temporary staff than is best for patient care.	69%	69%	65%	62%	60%	63%	61%	62%
A14R	4. We work in "crisis mode" trying to do too much, too quickly.	59%	57%	52%	44%	42%	42%	39%	40%
11.	**Handoffs & Transitions**								
F3R	1. Things "fall between the cracks" when transferring patients from one unit to another.	54%	48%	44%	37%	31%	34%	28%	32%
F5R	2. Important patient care information is often lost during shift changes.	57%	53%	51%	47%	43%	47%	41%	46%
F7R	3. Problems often occur in the exchange of information across hospital units.	52%	48%	44%	39%	34%	37%	31%	35%
F11R	4. Shift changes are problematic for patients in this hospital.	57%	52%	48%	41%	35%	40%	33%	38%
12.	**Nonpunitive Response to Error**								
A8R	1. Staff feel like their mistakes are held against them.	56%	55%	53%	50%	48%	47%	45%	44%
A12R	2. When an event is reported, it feels like the person is being written up, not the problem.	48%	49%	46%	44%	44%	43%	41%	41%
A16R	3. Staff worry that mistakes they make are kept in their personnel file.	41%	39%	37%	34%	32%	31%	28%	28%

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

Table A-3. Average Percent Distribution of Work Area/Unit Patient Safety Grades by Bed Size

	Bed Size							
Work Area/Unit Patient Safety Grade	**6-24 beds**	**25-49 beds**	**50-99 beds**	**100-199 beds**	**200-299 beds**	**300-399 beds**	**400-499 beds**	**500+ beds**
# Hospitals	*60*	*139*	*111*	*111*	*74*	*55*	*23*	*49*
# Respondents	*3,703*	*13,426*	*15,766*	*28,539*	*31,990*	*35,153*	*14,636*	*53,249*
A Excellent	26%	27%	25%	24%	23%	24%	21%	22%
B Very Good	51%	51%	49%	47%	45%	46%	43%	45%
C Acceptable	20%	20%	22%	24%	25%	24%	27%	26%
D Poor	3%	2%	4%	5%	5%	5%	7%	6%
E Failing	0%	0%	1%	1%	1%	1%	1%	1%

Note: Average percent totals in the table may not sum to exactly 100% due to rounding of decimals.

Table A-4. Average Percent Distribution of Number of Events Reports in the Past 12 Months by Bed Size

	Bed Size							
Number of Events Reported by Respondents	**6-24 beds**	**25-49 beds**	**50-99 beds**	**100-199 beds**	**200-299 beds**	**300-399 beds**	**400-499 beds**	**500+ beds**
# Hospitals	*60*	*139*	*111*	*111*	*74*	*55*	*23*	*49*
# Respondents	*3,703*	*13,426*	*15,766*	*28,539*	*31,990*	*35,153*	*14,636*	*53,249*
No events	50%	52%	53%	53%	51%	53%	53%	53%
1 to 2 events	29%	28%	28%	27%	27%	28%	27%	28%
3 to 5 events	14%	12%	12%	13%	13%	12%	12%	13%
6 to 10 events	4%	4%	5%	4%	5%	4%	4%	4%
11 to 20 events	2%	2%	2%	2%	2%	1%	2%	1%
21 event reports or more	1%	1%	1%	1%	1%	1%	1%	1%

Note: Average percent totals in the table may not sum to exactly 100% due to rounding of decimals.

Appendix A: Overall Results by Hospital Characteristics

(2) Teaching Status and (3) Ownership and Control

NOTE: The number of hospitals and respondents in each breakout category is shown in each table (e.g., the number of hospitals and respondents by teaching status and ownership and control). However, the precise number of hospitals and respondents corresponding to each data cell in a table will vary because hospitals may have omitted a specific survey item and because of individual non-response/missing data.

Table A-5. Composite-level Average Percent Positive Response by Teaching Status, and Ownership and Control

	Teaching Status		Ownership and Control	
Patient Safety Culture Composites	**Teaching**	**Non-teaching**	**Govt**	**Non-govt**
# Hospitals	*190*	*432*	*139*	*483*
# Respondents	*94,772*	*101,690*	*20,837*	*175,625*
1. Teamwork Within Units	78%	80%	79%	79%
2. Supervisor/Manager Expectations & Actions Promoting Patient Safety	73%	75%	76%	74%
3. Org Learning—Continuous Improvement	70%	71%	72%	70%
4. Management Support for Patient Safety	68%	71%	72%	70%
5. Overall Perceptions of Patient Safety	62%	65%	67%	63%
6. Feedback & Communication About Error	61%	63%	63%	62%
7. Communication Openness	60%	63%	63%	62%
8. Frequency of Events Reported	58%	61%	61%	60%
9. Teamwork Across Units	54%	58%	60%	56%
10. Staffing	53%	56%	59%	54%
11. Handoffs & Transitions	41%	46%	49%	43%
12. Nonpunitive Response to Error	42%	45%	45%	43%
Average Across Composites	60%	63%	64%	61%

Table A-6. Item-level Average Percent Positive Response by Teaching Status, and Ownership and Control (Page 1 of 4)

		Teaching Status		Ownership and Control	
Item	**Survey Items by Composite**	**Teaching**	**Non-teaching**	**Govt**	**Non-govt**
	# Hospitals	*190*	*432*	*139*	*483*
	# Respondents	*94,772*	*101,690*	*20,837*	*175,625*
1.	**Teamwork Within Units**				
A1	1. People support one another in this unit.	84%	85%	85%	85%
A3	2. When a lot of work needs to be done quickly, we work together as a team to get the work done.	84%	87%	87%	86%
A4	3. In this unit, people treat each other with respect.	77%	78%	77%	78%
A11	4. When one area in this unit gets really busy, others help out.	67%	69%	69%	68%
2.	**Supervisor/Manager Expectations & Actions Promoting Patient Safety**				
B1	1. My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	71%	72%	71%	72%
B2	2. My supv/mgr seriously considers staff suggestions for improving patient safety.	75%	77%	76%	76%
B3R	3. Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	72%	75%	77%	73%
B4R	4. My supv/mgr overlooks patient safety problems that happen over and over.	75%	77%	79%	76%
3.	**Organizational Learning— Continuous Improvement**				
A6	1. We are actively doing things to improve patient safety.	81%	82%	82%	81%
A9	2. Mistakes have led to positive changes here.	61%	63%	65%	62%
A13	3. After we make changes to improve patient safety, we evaluate their effectiveness.	66%	68%	69%	67%

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

Table A-6. Item-level Average Percent Positive Response by Teaching Status, and Ownership and Control (Page 2 of 4)

		Teaching Status		Ownership and Control	
Item	**Survey Items by Composite**	**Teaching**	**Non-teaching**	**Govt**	**Non-govt**
	# Hospitals	*190*	*432*	*139*	*483*
	# Respondents	*94,772*	*101,690*	*20,837*	*175,625*
4.	**Management Support for Patient Safety**				
F1	1. Hospital mgmt provides a work climate that promotes patient safety.	77%	80%	82%	79%
F8	2. The actions of hospital mgmt show that patient safety is a top priority.	70%	72%	74%	71%
F9R	3. Hospital mgmt seems interested in patient safety only after an adverse event happens.	57%	60%	61%	59%
5.	**Overall Perceptions of Patient Safety**				
A10R	1. It is just by chance that more serious mistakes don't happen around here.	58%	61%	62%	59%
A15	2. Patient safety is never sacrificed to get more work done.	61%	65%	69%	63%
A17R	3. We have patient safety problems in this unit.	58%	64%	66%	61%
A18	4. Our procedures and systems are good at preventing errors from happening.	69%	71%	71%	70%
6.	**Feedback and Communication About Error**				
C1	1. We are given feedback about changes put into place based on event reports.	54%	53%	52%	54%
C3	2. We are informed about errors that happen in this unit.	62%	65%	67%	63%
C5	3. In this unit, we discuss ways to prevent errors from happening again.	69%	71%	71%	70%

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

Table A-6. Item-level Average Percent Positive Response by Teaching Status, and Ownership and Control (Page 3 of 4)

		Teaching Status		Ownership and Control	
Item	**Survey Items by Composite**	**Teaching**	**Non-teaching**	**Govt**	**Non-govt**
	# Hospitals	*190*	*432*	*139*	*483*
	# Respondents	*94,772*	*101,690*	*20,837*	*175,625*
7.	**Communication Openness**				
C2	1. Staff will freely speak up if they see something that may negatively affect patient care.	74%	77%	76%	76%
C4	2. Staff feel free to question the decisions or actions of those with more authority.	46%	48%	47%	47%
C6R	3. Staff are afraid to ask questions when something does not seem right.	61%	64%	65%	62%
8.	**Frequency of Events Reported**				
D1	1. When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	51%	52%	52%	52%
D2	2. When a mistake is made, but has no potential to harm the patient, how often is this reported?	54%	57%	57%	55%
D3	3. When a mistake is made that could harm the patient, but does not, how often is this reported?	71%	74%	74%	73%
9.	**Teamwork Across Units**				
F2R	1. Hospital units do not coordinate well with each other.	41%	46%	48%	44%
F4	2. There is good cooperation among hospital units that need to work together.	54%	60%	61%	57%
F6R	3. It is often unpleasant to work with staff from other hospital units.	56%	59%	61%	58%
F10	4. Hospital units work well together to provide the best care for patients.	64%	69%	70%	66%

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

Table A-6. Item-level Average Percent Positive Response by Teaching Status, and Ownership and Control (Page 4 of 4)

		Teaching Status		Ownership and Control	
Item	**Survey Items by Composite**	**Teaching**	**Non-teaching**	**Govt**	**Non-govt**
	# Hospitals	*190*	*432*	*139*	*483*
	# Respondents	*94,772*	*101,690*	*20,837*	*175,625*
10.	**Staffing**				
A2	1. We have enough staff to handle the workload.	51%	55%	59%	52%
A5R	2. Staff in this unit work longer hours than is best for patient care.	49%	53%	55%	51%
A7R	3. We use more agency/temporary staff than is best for patient care.	64%	65%	66%	64%
A14R	4. We work in "crisis mode" trying to do too much, too quickly.	46%	50%	55%	47%
11.	**Handoffs & Transitions**				
F3R	1. Things "fall between the cracks" when transferring patients from one unit to another.	36%	43%	47%	39%
F5R	2. Important patient care information is often lost during shift changes.	47%	50%	52%	48%
F7R	3. Problems often occur in the exchange of information across hospital units.	38%	43%	46%	40%
F11R	4. Shift changes are problematic for patients in this hospital.	41%	46%	50%	43%
12.	**Nonpunitive Response to Error**				
A8R	1. Staff feel like their mistakes are held against them.	49%	52%	53%	51%
A12R	2. When an event is reported, it feels like the person is being written up, not the problem.	44%	46%	46%	45%
A16R	3. Staff worry that mistakes they make are kept in their personnel file.	33%	36%	38%	34%

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

Table A-7. Average Percent Distribution of Work Area/Unit Patient Safety Grades by Teaching Status, and Ownership and Control

	Teaching Status		Ownership and Control	
Work Area/Unit Patient Safety Grade	**Teaching**	**Non-teaching**	**Govt**	**Non-govt**
# Hospitals	*190*	*432*	*139*	*483*
# Respondents	*94,772*	*101,690*	*20,837*	*175,625*
A Excellent	24%	25%	24%	25%
B Very Good	46%	48%	50%	47%
C Acceptable	24%	22%	22%	23%
D Poor	5%	4%	3%	5%
E Failing	1%	1%	0%	1%

Note: Average percent totals in the table may not sum to exactly 100% due to rounding of decimals.

Table A-8. Average Percent Distribution of Number of Events Reported in the Past 12 Months by Teaching Status, and Ownership and Control

	Teaching Status		Ownership and Control	
Number of Events Reported by Respondents	**Teaching**	**Non-teaching**	**Govt**	**Non-govt**
# Hospitals	*190*	*432*	*139*	*483*
# Respondents	*94,772*	*101,690*	*20,837*	*175,625*
No events	53%	52%	52%	52%
1 to 2 events	28%	28%	27%	28%
3 to 5 events	12%	13%	13%	12%
6 to 10 events	4%	5%	5%	4%
11 to 20 events	1%	2%	2%	2%
21 event reports or more	1%	1%	1%	1%

Note: Average percent totals in the table may not sum to exactly 100% due to rounding of decimals.

Appendix A: Overall Results by Hospital Characteristics

(4) Geographic Region

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

Table A-9. Composite-level Average Percent Positive Response by Geographic Region

	Geographic Region							
Patient Safety Culture Composites	**Mid Atlantic/ New England**	**South Atlantic**	**East North Central**	**East South Central**	**West North Central**	**West South Central**	**Mountain**	**Pacific**
# Hospitals	*37*	*104*	*165*	*34*	*104*	*45*	*58*	*75*
# Respondents	*20,546*	*36,825*	*54,909*	*8,978*	*20,986*	*13,242*	*17,264*	*23,712*
1. Teamwork Within Units	77%	79%	79%	81%	81%	81%	81%	78%
2. Supervisor/Manager Expectations & Actions Promoting Patient Safety	73%	77%	73%	78%	74%	78%	74%	73%
3. Org Learning—Continuous Improvement	70%	73%	69%	74%	71%	74%	70%	68%
4. Management Support for Patient Safety	70%	70%	69%	74%	72%	73%	70%	67%
5. Overall Perceptions of Patient Safety	63%	62%	63%	67%	68%	67%	66%	60%
6. Feedback & Communication About Error	62%	64%	61%	64%	61%	67%	63%	60%
7. Communication Openness	62%	62%	61%	63%	61%	64%	63%	62%
8. Frequency of Events Reported	61%	60%	58%	65%	61%	63%	61%	59%
9. Teamwork Across Units	55%	56%	55%	62%	61%	58%	59%	54%
10. Staffing	50%	53%	54%	54%	60%	55%	55%	52%
11. Handoffs & Transitions	42%	43%	42%	48%	50%	45%	45%	40%
12. Nonpunitive Response to Error	41%	42%	42%	45%	48%	46%	47%	42%
Average Across Composites	61%	62%	61%	65%	64%	64%	63%	60%

NOTE: States are categorized into AHA-defined regions as follows:

Mid Atlantic/New England: NY, NJ, PA, ME, NH, VT, MA, RI, CT
South Atlantic: DE, MD, DC, VA, WV, NC, SC, GA, FL
East North Central: OH, IN, IL, MI, WI
East South Central: KY, TN, AL, MS
West North Central: MN, IA, MO, ND, SD, NE, KS
West South Central: AR, LA, OK, TX
Mountain: MT, ID, WY, CO, NM, AZ, UT, NV
Pacific: WA, OR, CA, AK, HI

Table A-10. Item-level Average Percent Positive Response by Geographic Region (Page 1 of 4)

Item	Survey Items By Composite	Geographic Region							
		Mid Atlantic/ New England	South Atlantic	E. North Central	E. South Central	W. North Central	W. South Central	Mountain	Pacific
	# Hospitals	*37*	*104*	*165*	*34*	*104*	*45*	*58*	*75*
	# Respondents	*20,546*	*36,825*	*54,909*	*8,978*	*20,986*	*13,242*	*17,264*	*23,712*
1.	**Teamwork Within Units**								
A1	1. People support one another in this unit.	84%	84%	85%	87%	86%	87%	86%	85%
A3	2. When a lot of work needs to be done quickly, we work together as a team to get the work done.	84%	85%	86%	88%	88%	87%	86%	84%
A4	3. In this unit, people treat each other with respect.	76%	78%	77%	81%	78%	80%	78%	78%
A11	4. When one area in this unit gets really busy, others help out.	65%	67%	68%	69%	70%	70%	72%	67%
2.	**Supervisor/Manager Expectations & Actions Promoting Patient Safety**								
B1	1. My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	70%	74%	71%	75%	69%	77%	71%	71%
B2	2. My supv/mgr seriously considers staff suggestions for improving patient safety.	75%	78%	75%	79%	75%	79%	76%	75%
B3R	3. Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	72%	75%	72%	76%	76%	77%	76%	72%
B4R	4. My supv/mgr overlooks patient safety problems that happen over and over.	75%	79%	76%	81%	78%	79%	75%	73%
3.	**Organizational Learning— Continuous Improvement**								
A6	1. We are actively doing things to improve patient safety.	81%	83%	80%	84%	81%	84%	81%	81%
A9	2. Mistakes have led to positive changes here.	60%	64%	61%	64%	64%	66%	63%	61%
A13	3. After we make changes to improve patient safety, we evaluate their effectiveness.	69%	70%	67%	74%	68%	73%	66%	61%

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

Table A-10. Item-level Average Percent Positive Response by Geographic Region (Page 2 of 4)

Item	Survey Items By Composite	Geographic Region							
		Mid Atlantic/ New England	South Atlantic	E. North Central	E. South Central	W. North Central	W. South Central	Mountain	Pacific
	# Hospitals	*37*	*104*	*165*	*34*	*104*	*45*	*58*	*75*
	# Respondents	*20,546*	*36,825*	*54,909*	*8,978*	*20,986*	*13,242*	*17,264*	*23,712*
4.	**Management Support for Patient Safety**								
F1	1. Hospital mgmt provides a work climate that promotes patient safety.	78%	79%	79%	83%	82%	80%	80%	77%
F8	2. The actions of hospital mgmt show that patient safety is a top priority.	72%	72%	71%	76%	72%	75%	72%	69%
F9R	3. Hospital mgmt seems interested in patient safety only after an adverse event happens.	58%	59%	59%	63%	62%	62%	59%	55%
5.	**Overall Perceptions of Patient Safety**								
A10R	1. It is just by chance that more serious mistakes don't happen around here.	58%	55%	59%	62%	66%	63%	64%	57%
A15	2. Patient safety is never sacrificed to get more work done.	64%	64%	62%	67%	67%	65%	68%	61%
A17R	3. We have patient safety problems in this unit.	58%	58%	62%	66%	68%	66%	66%	57%
A18	4. Our procedures and systems are good at preventing errors from happening.	70%	70%	69%	73%	72%	74%	69%	67%
6.	**Feedback and Communication About Error**								
C1	1. We are given feedback about changes put into place based on event reports.	54%	55%	53%	54%	50%	58%	53%	52%
C3	2. We are informed about errors that happen in this unit.	64%	67%	63%	67%	63%	70%	65%	60%
C5	3. In this unit, we discuss ways to prevent errors from happening again.	68%	71%	68%	71%	71%	73%	72%	69%

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

Table A-10. Item-level Average Percent Positive Response by Geographic Region (Page 3 of 4)

Item	Survey Items By Composite	Geographic Region							
		Mid Atlantic/ New England	South Atlantic	E. North Central	E. South Central	W. North Central	W. South Central	Mountain	Pacific
	# Hospitals	*37*	*104*	*165*	*34*	*104*	*45*	*58*	*75*
	# Respondents	*20,546*	*36,825*	*54,909*	*8,978*	*20,986*	*13,242*	*17,264*	*23,712*
7.	**Communication Openness**								
C2	1. Staff will freely speak up if they see something that may negatively affect patient care.	76%	76%	76%	77%	75%	77%	76%	76%
C4	2. Staff feel free to question the decisions or actions of those with more authority.	48%	48%	46%	47%	45%	51%	49%	48%
C6R	3. Staff are afraid to ask questions when something does not seem right.	62%	63%	62%	64%	62%	66%	64%	62%
8.	**Frequency of Events Reported**								
D1	1. When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	54%	52%	50%	56%	51%	57%	54%	50%
D2	2. When a mistake is made, but has no potential to harm the patient, how often is this reported?	57%	55%	54%	60%	58%	58%	57%	54%
D3	3. When a mistake is made that could harm the patient, but does not, how often is this reported?	73%	72%	72%	78%	75%	74%	72%	72%
9.	**Teamwork Across Units**								
F2R	1. Hospital units do not coordinate well with each other.	42%	44%	43%	51%	49%	45%	45%	40%
F4	2. There is good cooperation among hospital units that need to work together.	55%	57%	56%	64%	62%	60%	60%	55%
F6R	3. It is often unpleasant to work with staff from other hospital units.	56%	58%	56%	61%	62%	57%	61%	57%
F10	4. Hospital units work well together to provide the best care for patients.	65%	65%	65%	72%	71%	68%	69%	65%

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

Table A-10. Item-level Average Percent Positive Response by Geographic Region (Page 4 of 4)

		Geographic Region							
Item	**Survey Items By Composite**	**Mid Atlantic/ New England**	**South Atlantic**	**E. North Central**	**E. South Central**	**W. North Central**	**W. South Central**	**Mountain**	**Pacific**
	# Hospitals	*37*	*104*	*165*	*34*	*104*	*45*	*58*	*75*
	# Respondents	*20,546*	*36,825*	*54,909*	*8,978*	*20,986*	*13,242*	*17,264*	*23,712*
10.	**Staffing**								
A2	1. We have enough staff to handle the workload.	49%	51%	52%	50%	61%	55%	56%	52%
A5R	2. Staff in this unit work longer hours than is best for patient care.	47%	51%	51%	53%	55%	52%	52%	50%
A7R	3. We use more agency/temporary staff than is best for patient care.	61%	64%	67%	65%	69%	64%	61%	58%
A14R	4. We work in “crisis mode” trying to do too much, too quickly.	44%	48%	46%	49%	54%	51%	53%	46%
11.	**Handoffs & Transitions**								
F3R	1. Things “fall between the cracks” when transferring patients from one unit to another.	37%	40%	38%	47%	47%	43%	41%	36%
F5R	2. Important patient care information is often lost during shift changes.	50%	48%	48%	53%	54%	49%	50%	45%
F7R	3. Problems often occur in the exchange of information across hospital units.	40%	40%	40%	46%	46%	43%	43%	39%
F11R	4. Shift changes are problematic for patients in this hospital.	42%	43%	42%	48%	53%	44%	47%	41%
12.	**Nonpunitive Response to Error**								
A8R	1. Staff feel like their mistakes are held against them.	47%	49%	50%	53%	55%	53%	54%	48%
A12R	2. When an event is reported, it feels like the person is being written up, not the problem.	44%	44%	44%	46%	48%	47%	48%	43%
A16R	3. Staff worry that mistakes they make are kept in their personnel file.	31%	34%	33%	36%	40%	37%	38%	33%

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

Table A-11. Average Percent Distribution of Work Area/Unit Patient Safety Grades by Geographic Region

Work Area/Unit Patient Safety Grade	Geographic Region							
	Mid Atlantic/ New England	South Atlantic	E. North Central	E. South Central	W. North Central	W. South Central	Mountain	Pacific
# Hospitals	*37*	*104*	*165*	*34*	*104*	*45*	*58*	*75*
# Respondents	*20,546*	*36,825*	*54,909*	*8,978*	*20,986*	*13,242*	*17,264*	*23,712*
A Excellent	25%	23%	24%	27%	24%	30%	27%	24%
B Very Good	45%	47%	48%	48%	50%	47%	49%	46%
C Acceptable	24%	25%	23%	22%	22%	19%	20%	23%
D Poor	4%	5%	5%	3%	3%	4%	4%	6%
E Failing	1%	1%	1%	0%	0%	1%	1%	1%

Note: Average percent totals in the table may not sum to exactly 100% due to rounding of decimals.

Table A-12. Average Percent Distribution of Number of Events Reported in the Past 12 Months by Geographic Region

Number of Events Reported by Respondents	Geographic Region							
	Mid Atlantic/ New England	South Atlantic	E. North Central	E. South Central	W. North Central	W. South Central	Mountain	Pacific
# Hospitals	*37*	*104*	*165*	*34*	*104*	*45*	*58*	*75*
# Respondents	*20,546*	*36,825*	*54,909*	*8,978*	*20,986*	*13,242*	*17,264*	*23,712*
No events	56%	53%	52%	55%	50%	60%	54%	47%
1 to 2 events	26%	28%	29%	27%	28%	24%	27%	30%
3 to 5 events	11%	12%	12%	11%	14%	10%	12%	15%
6 to 10 events	4%	4%	4%	4%	5%	4%	4%	5%
11 to 20 events	2%	2%	2%	2%	2%	1%	2%	2%
21 event reports or more	1%	1%	1%	1%	1%	1%	1%	1%

Note: Average percent totals in the table may not sum to exactly 100% due to rounding of decimals.

Appendix B: Overall Results by Respondent Characteristics

Appendix B: Overall Results by Respondent Characteristics

(1) Work area/Unit

NOTE 1: Hospitals that did not ask respondents to indicate their work area/unit were excluded from these breakout tables. In addition, respondents who selected "Many different work areas/No specific work area," "Other," or did not answer (missing) were not included.

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

Table B-1. Composite-level Average Percent Positive Response by Work Area/Unit

	Work Area/Unit											
Patient Safety Culture Composites	**Anesthe-siology**	**Emer-gency**	**ICU (any type)**	**Lab**	**Medicine**	**Obstet-rics**	**Pediatrics**	**Pharmacy**	**Psych/ Mental Hlth**	**Radi-ology**	**Rehab-ilitation**	**Surgery**
# Hospitals	*177*	*486*	*401*	*526*	*518*	*345*	*236*	*464*	*232*	*539*	*464*	*506*
# Respondents	*1,184*	*9,703*	*12,040*	*9,273*	*17,143*	*8,088*	*4,534*	*5,226*	*4,298*	*10,528*	*7,429*	*17,393*
1. Teamwork Within Units	79%	79%	83%	79%	74%	80%	80%	78%	79%	79%	86%	78%
2. Supv/Mgr Expectations & Actions Promoting Patient Safety	74%	72%	72%	75%	72%	73%	75%	77%	76%	76%	81%	74%
3. Org Learning--Continuous Improvement	71%	65%	69%	72%	69%	69%	72%	75%	70%	69%	74%	74%
4. Mgmt Support for Patient Safety	65%	62%	59%	71%	65%	66%	67%	70%	67%	72%	75%	68%
5. Overall Perceptions of Patient Safety	64%	55%	56%	70%	55%	61%	65%	65%	59%	72%	76%	67%
6. Feedback & Communication About Error	64%	56%	56%	65%	57%	60%	61%	67%	66%	63%	70%	64%
7. Communication Openness	66%	61%	61%	63%	56%	63%	63%	70%	63%	64%	72%	64%
8. Frequency of Events Reported	58%	56%	56%	64%	61%	60%	60%	59%	63%	54%	61%	64%
9. Teamwork Across Units	54%	48%	53%	56%	56%	54%	53%	55%	53%	56%	61%	53%
10. Staffing	58%	49%	52%	54%	50%	56%	58%	56%	55%	62%	62%	56%
11. Handoffs & Transitions	41%	48%	47%	37%	47%	53%	46%	32%	39%	41%	40%	40%
12. Nonpunitive Response to Error	44%	37%	39%	43%	39%	42%	41%	56%	46%	46%	59%	45%
Average Across Composites	62%	57%	59%	62%	58%	61%	62%	63%	61%	63%	68%	62%

Table B-2. Item-level Average Percent Positive Response by Work Area/Unit (Page 1 of 4)

Item	Survey Items by Composite	Work Area/Unit											
		Anesthe-siology	Emer-gency	ICU (any type)	Lab	Medicine	Obstet-rics	Pedi-atrics	Pharmacy	Psych/ Mental Hlth	Radi-ology	Rehab-ilitation	Surgery
	# Hospitals	*177*	*486*	*401*	*526*	*518*	*345*	*236*	*464*	*232*	*539*	*464*	*506*
	# Respondents	*1,184*	*9,703*	*12,040*	*9,273*	*17,143*	*8,088*	*4,534*	*5,226*	*4,298*	*10,528*	*7,429*	*17,393*
1.	**Teamwork Within Units**												
A1	1. People support one another in this unit.	85%	85%	88%	83%	83%	87%	86%	85%	84%	85%	91%	83%
A3	2. When a lot of work needs to be done quickly, we work together as a team to get the work done.	87%	87%	88%	85%	80%	88%	87%	84%	84%	87%	90%	87%
A4	3. In this unit, people treat each other with respect.	78%	75%	80%	76%	74%	77%	80%	78%	79%	77%	88%	74%
A11	4. When one area in this unit gets really busy, others help out.	65%	70%	74%	70%	61%	68%	67%	67%	70%	66%	76%	65%
2.	**Supv/Mgr Expectations & Actions Promoting Patient Safety**												
B1	1. My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	70%	69%	68%	69%	70%	70%	71%	71%	74%	69%	77%	71%
B2	2. My supv/mgr seriously considers staff suggestions for improving patient safety.	76%	73%	73%	74%	73%	74%	76%	80%	77%	77%	84%	76%
B3R	3. Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	74%	72%	70%	80%	72%	72%	75%	78%	73%	78%	80%	71%
B4R	4. My supv/mgr overlooks patient safety problems that happen over and over.	76%	75%	75%	77%	74%	76%	78%	79%	78%	80%	84%	77%
3.	**Organizational Learning—Continuous Improvement**												
A6	1. We are actively doing things to improve patient safety.	85%	77%	83%	80%	81%	80%	84%	87%	81%	80%	88%	86%
A9	2. Mistakes have led to positive changes here.	63%	56%	57%	69%	59%	61%	60%	73%	60%	62%	62%	64%
A13	3. After we make changes to improve patient safety, we evaluate their effectiveness.	64%	62%	67%	66%	68%	67%	71%	66%	69%	65%	73%	71%

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

Table B-2. Item-level Average Percent Positive Response by Work Area/Unit (Page 2 of 4)

Item	Survey Items by Composite	Work Area/Unit											
		Anesthe-siology	Emer-gency	ICU (any type)	Lab	Medicine	Obstet-rics	Pedi-atrics	Pharmacy	Psych/ Mental Hlth	Radi-ology	Rehab-ilitation	Surgery
	# Hospitals	*177*	*486*	*401*	*526*	*518*	*345*	*236*	*464*	*232*	*539*	*464*	*506*
	# Respondents	*1,184*	*9,703*	*12,040*	*9,273*	*17,143*	*8,088*	*4,534*	*5,226*	*4,298*	*10,528*	*7,429*	*17,393*
4.	**Mgmt Support for Patient Safety**												
F1	1. Hospital mgmt provides a work climate that promotes patient safety.	75%	70%	68%	81%	73%	76%	76%	77%	75%	83%	84%	78%
F8	2. The actions of hospital mgmt show that patient safety is a top priority.	67%	63%	61%	73%	67%	68%	68%	71%	68%	74%	77%	69%
F9R	3. Hospital mgmt seems interested in patient safety only after an adverse event happens.	54%	52%	49%	60%	55%	54%	55%	61%	58%	60%	63%	58%
5.	**Overall Perceptions of Patient Safety**												
A10R	1. It is just by chance that more serious mistakes don't happen around here.	63%	52%	54%	64%	53%	60%	62%	62%	58%	67%	74%	63%
A15	2. Patient safety is never sacrificed to get more work done.	58%	55%	51%	70%	54%	55%	64%	63%	62%	74%	76%	64%
A17R	3. We have patient safety problems in this unit.	64%	51%	55%	70%	50%	60%	62%	62%	50%	72%	74%	66%
A18	4. Our procedures and systems are good at preventing errors from happening.	72%	61%	63%	78%	63%	68%	71%	72%	68%	75%	79%	75%
6.	**Feedback and Communication About Error**												
C1	1. We are given feedback about changes put into place based on event reports.	55%	48%	47%	52%	50%	53%	52%	53%	59%	51%	61%	53%
C3	2. We are informed about errors that happen in this unit.	61%	57%	55%	69%	55%	59%	62%	73%	67%	69%	70%	65%
C5	3. In this unit, we discuss ways to prevent errors from happening again.	74%	63%	64%	72%	65%	68%	68%	75%	73%	70%	79%	73%

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

Table B-2. Item-level Average Percent Positive Response by Work Area/Unit (Page 3 of 4)

Item	Survey Items by Composite	Work Area/Unit											
		Anesthe-siology	Emer-gency	ICU (any type)	Lab	Medicine	Obstet-rics	Pedi-atrics	Pharmacy	Psych/ Mental Hlth	Radi-ology	Rehab-ilitation	Surgery
	# Hospitals	*177*	*486*	*401*	*526*	*518*	*345*	*236*	*464*	*232*	*539*	*464*	*506*
	# Respondents	*1,184*	*9,703*	*12,040*	*9,273*	*17,143*	*8,088*	*4,534*	*5,226*	*4,298*	*10,528*	*7,429*	*17,393*
7.	**Communication Openness**												
C2	1. Staff will freely speak up if they see something that may negatively affect patient care.	76%	74%	75%	76%	71%	78%	78%	79%	77%	79%	84%	80%
C4	2. Staff feel free to question the decisions or actions of those with more authority.	53%	48%	44%	47%	40%	48%	49%	58%	50%	47%	57%	48%
C6R	3. Staff are afraid to ask questions when something does not seem right.	68%	63%	63%	66%	56%	63%	63%	72%	63%	67%	73%	63%
8.	**Frequency of Events Reported**												
D1	1. When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	53%	44%	44%	55%	50%	50%	50%	46%	55%	44%	54%	57%
D2	2. When a mistake is made, but has no potential to harm the patient, how often is this reported?	52%	53%	52%	58%	58%	56%	56%	57%	59%	48%	56%	60%
D3	3. When a mistake is made that could harm the patient, but does not, how often is this reported?	70%	71%	71%	80%	74%	74%	74%	75%	74%	69%	73%	75%
9.	**Teamwork Across Units**												
F2R	1. Hospital units do not coordinate well with each other.	39%	38%	39%	43%	43%	39%	41%	43%	39%	43%	47%	40%
F4	2. There is good cooperation among hospital units that need to work together.	53%	48%	52%	58%	56%	56%	54%	55%	52%	58%	61%	53%
F6R	3. It is often unpleasant to work with staff from other hospital units.	58%	51%	60%	56%	60%	57%	56%	58%	60%	56%	65%	55%
F10	4. Hospital units work well together to provide the best care for patients.	64%	57%	60%	66%	64%	65%	62%	65%	61%	66%	70%	62%

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

Table B-2. Item-level Average Percent Positive Response by Work Area/Unit (Page 4 of 4)

Item	Survey Items by Composite	Work Area/Unit											
		Anesthe-siology	Emer-gency	ICU (any type)	Lab	Medicine	Obstet-rics	Pedi-atrics	Pharmacy	Psych/ Mental Hlth	Radi-ology	Rehab-ilitation	Surgery
	# Hospitals	*177*	*486*	*401*	*526*	*518*	*345*	*236*	*464*	*232*	*539*	*464*	*506*
	# Respondents	*1,184*	*9,703*	*12,040*	*9,273*	*17,143*	*8,088*	*4,534*	*5,226*	*4,298*	*10,528*	*7,429*	*17,393*
10.	**Staffing**												
A2	1. We have enough staff to handle the workload.	62%	43%	48%	49%	44%	53%	57%	51%	51%	60%	56%	55%
A5R	2. Staff in this unit work longer hours than is best for patient care.	49%	51%	51%	55%	48%	52%	54%	56%	53%	58%	60%	49%
A7R	3. We use more agency/temporary staff than is best for patient care.	68%	63%	64%	66%	64%	73%	73%	69%	67%	73%	70%	70%
A14R	4. We work in “crisis mode” trying to do too much, too quickly.	54%	40%	46%	48%	43%	47%	51%	48%	51%	55%	62%	49%
11.	**Handoffs & Transitions**												
F3R	1. Things “fall between the cracks” when transferring patients from one unit to another.	39%	46%	37%	29%	42%	44%	41%	26%	33%	40%	38%	40%
F5R	2. Important patient care information is often lost during shift changes.	45%	57%	58%	44%	51%	63%	52%	36%	46%	46%	42%	45%
F7R	3. Problems often occur in the exchange of information across hospital units.	40%	45%	41%	36%	44%	46%	40%	33%	35%	39%	41%	39%
F11R	4. Shift changes are problematic for patients in this hospital.	37%	46%	53%	40%	48%	59%	48%	34%	42%	41%	37%	36%
12.	**Nonpunitive Response to Error**												
A8R	1. Staff feel like their mistakes are held against them.	54%	45%	47%	51%	46%	49%	50%	63%	52%	52%	65%	51%
A12R	2. When an event is reported, it feels like the person is being written up, not the problem.	42%	38%	41%	44%	42%	44%	45%	57%	51%	46%	59%	47%
A16R	3. Staff worry that mistakes they make are kept in their personnel file.	36%	29%	30%	33%	30%	31%	29%	49%	37%	39%	53%	37%

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

Table B-3. Average Percent Distribution of Work Area/Unit Patient Safety Grades by Work Area/Unit

Work Area/Unit Patient Safety Grade	Work Area/Unit											
	Anesthe-siology	Emer-gency	ICU (any type)	Lab	Medicine	Obstetrics	Pediatrics	Pharmacy	Psych/ Mental Health	Radiology	Rehab-ilitation	Surgery
# Hospitals	*177*	*486*	*401*	*526*	*518*	*345*	*236*	*464*	*232*	*539*	*464*	*506*
# Respondents	*1,184*	*9,703*	*12,040*	*9,273*	*17,143*	*8,088*	*4,534*	*5,226*	*4,298*	*10,528*	*7,429*	*17,393*
A Excellent	35%	16%	18%	26%	15%	21%	24%	25%	23%	28%	35%	32%
B Very Good	42%	46%	49%	51%	47%	47%	49%	49%	44%	49%	46%	45%
C Acceptable	19%	30%	26%	20%	31%	25%	22%	20%	22%	19%	16%	18%
D Poor	3%	7%	6%	3%	6%	6%	5%	5%	9%	3%	2%	4%
E Failing	1%	1%	1%	0%	1%	1%	0%	1%	1%	0%	1%	1%

Note: Average percent totals in the table may not sum to exactly 100% due to rounding of decimals.

Table B-4. Average Percent Distribution of Number of Events Reported in the Past 12 Months by Work Area/Unit

Number of Events Reported by Respondents	Work Area/Unit											
	Anesthe-siology	Emer-gency	ICU (any type)	Lab	Medicine	Obstetrics	Pediatrics	Pharmacy	Psych/ Mental Health	Radiology	Rehab-ilitation	Surgery
# Hospitals	*177*	*486*	*401*	*526*	*518*	*345*	*236*	*464*	*232*	*539*	*464*	*506*
# Respondents	*1,184*	*9,703*	*12,040*	*9,273*	*17,143*	*8,088*	*4,534*	*5,226*	*4,298*	*10,528*	*7,429*	*17,393*
No events	56%	46%	34%	49%	38%	43%	44%	42%	51%	55%	55%	46%
1 to 2 events	30%	32%	38%	29%	33%	36%	34%	18%	26%	31%	33%	32%
3 to 5 events	7%	13%	20%	12%	20%	15%	16%	15%	14%	10%	8%	14%
6 to 10 events	4%	5%	6%	5%	6%	4%	4%	10%	6%	2%	3%	5%
11 to 20 events	1%	2%	2%	3%	2%	1%	2%	8%	2%	1%	0%	1%
21 event reports or more	1%	2%	0%	3%	1%	0%	0%	8%	1%	0%	0%	1%

Note: Average percent totals in the table may not sum to exactly 100% due to rounding of decimals.

Appendix B: Overall Results by Respondent Characteristics

(2) Staff Position

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

NOTE 2: The number of hospitals and respondents in each staff position is shown. The number of hospitals is based on: 1) hospitals that asked respondents to indicate their staff position (not all hospitals asked this question), and 2) whether the hospital had at least 1 respondent in a particular staff position. However, the precise number of hospitals and respondents corresponding to each data cell in the tables will vary because hospitals may have omitted a specific survey item and because of individual non-response/missing data.

Table B-5. Composite-level Average Percent Positive Response by Staff Position

	Staff Position								
Patient Safety Culture Composites	**Admin/ Mgmt**	**Attending/ Physician/ Resident/ PA or NP**	**Dietician**	**Pat Care Asst/Aide/ Care Partner**	**Pharmacist**	**RN/LVN/LPN**	**Technician (EKG, Lab, Radiology)**	**Therapist (Respiratory, Phys, Occup, Speech)**	**Unit Asst/ Clerk/ Secretary**
# Hospitals	*581*	*444*	*320*	*530*	*434*	*606*	*549*	*529*	*573*
# Respondents	*13,750*	*8,084*	*1,195*	*10,386*	*3,123*	*66,261*	*19,230*	*9,026*	*11,914*
1. Teamwork Within Units	88%	82%	81%	74%	80%	79%	77%	84%	77%
2. Supervisor/Manager Expectations & Actions Promoting Patient Safety	84%	71%	77%	75%	77%	73%	75%	77%	76%
3. Org Learning--Continuous Improvement	81%	71%	69%	73%	74%	70%	69%	70%	70%
4. Management Support for Patient Safety	83%	69%	75%	73%	68%	64%	70%	71%	73%
5. Overall Perceptions of Patient Safety	73%	63%	66%	61%	61%	59%	70%	69%	65%
6. Feedback & Communication About Error	74%	61%	68%	64%	64%	58%	63%	65%	65%
7. Communication Openness	75%	63%	65%	57%	71%	61%	62%	67%	60%
8. Frequency of Events Reported	66%	55%	57%	65%	52%	61%	59%	55%	65%
9. Teamwork Across Units	63%	59%	61%	59%	55%	54%	54%	61%	57%
10. Staffing	63%	55%	55%	49%	56%	56%	56%	58%	51%
11. Handoffs & Transitions	45%	44%	37%	49%	30%	47%	39%	41%	45%
12. Nonpunitive Response to Error	62%	42%	45%	36%	60%	43%	43%	50%	39%
Average Across Composites	71%	61%	63%	61%	62%	60%	61%	64%	62%

Table B-6. Item-level Average Percent Positive Response by Staff Position (Page 1 of 4)

Item	Patient Safety Culture Composites	Staff Position: Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietician	Pat Care Asst/Aide/ Care Partner	Pharma-cist	RN/ LVN/ LPN	Technician (EKG, Lab, Radiology)	Therapist (Respiratory, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
	# Hospitals	*581*	*444*	*320*	*530*	*434*	*606*	*549*	*529*	*573*
	# Respondents	*13,750*	*8,084*	*1,195*	*10,386*	*3,123*	*66,261*	*19,230*	*9,026*	*11,914*
1.	**Teamwork Within Units**									
A1	1. People support one another in this unit.	93%	88%	86%	80%	87%	86%	83%	89%	82%
A3	2. When a lot of work needs to be done quickly, we work together as a team to get the work done.	93%	87%	86%	80%	85%	86%	85%	87%	83%
A4	3. In this unit, people treat each other with respect.	88%	84%	80%	72%	80%	78%	75%	84%	75%
A11	4. When one area in this unit gets really busy, others help out.	77%	70%	73%	65%	68%	67%	67%	75%	68%
2.	**Supv/Mgr Expectations & Actions Promoting Patient Safety**									
B1	1. My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	82%	69%	78%	73%	70%	70%	68%	74%	74%
B2	2. My supv/mgr seriously considers staff suggestions for improving patient safety.	87%	75%	81%	76%	79%	75%	75%	81%	76%
B3R	3. Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	84%	66%	75%	74%	78%	73%	77%	76%	77%
B4R	4. My supv/mgr overlooks patient safety problems that happen over and over.	85%	72%	76%	76%	79%	76%	78%	78%	77%
3.	**Organizational Learning— Continuous Improvement**									
A6	1. We are actively doing things to improve patient safety.	88%	79%	81%	85%	86%	83%	80%	83%	81%
A9	2. Mistakes have led to positive changes here.	80%	68%	62%	60%	76%	60%	63%	59%	62%
A13	3. After we make changes to improve patient safety, we evaluate their effectiveness.	76%	66%	64%	73%	61%	68%	65%	68%	68%

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

Table B-6. Item-level Average Percent Positive Response by Staff Position (Page 2 of 4)

Item	Patient Safety Culture Composites	Staff Position: Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietician	Pat Care Asst/Aide/ Care Partner	Pharma-cist	RN/ LVN/ LPN	Technician (EKG, Lab, Radiology)	Therapist (Respiratory, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
	# Hospitals	*581*	*444*	*320*	*530*	*434*	*606*	*549*	*529*	*573*
	# Respondents	*13,750*	*8,084*	*1,195*	*10,386*	*3,123*	*66,261*	*19,230*	*9,026*	*11,914*
4.	**Mgmt Support for Patient Safety**									
F1	1. Hospital mgmt provides a work climate that promotes patient safety.	89%	77%	86%	82%	74%	73%	81%	81%	83%
F8	2. The actions of hospital mgmt show that patient safety is a top priority.	84%	71%	78%	77%	69%	65%	72%	71%	75%
F9R	3. Hospital mgmt seems interested in patient safety only after an adverse event happens.	75%	59%	61%	59%	60%	55%	58%	59%	61%
5.	**Overall Perceptions of Patient Safety**									
A10R	1. It is just by chance that more serious mistakes don't happen around here.	72%	62%	58%	51%	61%	59%	64%	67%	56%
A15	2. Patient safety is never sacrificed to get more work done.	72%	63%	65%	63%	56%	56%	70%	68%	69%
A17R	3. We have patient safety problems in this unit.	70%	60%	66%	60%	57%	56%	70%	69%	65%
A18	4. Our procedures and systems are good at preventing errors from happening.	77%	68%	74%	69%	71%	66%	74%	74%	71%
6.	**Feedback and Communication About Error**									
C1	1. We are given feedback about changes put into place based on event reports.	64%	54%	60%	55%	51%	51%	51%	56%	55%
C3	2. We are informed about errors that happen in this unit.	77%	62%	67%	66%	69%	57%	68%	65%	68%
C5	3. In this unit, we discuss ways to prevent errors from happening again.	82%	69%	76%	71%	73%	66%	70%	73%	71%

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

Table B-6. Item-level Average Percent Positive Response by Staff Position (Page 3 of 4)

Item	Patient Safety Culture Composites	Staff Position: Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietician	Pat Care Asst/Aide/ Care Partner	Pharma-cist	RN/ LVN/ LPN	Technician (EKG, Lab, Radiology)	Therapist (Respiratory, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
	# Hospitals	*581*	*444*	*320*	*530*	*434*	*606*	*549*	*529*	*573*
	# Respondents	*13,750*	*8,084*	*1,195*	*10,386*	*3,123*	*66,261*	*19,230*	*9,026*	*11,914*
7.	**Communication Openness**									
C2	1. Staff will freely speak up if they see something that may negatively affect patient care.	83%	72%	76%	74%	79%	75%	77%	80%	76%
C4	2. Staff feel free to question the decisions or actions of those with more authority.	68%	55%	56%	41%	61%	45%	46%	53%	42%
C6R	3. Staff are afraid to ask questions when something does not seem right.	74%	63%	62%	57%	74%	62%	64%	69%	61%
8.	**Frequency of Events Reported**									
D1	1. When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	58%	48%	53%	62%	35%	48%	51%	48%	61%
D2	2. When a mistake is made, but has no potential to harm the patient, how often is this reported?	62%	50%	50%	61%	50%	59%	52%	49%	60%
D3	3. When a mistake is made that could harm the patient, but does not, how often is this reported?	78%	69%	69%	74%	72%	76%	74%	67%	75%
9.	**Teamwork Across Units**									
F2R	1. Hospital units do not coordinate well with each other.	52%	48%	50%	46%	43%	41%	42%	48%	46%
F4	2. There is good cooperation among hospital units that need to work together.	65%	60%	62%	60%	55%	55%	56%	62%	58%
F6R	3. It is often unpleasant to work with staff from other hospital units.	63%	61%	61%	59%	61%	58%	54%	67%	55%
F10	4. Hospital units work well together to provide the best care for patients.	74%	67%	71%	72%	63%	63%	65%	69%	68%

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

Table B-6. Item-level Average Percent Positive Response by Staff Position (Page 4 of 4)

Item	Patient Safety Culture Composites	Staff Position: Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietician	Pat Care Asst/Aide/ Care Partner	Pharma-cist	RN/ LVN/ LPN	Technician (EKG, Lab, Radiology)	Therapist (Respiratory, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
	# Hospitals	*581*	*444*	*320*	*530*	*434*	*606*	*549*	*529*	*573*
	# Respondents	*13,750*	*8,084*	*1,195*	*10,386*	*3,123*	*66,261*	*19,230*	*9,026*	*11,914*
10.	**Staffing**									
A2	1. We have enough staff to handle the workload.	67%	57%	57%	44%	49%	52%	53%	53%	49%
A5R	2. Staff in this unit work longer hours than is best for patient care.	59%	51%	53%	44%	59%	54%	54%	56%	48%
A7R	3. We use more agency/temporary staff than is best for patient care.	69%	61%	58%	62%	71%	71%	67%	69%	59%
A14R	4. We work in "crisis mode" trying to do too much, too quickly.	56%	51%	52%	47%	46%	47%	49%	55%	50%
11.	**Handoffs & Transitions**									
F3R	1. Things "fall between the cracks" when transferring patients from one unit to another.	41%	43%	32%	46%	25%	43%	34%	36%	44%
F5R	2. Important patient care information is often lost during shift changes.	49%	46%	40%	57%	33%	53%	45%	44%	51%
F7R	3. Problems often occur in the exchange of information across hospital units.	44%	44%	39%	43%	31%	44%	37%	42%	43%
F11R	4. Shift changes are problematic for patients in this hospital.	46%	40%	37%	50%	31%	49%	40%	41%	44%
12.	**Nonpunitive Response to Error**									
A8R	1. Staff feel like their mistakes are held against them.	69%	48%	53%	43%	65%	50%	50%	57%	45%
A12R	2. When an event is reported, it feels like the person is being written up, not the problem.	68%	45%	47%	37%	62%	46%	43%	51%	39%
A16R	3. Staff worry that mistakes they make are kept in their personnel file.	50%	31%	35%	28%	54%	33%	35%	43%	32%

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

Table B-7. Average Percent Distribution of Work Area/Unit Patient Safety Grades by Staff Position

Work Area/Unit Patient Safety Grade	Staff Position								
	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietician	Pat Care Asst/Aide/ Care Partner	Pharmacist	RN/LVN/LPN	Technician (EKG, Lab, Radiology)	Therapist (Respiratory, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
# Hospitals	*581*	*444*	*320*	*530*	*434*	*606*	*549*	*529*	*573*
# Respondents	*13,750*	*8,084*	*1,195*	*10,386*	*3,123*	*66,261*	*19,230*	*9,026*	*11,914*
A Excellent	30%	25%	27%	24%	21%	19%	27%	29%	27%
B Very Good	52%	47%	48%	46%	49%	47%	49%	46%	47%
C Acceptable	16%	22%	21%	24%	23%	26%	20%	20%	22%
D Poor	2%	5%	3%	5%	6%	6%	3%	4%	3%
E Failing	1%	1%	0%	1%	1%	1%	1%	1%	1%

Note: Average percent totals in the table may not sum to exactly 100% due to rounding of decimals.

Table B-8. Average Percent Distribution of Number of Events Reported in the Past 12 Months by Staff Position

Number of Events Reported by Respondents	Staff Position								
	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietician	Pat Care Asst/Aide/ Care Partner	Pharmacist	RN/LVN/LPN	Technician (EKG, Lab, Radiology)	Therapist (Respiratory, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
# Hospitals	*581*	*444*	*320*	*530*	*434*	*606*	*549*	*529*	*573*
# Respondents	*13,750*	*8,084*	*1,195*	*10,386*	*3,123*	*66,261*	*19,230*	*9,026*	*11,914*
No events	45%	59%	75%	75%	25%	29%	57%	59%	77%
1 to 2 events	24%	27%	16%	19%	22%	38%	29%	31%	17%
3 to 5 events	16%	9%	6%	4%	20%	22%	9%	7%	4%
6 to 10 events	8%	3%	2%	1%	13%	7%	3%	2%	1%
11 to 20 events	4%	1%	0%	0%	10%	3%	1%	0%	0%
21 event reports or more	3%	1%	0%	0%	10%	1%	1%	0%	0%

Note: Average percent totals in the table may not sum to exactly 100% due to rounding of decimals.

Appendix B: Overall Results by Respondent Characteristics

(3) Interaction with Patients

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

NOTE 2: The number of hospitals and respondents is shown in each table. The number of hospitals is based on: 1) hospitals that asked respondents to indicate their interaction with patients (not all hospitals asked this question), and 2) whether the hospital had at least 1 respondent in the response categories (WITH or WITHOUT direct interaction with patients). However, the precise number of hospitals and respondents corresponding to each data cell in the tables will vary because hospitals may have omitted a specific survey item and because of individual non-response/missing data.

Table B-9. Composite-level Average Percent Positive Response by Interaction with Patients

Patient Safety Culture Composites	Interaction with Patients: WITH direct interaction	Interaction with Patients: WITHOUT direct interaction
# Hospitals	*614*	*596*
# Respondents	*143,052*	*43,658*
1. Teamwork Within Units	79%	81%
2. Supervisor/Manager Expectations & Actions Promoting Patient Safety	75%	76%
3. Org Learning--Continuous Improvement	71%	72%
4. Management Support for Patient Safety	69%	76%
5. Overall Perceptions of Patient Safety	64%	66%
6. Feedback & Communication About Error	62%	66%
7. Communication Openness	62%	64%
8. Frequency of Events Reported	60%	62%
9. Teamwork Across Units	57%	58%
10. Staffing	56%	53%
11. Handoffs & Transitions	45%	38%
12. Nonpunitive Response to Error	43%	47%
Average Across Composites	62%	63%

Table B-10. Item-level Average Percent Positive Response by Interaction with Patients (Page 1 of 4)

Item	Survey Items By Composite	Interaction with Patients: WITH direct interaction	Interaction with Patients: WITHOUT direct interaction
	# Hospitals	*614*	*596*
	# Respondents	*143,052*	*43,658*
1.	**Teamwork Within Units**		
A1	1. People support one another in this unit.	85%	86%
A3	2. When a lot of work needs to be done quickly, we work together as a team to get the work done.	86%	87%
A4	3. In this unit, people treat each other with respect.	77%	80%
A11	4. When one area in this unit gets really busy, others help out.	68%	69%
2.	**Supervisor/Manager Expectations & Actions Promoting Patient Safety**		
B1	1. My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	71%	75%
B2	2. My supv/mgr seriously considers staff suggestions for improving patient safety.	76%	78%
B3R	3. Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	74%	76%
B4R	4. My supv/mgr overlooks patient safety problems that happen over and over.	77%	77%
3.	**Organizational Learning— Continuous Improvement**		
A6	1. We are actively doing things to improve patient safety.	82%	80%
A9	2. Mistakes have led to positive changes here.	62%	69%
A13	3. After we make changes to improve patient safety, we evaluate their effectiveness.	68%	68%

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

Table B-10. Item-level Average Percent Positive Response by Interaction with Patients (Page 2 of 4)

Item	Survey Items By Composite	Interaction with Patients: WITH direct interaction	Interaction with Patients: WITHOUT direct interaction
	# Hospitals	*614*	*596*
	# Respondents	*143,052*	*43,658*
4.	**Management Support for Patient Safety**		
F1	1. Hospital mgmt provides a work climate that promotes patient safety.	78%	85%
F8	2. The actions of hospital mgmt show that patient safety is a top priority.	70%	78%
F9R	3. Hospital mgmt seems interested in patient safety only after an adverse event happens.	58%	66%
5.	**Overall Perceptions of Patient Safety**		
A10R	1. It is just by chance that more serious mistakes don't happen around here.	60%	61%
A15	2. Patient safety is never sacrificed to get more work done.	64%	66%
A17R	3. We have patient safety problems in this unit.	62%	65%
A18	4. Our procedures and systems are good at preventing errors from happening.	70%	72%
6.	**Feedback and Communication About Error**		
C1	1. We are given feedback about changes put into place based on event reports.	53%	56%
C3	2. We are informed about errors that happen in this unit.	63%	69%
C5	3. In this unit, we discuss ways to prevent errors from happening again.	70%	74%

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

Table B-10. Item-level Average Percent Positive Response by Interaction with Patients (Page 3 of 4)

Item	Survey Items By Composite	Interaction with Patients: WITH direct interaction	Interaction with Patients: WITHOUT direct interaction
	# Hospitals	*614*	*596*
	# Respondents	*143,052*	*43,658*
7.	**Communication Openness**		
C2	1. Staff will freely speak up if they see something that may negatively affect patient care.	76%	76%
C4	2. Staff feel free to question the decisions or actions of those with more authority.	46%	51%
C6R	3. Staff are afraid to ask questions when something does not seem right.	63%	66%
8.	**Frequency of Events Reported**		
D1	1. When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	51%	56%
D2	2. When a mistake is made, but has no potential to harm the patient, how often is this reported?	56%	57%
D3	3. When a mistake is made that could harm the patient, but does not, how often is this reported?	73%	73%
9.	**Teamwork Across Units**		
F2R	1. Hospital units do not coordinate well with each other.	44%	47%
F4	2. There is good cooperation among hospital units that need to work together.	58%	59%
F6R	3. It is often unpleasant to work with staff from other hospital units.	59%	57%
F10	4. Hospital units work well together to provide the best care for patients.	66%	70%

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

Table B-10. Item-level Average Percent Positive Response by Interaction with Patients (Page 4 of 4)

Item	Survey Items By Composite	Interaction with Patients: WITH direct interaction	Interaction with Patients: WITHOUT direct interaction
	# Hospitals	*614*	*596*
	# Respondents	*143,052*	*43,658*
10.	**Staffing**		
A2	1. We have enough staff to handle the workload.	53%	57%
A5R	2. Staff in this unit work longer hours than is best for patient care.	53%	49%
A7R	3. We use more agency/temporary staff than is best for patient care.	67%	57%
A14R	4. We work in "crisis mode" trying to do too much, too quickly.	49%	48%
11.	**Handoffs & Transitions**		
F3R	1. Things "fall between the cracks" when transferring patients from one unit to another.	42%	35%
F5R	2. Important patient care information is often lost during shift changes.	51%	43%
F7R	3. Problems often occur in the exchange of information across hospital units.	43%	38%
F11R	4. Shift changes are problematic for patients in this hospital.	46%	39%
12.	**Nonpunitive Response to Error**		
A8R	1. Staff feel like their mistakes are held against them.	50%	55%
A12R	2. When an event is reported, it feels like the person is being written up, not the problem.	45%	49%
A16R	3. Staff worry that mistakes they make are kept in their personnel file.	35%	38%

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

Table B-11. Average Percent Distribution of Work Area/Unit Patient Safety Grades by Interaction with Patients

	Interaction with Patients	
Work Area/Unit Patient Safety Grade	**WITH direct interaction**	**WITHOUT direct interaction**
# Hospitals	*614*	*596*
# Respondents	*143,052*	*43,658*
A Excellent	24%	28%
B Very Good	48%	49%
C Acceptable	23%	20%
D Poor	5%	3%
E Failing	1%	0%

Note: Average percent totals in the table may not sum to exactly 100% due to rounding of decimals.

Table B-12. Average Percent Distribution of Number of Events Reported in the Past 12 Months by Interaction with Patients

	Interaction with Patients	
Number of Events Reported by Respondents	**WITH direct interaction**	**WITHOUT direct interaction**
# Hospitals	*614*	*596*
# Respondents	*143,052*	*43,658*
No events	48%	68%
1 to 2 events	31%	16%
3 to 5 events	14%	8%
6 to 10 events	5%	4%
11 to 20 events	2%	2%
21 event reports or more	1%	2%

Note: Average percent totals in the table may not sum to exactly 100% due to rounding of decimals.

Part III

Appendix C: Trending Results by Hospital Characteristics

Appendix C: Trending Results by Hospital Characteristics

(1) Bed Size

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

Table C-1. Trending: Composite-level Average Percent Positive Response by Bed Size (Page 1 of 2)

Patient Safety Culture Composites	Database Year	Bed Size						
		6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-499 beds	500+ beds
# Hospitals	*Both Years*	*21*	*42*	*37*	*32*	*22*	*26*	*24*
# Respondents	*Most Recent*	*1,054*	*3,550*	*4,360*	*8,886*	*8,408*	*15,678*	*27,605*
	Previous	*1,362*	*3,401*	*4,686*	*7,573*	*8,108*	*14,300*	*25,891*
1. Teamwork Within Units	Most Recent	83%	83%	78%	79%	77%	78%	76%
	Previous	81%	82%	77%	73%	69%	75%	77%
	Change	2%	1%	1%	**6%**	**8%**	3%	-1%
2. Supervisor/Manager Expectations & Actions Promoting Patient Safety	Most Recent	76%	80%	74%	75%	73%	72%	72%
	Previous	75%	78%	73%	74%	69%	71%	72%
	Change	1%	2%	1%	1%	4%	1%	0%
3. Org Learning--Continuous Improvement	Most Recent	73%	75%	72%	72%	70%	70%	68%
	Previous	71%	74%	69%	65%	62%	67%	69%
	Change	2%	1%	3%	**7%**	**8%**	3%	-1%
4. Management Support for Patient Safety	Most Recent	77%	77%	70%	71%	66%	67%	64%
	Previous	76%	77%	68%	65%	61%	66%	65%
	Change	1%	0%	2%	**6%**	**5%**	1%	-1%
5. Overall Perceptions of Patient Safety	Most Recent	74%	72%	65%	64%	61%	61%	52%
	Previous	71%	68%	63%	60%	54%	58%	58%
	Change	3%	4%	2%	4%	**7%**	3%	**-6%**
6. Feedback & Communication About Error	Most Recent	66%	65%	62%	63%	60%	61%	60%
	Previous	66%	65%	61%	58%	55%	60%	61%
	Change	0%	0%	1%	**5%**	**5%**	1%	-1%

Table C-1. Trending: Composite-level Average Percent Positive Response by Bed Size (Page 2 of 2)

		Bed Size						
Patient Safety Culture Composites	**Database Year**	**6-24 beds**	**25-49 beds**	**50-99 beds**	**100-199 beds**	**200-299 beds**	**300-499 beds**	**500+ beds**
# Hospitals	*Both Years*	*21*	*42*	*37*	*32*	*22*	*26*	*24*
# Respondents	*Most Recent*	*1,054*	*3,550*	*4,360*	*8,886*	*8,408*	*15,678*	*27,605*
	Previous	*1,362*	*3,401*	*4,686*	*7,573*	*8,108*	*14,300*	*25,891*
7. Communication Openness	Most Recent	65%	64%	61%	61%	60%	60%	59%
	Previous	65%	62%	60%	58%	56%	61%	61%
	Change	0%	2%	1%	3%	4%	-1%	-2%
8. Frequency of Events Reported	Most Recent	64%	65%	60%	63%	59%	60%	57%
	Previous	64%	63%	60%	58%	54%	57%	57%
	Change	0%	2%	0%	**5%**	**5%**	3%	0%
9. Teamwork Across Units	Most Recent	68%	65%	58%	57%	50%	52%	49%
	Previous	66%	64%	57%	53%	47%	50%	50%
	Change	2%	1%	1%	4%	3%	2%	-1%
10. Staffing	Most Recent	65%	61%	54%	53%	50%	52%	47%
	Previous	62%	59%	55%	51%	46%	49%	49%
	Change	3%	2%	-1%	2%	4%	3%	-2%
11. Handoffs & Transitions	Most Recent	59%	53%	47%	43%	37%	38%	37%
	Previous	55%	51%	46%	41%	36%	37%	38%
	Change	4%	2%	1%	2%	1%	1%	-1%
12. Nonpunitive Response to Error	Most Recent	53%	50%	43%	44%	41%	41%	38%
	Previous	49%	47%	42%	42%	39%	39%	38%
	Change	4%	3%	1%	2%	2%	2%	0%

Table C-2. Trending: Item-level Average Percent Positive Response by Bed Size (Page 1 of 6)

Item	Survey Items by Composite	Database Year	Bed Size: 6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-499 beds	500+ beds
	# Hospitals	*Both Years*	*21*	*42*	*37*	*32*	*22*	*26*	*24*
	# Respondents	*Most Recent*	*1,054*	*3,550*	*4,360*	*8,886*	*8,408*	*15,678*	*27,605*
		Previous	*1,362*	*3,401*	*4,686*	*7,573*	*8,108*	*14,300*	*25,891*
1.	**Teamwork Within Units**								
A1	1. People support one another in this unit.	Most Recent	88%	88%	83%	84%	83%	84%	84%
		Previous	86%	86%	82%	78%	73%	81%	83%
		Change	2%	2%	1%	**6%**	**10%**	3%	1%
A3	2. When a lot of work needs to be done quickly, we work together as a team to get the work done.	Most Recent	91%	90%	84%	84%	85%	84%	82%
		Previous	89%	89%	85%	79%	76%	82%	82%
		Change	2%	1%	-1%	**5%**	**9%**	2%	0%
A4	3. In this unit, people treat each other with respect.	Most Recent	80%	82%	75%	77%	76%	76%	75%
		Previous	80%	80%	76%	72%	68%	74%	75%
		Change	0%	2%	-1%	**5%**	**8%**	2%	0%
A11	4. When one area in this unit gets really busy, others help out.	Most Recent	74%	73%	69%	69%	66%	67%	65%
		Previous	70%	71%	67%	64%	59%	64%	66%
		Change	4%	2%	2%	**5%**	**7%**	3%	-1%
2.	**Supervisor/Manager Expectations & Actions Promoting Patient Safety**								
B1	1. My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	Most Recent	71%	76%	70%	72%	72%	70%	72%
		Previous	69%	74%	69%	67%	65%	67%	71%
		Change	2%	2%	1%	**5%**	**7%**	3%	1%
B2	2. My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	77%	81%	75%	77%	75%	73%	74%
		Previous	77%	80%	75%	71%	67%	71%	75%
		Change	0%	1%	0%	**6%**	**8%**	2%	-1%
B3R	3. Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	80%	80%	75%	75%	71%	71%	68%
		Previous	78%	78%	73%	73%	67%	69%	69%
		Change	2%	2%	2%	2%	4%	2%	-1%
B4R	4. My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	76%	82%	77%	77%	74%	73%	75%
		Previous	76%	80%	75%	72%	67%	71%	73%
		Change	0%	2%	2%	**5%**	**7%**	2%	2%

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

Table C-2. Trending: Item-level Average Percent Positive Response by Bed Size (Page 2 of 6)

Item	Survey Items by Composite	Database Year	Bed Size: 6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-499 beds	500+ beds
	# Hospitals	*Both Years*	*21*	*42*	*37*	*32*	*22*	*26*	*24*
	# Respondents	*Most Recent*	*1,054*	*3,550*	*4,360*	*8,886*	*8,408*	*15,678*	*27,605*
		Previous	*1,362*	*3,401*	*4,686*	*7,573*	*8,108*	*14,300*	*25,891*
3.	**Organizational Learning— Continuous Improvement**								
A6	1. We are actively doing things to improve patient safety.	Most Recent	83%	86%	83%	83%	81%	81%	79%
		Previous	82%	85%	81%	75%	71%	79%	80%
		Change	1%	1%	2%	**8%**	**10%**	2%	-1%
A9	2. Mistakes have led to positive changes here.	Most Recent	67%	68%	63%	65%	61%	62%	60%
		Previous	64%	67%	61%	59%	53%	59%	61%
		Change	3%	1%	2%	**6%**	**8%**	3%	-1%
A13	3. After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	69%	73%	69%	70%	67%	67%	65%
		Previous	68%	70%	66%	62%	60%	64%	66%
		Change	1%	3%	3%	**8%**	**7%**	3%	-1%
4.	**Management Support for Patient Safety**								
F1	1. Hospital mgmt provides a work climate that promotes patient safety.	Most Recent	85%	86%	80%	80%	75%	76%	73%
		Previous	85%	86%	78%	74%	71%	76%	75%
		Change	0%	0%	2%	**6%**	4%	0%	-2%
F8	2. The actions of hospital mgmt show that patient safety is a top priority.	Most Recent	78%	78%	71%	73%	69%	70%	67%
		Previous	76%	78%	69%	66%	60%	67%	69%
		Change	2%	0%	2%	**7%**	**9%**	3%	-2%
F9R	3. Hospital mgmt seems interested in patient safety only after an adverse event happens.	Most Recent	67%	68%	58%	59%	55%	56%	52%
		Previous	66%	66%	57%	55%	51%	54%	52%
		Change	1%	2%	1%	4%	4%	2%	0%

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

Table C-2. Trending: Item-level Average Percent Positive Response by Bed Size (Page 3 of 6)

Item	Survey Items by Composite	Database Year	Bed Size 6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-499 beds	500+ beds
	# Hospitals	*Both Years*	*21*	*42*	*37*	*32*	*22*	*26*	*24*
	# Respondents	*Most Recent*	*1,054*	*3,550*	*4,360*	*8,886*	*8,408*	*15,678*	*27,605*
		Previous	*1,362*	*3,401*	*4,686*	*7,573*	*8,108*	*14,300*	*25,891*
5.	**Overall Perceptions of Patient Safety**								
A10R	1. It is just by chance that more serious mistakes don't happen around here.	Most Recent	69%	67%	61%	60%	56%	59%	45%
		Previous	65%	64%	61%	57%	52%	55%	54%
		Change	4%	3%	0%	3%	4%	4%	**-9%**
A15	2. Patient safety is never sacrificed to get more work done.	Most Recent	77%	73%	63%	65%	61%	59%	55%
		Previous	75%	69%	64%	60%	52%	56%	58%
		Change	2%	4%	-1%	**5%**	**9%**	3%	-3%
A17R	3. We have patient safety problems in this unit.	Most Recent	74%	70%	63%	62%	57%	58%	44%
		Previous	72%	68%	62%	58%	51%	56%	55%
		Change	2%	2%	1%	4%	**6%**	2%	**-11%**
A18	4. Our procedures and systems are good at preventing errors from happening.	Most Recent	75%	76%	71%	71%	69%	68%	65%
		Previous	70%	73%	67%	64%	60%	66%	66%
		Change	**5%**	3%	4%	**7%**	**9%**	2%	-1%
6.	**Feedback and Communication About Error**								
C1	1. We are given feedback about changes put into place based on event reports.	Most Recent	52%	53%	52%	54%	53%	54%	54%
		Previous	53%	53%	50%	49%	48%	53%	56%
		Change	-1%	0%	2%	**5%**	**5%**	1%	-2%
C3	2. We are informed about errors that happen in this unit.	Most Recent	72%	67%	65%	65%	61%	61%	60%
		Previous	69%	68%	65%	60%	58%	60%	60%
		Change	3%	-1%	0%	**5%**	3%	1%	0%
C5	3. In this unit, we discuss ways to prevent errors from happening again.	Most Recent	73%	74%	70%	70%	67%	68%	66%
		Previous	75%	74%	69%	64%	60%	67%	68%
		Change	-2%	0%	1%	**6%**	**7%**	1%	-2%

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

Table C-2. Trending: Item-level Average Percent Positive Response by Bed Size (Page 4 of 6)

Item	Survey Items by Composite	Database Year	Bed Size: 6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-499 beds	500+ beds
	# Hospitals	*Both Years*	*21*	*42*	*37*	*32*	*22*	*26*	*24*
	# Respondents	*Most Recent*	*1,054*	*3,550*	*4,360*	*8,886*	*8,408*	*15,678*	*27,605*
		Previous	*1,362*	*3,401*	*4,686*	*7,573*	*8,108*	*14,300*	*25,891*
7.	**Communication Openness**								
C2	1. Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent	78%	78%	75%	75%	74%	74%	72%
		Previous	80%	76%	75%	70%	68%	74%	74%
		Change	-2%	2%	0%	**5%**	**6%**	0%	-2%
C4	2. Staff feel free to question the decisions or actions of those with more authority.	Most Recent	50%	48%	46%	48%	47%	46%	46%
		Previous	50%	47%	45%	44%	44%	47%	48%
		Change	0%	1%	1%	4%	3%	-1%	-2%
C6R	3. Staff are afraid to ask questions when something does not seem right.	Most Recent	67%	66%	61%	62%	59%	61%	59%
		Previous	66%	63%	60%	59%	55%	61%	60%
		Change	1%	3%	1%	3%	4%	0%	-1%
8.	**Frequency of Events Reported**								
D1	1. When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	Most Recent	55%	56%	51%	55%	52%	53%	51%
		Previous	55%	54%	51%	50%	47%	51%	51%
		Change	0%	2%	0%	**5%**	**5%**	2%	0%
D2	2. When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent	61%	61%	56%	59%	55%	55%	53%
		Previous	61%	59%	55%	54%	50%	52%	52%
		Change	0%	2%	1%	**5%**	**5%**	3%	1%
D3	3. When a mistake is made that could harm the patient, but does not, how often is this reported?	Most Recent	77%	78%	73%	73%	70%	71%	68%
		Previous	78%	77%	72%	70%	65%	69%	67%
		Change	-1%	1%	1%	3%	**5%**	2%	1%

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

Table C-2. Trending: Item-level Average Percent Positive Response by Bed Size (Page 5 of 6)

Item	Survey Items by Composite	Database Year	Bed Size: 6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-499 beds	500+ beds
	# Hospitals	*Both Years*	*21*	*42*	*37*	*32*	*22*	*26*	*24*
	# Respondents	*Most Recent*	*1,054*	*3,550*	*4,360*	*8,886*	*8,408*	*15,678*	*27,605*
		Previous	*1,362*	*3,401*	*4,686*	*7,573*	*8,108*	*14,300*	*25,891*
9.	**Teamwork Across Units**								
F2R	1. Hospital units do not coordinate well with each other.	Most Recent	57%	54%	45%	45%	37%	39%	37%
		Previous	54%	52%	45%	42%	37%	37%	37%
		Change	3%	2%	0%	3%	0%	2%	0%
F4	2. There is good cooperation among hospital units that need to work together.	Most Recent	71%	67%	59%	59%	51%	53%	50%
		Previous	68%	67%	60%	53%	47%	50%	51%
		Change	3%	0%	-1%	**6%**	4%	3%	-1%
F6R	3. It is often unpleasant to work with staff from other hospital units.	Most Recent	67%	65%	58%	58%	51%	54%	51%
		Previous	65%	63%	57%	53%	49%	52%	53%
		Change	2%	2%	1%	**5%**	2%	2%	-2%
F10	4. Hospital units work well together to provide the best care for patients.	Most Recent	78%	75%	68%	68%	59%	62%	58%
		Previous	76%	75%	68%	62%	56%	59%	60%
		Change	2%	0%	0%	**6%**	3%	3%	-2%
10.	**Staffing**								
A2	1. We have enough staff to handle the workload.	Most Recent	64%	63%	53%	51%	47%	50%	44%
		Previous	63%	62%	54%	51%	43%	47%	47%
		Change	1%	1%	-1%	0%	4%	3%	-3%
A5R	2. Staff in this unit work longer hours than is best for patient care.	Most Recent	61%	55%	51%	51%	48%	50%	45%
		Previous	56%	55%	51%	48%	45%	49%	46%
		Change	**5%**	0%	0%	3%	3%	1%	-1%
A7R	3. We use more agency/temporary staff than is best for patient care.	Most Recent	69%	68%	63%	62%	64%	65%	61%
		Previous	69%	64%	65%	59%	55%	60%	60%
		Change	0%	4%	-2%	3%	**9%**	**5%**	1%
A14R	4. We work in "crisis mode" trying to do too much, too quickly.	Most Recent	64%	59%	50%	48%	43%	43%	39%
		Previous	58%	55%	49%	47%	40%	41%	41%
		Change	**6%**	4%	1%	1%	3%	2%	-2%

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

Table C-2. Trending: Item-level Average Percent Positive Response by Bed Size (Page 6 of 6)

Item	Survey Items by Composite	Database Year	Bed Size: 6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-499 beds	500+ beds
	# Hospitals	*Both Years*	*21*	*42*	*37*	*32*	*22*	*26*	*24*
	# Respondents	*Most Recent*	*1,054*	*3,550*	*4,360*	*8,886*	*8,408*	*15,678*	*27,605*
		Previous	*1,362*	*3,401*	*4,686*	*7,573*	*8,108*	*14,300*	*25,891*
11.	**Handoffs & Transitions**								
F3R	1. Things "fall between the cracks" when transferring patients from one unit to another.	Most Recent	58%	52%	44%	39%	32%	32%	32%
		Previous	55%	50%	45%	38%	31%	32%	32%
		Change	3%	2%	-1%	1%	1%	0%	0%
F5R	2. Important patient care information is often lost during shift changes.	Most Recent	59%	55%	50%	48%	44%	45%	44%
		Previous	56%	55%	50%	45%	41%	44%	46%
		Change	3%	0%	0%	3%	3%	1%	-2%
F7R	3. Problems often occur in the exchange of information across hospital units.	Most Recent	57%	51%	45%	42%	36%	36%	34%
		Previous	52%	49%	45%	37%	34%	34%	35%
		Change	**5%**	2%	0%	**5%**	2%	2%	-1%
F11R	4. Shift changes are problematic for patients in this hospital.	Most Recent	61%	55%	47%	43%	37%	39%	36%
		Previous	58%	52%	44%	43%	37%	38%	38%
		Change	3%	3%	3%	0%	0%	1%	-2%
12.	**Nonpunitive Response to Error**								
A8R	1. Staff feel like their mistakes are held against them.	Most Recent	61%	57%	50%	51%	48%	47%	44%
		Previous	58%	55%	49%	49%	45%	45%	44%
		Change	3%	2%	1%	2%	3%	2%	0%
A12R	2. When an event is reported, it feels like the person is being written up, not the problem.	Most Recent	53%	51%	44%	46%	43%	43%	41%
		Previous	48%	48%	42%	43%	41%	41%	40%
		Change	**5%**	3%	2%	3%	2%	2%	1%
A16R	3. Staff worry that mistakes they make are kept in their personnel file.	Most Recent	45%	42%	36%	35%	33%	31%	28%
		Previous	41%	38%	35%	35%	30%	30%	28%
		Change	4%	4%	1%	0%	3%	1%	0%

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

Table C-3. Trending: Average Percent Distribution of Work Area/Unit Patient Safety Grades by Bed Size

Work Area/Unit Patient Safety Grade		Database Year	Bed Size: 6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-499 beds	500+ beds
# Hospitals		*Both Years*	*21*	*42*	*37*	*32*	*22*	*26*	*24*
# Respondents		*Most Recent*	*1,054*	*3,550*	*4,360*	*8,886*	*8,408*	*15,678*	*27,605*
		Previous	*1,362*	*3,401*	*4,686*	*7,573*	*8,108*	*14,300*	*25,891*
A	**Excellent**	Most Recent	28%	28%	22%	27%	25%	24%	21%
		Previous	25%	25%	20%	24%	20%	22%	21%
		Change	3%	3%	2%	3%	**5%**	2%	0%
B	**Very Good**	Most Recent	50%	50%	49%	46%	42%	46%	44%
		Previous	46%	49%	45%	47%	42%	46%	44%
		Change	4%	1%	4%	-1%	0%	0%	0%
C	**Acceptable**	Most Recent	20%	20%	23%	21%	27%	24%	27%
		Previous	21%	20%	26%	24%	29%	25%	27%
		Change	-1%	0%	-3%	-3%	-2%	-1%	0%
D	**Poor**	Most Recent	3%	2%	5%	5%	6%	6%	7%
		Previous	6%	4%	8%	4%	7%	6%	6%
		Change	-3%	-2%	-3%	1%	-1%	0%	1%
E	**Failing**	Most Recent	0%	0%	1%	1%	1%	1%	1%
		Previous	2%	1%	2%	1%	2%	1%	2%
		Change	-2%	-1%	-1%	0%	-1%	0%	-1%

Table C-4. Trending: Average Percent Distribution of Number of Events Reported in the Past 12 Months by Respondent Bed Size

		Bed Size						
Number of Events Reported by Respondents	**Database Year**	**6-24 beds**	**25-49 beds**	**50-99 beds**	**100-199 beds**	**200-299 beds**	**300-499 beds**	**500+ beds**
# Hospitals	*Both Years*	*21*	*42*	*37*	*32*	*22*	*26*	*24*
# Respondents	*Most Recent*	*1,054*	*3,550*	*4,360*	*8,886*	*8,408*	*15,678*	*27,605*
	Previous	*1,362*	*3,401*	*4,686*	*7,573*	*8,108*	*14,300*	*25,891*
No events	Most Recent	53%	52%	51%	53%	50%	53%	55%
	Previous	60%	53%	55%	55%	50%	53%	53%
	Change	**-7%**	-1%	-4%	-2%	0%	0%	2%
1 to 2 events	Most Recent	26%	28%	29%	27%	28%	28%	28%
	Previous	22%	27%	26%	25%	27%	27%	27%
	Change	4%	1%	3%	2%	1%	1%	1%
3 to 5 events	Most Recent	14%	13%	12%	12%	14%	12%	12%
	Previous	12%	12%	12%	12%	14%	13%	12%
	Change	2%	1%	0%	0%	0%	-1%	0%
6 to 10 events	Most Recent	4%	5%	4%	4%	5%	4%	4%
	Previous	4%	5%	5%	5%	6%	4%	4%
	Change	0%	0%	-1%	-1%	-1%	0%	0%
11 to 20 events	Most Recent	2%	2%	2%	2%	2%	1%	2%
	Previous	2%	2%	2%	2%	2%	2%	2%
	Change	0%	0%	0%	0%	0%	-1%	0%
21 event reports or more	Most Recent	1%	1%	1%	1%	2%	1%	1%
	Previous	1%	1%	1%	1%	2%	1%	1%
	Change	0%	0%	0%	0%	0%	0%	0%

Appendix C: Trending Results by Hospital Characteristics

(2) Teaching Status and (3) Ownership and Control

NOTE: The number of hospitals and respondents in each breakout category is shown in each table (e.g., the number of hospitals and respondents by teaching status and ownership and control). However, the precise number of hospitals and respondents corresponding to each data cell in a table will vary because hospitals may have omitted a specific survey item and because of individual non-response/missing data.

Table C-5. Trending: Composite-level Average Percent Positive Response by Hospital Teaching Status, and Ownership and Control (Page 1 of 2)

		Teaching Status		Ownership and Control	
Patient Safety Culture Composites	**Database Year**	**Teaching**	**Non-teaching**	**Govt**	**Non-Govt**
# Hospitals	*Both Years*	*59*	*145*	*63*	*141*
# Respondents	*Most Recent* *Previous*	*40,839* *38,681*	*28,702* *26,640*	*10,036* *10,007*	*59,505* *55,314*
1. Teamwork Within Units	Most Recent	77%	81%	80%	79%
	Previous	73%	78%	79%	76%
	Change	4%	3%	1%	3%
2. Supervisor/Manager Expectations & Actions Promoting Patient Safety	Most Recent	73%	76%	76%	74%
	Previous	71%	75%	75%	73%
	Change	2%	1%	1%	1%
3. Org Learning--Continuous Improvement	Most Recent	69%	73%	73%	71%
	Previous	66%	70%	71%	67%
	Change	3%	3%	2%	4%
4. Management Support for Patient Safety	Most Recent	66%	73%	74%	70%
	Previous	64%	71%	73%	67%
	Change	2%	2%	1%	3%
5. Overall Perceptions of Patient Safety	Most Recent	58%	67%	69%	63%
	Previous	57%	64%	66%	61%
	Change	1%	3%	3%	2%
6. Feedback & Communication About Error	Most Recent	61%	63%	64%	62%
	Previous	59%	62%	63%	60%
	Change	2%	1%	1%	2%

Table C-5. Trending: Composite-level Average Percent Positive Response by Hospital Teaching Status, and Ownership and Control (Page 2 of 2)

		Teaching Status		Ownership and Control	
Patient Safety Culture Composites	**Database Year**	**Teaching**	**Non-teaching**	**Govt**	**Non-Govt**
# Hospitals	*Both Years*	*59*	*145*	*63*	*141*
# Respondents	*Most Recent* *Previous*	*40,839* *38,681*	*28,702* *26,640*	*10,036* *10,007*	*59,505* *55,314*
7. Communication Openness	Most Recent	59%	62%	63%	61%
	Previous	58%	61%	61%	60%
	Change	1%	1%	2%	1%
8. Frequency of Events Reported	Most Recent	58%	63%	63%	61%
	Previous	56%	61%	62%	58%
	Change	2%	2%	1%	3%
9. Teamwork Across Units	Most Recent	51%	61%	62%	56%
	Previous	50%	58%	61%	54%
	Change	1%	3%	1%	2%
10. Staffing	Most Recent	50%	57%	59%	54%
	Previous	49%	55%	57%	52%
	Change	1%	2%	2%	2%
11. Handoffs & Transitions	Most Recent	38%	48%	52%	42%
	Previous	39%	46%	49%	42%
	Change	-1%	2%	3%	0%
12. Nonpunitive Response to Error	Most Recent	40%	47%	47%	43%
	Previous	38%	44%	45%	42%
	Change	2%	3%	2%	1%

Table C-6. Trending: Item-level Average Percent Positive Response by Hospital Teaching Status, and Ownership and Control (Page 1 of 6)

			Teaching Status		Ownership and Control	
Item	**Survey Items by Composite**	**Database Year**	**Teaching**	**Non-teaching**	**Govt**	**Non-Govt**
	# Hospitals	*Both Years*	*59*	*145*	*63*	*141*
	# Respondents	*Most Recent*	*40,839*	*28,702*	*10,036*	*59,505*
		Previous	*38,681*	*26,640*	*10,007*	*55,314*
1.	**Teamwork Within Units**					
A1	1. People support one another in this unit.	Most Recent	83%	86%	84%	85%
		Previous	78%	83%	84%	81%
		Change	**5%**	3%	0%	4%
A3	2. When a lot of work needs to be done quickly, we work together as a team to get the work done.	Most Recent	83%	87%	87%	86%
		Previous	79%	86%	87%	82%
		Change	4%	1%	0%	4%
A4	3. In this unit, people treat each other with respect.	Most Recent	75%	78%	77%	78%
		Previous	71%	77%	77%	74%
		Change	4%	1%	0%	4%
A11	4. When one area in this unit gets really busy, others help out.	Most Recent	66%	71%	69%	69%
		Previous	63%	68%	68%	65%
		Change	3%	3%	1%	4%
2.	**Supervisor/Manager Expectations & Actions Promoting Patient Safety**					
B1	1. My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	Most Recent	71%	72%	72%	72%
		Previous	67%	70%	70%	69%
		Change	4%	2%	2%	3%
B2	2. My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	75%	77%	77%	76%
		Previous	71%	75%	76%	73%
		Change	4%	2%	1%	3%
B3R	3. Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	71%	76%	78%	73%
		Previous	70%	75%	76%	72%
		Change	1%	1%	2%	1%
B4R	4. My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	75%	78%	79%	76%
		Previous	71%	76%	77%	73%
		Change	4%	2%	2%	3%

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

Table C-6. Trending: Item-level Average Percent Positive Response by Hospital Teaching Status, and Ownership and Control (Page 2 of 6)

			Teaching Status		Ownership and Control	
Item	**Survey Items by Composite**	**Database Year**	**Teaching**	**Non-teaching**	**Govt**	**Non-Govt**
	# Hospitals	*Both Years*	*59*	*145*	*63*	*141*
	# Respondents	*Most Recent*	*40,839*	*28,702*	*10,036*	*59,505*
		Previous	*38,681*	*26,640*	*10,007*	*55,314*
3.	**Organizational Learning— Continuous Improvement**					
A6	1. We are actively doing things to improve patient safety.	Most Recent	80%	83%	84%	82%
		Previous	77%	81%	83%	78%
		Change	3%	2%	1%	4%
A9	2. Mistakes have led to positive changes here.	Most Recent	61%	65%	65%	63%
		Previous	58%	62%	63%	60%
		Change	3%	3%	2%	3%
A13	3. After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	66%	70%	71%	68%
		Previous	63%	67%	69%	64%
		Change	3%	3%	2%	4%
4.	**Management Support for Patient Safety**					
F1	1. Hospital mgmt provides a work climate that promotes patient safety.	Most Recent	75%	82%	83%	78%
		Previous	73%	81%	83%	76%
		Change	2%	1%	0%	2%
F8	2. The actions of hospital mgmt show that patient safety is a top priority.	Most Recent	69%	74%	75%	72%
		Previous	66%	71%	74%	68%
		Change	3%	3%	1%	4%
F9R	3. Hospital mgmt seems interested in patient safety only after an adverse event happens.	Most Recent	55%	62%	63%	59%
		Previous	53%	60%	61%	56%
		Change	2%	2%	2%	3%

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

Table C-6. Trending: Item-level Average Percent Positive Response by Hospital Teaching Status, and Ownership and Control (Page 3 of 6)

			Teaching Status		Ownership and Control	
Item	**Survey Items by Composite**	**Database Year**	**Teaching**	**Non-teaching**	**Govt**	**Non-Govt**
	# Hospitals	*Both Years*	*59*	*145*	*63*	*141*
	# Respondents	*Most Recent*	*40,839*	*28,702*	*10,036*	*59,505*
		Previous	*38,681*	*26,640*	*10,007*	*55,314*
5.	**Overall Perceptions of Patient Safety**					
A10R	1. It is just by chance that more serious mistakes don't happen around here.	Most Recent	53%	63%	63%	59%
		Previous	54%	61%	60%	58%
		Change	-1%	2%	3%	1%
A15	2. Patient safety is never sacrificed to get more work done.	Most Recent	59%	68%	70%	63%
		Previous	57%	65%	68%	60%
		Change	2%	3%	2%	3%
A17R	3. We have patient safety problems in this unit.	Most Recent	52%	66%	68%	59%
		Previous	54%	63%	65%	59%
		Change	-2%	3%	3%	0%
A18	4. Our procedures and systems are good at preventing errors from happening.	Most Recent	67%	73%	73%	70%
		Previous	63%	69%	69%	66%
		Change	4%	4%	4%	4%
6.	**Feedback and Communication About Error**					
C1	1. We are given feedback about changes put into place based on event reports.	Most Recent	54%	53%	51%	54%
		Previous	52%	52%	51%	52%
		Change	2%	1%	0%	2%
C3	2. We are informed about errors that happen in this unit.	Most Recent	61%	66%	68%	63%
		Previous	59%	65%	67%	62%
		Change	2%	1%	1%	1%
C5	3. In this unit, we discuss ways to prevent errors from happening again.	Most Recent	68%	71%	72%	70%
		Previous	65%	70%	72%	67%
		Change	3%	1%	0%	3%

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

Table C-6. Trending: Item-level Average Percent Positive Response by Hospital Teaching Status, and Ownership and Control (Page 4 of 6)

			Teaching Status		Ownership and Control	
Item	**Survey Items by Composite**	**Database Year**	**Teaching**	**Non-teaching**	**Govt**	**Non-Govt**
	# Hospitals	*Both Years*	*59*	*145*	*63*	*141*
	# Respondents	*Most Recent*	*40,839*	*28,702*	*10,036*	*59,505*
		Previous	*38,681*	*26,640*	*10,007*	*55,314*
7.	**Communication Openness**					
C2	1. Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent	73%	76%	75%	75%
		Previous	71%	75%	75%	73%
		Change	2%	1%	0%	2%
C4	2. Staff feel free to question the decisions or actions of those with more authority.	Most Recent	46%	48%	48%	47%
		Previous	46%	46%	47%	46%
		Change	0%	2%	1%	1%
C6R	3. Staff are afraid to ask questions when something does not seem right.	Most Recent	59%	63%	65%	61%
		Previous	58%	62%	63%	60%
		Change	1%	1%	2%	1%
8.	**Frequency of Events Reported**					
D1	1. When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	Most Recent	51%	54%	55%	53%
		Previous	48%	53%	54%	50%
		Change	3%	1%	1%	3%
D2	2. When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent	54%	59%	60%	56%
		Previous	51%	57%	58%	54%
		Change	3%	2%	2%	2%
D3	3. When a mistake is made that could harm the patient, but does not, how often is this reported?	Most Recent	70%	75%	75%	73%
		Previous	68%	73%	75%	71%
		Change	2%	2%	0%	2%

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

Table C-6. Trending: Item-level Average Percent Positive Response by Hospital Teaching Status, and Ownership and Control (Page 5 of 6)

			Teaching Status		Ownership and Control	
Item	**Survey Items by Composite**	**Database Year**	**Teaching**	**Non-teaching**	**Govt**	**Non-Govt**
	# Hospitals	*Both Years*	*59*	*145*	*63*	*141*
	# Respondents	*Most Recent*	*40,839*	*28,702*	*10,036*	*59,505*
		Previous	*38,681*	*26,640*	*10,007*	*55,314*
9.	**Teamwork Across Units**					
F2R	1. Hospital units do not coordinate well with each other.	Most Recent	38%	49%	50%	44%
		Previous	39%	46%	49%	42%
		Change	-1%	3%	1%	2%
F4	2. There is good cooperation among hospital units that need to work together.	Most Recent	51%	63%	64%	57%
		Previous	50%	60%	63%	55%
		Change	1%	3%	1%	2%
F6R	3. It is often unpleasant to work with staff from other hospital units.	Most Recent	53%	61%	61%	57%
		Previous	52%	58%	60%	55%
		Change	1%	3%	1%	2%
F10	4. Hospital units work well together to provide the best care for patients.	Most Recent	61%	71%	72%	66%
		Previous	59%	69%	71%	63%
		Change	2%	2%	1%	3%
10.	**Staffing**					
A2	1. We have enough staff to handle the workload.	Most Recent	47%	57%	59%	52%
		Previous	48%	55%	58%	51%
		Change	-1%	2%	1%	1%
A5R	2. Staff in this unit work longer hours than is best for patient care.	Most Recent	47%	54%	55%	51%
		Previous	47%	52%	54%	49%
		Change	0%	2%	1%	2%
A7R	3. We use more agency/temporary staff than is best for patient care.	Most Recent	62%	66%	64%	65%
		Previous	58%	64%	64%	61%
		Change	4%	2%	0%	4%
A14R	4. We work in “crisis mode” trying to do too much, too quickly.	Most Recent	43%	53%	57%	47%
		Previous	43%	50%	52%	46%
		Change	0%	3%	**5%**	1%

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

Table C-6. Trending: Item-level Average Percent Positive Response by Hospital Teaching Status, and Ownership and Control (Page 6 of 6)

			Teaching Status		Ownership and Control	
Item	**Survey Items by Composite**	**Database Year**	**Teaching**	**Non-teaching**	**Govt**	**Non-Govt**
	# Hospitals	*Both Years*	*59*	*145*	*63*	*141*
	# Respondents	*Most Recent*	*40,839*	*28,702*	*10,036*	*59,505*
		Previous	*38,681*	*26,640*	*10,007*	*55,314*
11.	**Handoffs & Transitions**					
F3R	1. Things "fall between the cracks" when transferring patients from one unit to another.	Most Recent	33%	46%	51%	38%
		Previous	34%	44%	49%	38%
		Change	-1%	2%	2%	0%
F5R	2. Important patient care information is often lost during shift changes.	Most Recent	45%	52%	54%	48%
		Previous	45%	50%	53%	47%
		Change	0%	2%	1%	1%
F7R	3. Problems often occur in the exchange of information across hospital units.	Most Recent	35%	47%	49%	41%
		Previous	36%	44%	46%	40%
		Change	-1%	3%	3%	1%
F11R	4. Shift changes are problematic for patients in this hospital.	Most Recent	38%	49%	53%	43%
		Previous	40%	47%	50%	42%
		Change	-2%	2%	3%	1%
12.	**Nonpunitive Response to Error**					
A8R	1. Staff feel like their mistakes are held against them.	Most Recent	46%	54%	54%	50%
		Previous	44%	52%	53%	48%
		Change	2%	2%	1%	2%
A12R	2. When an event is reported, it feels like the person is being written up, not the problem.	Most Recent	42%	48%	47%	46%
		Previous	41%	45%	45%	43%
		Change	1%	3%	2%	3%
A16R	3. Staff worry that mistakes they make are kept in their personnel file.	Most Recent	31%	39%	40%	35%
		Previous	30%	36%	37%	33%
		Change	1%	3%	3%	2%

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

Table C-7. Trending: Average Percent Distribution of Work Area/Unit Patient Safety Grades by Hospital Teaching Status, and Ownership and Control

Work Area/Unit Patient Safety Grade		Database Year	Teaching Status		Ownership and Control	
			Teaching	Non-teaching	Govt	Non-Govt
	# Hospitals	*Both Years*	*59*	*145*	*63*	*141*
	# Respondents	*Most Recent*	*40,839*	*28,702*	*10,036*	*59,505*
		Previous	*38,681*	*26,640*	*10,007*	*55,314*
A	**Excellent**	Most Recent	22%	26%	25%	25%
		Previous	20%	23%	22%	23%
		Change	2%	3%	3%	2%
B	**Very Good**	Most Recent	44%	48%	50%	46%
		Previous	45%	46%	47%	46%
		Change	-1%	2%	3%	0%
C	**Acceptable**	Most Recent	25%	21%	21%	23%
		Previous	27%	23%	24%	24%
		Change	-2%	-2%	-3%	-1%
D	**Poor**	Most Recent	7%	4%	3%	5%
		Previous	7%	6%	6%	6%
		Change	0%	-2%	-3%	-1%
E	**Failing**	Most Recent	1%	1%	0%	1%
		Previous	1%	1%	1%	1%
		Change	0%	0%	-1%	0%

Table C-8. Trending: Average Percent Distribution of Number of Events Reported in the Past 12 Months by Hospital Teaching Status, and Ownership and Control

		Teaching Status		Ownership and Control	
Number of Events Reported by Respondents	**Database Year**	**Teaching**	**Non-teaching**	**Govt**	**Non-Govt**
# Hospitals	*Both Years*	*59*	*145*	*63*	*141*
# Respondents	*Most Recent*	*40,839*	*28,702*	*10,036*	*59,505*
	Previous	*38,681*	*26,640*	*10,007*	*55,314*
No events	Most Recent	53%	52%	53%	52%
	Previous	52%	55%	58%	52%
	Change	1%	-3%	**-5%**	0%
1 to 2 events	Most Recent	28%	27%	26%	29%
	Previous	27%	25%	23%	27%
	Change	1%	2%	3%	2%
3 to 5 events	Most Recent	12%	13%	13%	12%
	Previous	13%	12%	12%	13%
	Change	-1%	1%	1%	-1%
6 to 10 events	Most Recent	4%	5%	5%	4%
	Previous	5%	5%	4%	5%
	Change	-1%	0%	1%	-1%
11 to 20 events	Most Recent	2%	2%	2%	2%
	Previous	2%	2%	2%	2%
	Change	0%	0%	0%	0%
21 events reports or more	Most Recent	1%	1%	1%	1%
	Previous	1%	1%	1%	1%
	Change	0%	0%	0%	0%

Appendix D: Trending Results by Respondent Characteristics

Appendix D: Trending Results by Respondent Characteristics

(1) Work Area/Unit

NOTE 1: The number of hospitals and respondents in each breakout category is shown in each table (e.g., the number of hospitals and respondents by work area/unit). However, the precise number of hospitals and respondents corresponding to each data cell in a table will vary because hospitals may have omitted a specific survey item and because of individual non-response/missing data.

NOTE 2: Only hospitals that had at least 1 respondent in the particular work area/unit for both their previous and most recent administrations of the survey are included.

NOTE 3: Respondents who selected "Many different work areas/No specific work area," "Other," or those who did not answer (missing) are not included.

Table D-1. Trending: Composite-level Average Percent Positive Response by Work Area/Unit (Page 1 of 2)

Patient Safety Culture Composites	Database Year	Work Area/Unit: Anesthe-siology	Emer-gency	ICU (any type)	Lab	Medicine	Obstet-rics	Pedi-atrics	Pharmacy	Psych/ Mental Hlth	Radi-ology	Rehab-ilitation	Surgery
# Hospitals	*Both Years*	*42*	*146*	*114*	*164*	*171*	*101*	*62*	*135*	*60*	*161*	*139*	*154*
# Respondents	*Most Recent*	*293*	*3,442*	*4,032*	*2,926*	*7,598*	*2,600*	*1,356*	*1,705*	*1,174*	*3,275*	*2,090*	*5,282*
	Previous	*406*	*3,120*	*3,895*	*2,865*	*6,220*	*1,876*	*1,525*	*1,560*	*1,220*	*3,082*	*1,941*	*5,328*
1. Teamwork Within Units	Most Recent	83%	79%	82%	79%	75%	81%	77%	78%	77%	79%	86%	79%
	Previous	77%	76%	80%	78%	72%	74%	77%	75%	71%	78%	82%	75%
	Change	**6%**	3%	2%	1%	3%	**7%**	0%	3%	**6%**	1%	4%	4%
2. Supv/Mgr Expectations & Actions Promoting Patient Safety	Most Recent	75%	71%	70%	75%	72%	74%	78%	76%	77%	77%	83%	74%
	Previous	70%	73%	71%	75%	72%	72%	72%	76%	74%	76%	80%	74%
	Change	**5%**	-2%	-1%	0%	0%	2%	**6%**	0%	3%	1%	3%	0%
3. Org Learning-- Continuous Improvement	Most Recent	71%	65%	69%	73%	71%	72%	74%	75%	70%	71%	75%	75%
	Previous	71%	63%	68%	69%	67%	68%	65%	74%	66%	67%	71%	71%
	Change	0%	2%	1%	4%	4%	4%	**9%**	1%	4%	4%	4%	4%
4. Management Support for Patient Safety	Most Recent	64%	63%	59%	72%	65%	69%	66%	69%	65%	74%	74%	69%
	Previous	70%	60%	59%	71%	63%	64%	65%	68%	61%	70%	74%	67%
	Change	**-6%**	3%	0%	1%	2%	**5%**	1%	1%	4%	4%	0%	2%
5. Overall Perceptions of Patient Safety	Most Recent	59%	54%	56%	71%	55%	62%	64%	64%	57%	73%	74%	68%
	Previous	61%	55%	55%	71%	53%	58%	63%	64%	57%	70%	73%	65%
	Change	-2%	-1%	1%	0%	2%	4%	1%	0%	0%	3%	1%	3%
6. Feedback & Communication About Error	Most Recent	66%	55%	54%	65%	56%	62%	62%	65%	68%	64%	71%	64%
	Previous	60%	55%	53%	63%	56%	58%	60%	63%	58%	64%	68%	63%
	Change	**6%**	0%	1%	2%	0%	4%	2%	2%	**10%**	0%	3%	1%

Table D-1. Trending: Composite-level Average Percent Positive Response by Work Area/Unit (Page 2 of 2)

Patient Safety Culture Composites	Database Year	Work Area/Unit: Anesthe-siology	Emer-gency	ICU (any type)	Lab	Medicine	Obstet-rics	Pedi-atrics	Pharmacy	Psych/ Mental Hlth	Radi-ology	Rehab-ilitation	Surgery
# Hospitals	*Both Years*	*42*	*146*	*114*	*164*	*171*	*101*	*62*	*135*	*60*	*161*	*139*	*154*
# Respondents	*Most Recent*	*293*	*3,442*	*4,032*	*2,926*	*7,598*	*2,600*	*1,356*	*1,705*	*1,174*	*3,275*	*2,090*	*5,282*
	Previous	*406*	*3,120*	*3,895*	*2,865*	*6,220*	*1,876*	*1,525*	*1,560*	*1,220*	*3,082*	*1,941*	*5,328*
7. Communication Openness	Most Recent	62%	60%	61%	62%	55%	63%	64%	69%	66%	63%	71%	64%
	Previous	70%	58%	60%	62%	55%	62%	64%	66%	59%	61%	67%	64%
	Change	**-8%**	2%	1%	0%	0%	1%	0%	3%	**7%**	2%	4%	0%
8. Frequency of Events Reported	Most Recent	59%	57%	57%	66%	62%	62%	62%	60%	65%	56%	61%	65%
	Previous	45%	57%	57%	64%	59%	58%	57%	57%	57%	52%	62%	62%
	Change	**14%**	0%	0%	2%	3%	4%	**5%**	3%	**8%**	4%	-1%	3%
9. Teamwork Across Units	Most Recent	50%	47%	52%	57%	56%	54%	53%	53%	51%	57%	60%	53%
	Previous	54%	49%	50%	55%	56%	52%	50%	54%	46%	55%	58%	52%
	Change	-4%	-2%	2%	2%	0%	2%	3%	-1%	**5%**	2%	2%	1%
10. Staffing	Most Recent	53%	47%	54%	54%	51%	58%	60%	54%	53%	64%	61%	55%
	Previous	46%	49%	52%	54%	51%	51%	60%	52%	51%	62%	60%	55%
	Change	**7%**	-2%	2%	0%	0%	**7%**	0%	2%	2%	2%	1%	0%
11. Handoffs & Transitions	Most Recent	37%	47%	46%	38%	49%	54%	47%	31%	40%	44%	38%	40%
	Previous	36%	48%	48%	38%	47%	49%	45%	31%	37%	42%	42%	41%
	Change	1%	-1%	-2%	0%	2%	**5%**	2%	0%	3%	2%	-4%	-1%
12. Nonpunitive Response to Error	Most Recent	43%	38%	38%	44%	41%	42%	43%	54%	51%	45%	57%	45%
	Previous	39%	35%	38%	43%	40%	37%	46%	52%	39%	44%	56%	46%
	Change	4%	3%	0%	1%	1%	**5%**	-3%	2%	**12%**	1%	1%	-1%

Table D-2. Trending: Item-level Average Percent Positive Response by Work Area/Unit (Page 1 of 6)

Item	Survey Items by Composite	Database Year	Work Area/Unit: Anesthesiology	Emergency	ICU (any type)	Lab	Medicine	Obstetrics	Pediatrics	Pharmacy	Psych/ Mental Hlth	Radiology	Rehabilitation	Surgery
	# Hospitals	*Both Years*	*42*	*146*	*114*	*164*	*171*	*101*	*62*	*135*	*60*	*161*	*139*	*154*
	# Respondents	*Most Recent*	*293*	*3,442*	*4,032*	*2,926*	*7,598*	*2,600*	*1,356*	*1,705*	*1,174*	*3,275*	*2,090*	*5,282*
		Previous	*406*	*3,120*	*3,895*	*2,865*	*6,220*	*1,876*	*1,525*	*1,560*	*1,220*	*3,082*	*1,941*	*5,328*
1.	**Teamwork Within Units**													
A1	1. People support one another in this unit.	Most Recent	90%	84%	86%	85%	84%	88%	81%	85%	82%	83%	89%	85%
		Previous	83%	82%	84%	81%	79%	78%	80%	82%	74%	82%	88%	80%
		Change	**7%**	2%	2%	4%	**5%**	**10%**	1%	3%	**8%**	1%	1%	**5%**
A3	2. When a lot of work needs to be done quickly, we work together as a team to get the work done.	Most Recent	89%	86%	89%	86%	82%	89%	83%	84%	83%	88%	90%	88%
		Previous	79%	83%	87%	84%	80%	84%	82%	80%	77%	88%	85%	84%
		Change	**10%**	3%	2%	2%	2%	**5%**	1%	4%	**6%**	0%	**5%**	4%
A4	3. In this unit, people treat each other with respect.	Most Recent	83%	75%	77%	77%	74%	78%	75%	79%	75%	75%	87%	76%
		Previous	78%	74%	78%	76%	71%	72%	76%	74%	72%	75%	83%	73%
		Change	**5%**	1%	-1%	1%	3%	**6%**	-1%	**5%**	3%	0%	4%	3%
A11	4. When one area in this unit gets really busy, others help out.	Most Recent	70%	69%	75%	71%	61%	68%	67%	65%	68%	68%	77%	66%
		Previous	69%	67%	70%	70%	59%	63%	69%	63%	61%	66%	72%	62%
		Change	1%	2%	**5%**	1%	2%	**5%**	-2%	2%	**7%**	2%	**5%**	4%
2.	**Supervisor/Manager Expectations & Actions Promoting Patient Safety**													
B1	1. My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	Most Recent	71%	68%	65%	69%	68%	72%	71%	70%	75%	70%	78%	73%
		Previous	63%	69%	66%	67%	66%	65%	66%	69%	62%	70%	73%	69%
		Change	**8%**	-1%	-1%	2%	2%	**7%**	**5%**	1%	**13%**	0%	**5%**	4%
B2	2. My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	77%	73%	72%	74%	73%	75%	81%	77%	77%	77%	84%	77%
		Previous	74%	72%	70%	75%	70%	70%	74%	72%	69%	74%	81%	75%
		Change	3%	1%	2%	-1%	3%	**5%**	**7%**	**5%**	**8%**	3%	3%	2%
B3R	3. Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	71%	70%	70%	80%	72%	73%	79%	79%	76%	79%	82%	71%
		Previous	68%	73%	69%	78%	72%	72%	73%	78%	77%	76%	79%	72%
		Change	3%	-3%	1%	2%	0%	1%	**6%**	1%	-1%	3%	3%	-1%
B4R	4. My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	79%	74%	72%	76%	74%	75%	81%	79%	78%	82%	86%	78%
		Previous	71%	72%	71%	74%	74%	71%	67%	77%	72%	77%	79%	75%
		Change	**8%**	2%	1%	2%	0%	4%	**14%**	2%	**6%**	**5%**	**7%**	3%

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Table D-2. Trending: Item-level Average Percent Positive Response by Work Area/Unit (Page 2 of 6)

Item	Survey Items by Composite	Database Year	Work Area/Unit: Anesthesiology	Emergency	ICU (any type)	Lab	Medicine	Obstetrics	Pediatrics	Pharmacy	Psych/ Mental Hlth	Radiology	Rehabilitation	Surgery
	# Hospitals	*Both Years*	*42*	*146*	*114*	*164*	*171*	*101*	*62*	*135*	*60*	*161*	*139*	*154*
	# Respondents	*Most Recent*	*293*	*3,442*	*4,032*	*2,926*	*7,598*	*2,600*	*1,356*	*1,705*	*1,174*	*3,275*	*2,090*	*5,282*
		Previous	*406*	*3,120*	*3,895*	*2,865*	*6,220*	*1,876*	*1,525*	*1,560*	*1,220*	*3,082*	*1,941*	*5,328*
3.	**Organizational Learning— Continuous Improvement**													
A6	1. We are actively doing things to improve patient safety.	Most Recent	89%	77%	84%	81%	82%	84%	86%	86%	78%	82%	88%	87%
		Previous	81%	72%	81%	76%	77%	77%	79%	84%	76%	78%	84%	84%
		Change	**8%**	**5%**	3%	**5%**	**5%**	**7%**	**7%**	2%	2%	4%	4%	3%
A9	2. Mistakes have led to positive changes here.	Most Recent	62%	56%	56%	70%	61%	63%	64%	72%	61%	63%	62%	65%
		Previous	61%	56%	56%	65%	59%	61%	54%	73%	56%	59%	58%	62%
		Change	1%	0%	0%	**5%**	2%	2%	**10%**	-1%	**5%**	4%	4%	3%
A13	3. After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	61%	63%	68%	67%	69%	69%	69%	67%	71%	67%	74%	73%
		Previous	71%	60%	66%	64%	63%	65%	63%	67%	65%	63%	71%	68%
		Change	**-10%**	3%	2%	3%	**6%**	4%	**6%**	0%	**6%**	4%	3%	**5%**
4.	**Management Support for Patient Safety**													
F1	1. Hospital mgmt provides a work climate that promotes patient safety.	Most Recent	73%	71%	68%	82%	74%	77%	77%	76%	72%	84%	81%	79%
		Previous	81%	71%	68%	81%	73%	74%	76%	74%	69%	81%	83%	76%
		Change	**-8%**	0%	0%	1%	1%	3%	1%	2%	3%	3%	-2%	3%
F8	2. The actions of hospital mgmt show that patient safety is a top priority.	Most Recent	66%	64%	60%	74%	67%	71%	68%	70%	68%	74%	77%	70%
		Previous	70%	59%	59%	73%	63%	65%	61%	71%	62%	70%	75%	68%
		Change	-4%	**5%**	1%	1%	4%	**6%**	**7%**	-1%	**6%**	4%	2%	2%
F9R	3. Hospital mgmt seems interested in patient safety only after an adverse event happens.	Most Recent	53%	53%	49%	60%	54%	58%	54%	60%	56%	63%	64%	57%
		Previous	58%	49%	49%	59%	53%	53%	58%	60%	52%	58%	63%	57%
		Change	**-5%**	4%	0%	1%	1%	**5%**	-4%	0%	4%	**5%**	1%	0%

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Table D-2. Trending: Item-level Average Percent Positive Response by Work Area/Unit (Page 3 of 6)

Item	Survey Items by Composite	Database Year	Work Area/Unit: Anesthesiology	Emergency	ICU (any type)	Lab	Medicine	Obstetrics	Pediatrics	Pharmacy	Psych/ Mental Hlth	Radiology	Rehabilitation	Surgery
	# Hospitals	*Both Years*	*42*	*146*	*114*	*164*	*171*	*101*	*62*	*135*	*60*	*161*	*139*	*154*
	# Respondents	*Most Recent*	*293*	*3,442*	*4,032*	*2,926*	*7,598*	*2,600*	*1,356*	*1,705*	*1,174*	*3,275*	*2,090*	*5,282*
		Previous	*406*	*3,120*	*3,895*	*2,865*	*6,220*	*1,876*	*1,525*	*1,560*	*1,220*	*3,082*	*1,941*	*5,328*
5.	**Overall Perceptions of Patient Safety**													
A10R	1. It is just by chance that more serious mistakes don't happen around here.	Most Recent	58%	52%	54%	65%	53%	60%	60%	60%	55%	67%	72%	63%
		Previous	61%	52%	55%	65%	54%	56%	64%	62%	57%	63%	70%	60%
		Change	-3%	0%	-1%	0%	-1%	4%	-4%	-2%	-2%	4%	2%	3%
A15	2. Patient safety is never sacrificed to get more work done.	Most Recent	52%	55%	54%	73%	55%	59%	62%	65%	61%	76%	75%	66%
		Previous	56%	55%	50%	70%	51%	55%	60%	61%	63%	73%	74%	64%
		Change	-4%	0%	4%	3%	4%	4%	2%	4%	-2%	3%	1%	2%
A17R	3. We have patient safety problems in this unit.	Most Recent	57%	50%	55%	68%	50%	59%	62%	60%	48%	73%	71%	66%
		Previous	57%	52%	51%	70%	49%	57%	60%	61%	48%	71%	71%	65%
		Change	0%	-2%	4%	-2%	1%	2%	2%	-1%	0%	2%	0%	1%
A18	4. Our procedures and systems are good at preventing errors from happening.	Most Recent	70%	60%	63%	78%	64%	70%	73%	73%	66%	76%	79%	76%
		Previous	71%	59%	63%	78%	60%	65%	66%	71%	61%	72%	77%	71%
		Change	-1%	1%	0%	0%	4%	**5%**	**7%**	2%	**5%**	4%	2%	**5%**
6.	**Feedback and Communication About Error**													
C1	1. We are given feedback about changes put into place based on event reports.	Most Recent	59%	47%	45%	52%	49%	56%	54%	50%	59%	52%	61%	54%
		Previous	46%	48%	47%	51%	49%	53%	52%	50%	48%	53%	59%	49%
		Change	**13%**	-1%	-2%	1%	0%	3%	2%	0%	**11%**	-1%	2%	**5%**
C3	2. We are informed about errors that happen in this unit.	Most Recent	61%	55%	54%	71%	55%	61%	63%	71%	71%	70%	72%	66%
		Previous	60%	56%	51%	68%	56%	57%	61%	66%	58%	69%	69%	66%
		Change	1%	-1%	3%	3%	-1%	4%	2%	**5%**	**13%**	1%	3%	0%
C5	3. In this unit, we discuss ways to prevent errors from happening again.	Most Recent	78%	62%	63%	73%	65%	69%	68%	73%	73%	70%	80%	74%
		Previous	76%	62%	62%	71%	62%	65%	67%	72%	67%	69%	76%	72%
		Change	2%	0%	1%	2%	3%	4%	1%	1%	**6%**	1%	4%	2%

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Table D-2. Trending: Item-level Average Percent Positive Response by Work Area/Unit (Page 4 of 6)

Item	Survey Items by Composite	Database Year	Work Area/Unit: Anesthesiology	Emergency	ICU (any type)	Lab	Medicine	Obstetrics	Pediatrics	Pharmacy	Psych/ Mental Hlth	Radiology	Rehabilitation	Surgery
	# Hospitals	*Both Years*	*42*	*146*	*114*	*164*	*171*	*101*	*62*	*135*	*60*	*161*	*139*	*154*
	# Respondents	*Most Recent*	*293*	*3,442*	*4,032*	*2,926*	*7,598*	*2,600*	*1,356*	*1,705*	*1,174*	*3,275*	*2,090*	*5,282*
		Previous	*406*	*3,120*	*3,895*	*2,865*	*6,220*	*1,876*	*1,525*	*1,560*	*1,220*	*3,082*	*1,941*	*5,328*
7.	**Communication Openness**													
C2	1. Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent	71%	72%	75%	77%	70%	78%	78%	78%	78%	77%	84%	79%
		Previous	81%	70%	70%	74%	69%	75%	74%	77%	70%	74%	81%	78%
		Change	**-10%**	2%	**5%**	3%	1%	3%	4%	1%	**8%**	3%	3%	1%
C4	2. Staff feel free to question the decisions or actions of those with more authority.	Most Recent	48%	48%	45%	46%	40%	48%	52%	57%	54%	46%	58%	48%
		Previous	58%	45%	48%	45%	40%	49%	52%	52%	49%	47%	53%	50%
		Change	**-10%**	3%	-3%	1%	0%	-1%	0%	**5%**	**5%**	-1%	**5%**	-2%
C6R	3. Staff are afraid to ask questions when something does not seem right.	Most Recent	68%	61%	61%	64%	55%	64%	62%	71%	67%	66%	70%	64%
		Previous	71%	59%	61%	66%	55%	61%	65%	69%	59%	62%	67%	64%
		Change	-3%	2%	0%	-2%	0%	3%	-3%	2%	**8%**	4%	3%	0%
8.	**Frequency of Events Reported**													
D1	1. When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	Most Recent	55%	48%	45%	57%	52%	55%	52%	48%	58%	47%	54%	57%
		Previous	33%	45%	46%	55%	50%	46%	46%	46%	50%	44%	56%	53%
		Change	**22%**	3%	-1%	2%	2%	**9%**	**6%**	2%	**8%**	3%	-2%	4%
D2	2. When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent	57%	53%	54%	61%	60%	57%	58%	57%	60%	50%	57%	61%
		Previous	44%	56%	53%	59%	57%	54%	54%	53%	52%	47%	56%	57%
		Change	**13%**	-3%	1%	2%	3%	3%	4%	4%	**8%**	3%	1%	4%
D3	3. When a mistake is made that could harm the patient, but does not, how often is this reported?	Most Recent	65%	71%	70%	80%	75%	74%	75%	75%	77%	70%	73%	77%
		Previous	59%	71%	71%	78%	71%	75%	71%	72%	70%	66%	72%	75%
		Change	**6%**	0%	-1%	2%	4%	-1%	4%	3%	**7%**	4%	1%	2%

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Table D-2. Trending: Item-level Average Percent Positive Response by Work Area/Unit (Page 5 of 6)

Item	Survey Items by Composite	Database Year	Work Area/Unit: Anesthe-siology	Emer-gency	ICU (any type)	Lab	Medi-cine	Obstet-rics	Pedi-atrics	Pharm-acy	Psych/ Mental Hlth	Radi-ology	Rehab-ilitation	Surgery
	# Hospitals	*Both Years*	*42*	*146*	*114*	*164*	*171*	*101*	*62*	*135*	*60*	*161*	*139*	*154*
	# Respondents	*Most Recent*	*293*	*3,442*	*4,032*	*2,926*	*7,598*	*2,600*	*1,356*	*1,705*	*1,174*	*3,275*	*2,090*	*5,282*
		Previous	*406*	*3,120*	*3,895*	*2,865*	*6,220*	*1,876*	*1,525*	*1,560*	*1,220*	*3,082*	*1,941*	*5,328*
9.	**Teamwork Across Units**													
F2R	1. Hospital units do not coordinate well with each other.	Most Recent	32%	36%	36%	44%	44%	38%	38%	41%	35%	45%	45%	41%
		Previous	39%	41%	37%	43%	44%	38%	41%	42%	31%	43%	46%	39%
		Change	**-7%**	**-5%**	-1%	1%	0%	0%	-3%	-1%	4%	2%	-1%	2%
F4	2. There is good cooperation among hospital units that need to work together.	Most Recent	50%	47%	51%	60%	57%	57%	56%	52%	50%	59%	61%	55%
		Previous	54%	48%	52%	57%	54%	54%	51%	56%	44%	57%	60%	51%
		Change	-4%	-1%	-1%	3%	3%	3%	**5%**	-4%	**6%**	2%	1%	4%
F6R	3. It is often unpleasant to work with staff from other hospital units.	Most Recent	53%	48%	59%	57%	60%	58%	55%	56%	59%	56%	63%	53%
		Previous	61%	47%	53%	56%	60%	54%	56%	53%	56%	55%	60%	56%
		Change	**-8%**	1%	**6%**	1%	0%	4%	-1%	3%	3%	1%	3%	-3%
F10	4. Hospital units work well together to provide the best care for patients.	Most Recent	64%	56%	62%	68%	65%	65%	63%	63%	59%	68%	70%	64%
		Previous	63%	59%	57%	64%	64%	61%	55%	64%	55%	65%	65%	61%
		Change	1%	-3%	**5%**	4%	1%	4%	**8%**	-1%	4%	3%	**5%**	3%
10.	**Staffing**													
A2	1. We have enough staff to handle the workload.	Most Recent	59%	41%	50%	49%	46%	54%	59%	47%	48%	64%	54%	54%
		Previous	49%	44%	49%	54%	46%	43%	53%	48%	45%	60%	54%	53%
		Change	**10%**	-3%	1%	**-5%**	0%	**11%**	**6%**	-1%	3%	4%	0%	1%
A5R	2. Staff in this unit work longer hours than is best for patient care.	Most Recent	38%	50%	54%	53%	49%	53%	54%	54%	49%	61%	59%	48%
		Previous	33%	49%	53%	51%	50%	48%	53%	54%	49%	60%	58%	49%
		Change	**5%**	1%	1%	2%	-1%	**5%**	1%	0%	0%	1%	1%	-1%
A7R	3. We use more agency/temporary staff than is best for patient care.	Most Recent	69%	60%	65%	67%	63%	75%	73%	67%	65%	73%	69%	69%
		Previous	57%	59%	61%	65%	64%	69%	76%	61%	64%	69%	70%	69%
		Change	**12%**	1%	4%	2%	-1%	**6%**	-3%	**6%**	1%	4%	-1%	0%
A14R	4. We work in "crisis mode" trying to do too much, too quickly.	Most Recent	46%	38%	45%	48%	47%	51%	53%	49%	51%	58%	61%	50%
		Previous	44%	43%	46%	46%	44%	44%	56%	45%	44%	59%	59%	50%
		Change	2%	**-5%**	-1%	2%	3%	**7%**	-3%	4%	**7%**	-1%	2%	0%

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Table D-2. Trending: Item-level Average Percent Positive Response by Work Area/Unit (Page 6 of 6)

Item	Survey Items by Composite	Database Year	Work Area/Unit: Anesthesiology	Emergency	ICU (any type)	Lab	Medicine	Obstetrics	Pediatrics	Pharmacy	Psych/ Mental Hlth	Radiology	Rehabilitation	Surgery
	# Hospitals	*Both Years*	*42*	*146*	*114*	*164*	*171*	*101*	*62*	*135*	*60*	*161*	*139*	*154*
	# Respondents	*Most Recent*	*293*	*3,442*	*4,032*	*2,926*	*7,598*	*2,600*	*1,356*	*1,705*	*1,174*	*3,275*	*2,090*	*5,282*
		Previous	*406*	*3,120*	*3,895*	*2,865*	*6,220*	*1,876*	*1,525*	*1,560*	*1,220*	*3,082*	*1,941*	*5,328*
11.	**Handoffs & Transitions**													
F3R	1. Things "fall between the cracks" when transferring patients from one unit to another.	Most Recent	35%	44%	35%	31%	46%	46%	43%	26%	36%	43%	36%	39%
		Previous	34%	48%	38%	29%	44%	43%	37%	24%	26%	42%	39%	40%
		Change	1%	-4%	-3%	2%	2%	3%	**6%**	2%	**10%**	1%	-3%	-1%
F5R	2. Important patient care information is often lost during shift changes.	Most Recent	42%	55%	57%	43%	52%	65%	59%	33%	48%	47%	41%	46%
		Previous	40%	55%	58%	44%	50%	58%	53%	32%	45%	46%	46%	47%
		Change	2%	0%	-1%	-1%	2%	**7%**	**6%**	1%	3%	1%	**-5%**	-1%
F7R	3. Problems often occur in the exchange of information across hospital units.	Most Recent	37%	44%	39%	38%	46%	47%	39%	31%	34%	43%	39%	40%
		Previous	37%	45%	39%	36%	43%	40%	42%	30%	34%	38%	42%	40%
		Change	0%	-1%	0%	2%	3%	**7%**	-3%	1%	0%	**5%**	-3%	0%
F11R	4. Shift changes are problematic for patients in this hospital.	Most Recent	36%	44%	53%	41%	52%	61%	46%	34%	41%	42%	37%	37%
		Previous	33%	45%	56%	41%	50%	56%	48%	37%	45%	43%	41%	38%
		Change	3%	-1%	-3%	0%	2%	**5%**	-2%	-3%	-4%	-1%	-4%	-1%
12.	**Nonpunitive Response to Error**													
A8R	1. Staff feel like their mistakes are held against them.	Most Recent	55%	44%	46%	54%	47%	49%	54%	61%	56%	51%	64%	52%
		Previous	48%	41%	45%	51%	47%	44%	57%	59%	46%	50%	63%	52%
		Change	**7%**	3%	1%	3%	0%	**5%**	-3%	2%	**10%**	1%	1%	0%
A12R	2. When an event is reported, it feels like the person is being written up, not the problem.	Most Recent	38%	40%	40%	44%	43%	44%	47%	55%	57%	46%	55%	48%
		Previous	44%	37%	40%	43%	42%	38%	45%	52%	41%	45%	55%	49%
		Change	**-6%**	3%	0%	1%	1%	**6%**	2%	3%	**16%**	1%	0%	-1%
A16R	3. Staff worry that mistakes they make are kept in their personnel file.	Most Recent	37%	29%	29%	35%	32%	33%	28%	46%	41%	37%	52%	38%
		Previous	25%	27%	30%	34%	31%	30%	34%	44%	31%	36%	49%	36%
		Change	**12%**	2%	-1%	1%	1%	3%	**-6%**	2%	**10%**	1%	3%	2%

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

Table D-3. Trending: Average Percent Distribution of Work Area/Unit Patient Safety Grades by Work Area/Unit

Work Area/Unit Patient Safety Grade		Database Year	Work Area/Unit											
			Anesthe-siology	Emer-gency	ICU	Lab	Medicine	Obstet-rics	Pedi-atrics	Pharmacy	Psych/ Mental Health	Radiology	Rehab-ilitation	Surgery
# Hospitals		*Both Years*	*42*	*146*	*114*	*164*	*171*	*101*	*62*	*135*	*60*	*161*	*139*	*154*
# Respondents		*Most Recent*	*293*	*3,442*	*4,032*	*2,926*	*7,598*	*2,600*	*1,356*	*1,705*	*1,174*	*3,275*	*2,090*	*5,282*
		Previous	*406*	*3,120*	*3,895*	*2,865*	*6,220*	*1,876*	*1,525*	*1,560*	*1,220*	*3,082*	*1,941*	*5,328*
A	**Excellent**	Most Recent	33%	16%	18%	26%	15%	24%	25%	26%	24%	29%	33%	33%
		Previous	34%	17%	18%	27%	12%	20%	21%	23%	21%	24%	31%	28%
		Change	-1%	-1%	0%	-1%	3%	4%	4%	3%	3%	**5%**	2%	**5%**
B	**Very Good**	Most Recent	40%	44%	50%	52%	49%	45%	45%	46%	39%	48%	47%	45%
		Previous	41%	41%	43%	46%	44%	46%	46%	47%	41%	50%	48%	44%
		Change	-1%	3%	**7%**	**6%**	**5%**	-1%	-1%	-1%	-2%	-2%	-1%	1%
C	**Acceptable**	Most Recent	24%	30%	25%	20%	30%	24%	22%	21%	24%	18%	18%	18%
		Previous	18%	29%	28%	21%	33%	26%	26%	22%	26%	20%	17%	20%
		Change	**6%**	1%	-3%	-1%	-3%	-2%	-4%	-1%	-2%	-2%	1%	-2%
D	**Poor**	Most Recent	3%	8%	5%	2%	5%	6%	8%	6%	11%	4%	2%	4%
		Previous	4%	10%	9%	5%	9%	7%	7%	6%	10%	5%	3%	6%
		Change	-1%	-2%	-4%	-3%	-4%	-1%	1%	0%	1%	-1%	-1%	-2%
E	**Failing**	Most Recent	0%	1%	2%	0%	1%	1%	0%	1%	2%	0%	0%	1%
		Previous	3%	3%	3%	1%	1%	1%	0%	2%	2%	1%	1%	1%
		Change	-3%	-2%	-1%	-1%	0%	0%	0%	-1%	0%	-1%	-1%	0%

Table D-4. Trending: Average Percent Distribution of Number of Events Reported in the Past 12 Months by Work Area/Unit

		Work Area/Unit											
Number of Events Reported by Respondents	**Database Year**	**Anesthe-siology**	**Emer-gency**	**ICU**	**Lab**	**Medicine**	**Obstet-rics**	**Pedi-atrics**	**Pharm-acy**	**Psych/ Mental Health**	**Radiology**	**Rehab-ilitation**	**Surgery**
# Hospitals	*Both Years*	*42*	*146*	*114*	*164*	*171*	*101*	*62*	*135*	*60*	*161*	*139*	*154*
# Respondents	*Most Recent*	*293*	*3,442*	*4,032*	*2,926*	*7,598*	*2,600*	*1,356*	*1,705*	*1,174*	*3,275*	*2,090*	*5,282*
	Previous	*406*	*3,120*	*3,895*	*2,865*	*6,220*	*1,876*	*1,525*	*1,560*	*1,220*	*3,082*	*1,941*	*5,328*
No events	Most Recent	57%	45%	36%	45%	37%	48%	41%	38%	47%	55%	54%	48%
	Previous	62%	45%	32%	51%	41%	41%	42%	40%	45%	59%	59%	45%
	Change	**-5%**	0%	4%	**-6%**	-4%	**7%**	-1%	-2%	2%	-4%	**-5%**	3%
1 to 2 events	Most Recent	34%	32%	38%	30%	33%	31%	34%	18%	26%	32%	34%	30%
	Previous	25%	31%	35%	27%	28%	36%	33%	16%	29%	28%	28%	32%
	Change	**9%**	1%	3%	3%	**5%**	**-5%**	1%	2%	-3%	4%	**6%**	-2%
3 to 5 events	Most Recent	6%	14%	18%	14%	20%	16%	22%	16%	16%	10%	8%	14%
	Previous	11%	14%	21%	11%	20%	14%	20%	19%	15%	9%	9%	14%
	Change	**-5%**	0%	-3%	3%	0%	2%	2%	-3%	1%	1%	-1%	0%
6 to 10 events	Most Recent	3%	5%	7%	5%	7%	3%	3%	10%	9%	1%	3%	7%
	Previous	0%	6%	8%	6%	7%	5%	4%	10%	9%	2%	2%	6%
	Change	3%	-1%	-1%	-1%	0%	-2%	-1%	0%	0%	-1%	1%	1%
11 to 20 events	Most Recent	0%	2%	1%	3%	2%	2%	1%	8%	2%	1%	0%	1%
	Previous	1%	3%	3%	2%	3%	3%	1%	6%	1%	1%	1%	2%
	Change	-1%	-1%	-2%	1%	-1%	-1%	0%	2%	1%	0%	-1%	-1%
21 event reports or more	Most Recent	0%	2%	1%	3%	1%	0%	1%	11%	1%	1%	0%	0%
	Previous	1%	1%	1%	2%	2%	0%	0%	9%	1%	0%	0%	1%
	Change	-1%	1%	0%	1%	-1%	0%	1%	2%	0%	1%	0%	-1%

Appendix D: Trending Results by Respondent Characteristics

(2) Staff Position

NOTE: The number of hospitals and respondents in each breakout category is shown in each table (e.g., the number of hospitals and respondents by staff position). However, the precise number of hospitals and respondents corresponding to each data cell in a table will vary because hospitals may have omitted a specific survey item and because of individual non-response/missing data.

NOTE 2: Only hospitals that had at least 1 respondent in the particular staff position for both their previous and most recent administrations of the survey are included.

NOTE 3: Respondents who selected "Other" or those who did not answer (missing) are not included.

Table D-5. Trending: Composite-level Average Percent Positive Response by Staff Position (Page 1 of 2)

Patient Safety Culture Composites	Database Year	Staff Position: Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietician	Pat Care Asst/Aide/ Care Partner	Pharmacist	RN/LVN/ LPN	Technician (EKG, Lab, Radiology)	Therapist (Resp, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
# Hospitals	*Both Years*	*187*	*120*	*80*	*158*	*116*	*201*	*165*	*162*	*179*
# Respondents	*Most Recent*	*4,881*	*2,869*	*365*	*3,755*	*985*	*22,584*	*5,948*	*2,831*	*3,700*
	Previous	*4,608*	*2,492*	*371*	*3,512*	*909*	*20,928*	*5,322*	*2,675*	*3,741*
1. Teamwork Within Units	Most Recent	89%	83%	84%	73%	80%	79%	77%	82%	77%
	Previous	84%	81%	81%	69%	73%	78%	73%	81%	76%
	Change	**5%**	2%	3%	4%	**7%**	1%	4%	1%	1%
2. Supervisor/Manager Expectations & Actions Promoting Patient Safety	Most Recent	86%	72%	82%	74%	76%	73%	76%	78%	77%
	Previous	83%	67%	76%	71%	73%	72%	72%	75%	79%
	Change	3%	**5%**	**6%**	3%	3%	1%	4%	3%	-2%
3. Org Learning--Continuous Improvement	Most Recent	84%	72%	72%	72%	72%	71%	70%	71%	71%
	Previous	80%	66%	73%	68%	69%	69%	66%	69%	69%
	Change	4%	**6%**	-1%	4%	3%	2%	4%	2%	2%
4. Management Support for Patient Safety	Most Recent	83%	69%	75%	74%	67%	64%	72%	71%	76%
	Previous	80%	65%	74%	69%	64%	63%	70%	67%	73%
	Change	3%	4%	1%	**5%**	3%	1%	2%	4%	3%
5. Overall Perceptions of Patient Safety	Most Recent	73%	62%	68%	62%	60%	60%	70%	68%	66%
	Previous	70%	60%	66%	59%	58%	57%	68%	67%	67%
	Change	3%	2%	2%	3%	2%	3%	2%	1%	-1%
6. Feedback & Communication About Error	Most Recent	76%	60%	71%	63%	63%	58%	63%	65%	65%
	Previous	73%	57%	67%	60%	59%	57%	60%	63%	67%
	Change	3%	3%	4%	3%	4%	1%	3%	2%	-2%

Table D-5. Trending: Composite-level Average Percent Positive Response by Staff Position (Page 2 of 2)

		Staff Position								
Patient Safety Culture Composites	**Database Year**	**Admin/ Mgmt**	**Attending/ Physician/ Resident/ PA or NP**	**Diet-ician**	**Pat Care Asst/Aide/ Care Partner**	**Pharm-acist**	**RN/LVN/LPN**	**Technician (EKG, Lab, Radiology)**	**Therapist (Respir, Phys, Occup, Speech)**	**Unit Asst/ Clerk/ Secretary**
# Hospitals	*Both Years*	*187*	*120*	*80*	*158*	*116*	*201*	*165*	*162*	*179*
# Respondents	*Most Recent*	*4,881*	*2,869*	*365*	*3,755*	*985*	*22,584*	*5,948*	*2,831*	*3,700*
	Previous	*4,608*	*2,492*	*371*	*3,512*	*909*	*20,928*	*5,322*	*2,675*	*3,741*
7. Communication Openness	Most Recent	76%	64%	64%	55%	69%	60%	61%	66%	60%
	Previous	72%	62%	64%	56%	67%	60%	59%	65%	61%
	Change	4%	2%	0%	-1%	2%	0%	2%	1%	-1%
8. Frequency of Events Reported	Most Recent	67%	56%	60%	65%	52%	62%	60%	54%	67%
	Previous	63%	54%	52%	61%	47%	59%	59%	55%	63%
	Change	4%	2%	**8%**	4%	**5%**	3%	1%	-1%	4%
9. Teamwork Across Units	Most Recent	64%	58%	60%	58%	54%	56%	54%	62%	59%
	Previous	60%	55%	63%	58%	51%	53%	54%	57%	58%
	Change	4%	3%	-3%	0%	3%	3%	0%	**5%**	1%
10. Staffing	Most Recent	64%	54%	56%	50%	56%	56%	57%	60%	53%
	Previous	60%	53%	58%	47%	50%	55%	54%	57%	52%
	Change	4%	1%	-2%	3%	**6%**	1%	3%	3%	1%
11. Handoffs & Transitions	Most Recent	47%	44%	39%	49%	28%	49%	39%	41%	48%
	Previous	46%	40%	42%	49%	28%	47%	39%	40%	46%
	Change	1%	4%	-3%	0%	0%	2%	0%	1%	2%
12. Nonpunitive Response to Error	Most Recent	63%	40%	47%	37%	60%	44%	42%	52%	39%
	Previous	59%	41%	43%	34%	55%	42%	40%	49%	41%
	Change	4%	-1%	4%	3%	**5%**	2%	2%	3%	-2%

Table D-6. Trending: Item-level Average Percent Positive Response by Staff Position (Page 1 of 6)

Item	Patient Safety Culture Composites	Database Year	Staff Position: Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietician	Pat Care Asst/Aide/ Care Partner	Pharma-cist	RN/ LVN/ LPN	Technician (EKG, Lab, Radiology)	Therapist (Respiratory, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
	# Hospitals	*Both Years*	*187*	*120*	*80*	*158*	*116*	*201*	*165*	*162*	*179*
	#Respondents	*Most Recent*	*4,881*	*2,869*	*365*	*3,755*	*985*	*22,584*	*5,948*	*2,831*	*3,700*
		Previous	*4,608*	*2,492*	*371*	*3,512*	*909*	*20,928*	*5,322*	*2,675*	*3,741*
1.	**Teamwork Within Units**										
A1	1. People support one another in this unit.	Most Recent	94%	89%	88%	77%	87%	86%	82%	88%	83%
		Previous	89%	87%	85%	74%	80%	83%	77%	85%	81%
		Change	**5%**	2%	3%	3%	**7%**	3%	**5%**	3%	2%
A3	2. When a lot of work needs to be done quickly, we work together as a team to get the work done.	Most Recent	94%	86%	88%	78%	84%	87%	85%	85%	84%
		Previous	90%	86%	85%	77%	80%	85%	82%	85%	82%
		Change	4%	0%	3%	1%	4%	2%	3%	0%	2%
A4	3. In this unit, people treat each other with respect.	Most Recent	89%	86%	86%	72%	81%	77%	74%	82%	73%
		Previous	83%	85%	81%	66%	71%	76%	71%	81%	74%
		Change	**6%**	1%	**5%**	**6%**	**10%**	1%	3%	1%	-1%
A11	4. When one area in this unit gets really busy, others help out.	Most Recent	79%	69%	74%	64%	67%	67%	67%	74%	69%
		Previous	73%	67%	72%	60%	61%	66%	64%	72%	68%
		Change	**6%**	2%	2%	4%	**6%**	1%	3%	2%	1%
2.	**Supervisor/Manager Expectations & Actions Promoting Patient Safety**										
B1	1. My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	Most Recent	84%	71%	81%	72%	70%	69%	70%	76%	74%
		Previous	78%	60%	78%	68%	65%	68%	66%	70%	72%
		Change	**6%**	**11%**	3%	4%	**5%**	1%	4%	**6%**	2%
B2	2. My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	89%	76%	85%	77%	76%	74%	76%	82%	76%
		Previous	86%	70%	77%	70%	75%	73%	73%	77%	79%
		Change	3%	**6%**	**8%**	**7%**	1%	1%	3%	**5%**	-3%
B3R	3. Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	85%	67%	76%	74%	78%	72%	78%	77%	78%
		Previous	81%	66%	68%	71%	75%	72%	74%	74%	79%
		Change	4%	1%	**8%**	3%	3%	0%	4%	3%	-1%
B4R	4. My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	87%	74%	85%	76%	80%	75%	79%	77%	78%
		Previous	81%	71%	74%	71%	73%	73%	73%	75%	79%
		Change	**6%**	3%	**11%**	**5%**	**7%**	2%	**6%**	2%	-1%

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

Table D-6. Trending: Item-level Average Percent Positive Response by Staff Position (Page 2 of 6)

Item	Patient Safety Culture Composites	Database Year	Staff Position: Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietician	Pat Care Asst/Aide/ Care Partner	Pharma-cist	RN/ LVN/ LPN	Technician (EKG, Lab, Radiology)	Therapist (Respiratory, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
	# Hospitals	*Both Years*	*187*	*120*	*80*	*158*	*116*	*201*	*165*	*162*	*179*
	# Respondents	*Most Recent*	*4,881*	*2,869*	*365*	*3,755*	*985*	*22,584*	*5,948*	*2,831*	*3,700*
		Previous	*4,608*	*2,492*	*371*	*3,512*	*909*	*20,928*	*5,322*	*2,675*	*3,741*
3.	**Organizational Learning— Continuous Improvement**										
A6	1. We are actively doing things to improve patient safety.	Most Recent	90%	81%	84%	86%	83%	83%	81%	83%	83%
		Previous	85%	79%	81%	80%	83%	81%	77%	80%	80%
		Change	**5%**	2%	3%	**6%**	0%	2%	4%	3%	3%
A9	2. Mistakes have led to positive changes here.	Most Recent	83%	68%	65%	60%	72%	61%	65%	61%	62%
		Previous	78%	62%	66%	56%	68%	60%	59%	58%	59%
		Change	**5%**	**6%**	-1%	4%	4%	1%	**6%**	3%	3%
A13	3. After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	79%	65%	68%	71%	61%	70%	66%	68%	70%
		Previous	75%	59%	71%	68%	57%	65%	62%	68%	69%
		Change	4%	**6%**	-3%	3%	4%	**5%**	4%	0%	1%
4.	**Management Support for Patient Safety**										
F1	1. Hospital mgmt provides a work climate that promotes patient safety.	Most Recent	90%	75%	84%	82%	73%	73%	83%	81%	85%
		Previous	88%	76%	86%	78%	68%	73%	79%	79%	83%
		Change	2%	-1%	-2%	4%	**5%**	0%	4%	2%	2%
F8	2. The actions of hospital mgmt show that patient safety is a top priority.	Most Recent	85%	71%	81%	78%	68%	66%	73%	73%	79%
		Previous	80%	63%	76%	73%	67%	63%	71%	68%	75%
		Change	**5%**	**8%**	**5%**	**5%**	1%	3%	2%	**5%**	4%
F9R	3. Hospital mgmt seems interested in patient safety only after an adverse event happens.	Most Recent	74%	60%	60%	60%	60%	55%	59%	60%	63%
		Previous	72%	56%	59%	56%	58%	54%	58%	54%	62%
		Change	2%	4%	1%	4%	2%	1%	1%	**6%**	1%

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

Table D-6. Trending: Item-level Average Percent Positive Response by Staff Position (Page 3 of 6)

Item	Patient Safety Culture Composites	Database Year	Staff Position: Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietician	Pat Care Asst/Aide/ Care Partner	Pharma-cist	RN/ LVN/ LPN	Technician (EKG, Lab, Radiology)	Therapist (Respiratory, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
	# Hospitals	*Both Years*	*187*	*120*	*80*	*158*	*116*	*201*	*165*	*162*	*179*
	# Respondents	*Most Recent*	*4,881*	*2,869*	*365*	*3,755*	*985*	*22,584*	*5,948*	*2,831*	*3,700*
		Previous	*4,608*	*2,492*	*371*	*3,512*	*909*	*20,928*	*5,322*	*2,675*	*3,741*
5.	**Overall Perceptions of Patient Safety**										
A10R	1. It is just by chance that more serious mistakes don't happen around here.	Most Recent	72%	58%	64%	55%	59%	59%	63%	66%	55%
		Previous	70%	62%	67%	52%	55%	58%	61%	65%	58%
		Change	2%	-4%	-3%	3%	4%	1%	2%	1%	-3%
A15	2. Patient safety is never sacrificed to get more work done.	Most Recent	73%	63%	63%	64%	55%	57%	72%	67%	72%
		Previous	69%	59%	63%	62%	53%	54%	68%	68%	70%
		Change	4%	4%	0%	2%	2%	3%	4%	-1%	2%
A17R	3. We have patient safety problems in this unit.	Most Recent	68%	59%	66%	59%	55%	57%	69%	65%	64%
		Previous	67%	55%	60%	55%	55%	55%	69%	65%	67%
		Change	1%	4%	**6%**	4%	0%	2%	0%	0%	-3%
A18	4. Our procedures and systems are good at preventing errors from happening.	Most Recent	79%	66%	78%	69%	71%	67%	76%	74%	74%
		Previous	75%	62%	73%	66%	67%	63%	73%	70%	71%
		Change	4%	4%	**5%**	3%	4%	4%	3%	4%	3%
6.	**Feedback and Communication About Error**										
C1	1. We are given feedback about changes put into place based on event reports.	Most Recent	65%	52%	64%	55%	50%	50%	51%	59%	53%
		Previous	63%	49%	60%	53%	49%	49%	48%	54%	58%
		Change	2%	3%	4%	2%	1%	1%	3%	**5%**	**-5%**
C3	2. We are informed about errors that happen in this unit.	Most Recent	78%	59%	69%	65%	67%	57%	68%	65%	69%
		Previous	74%	57%	65%	64%	60%	57%	66%	62%	69%
		Change	4%	2%	4%	1%	**7%**	0%	2%	3%	0%
C5	3. In this unit, we discuss ways to prevent errors from happening again.	Most Recent	85%	69%	80%	69%	71%	66%	69%	73%	73%
		Previous	81%	64%	74%	65%	66%	65%	67%	72%	72%
		Change	4%	**5%**	**6%**	4%	**5%**	1%	2%	1%	1%

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

Table D-6. Trending: Item-level Average Percent Positive Response by Staff Position (Page 4 of 6)

Item	Patient Safety Culture Composites	Database Year	Staff Position: Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietician	Pat Care Asst/Aide/ Care Partner	Pharma-cist	RN/ LVN/ LPN	Technician (EKG, Lab, Radiology)	Therapist (Respiratory, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
	# Hospitals	*Both Years*	*187*	*120*	*80*	*158*	*116*	*201*	*165*	*162*	*179*
	# Respondents	*Most Recent*	*4,881*	*2,869*	*365*	*3,755*	*985*	*22,584*	*5,948*	*2,831*	*3,700*
		Previous	*4,608*	*2,492*	*371*	*3,512*	*909*	*20,928*	*5,322*	*2,675*	*3,741*
7.	**Communication Openness**										
C2	1. Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent	84%	72%	75%	71%	78%	75%	76%	80%	75%
		Previous	81%	72%	77%	73%	76%	74%	73%	80%	74%
		Change	3%	0%	-2%	-2%	2%	1%	3%	0%	1%
C4	2. Staff feel free to question the decisions or actions of those with more authority.	Most Recent	69%	56%	56%	40%	60%	44%	45%	52%	43%
		Previous	65%	53%	56%	39%	57%	45%	42%	50%	47%
		Change	4%	3%	0%	1%	3%	-1%	3%	2%	-4%
C6R	3. Staff are afraid to ask questions when something does not seem right.	Most Recent	75%	64%	62%	56%	71%	61%	63%	67%	61%
		Previous	70%	61%	58%	55%	69%	61%	61%	65%	61%
		Change	**5%**	3%	4%	1%	2%	0%	2%	2%	0%
8.	**Frequency of Events Reported**										
D1	1. When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	Most Recent	59%	48%	57%	63%	37%	49%	52%	48%	64%
		Previous	55%	46%	47%	58%	32%	46%	51%	48%	60%
		Change	4%	2%	**10%**	**5%**	**5%**	3%	1%	0%	4%
D2	2. When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent	64%	49%	52%	60%	50%	60%	54%	47%	62%
		Previous	59%	50%	46%	56%	41%	57%	54%	48%	58%
		Change	**5%**	-1%	**6%**	4%	**9%**	3%	0%	-1%	4%
D3	3. When a mistake is made that could harm the patient, but does not, how often is this reported?	Most Recent	79%	70%	69%	73%	69%	76%	74%	66%	75%
		Previous	75%	65%	64%	69%	67%	75%	71%	68%	72%
		Change	4%	**5%**	**5%**	4%	2%	1%	3%	-2%	3%

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

Table D-6. Trending: Item-level Average Percent Positive Response by Staff Position (Page 5 of 6)

Item	Patient Safety Culture Composites	Database Year	Staff Position: Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietician	Pat Care Asst/Aide/ Care Partner	Pharma-cist	RN/ LVN/ LPN	Technician (EKG, Lab, Radiology)	Therapist (Respiratory, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
	# Hospitals	*Both Years*	*187*	*120*	*80*	*158*	*116*	*201*	*165*	*162*	*179*
	# Respondents	*Most Recent*	*4,881*	*2,869*	*365*	*3,755*	*985*	*22,584*	*5,948*	*2,831*	*3,700*
		Previous	*4,608*	*2,492*	*371*	*3,512*	*909*	*20,928*	*5,322*	*2,675*	*3,741*
9.	**Teamwork Across Units**										
F2R	1. Hospital units do not coordinate well with each other.	Most Recent	53%	46%	49%	44%	42%	43%	42%	50%	47%
		Previous	50%	42%	51%	47%	39%	42%	42%	47%	45%
		Change	3%	4%	-2%	-3%	3%	1%	0%	3%	2%
F4	2. There is good cooperation among hospital units that need to work together.	Most Recent	66%	57%	61%	60%	53%	56%	56%	64%	61%
		Previous	61%	55%	64%	60%	53%	54%	56%	58%	60%
		Change	**5%**	2%	-3%	0%	0%	2%	0%	**6%**	1%
F6R	3. It is often unpleasant to work with staff from other hospital units.	Most Recent	63%	61%	61%	57%	57%	59%	53%	65%	56%
		Previous	59%	59%	65%	58%	55%	57%	53%	59%	56%
		Change	4%	2%	-4%	-1%	2%	2%	0%	**6%**	0%
F10	4. Hospital units work well together to provide the best care for patients.	Most Recent	75%	65%	70%	71%	63%	64%	66%	69%	72%
		Previous	72%	65%	72%	69%	57%	62%	64%	64%	70%
		Change	3%	0%	-2%	2%	**6%**	2%	2%	**5%**	2%
10.	**Staffing**										
A2	1. We have enough staff to handle the workload.	Most Recent	68%	54%	60%	43%	48%	53%	54%	55%	49%
		Previous	67%	53%	63%	42%	44%	52%	53%	52%	48%
		Change	1%	1%	-3%	1%	4%	1%	1%	3%	1%
A5R	2. Staff in this unit work longer hours than is best for patient care.	Most Recent	60%	50%	53%	45%	58%	54%	54%	57%	48%
		Previous	54%	49%	53%	44%	57%	54%	53%	55%	51%
		Change	**6%**	1%	0%	1%	1%	0%	1%	2%	-3%
A7R	3. We use more agency/temporary staff than is best for patient care.	Most Recent	69%	61%	55%	61%	69%	69%	68%	71%	60%
		Previous	65%	58%	59%	58%	57%	67%	64%	69%	59%
		Change	4%	3%	-4%	3%	**12%**	2%	4%	2%	1%
A14R	4. We work in "crisis mode" trying to do too much, too quickly.	Most Recent	59%	51%	55%	49%	47%	47%	51%	56%	53%
		Previous	54%	53%	54%	44%	43%	47%	47%	54%	51%
		Change	**5%**	-2%	1%	**5%**	4%	0%	4%	2%	2%

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

Table D-6. Trending: Item-level Average Percent Positive Response by Staff Position (Page 6 of 6)

Item	Patient Safety Culture Composites	Database Year	Staff Position: Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietician	Pat Care Asst/Aide/ Care Partner	Pharma-cist	RN/ LVN/ LPN	Technician (EKG, Lab, Radiology)	Therapist (Respiratory, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
	# Hospitals	*Both Years*	*187*	*120*	*80*	*158*	*116*	*201*	*165*	*162*	*179*
	# Respondents	*Most Recent*	*4,881*	*2,869*	*365*	*3,755*	*985*	*22,584*	*5,948*	*2,831*	*3,700*
		Previous	*4,608*	*2,492*	*371*	*3,512*	*909*	*20,928*	*5,322*	*2,675*	*3,741*
11.	**Handoffs & Transitions**										
F3R	1. Things "fall between the cracks" when transferring patients from one unit to another.	Most Recent	43%	43%	34%	47%	25%	45%	34%	36%	47%
		Previous	41%	38%	37%	48%	23%	42%	35%	38%	45%
		Change	2%	**5%**	-3%	-1%	2%	3%	-1%	-2%	2%
F5R	2. Important patient care information is often lost during shift changes.	Most Recent	50%	47%	44%	55%	30%	55%	44%	44%	53%
		Previous	47%	45%	47%	55%	33%	53%	44%	46%	50%
		Change	3%	2%	-3%	0%	-3%	2%	0%	-2%	3%
F7R	3. Problems often occur in the exchange of information across hospital units.	Most Recent	46%	43%	41%	43%	27%	46%	38%	43%	46%
		Previous	45%	38%	45%	44%	26%	44%	37%	41%	42%
		Change	1%	**5%**	-4%	-1%	1%	2%	1%	2%	4%
F11R	4. Shift changes are problematic for patients in this hospital.	Most Recent	49%	41%	38%	51%	29%	51%	40%	40%	48%
		Previous	49%	37%	43%	48%	30%	49%	41%	38%	47%
		Change	0%	4%	**-5%**	3%	-1%	2%	-1%	2%	1%
12.	**Nonpunitive Response to Error**										
A8R	1. Staff feel like their mistakes are held against them.	Most Recent	68%	47%	53%	44%	63%	51%	50%	59%	45%
		Previous	65%	49%	50%	41%	58%	49%	46%	58%	50%
		Change	3%	-2%	3%	3%	**5%**	2%	4%	1%	**-5%**
A12R	2. When an event is reported, it feels like the person is being written up, not the problem.	Most Recent	69%	43%	50%	38%	64%	47%	43%	53%	37%
		Previous	65%	43%	43%	34%	58%	44%	41%	47%	40%
		Change	4%	0%	**7%**	4%	**6%**	3%	2%	**6%**	-3%
A16R	3. Staff worry that mistakes they make are kept in their personnel file.	Most Recent	52%	30%	37%	28%	53%	35%	35%	44%	33%
		Previous	47%	31%	38%	26%	47%	33%	33%	41%	32%
		Change	**5%**	-1%	-1%	2%	**6%**	2%	2%	3%	1%

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

Table D-7. Trending: Average Percent Distribution of Work Area/Unit Patient Safety Grades by Staff Position

Work Area/Unit Patient Safety Grade	Database Year	Staff Position: Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietician	Pat Care Asst/Aide/ Care Partner	Pharmacist	RN/LVN/LPN	Technician (EKG, Lab, Radiology)	Therapist (Respiratory, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
# Hospitals	*Both Years*	*187*	*120*	*80*	*158*	*116*	*201*	*165*	*162*	*179*
# Respondents	*Most Recent*	*4,881*	*2,869*	*365*	*3,755*	*985*	*22,584*	*5,948*	*2,831*	*3,700*
	Previous	*4,608*	*2,492*	*371*	*3,512*	*909*	*20,928*	*5,322*	*2,675*	*3,741*
A Excellent	Most Recent	32%	24%	27%	24%	24%	20%	26%	28%	28%
	Previous	28%	19%	28%	20%	19%	17%	26%	25%	24%
	Change	4%	**5%**	-1%	4%	**5%**	3%	0%	3%	4%
B Very Good	Most Recent	51%	44%	50%	44%	42%	47%	50%	46%	47%
	Previous	50%	45%	46%	48%	44%	45%	45%	48%	50%
	Change	1%	-1%	4%	-4%	-2%	2%	**5%**	-2%	-3%
C Acceptable	Most Recent	15%	26%	21%	24%	24%	26%	21%	21%	21%
	Previous	18%	27%	22%	26%	27%	28%	22%	22%	22%
	Change	-3%	-1%	-1%	-2%	-3%	-2%	-1%	-1%	-1%
D Poor	Most Recent	2%	6%	2%	6%	8%	6%	3%	4%	3%
	Previous	3%	7%	3%	5%	8%	8%	6%	4%	4%
	Change	-1%	-1%	-1%	1%	0%	-2%	-3%	0%	-1%
E Failing	Most Recent	0%	0%	0%	2%	1%	1%	0%	1%	1%
	Previous	1%	2%	1%	1%	2%	2%	1%	1%	1%
	Change	-1%	-2%	-1%	1%	-1%	-1%	-1%	0%	0%

Table D-8. Trending: Average Percent Distribution of Number of Events Reported in the Past 12 Months by Staff Position

		Staff Position								
Number of Events Reported by Respondents	**Database Year**	**Admin/ Mgmt**	**Attending/ Physician/ Resident/ PA or NP**	**Dietician**	**Pat Care Asst/Aide/ Care Partner**	**Pharmacist**	**RN/LVN/LPN**	**Technician (EKG, Lab, Radiology)**	**Therapist (Respiratory, Phys, Occup, Speech)**	**Unit Asst/ Clerk/ Secretary**
# Hospitals	*Both Years*	*187*	*120*	*80*	*158*	*116*	*201*	*165*	*162*	*179*
# Respondents	*Most Recent*	*4,881*	*2,869*	*365*	*3,755*	*985*	*22,584*	*5,948*	*2,831*	*3,700*
	Previous	*4,608*	*2,492*	*371*	*3,512*	*909*	*20,928*	*5,322*	*2,675*	*3,741*
No events	Most Recent	46%	61%	78%	75%	21%	29%	54%	58%	77%
	Previous	48%	65%	79%	73%	24%	30%	56%	58%	79%
	Change	-2%	-4%	-1%	2%	-3%	-1%	-2%	0%	-2%
1 to 2 events	Most Recent	24%	26%	16%	18%	22%	38%	31%	30%	18%
	Previous	23%	23%	16%	20%	18%	37%	27%	31%	16%
	Change	1%	3%	0%	-2%	4%	1%	4%	-1%	2%
3 to 5 events	Most Recent	15%	8%	3%	5%	20%	21%	11%	8%	4%
	Previous	15%	7%	4%	5%	21%	21%	11%	8%	3%
	Change	0%	1%	-1%	0%	-1%	0%	0%	0%	1%
6 to 10 events	Most Recent	9%	3%	2%	2%	12%	7%	3%	3%	1%
	Previous	7%	2%	2%	1%	15%	8%	4%	2%	1%
	Change	2%	1%	0%	1%	-3%	-1%	-1%	1%	0%
11 to 20 events	Most Recent	4%	0%	1%	0%	13%	3%	1%	1%	0%
	Previous	5%	2%	0%	0%	10%	3%	2%	0%	0%
	Change	-1%	-2%	1%	0%	3%	0%	-1%	1%	0%
21 event reports or more	Most Recent	3%	2%	0%	0%	12%	1%	1%	1%	0%
	Previous	2%	1%	0%	0%	13%	1%	1%	0%	0%
	Change	1%	1%	0%	0%	-1%	0%	0%	1%	0%

Appendix D: Trending Results by Respondent Characteristics

(3) Interaction with Patients

NOTE: The number of hospitals and respondents in each breakout category is shown in each table (e.g., the number of hospitals and respondents by interaction with patients). However, the precise number of hospitals and respondents corresponding to each data cell in a table will vary because hospitals may have omitted a specific survey item and because of individual non-response/missing data.

NOTE 2: Only hospitals that had at least 1 respondent in the response categories (WITH or WITHOUT direct interaction with patients) for both their previous and most recent administrations of the survey are included.

NOTE 3: Respondents who did not answer (missing) are not included.

Table D-9. Trending: Composite-level Average Percent Positive Response by Interaction with Patients (Page 1 of 2)

		Interaction with Patients	
Patient Safety Culture Composites	**Database Year**	**WITH direct interaction**	**WITHOUT direct interaction**
# Hospitals	*Both Years*	*203*	*198*
# Respondents	*Most Recent* *Previous*	*48,941* *7,300*	*15,100* *2,079*
1. Teamwork Within Units	Most Recent	79%	81%
	Previous	77%	78%
	Change	2%	3%
2. Supervisor/Manager Expectations & Actions Promoting Patient Safety	Most Recent	75%	77%
	Previous	74%	76%
	Change	1%	1%
3. Org Learning--Continuous Improvement	Most Recent	72%	73%
	Previous	69%	71%
	Change	3%	2%
4. Management Support for Patient Safety	Most Recent	70%	76%
	Previous	67%	74%
	Change	3%	2%
5. Overall Perceptions of Patient Safety	Most Recent	65%	66%
	Previous	62%	64%
	Change	3%	2%
6. Feedback & Communication About Error	Most Recent	62%	67%
	Previous	60%	65%
	Change	2%	2%

Table D-9. Trending: Composite-level Average Percent Positive Response by Interaction with Patients (Page 2 of 2)

		Interaction with Patients	
Patient Safety Culture Composites	**Database Year**	**WITH direct interaction**	**WITHOUT direct interaction**
# Hospitals	*Both Years*	*203*	*198*
# Respondents	*Most Recent*	*48,941*	*15,100*
	Previous	*7,300*	*2,079*
7. Communication Openness	Most Recent	61%	64%
	Previous	60%	63%
	Change	1%	1%
8. Frequency of Events Reported	Most Recent	61%	62%
	Previous	59%	60%
	Change	2%	2%
9. Teamwork Across Units	Most Recent	57%	59%
	Previous	56%	57%
	Change	1%	2%
10. Staffing	Most Recent	56%	54%
	Previous	55%	50%
	Change	1%	4%
11. Handoffs & Transitions	Most Recent	47%	40%
	Previous	46%	38%
	Change	1%	2%
12. Nonpunitive Response to Error	Most Recent	44%	49%
	Previous	42%	45%
	Change	2%	4%

Table D-10. Trending: Item-level Average Percent Positive Response by Interaction with Patients (Page 1 of 6)

Item	Survey Items By Composite	Database Year	Interaction with Patients: WITH direct interaction	Interaction with Patients: WITHOUT direct interaction
	# Hospitals	*Both Years*	*203*	*198*
	# Respondents	*Most Recent*	*48,941*	*15,100*
		Previous	*7,300*	*2,079*
1.	**Teamwork Within Units**			
A1	1. People support one another in this unit.	Most Recent	85%	87%
		Previous	82%	83%
		Change	3%	4%
A3	2. When a lot of work needs to be done quickly, we work together as a team to get the work done.	Most Recent	86%	87%
		Previous	84%	84%
		Change	2%	3%
A4	3. In this unit, people treat each other with respect.	Most Recent	77%	81%
		Previous	75%	77%
		Change	2%	4%
A11	4. When one area in this unit gets really busy, others help out.	Most Recent	69%	71%
		Previous	66%	67%
		Change	3%	4%
2.	**Supervisor/Manager Expectations & Actions Promoting Patient Safety**			
B1	1. My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	Most Recent	71%	75%
		Previous	69%	72%
		Change	2%	3%
B2	2. My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	76%	79%
		Previous	74%	76%
		Change	2%	3%
B3R	3. Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	75%	77%
		Previous	73%	75%
		Change	2%	2%
B4R	4. My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	77%	78%
		Previous	75%	74%
		Change	2%	4%

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

Table D-10. Trending: Item-level Average Percent Positive Response by Interaction with Patients (Page 2 of 6)

Item	Survey Items By Composite	Database Year	Interaction with Patients: WITH direct interaction	Interaction with Patients: WITHOUT direct interaction
	# Hospitals	*Both Years*	*203*	*198*
	# Respondents	*Most Recent*	*48,941*	*15,100*
		Previous	*7,300*	*2,079*
3.	**Organizational Learning— Continuous Improvement**			
A6	1. We are actively doing things to improve patient safety.	Most Recent	83%	81%
		Previous	80%	79%
		Change	3%	2%
A9	2. Mistakes have led to positive changes here.	Most Recent	63%	68%
		Previous	60%	67%
		Change	3%	1%
A13	3. After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	69%	69%
		Previous	66%	66%
		Change	3%	3%
4.	**Management Support for Patient Safety**			
F1	1. Hospital mgmt provides a work climate that promotes patient safety.	Most Recent	79%	85%
		Previous	77%	84%
		Change	2%	1%
F8	2. The actions of hospital mgmt show that patient safety is a top priority.	Most Recent	71%	79%
		Previous	68%	76%
		Change	3%	3%
F9R	3. Hospital mgmt seems interested in patient safety only after an adverse event happens.	Most Recent	59%	66%
		Previous	57%	63%
		Change	2%	3%

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

Table D-10. Trending: Item-level Average Percent Positive Response by Interaction with Patients (Page 3 of 6)

Item	Survey Items By Composite	Database Year	Interaction with Patients: WITH direct interaction	Interaction with Patients: WITHOUT direct interaction
	# Hospitals	*Both Years*	*203*	*198*
	# Respondents	*Most Recent*	*48,941*	*15,100*
		Previous	*7,300*	*2,079*
5.	**Overall Perceptions of Patient Safety**			
A10R	1. It is just by chance that more serious mistakes don't happen around here.	Most Recent	61%	60%
		Previous	59%	59%
		Change	2%	1%
A15	2. Patient safety is never sacrificed to get more work done.	Most Recent	65%	68%
		Previous	62%	65%
		Change	3%	3%
A17R	3. We have patient safety problems in this unit.	Most Recent	62%	64%
		Previous	61%	62%
		Change	1%	2%
A18	4. Our procedures and systems are good at preventing errors from happening.	Most Recent	71%	74%
		Previous	67%	69%
		Change	4%	**5%**
6.	**Feedback and Communication About Error**			
C1	1. We are given feedback about changes put into place based on event reports.	Most Recent	52%	56%
		Previous	51%	54%
		Change	1%	2%
C3	2. We are informed about errors that happen in this unit.	Most Recent	63%	70%
		Previous	62%	68%
		Change	1%	2%
C5	3. In this unit, we discuss ways to prevent errors from happening again.	Most Recent	70%	75%
		Previous	68%	73%
		Change	2%	2%

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

Table D-10. Trending: Item-level Average Percent Positive Response by Interaction with Patients (Page 4 of 6)

Item	Survey Items By Composite	Database Year	Interaction with Patients: WITH direct interaction	Interaction with Patients: WITHOUT direct interaction
	# Hospitals	*Both Years*	*203*	*198*
	# Respondents	*Most Recent*	*48,941*	*15,100*
		Previous	*7,300*	*2,079*
7.	**Communication Openness**			
C2	1. Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent	75%	76%
		Previous	74%	74%
		Change	1%	2%
C4	2. Staff feel free to question the decisions or actions of those with more authority.	Most Recent	46%	51%
		Previous	46%	50%
		Change	0%	1%
C6R	3. Staff are afraid to ask questions when something does not seem right.	Most Recent	62%	65%
		Previous	61%	63%
		Change	1%	2%
8.	**Frequency of Events Reported**			
D1	1. When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	Most Recent	53%	57%
		Previous	51%	55%
		Change	2%	2%
D2	2. When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent	57%	56%
		Previous	55%	55%
		Change	2%	1%
D3	3. When a mistake is made that could harm the patient, but does not, how often is this reported?	Most Recent	74%	73%
		Previous	72%	70%
		Change	2%	3%

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

Table D-10. Trending: Item-level Average Percent Positive Response by Interaction with Patients (Page 5 of 6)

Item	Survey Items By Composite	Database Year	Interaction with Patients: WITH direct interaction	Interaction with Patients: WITHOUT direct interaction
	# Hospitals	*Both Years*	*203*	*198*
	# Respondents	*Most Recent*	*48,941*	*15,100*
		Previous	*7,300*	*2,079*
9.	**Teamwork Across Units**			
F2R	1. Hospital units do not coordinate well with each other.	Most Recent	45%	49%
		Previous	44%	46%
		Change	1%	3%
F4	2. There is good cooperation among hospital units that need to work together.	Most Recent	59%	60%
		Previous	57%	59%
		Change	2%	1%
F6R	3. It is often unpleasant to work with staff from other hospital units.	Most Recent	59%	58%
		Previous	57%	54%
		Change	2%	4%
F10	4. Hospital units work well together to provide the best care for patients.	Most Recent	67%	71%
		Previous	65%	68%
		Change	2%	3%
10.	**Staffing**			
A2	1. We have enough staff to handle the workload.	Most Recent	53%	57%
		Previous	52%	55%
		Change	1%	2%
A5R	2. Staff in this unit work longer hours than is best for patient care.	Most Recent	53%	50%
		Previous	52%	46%
		Change	1%	4%
A7R	3. We use more agency/temporary staff than is best for patient care.	Most Recent	67%	58%
		Previous	65%	54%
		Change	2%	4%
A14R	4. We work in “crisis mode” trying to do too much, too quickly.	Most Recent	50%	51%
		Previous	49%	45%
		Change	1%	**6%**

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

Table D-10. Trending: Item-level Average Percent Positive Response by Interaction with Patients (Page 6 of 6)

Item	Survey Items By Composite	Database Year	Interaction with Patients: WITH direct interaction	Interaction with Patients: WITHOUT direct interaction
	# Hospitals	*Both Years*	*203*	*198*
	#Respondents	*Most Recent*	*48,941*	*15,100*
		Previous	*7,300*	*2,079*
11.	**Handoffs & Transitions**			
F3R	1. Things "fall between the cracks" when transferring patients from one unit to another.	Most Recent	44%	37%
		Previous	43%	35%
		Change	1%	2%
F5R	2. Important patient care information is often lost during shift changes.	Most Recent	52%	44%
		Previous	51%	41%
		Change	1%	3%
F7R	3. Problems often occur in the exchange of information across hospital units.	Most Recent	44%	41%
		Previous	43%	36%
		Change	1%	**5%**
F11R	4. Shift changes are problematic for patients in this hospital.	Most Recent	47%	40%
		Previous	46%	39%
		Change	1%	1%
12.	**Nonpunitive Response to Error**			
A8R	1. Staff feel like their mistakes are held against them.	Most Recent	51%	56%
		Previous	50%	52%
		Change	1%	4%
A12R	2. When an event is reported, it feels like the person is being written up, not the problem.	Most Recent	46%	51%
		Previous	43%	48%
		Change	3%	3%
A16R	3. Staff worry that mistakes they make are kept in their personnel file.	Most Recent	36%	39%
		Previous	34%	35%
		Change	2%	4%

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

Table D-11. Trending: Average Percent Distribution of Work Area/Unit Patient Safety Grade by Interaction with Patients

			Interaction with Patients	
Work Area/Unit Patient Safety Grade		**Database Year**	**WITH direct interaction**	**WITHOUT direct interaction**
	# Hospitals	*Both Years*	*203*	*198*
	# Respondents	*Most Recent*	*48,941*	*15,100*
		Previous	*7,300*	*2,079*
A	**Excellent**	Most Recent	24%	29%
		Previous	22%	25%
		Change	2%	4%
B	**Very Good**	Most Recent	47%	48%
		Previous	46%	48%
		Change	1%	0%
C	**Acceptable**	Most Recent	23%	20%
		Previous	25%	22%
		Change	-2%	-2%
D	**Poor**	Most Recent	5%	3%
		Previous	6%	4%
		Change	-1%	-1%
E	**Failing**	Most Recent	1%	1%
		Previous	1%	1%
		Change	0%	0%

Table D-12. Trending: Average Percent Distribution of Number of Events Reported in the Past 12 Months by Interaction with Patients

		Interaction with Patients	
Number of Events Reported by Respondents	**Database Year**	**WITH direct interaction**	**WITHOUT direct interaction**
# Hospitals	*Both Years*	*203*	*198*
# Respondents	*Most Recent*	*48,941*	*15,100*
	Previous	*7,300*	*2,079*
No events	Most Recent	48%	69%
	Previous	49%	71%
	Change	-1%	-2%
1 to 2 events	Most Recent	31%	16%
	Previous	29%	15%
	Change	2%	1%
3 to 5 events	Most Recent	14%	7%
	Previous	14%	7%
	Change	0%	0%
6 to 10 events	Most Recent	5%	3%
	Previous	5%	4%
	Change	0%	-1%
11 to 20 events	Most Recent	2%	2%
	Previous	2%	2%
	Change	0%	0%
21 event reports or more	Most Recent	1%	2%
	Previous	1%	2%
	Change	0%	0%