# Attachment E: Sample Individual Nursing Home Feedback Report





# Nursing Home Survey on Patient Safety Culture Individual Nursing Home Feedback Report

<Nursing Home Name> <City>, <State>

<Month> <Year>

Prepared by Westat under Contract No. HHSA 290200710024C Sponsored by the Agency for Healthcare Research and Quality (AHRQ)

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Respondent	<b>Demographics</b>	for <nursing< th=""><th><b>Home Name&gt;</b></th></nursing<>	<b>Home Name&gt;</b>

Your Nursing Home Completed Survey Data Collection	<endmonth> <endyear></endyear></endmonth>
Survey Administration Statistics	
Number of completed surveys (response rate numerator)	<numerator></numerator>
Number of surveys administered (response rate denominator)	<denominator></denominator>

<ResponseRate>

Response rate

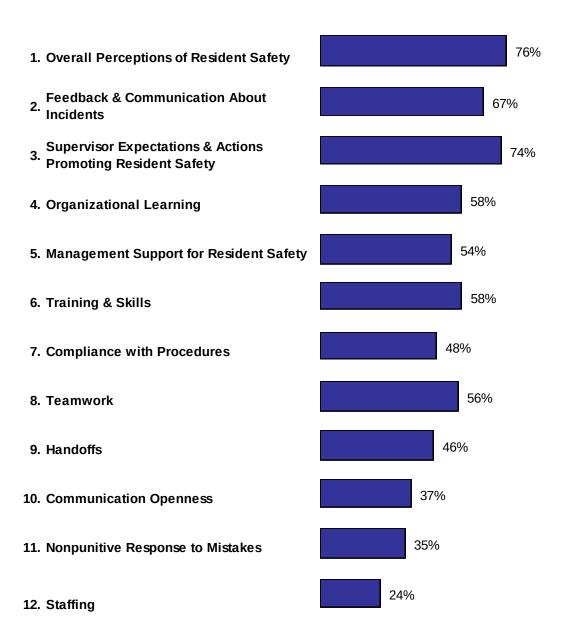
Job Title (Survey Item: F1)	N	%
Administrator/Manager	212	6%
Physician (MD, DO)	49	1%
Other Provider	178	5%
Licensed Nurse	0	0%
Nursing Assistant/Aide	1,160	33%
Direct Care Staff	0	0%
Administrative Support Staff	1	0%
Support Staff	4	0%
Other	33	1%
Total	3,560	100%
Missing	150	
Work Area/Unit (Survey Item: F7)	N	%
Many different areas in this nursing home/No specific area or unit	65	2%
Alzheimer's/Dementia unit	126	3%
Rehab unit	14	0%
Skilled nursing unit	74	2%
Other area or unit	227	6%
Total	3,612	100%
Missing	98	
Time Worked in the Hospital (Years) (Survey Item: F2)	N	<u> </u>
Less than 2 months	0	0%
2 to 11 months	0	0%
1 to 2 years	0	0%
3 to 5 years	0	0%
6 to 10 years	0	0%
11 years or more	0	0%
Total	0	0%
Missing	3,710	

Report Note: Percent totals in tables and charts in this report may not sum to exactly 100% due to rounding of decimals.

# **Respondent Demographics for <Nursing Home Name>**

Usual Hours Worked per Week (Survey Item: F3)	N	%
15 or fewer hours per week		14%
16 to 24 hours per week	1,241	35%
25 to 40 hours per week	767	21%
More than 40 hours per week	346	10%
Total	3,572	100%
Missing	138	
Shift Worked Most Often (Survey Item: F4)	N	%
Days	0	0%
Evenings	0	0%
Nights	0	0%
Total	0	0%
Missing	3,710	
Staffing Agonov Status (Survey Itam, FE)	N	%
Staffing Agency Status (Survey Item: F5)		10%
Paid by a staffing agency  Not paid by a staffing agency	1,099	31%
Total	3,590 120	100%
Missing	120	
Interaction with Patients (Survey Item: F6)	N	%
YES, I work directly with residents most of the time.	2,295	65%
NO, I do NOT work directly with the residents most of the time.	1,245	35%
Total	3,540	100%
Missing	170	

# **Composite-Level Results for <Nursing Home Name>**

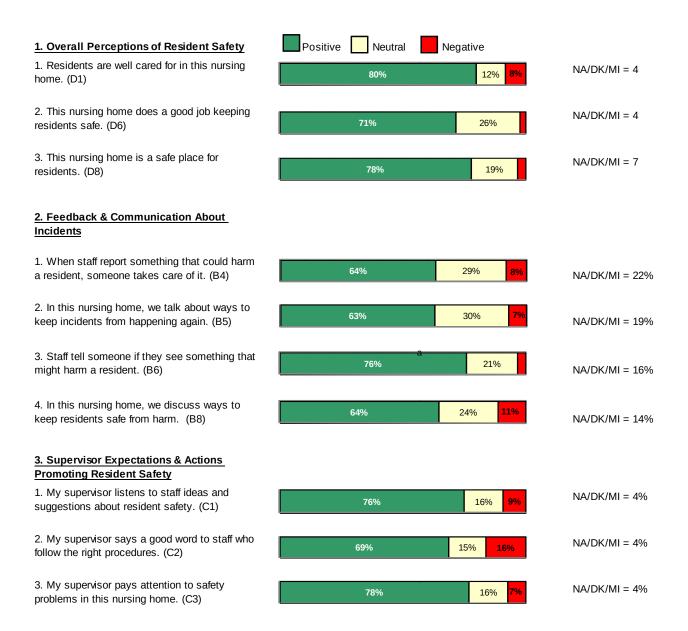


Note: Composite scores are not calculated when any item in the composite has fewer than three respondents.

#### Item-

# **Level Results for < Nursing Home Name>**

Number of responses=<Numerator>



Notes: 1) "R" = a negatively worded item; 2) Chart totals exclude respondents who selected Not Applicable/Don't Know/Missing (NA/DK/MI) and may not sum to 100% due to rounding of decimals; 3) Number of respondents selecting NA/DK/MI for each item displayed to the right; 4) Item data not displayed for fewer than 3 respondents; 5) % not displayed for 5% or less.

# **Item-Level Results for < Nursing Home Name>**

#### Number of responses=<Numerator>

nursing home (A13).

#### 4. Organizational Learning Positive Neutral Negative 1. This nursing home lets the same mistakes NA/DK/MI = 13%11% 59% 30% happen again and again. (D3R) 2. It is easy to make changes to improve NA/DK/MI = 12%**51**% 36% 13% resident safety in this nursing home. (D4) 3. This nursing home is always doing things to NA/DK/MI = 7%61% 28% improve resident safety. (D5) 4. When this nursing home makes changes to improve resident safety, it checks to see if the NA/DK/MI = 17%60% 32% changes worked. (D10) 5. Management Support for Resident Safety 1. Management asks staff how the nursing NA/DK/MI = 15%**19**% 53% 28% home can improve resident safety. (D2) 2. Management listens to staff ideas and 17% NA/DK/MI = 16%34% suggestions to improve resident safety. (D7) 3. Management often walks around the nursing **59**% NA/DK/MI = 11% 21% 20% home to check on resident care. (D9) 6. Training & Skills 1. Staff get the training they need in this NA/DK/MI = 15% 69% 14% **17%** nursing home. (A7) 2. Staff have enough training on how to handle NA/DK/MI = 27%30% **37**% difficult residents. (A11) 3. Staff understand the training they get in this 71%

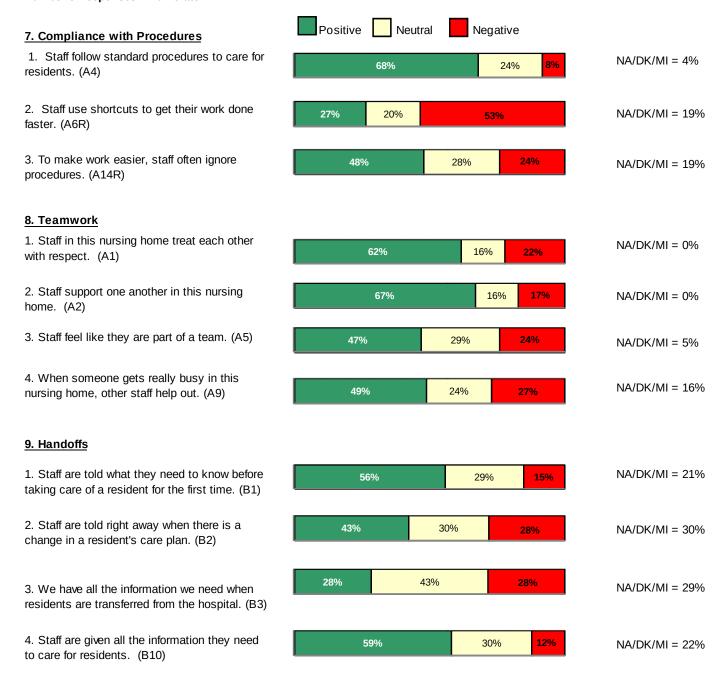
Notes: 1) "R" = a negatively worded item; 2) Chart totals exclude respondents who selected Not Applicable/Don't Know/Missing (NA/DK/MI) and may not sum to 100% due to rounding of decimals; 3) Number of respondents selecting NA/DK/MI for each item displayed to the right; 4) Item data not displayed for fewer than 3 respondents; 5) % not displayed for 5% or less.

25%

NA/DK/MI = 19%

## **Item-Level Results for < Nursing Home Name>**

Number of responses=<Numerator>

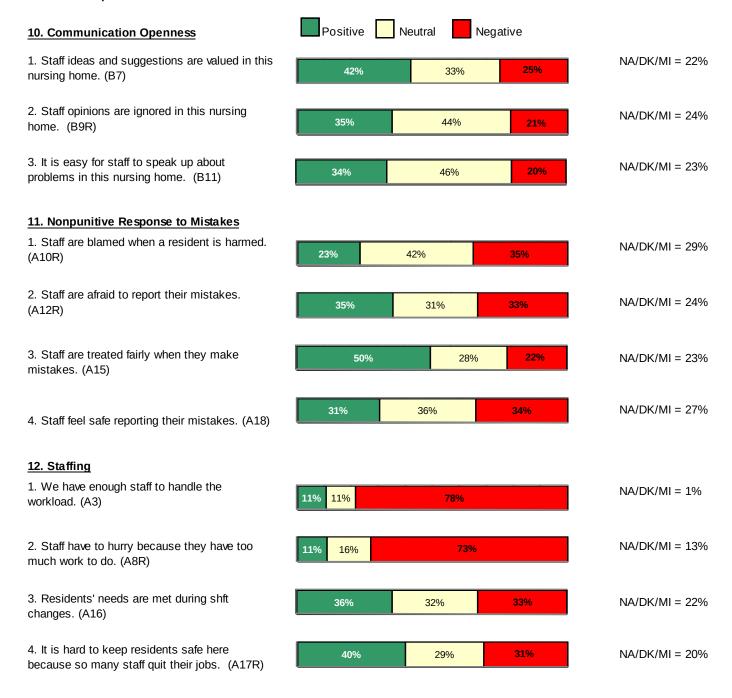


Notes: 1) "R" = a negatively worded item; 2) Chart totals exclude respondents who selected Not Applicable/Don't Know/Missing (NA/DK/MI) and may not sum to 100% due to rounding of decimals; 3) Number of respondents selecting

NA/DK/MI for each item displayed to the right; 4) Item data not displayed for fewer than 3 respondents; 5) % not displayed for 5% or less.

# **Item-Level Results for < Nursing Home Name>**

Number of responses=<Numerator>

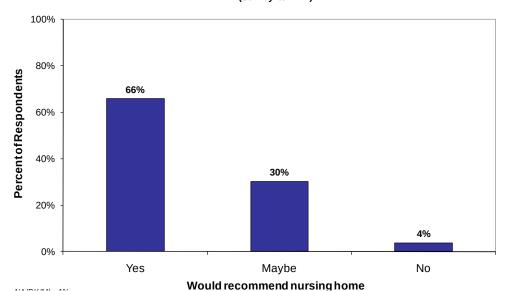


Notes: 1) "R" = a negatively worded item; 2) Chart totals exclude respondents who selected Not Applicable/Don't Know/Missing (NA/DK/MI) and may not sum to 100% due to rounding of decimals; 3) Number of respondents selecting NA/DK/MI for each item displayed to the right; 4) Item data not displayed for fewer than 3 respondents; 5) % not displayed for 5% or less.

# Recommendation to Friends

**Nursing Home Test** 

I would tell friends that this is a safe nursing home for their family.
(Survey Item E1)

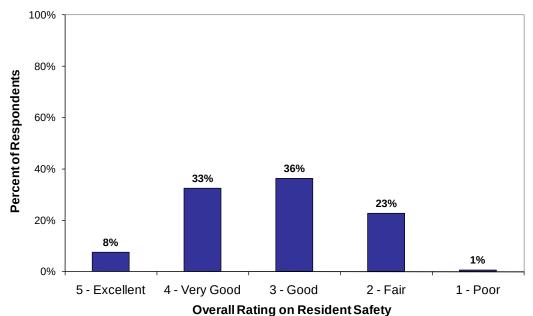


Note: Item level data does not display for fewer than 3 respondents.

#### **Overall Rating on Resident Safety**

#### **Nursing Home Test**

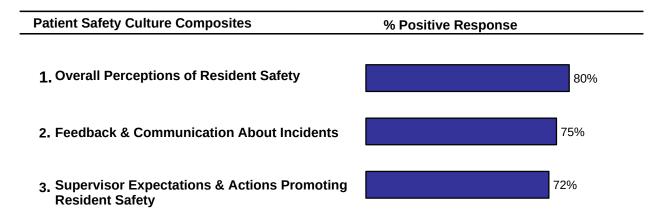
Please give this nursing home an overall rating on resident safety. (Survey item E2)



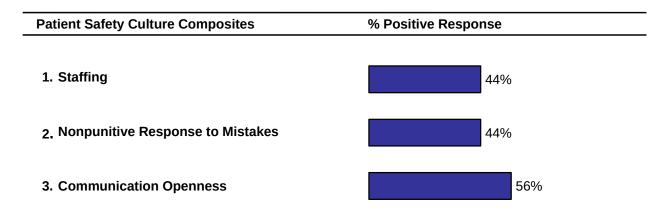
Overall Rating on Resident Salety

Note: Item level data does not display for fewer than 3 respondents.

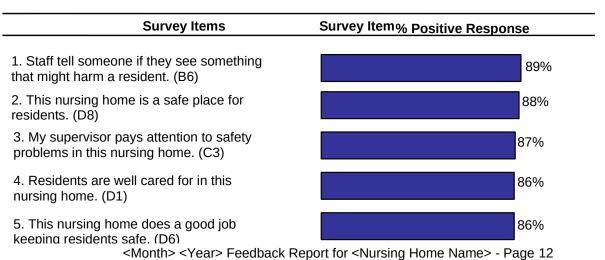
**Top Three Nursing Home Patient Safety Culture Composites** 



### **Bottom Three Nursing Home Patient Safety Culture Composites**



# op Five Nursing Home Patient Safety Culture Items

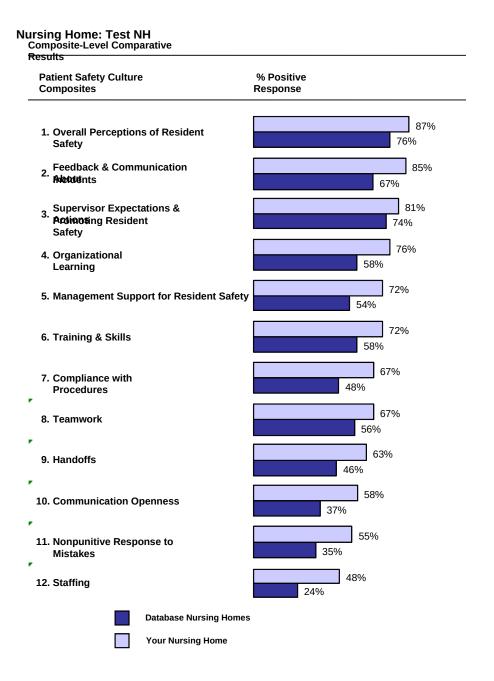


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# **Bottom Five Nursing Home Patient Safety Culture Items**

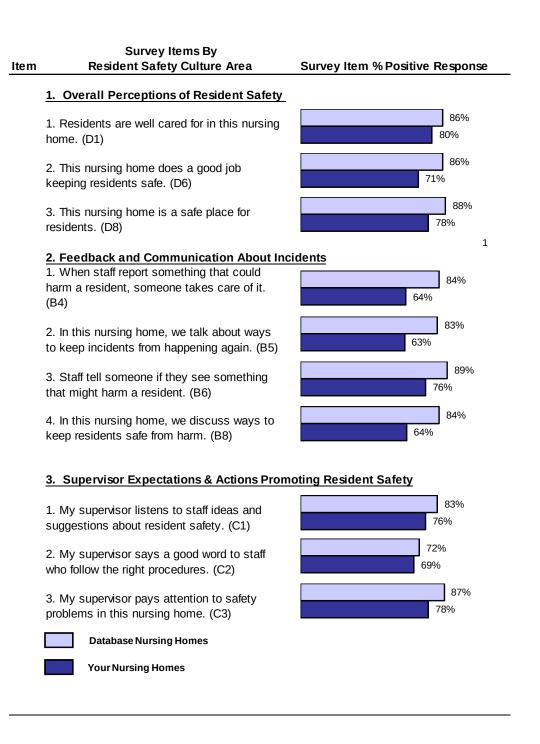
Survey Items	Survey Item% Positive Response
<ol> <li>Staff have to hurry because they have too much work to do. (A8R)</li> <li>We have enough staff to handle the</li> </ol>	33%
workload. (A3)	34%
3. Staff are blamed when a resident is harmed. (A10R)	42%
4. We have all the information we need when residents are transferred from the hospital. (B3)	54%
5. Staff opinions are ignored in this nursing home. (B9R)	56%

Composite-Level Percent Positive Response – Comparative Results



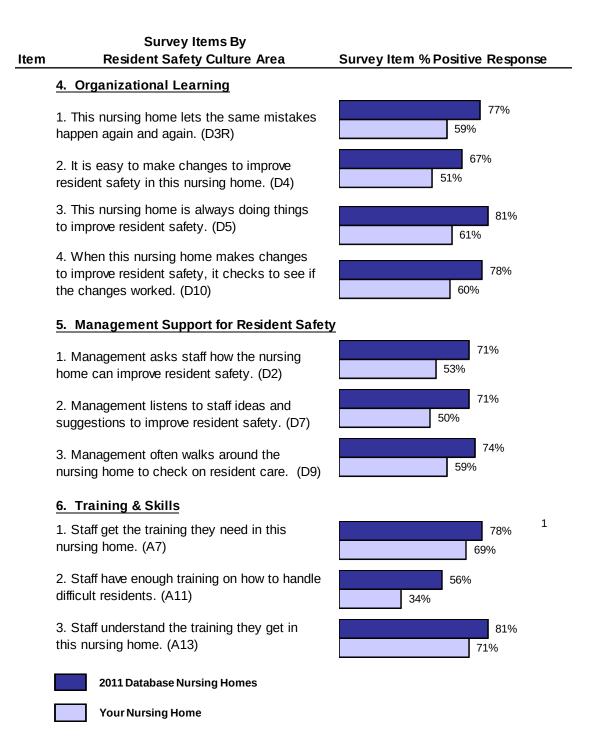
Composite scores are not calculated when any item in the composite has fewer than three respondents.

# **Item-Level Percent Positive Response – Comparative Results**



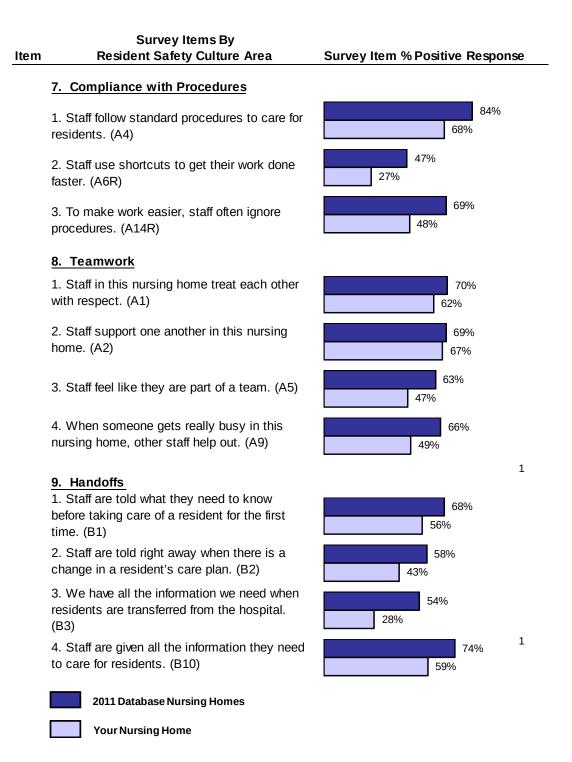
Notes: 1) Comparative results are based on data from xx nursing homes included in the Nursing Home Survey on Patient Safety Culture 2011 Comparative Database Report; 2) "R" indicates a negatively worded item; 3) Item data not displayed for fewer than 3 respondents.

# **Item-Level Percent Positive Response – Comparative Results**



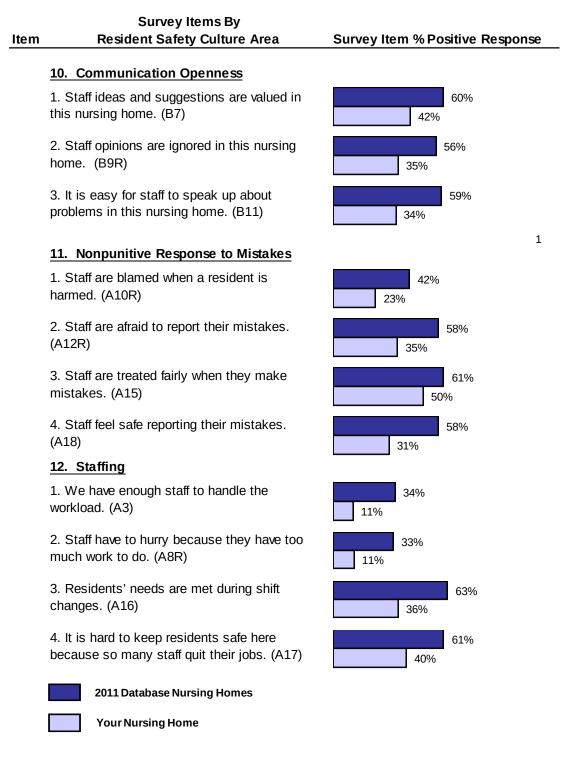
Notes: 1) Comparative results are based on data from xx nursing homes included in the Nursing Home Survey on Patient Safety Culture 2011 Comparative Database Report; 2) "R" indicates a negatively worded item; 3) Item data not displayed for fewer than 3 respondents.

# **Item-Level Percent Positive Response – Comparative Results**



Notes: 1) Comparative results are based on data from xx nursing homes included in the Nursing Home Survey on Patient Safety Culture 2011 Comparative Database Report; 2) "R" indicates a negatively worded item; 3) Item data not displayed for fewer than 3 respondents.

# **Item-Level Percent Positive Response – Comparative Results**

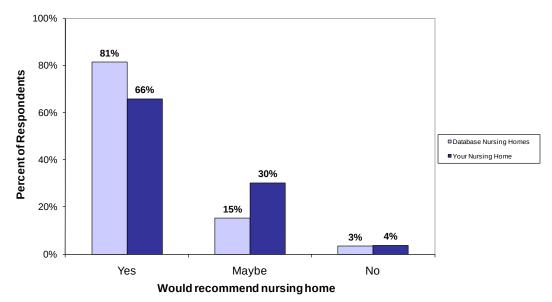


Notes: 1) Comparative results are based on data from xx nursing homes included in the Nursing Home Survey on Patient Safety Culture 2011 Comparative Database Report; 2) "R" indicates a negatively worded item; 3) Item data not displayed for fewer than 3 respondents.

#### **Recommendation to Friends Comparative Results**

#### **Nursing Home Test**

I would tell friends that this is a safe nursing home for their family. (Survey Item E1)

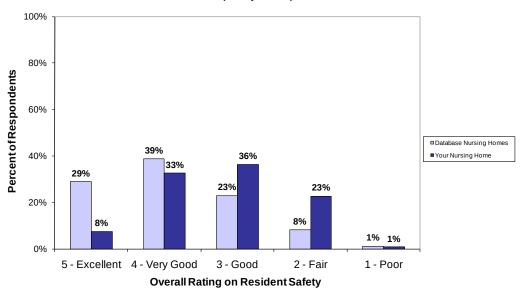


Notes: 1) Item level data does not display for fewer than 3 respondents; 2) Comparative results are based on data from xx nursing homes included in the Hospital Survey on Patient Safety Culture 2011 Comparative Database Report.

#### **Overall Rating on Resident Safety Comparative Results**

#### **Nursing Home Test**

Please give this nursing home an overall rating on resident safety. (Survey item E2)



lotes: 1) Item level data does not display for fewer than 3 respondents; 2) Comparative results are based on data from a accluded in the Hospital Survey on Patient Safety Culture 2011 Comparative Database Report.	x nursing homes

# **Comparative Results by Job Title**

# **Composite-level Comparative Results by Job Title**

		Job Title							
			Admin		Nursing				
		Admin/	Support	Direct	Licensed	Asst/	Other	Physician	Support
Patient Safety Culture Composites	Dataset	Manager	Staff	Care Staff	Nurse	Aide	Provider	(MD, DO)	Staff
# Hospitals	Database	225	225	225	225	225	225	225	225
# Respondents	Database	1,184	11,928	15,340	10,090	25,902	10,229	8,091	19,085
	Your Nursing Home	2,565	10,545	13,041	8,994	18,970	8,598	6,976	16,851
1. Overall Perceptions of Resident	Database	81%	78%	84%	75%	77%	80%	82%	76%
Safety	Your Nursing Home	81%	78%	84%	75%	77%	80%	82%	76%
2. Feedback and Communication	Database	75%	70%	74%	75%	74%	71%	75%	72%
About Incidents	Your Nursing Home	75%	70%	74%	75%	74%	71%	75%	72%
3. Supervisor Expectations & Actions	Database	75%	70%	74%	75%	74%	71%	75%	72%
Promoting Resident Safety	Your Nursing Home	75%	70%	74%	75%	74%	71%	75%	72%
4 Organizational Learning	Database	75%	70%	74%	75%	74%	71%	75%	72%
4. Organizational Learning	Your Nursing Home	75%	70%	74%	75%	74%	71%	75%	72%
5. Management Support for Resident	Database	75%	70%	74%	75%	74%	71%	75%	72%
Safety	Your Nursing Home	75%	70%	74%	75%	74%	71%	75%	72%
6. Training & Skills	Database	73%	67%	75%	73%	74%	72%	74%	74%
o. Hailing & Skiiis	Your Nursing Home	73%	67%	75%	73%	74%	72%	74%	74%

7. Compliance with Procedures	Database	73%	67%	75%	73%	74%	72%	74%	74%
7. Compliance with Procedures	Your Nursing Home	73%	67%	75%	73%	74%	72%	74%	74%
8. Teamwork	Database	69%	64%	66%	75%	69%	69%	73%	69%
8. Teaniwork	Your Nursing Home	69%	64%	66%	75%	69%	69%	73%	69%
0 Handoffe	Database	69%	64%	66%	75%	69%	69%	73%	69%
9. Handoffs	Your Nursing Home	69%	64%	66%	75%	69%	69%	73%	69%
10. Communication Openness	Database	73%	67%	75%	73%	74%	72%	74%	74%
10. Communication Openness	Your Nursing Home	73%	67%	75%	73%	74%	72%	74%	74%
11 Nonnunitive Decrence to Mictakes	Database	66%	56%	62%	70%	59%	64%	68%	66%
11. Nonpunitive Response to Mistakes	Your Nursing Home	66%	56%	62%	70%	59%	64%	68%	66%
12 Stoffing	Database	65%	58%	62%	64%	62%	62%	64%	64%
12. Staffing	Your Nursing Home	65%	58%	62%	64%	62%	62%	64%	64%

Notes: 1) Respondents who selected "Other," and missing are not shown. 2) Comparative results are based on data from xx nursing homes included in the Nursing Home Survey on Patient Safety Culture 2011 Comparative Database Report; 3) Composite scores are not calculated when a work area has fewer than 5 respondents and any item in the composite has fewer than 3 respondents.

# Item-level Comparative Results by Job Title (Page 1 of 4)

			Job Title							
				Admin Nursin						
			Admin/	Suppor	t Direct Care	Licensed	d Asst/	Other	Physician	Support
Surve	y Items by Composite	Dataset	Manager	Staff	Staff	Nurse	Aide	Provide	(MD, DO)	Staff
	# Hospitals	Database	225	225	225	225	225	225	225	225
	# Respondents	Database	1,184	11,928	15,340	10,090	25,902	10,229	8,091	19,085
		Your Nursing Home	2,565	10,545	13,041	8,994	18,970	8,598	6,976	16,851
1.	Overall Perceptions of Resident Safety									
1.	Residents are well cared for in this nursing	Database	88%	84%	89%	81%	85%	86%	88%	83%
т.	home. (D1)	Your Nursing Home	88%	84%	89%	81%	85%	86%	88%	83%
2.	This nursing home does a good job keeping	Database	87%	85%	90%	82%	81%	88%	87%	85%
۷.	residents safe. (D6)	Your Nursing Home	87%	85%	90%	82%	81%	88%	87%	85%
3.	3. This nursing home is a safe place for	Database	81%	73%	80%	73%	78%	76%	81%	73%
٥.	residents. (D8)	Your Nursing Home	81%	73%	80%	73%	78%	76%	81%	73%
2.	Feedback and Communication About									
1.	When staff report something that could harm	Database	88%	84%	89%	81%	85%	86%	88%	83%
1.	a resident, someone takes care of it. (B4)	Your Nursing Home	88%	84%	89%	81%	85%	86%	88%	83%
2.	In this nursing home, we talk about ways to	Database	87%	85%	90%	82%	81%	88%	87%	85%
۷.	keep incidents from happening again. (B5)	Your Nursing Home	87%	85%	90%	82%	81%	88%	87%	85%
3.		Database	81%	73%	80%	73%	78%	76%	81%	73%

			Job Title							
				Admin		Nursing				
			Admin/	Support	Direct Care	Licensed	Asst/	Other	Physician	Support
Surve	y Items by Composite	Dataset	Manager	Staff	Staff	Nurse	Aide	Provider	(MD, DO)	Staff
	Staff tell someone if they see something that	Your Nursing Home	81%	73%	80%	73%	78%	76%	81%	73%
4.	mighishmannsinagrasinhen, tw (Bobi) scuss ways to	Database	67%	69%	78%	65%	64%	69%	73%	65%
4.	keep residents safe from harm. (B8)	Your Nursing Home	67%	69%	78%	65%	64%	69%	73%	65%
3.	Supervisor Expectations & Actions									
3.	Promoting Resident Safety									
1	My supervisor listens to staff ideas and	Database	87%	85%	90%	82%	81%	88%	87%	85%
1.	suggestions about resident safety. (C1)	Your Nursing Home	87%	85%	90%	82%	81%	88%	87%	85%
2.	My supervisor says a good word to staff who	Database	81%	73%	80%	73%	78%	76%	81%	73%
۷.	follow the right procedures. (C2)	Your Nursing Home	81%	73%	80%	73%	78%	76%	81%	73%
3.	My supervisor pays attention to safety	Database	67%	69%	78%	65%	64%	69%	73%	65%
3.	_problems in this nursing home. (C3)	Your Nursing Home	67%	69%	78%	65%	64%	69%	73%	65%

Notes: 1) Respondents who selected "Other," and missing are not shown. 2) Comparative results are based on data from xx nursing homes included in the Nursing Home Survey on Patient Safety Culture 2011 Comparative Database Report; 3) "R" = a negatively worded item; 4) Data are not only displayed for job titles where there are fewer than 5 respondents and item data are not displayed for fewer than 3 respondents.

## Item-level Comparative Results by Job Title (Page 2 of 4)

			Job Title							
Surve	y Items by Composite	Dataset	Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing   Asst/   Aide	Other Provider	Physician (MD, DO)	Support Staff
	# Pospondents	Database	1,184	11,928	15,340	10,090	25,902	10,229	8,091	19,085
	# Respondents	Your Nursing Home	2,565	10,545	13,041	8,994	18,970	8,598	6,976	16,851
4.	Organizational Learning									
1.	This nursing home lets the same mistakes happen again and again. (D3R)	Database Your Nursing Home	88% 88%	84% 84%	89% 89%	81% 81%	85% 85%	86% 86%	88% 88%	83% 83%
2.	It is easy to make changes to improve resident safety in this nursing home. (D4)	Database Your Nursing Home	87% 87%	85% 85%	90% 90%	82% 82%	81% 81%	88% 88%	87% 87%	85% 85%
3.	This nursing home is always doing things to improve resident safety. (D5)	Database Your Nursing Home	81% 81%	73% 73%	80% 80%	73% 73%	78% 78%	76% 76%	81% 81%	73% 73%
4.	When this nursing home makes changes to improve resident safety, it checks to see if	Database	81%	73%	80%	73%	78%	76%	81%	73%
	the changes worked. (D10)	Your Nursing Home	81%	73%	80%	73%	78%	76%	81%	73%
5.	Management Support for Resident Safety									
1.	When staff report something that could harm a resident, someone takes care of it. (B4)	Database Your Nursing Home	88% 88%	84% 84%	89% 89%	81% 81%	85% 85%	86% 86%	88% 88%	83% 83%
2.	In this nursing home, we talk about ways to keep incidents from happening again. (B5)	Database Your Nursing Home	87% 87%	85% 85%	90% 90%	82% 82%	81% 81%	88% 88%	87% 87%	85% 85%
3.	Staff tell someone if they see something that might harm a resident. (B6)	Database Your Nursing Home	81% 81%	73% 73%	80% 80%	73% 73%	78% 78%	76% 76%	81% 81%	73% 73%
6.	Training & Skills	roar ranoning riomo	3270	1070	0070	1070	1070	1070	3170	1070
1.	Staff get the training they need in this nursing home. (A7)	Database Your Nursing Home	87% 87%	85% 85%	90% 90%	82% 82%	81% 81%	88% 88%	87% 87%	85% 85%
2.	Staff have enough training on how to handle difficult residents. (A11)	Database Your Nursing Home	81% 81%	73% 73%	80% 80%	73% 73%	78% 78%	76% 76%	81% 81%	73% 73%
3.	Staff understand the training they get in this nursing home. (A13)	Database Your Nursing Home	67% 67%	69% 69%	78% 78%	65% 65%	64% 64%	69% 69%	73% 73%	65% 65%

Notes: 1) Respondents who selected "Other," and missing are not shown. 2) Comparative results are based on data from xx nursing homes included in the Nursing Home Survey on Patient Safety Culture 2011 Comparative Database Report; 3) "R" = a negatively worded item; 4) Data are not only displayed for job titles where there are fewer than 5 respondents and item data are not displayed for fewer than 3 respondents.

## **Item-level Comparative Results by Job Title (Page 3 of 4)**

			Job Title							
				Admin	Direct		Nursing	l		
			Admin/	Support		License	-	Other	Physician	Support
Survey	Items by Composite	Dataset	Manager	Staff	Staff	Nurse	Aide	Provider	(MD, DO)	Staff
	# Respondents	Database	1,184	11,928	15,340	10,090	25,902	10,229	8,091	19,085
	# Кезрописта	Your Nursing Home	2,565	10,545	13,041	8,994	18,970	8,598	6,976	16,851
7.	Compliance with Procedures									
1.	Staff follow standard procedures to care for	Database	88%	84%	89%	81%	85%	86%	88%	83%
1.	residents. (A4)	Your Nursing Home	88%	84%	89%	81%	85%	86%	88%	83%
2.	Staff use shortcuts to get their work done	Database	87%	85%	90%	82%	81%	88%	87%	85%
۷.	faster. (A6R)	Your Nursing Home	87%	85%	90%	82%	81%	88%	87%	85%
3.	To make work easier, staff often ignore	Database	81%	73%	80%	73%	78%	76%	81%	73%
ა.	procedures. (A14R)	Your Nursing Home	81%	73%	80%	73%	78%	76%	81%	73%
8.	Teamwork									
1.	Staff in this nursing home treat each other with	Database	88%	84%	89%	81%	85%	86%	88%	83%
Δ.	respect. (A1)	Your Nursing Home	88%	84%	89%	81%	85%	86%	88%	83%
2.	Staff support one another in this nursing home.	Database	87%	85%	90%	82%	81%	88%	87%	85%
۷.	(A2)	Your Nursing Home	87%	85%	90%	82%	81%	88%	87%	85%
3.	Staff feel like they are part of a team. (A5)	Database	81%	73%	80%	73%	78%	76%	81%	73%
J.	Stan leer like they are part of a team. (A3)	Your Nursing Home	81%	73%	80%	73%	78%	76%	81%	73%
4.	When someone gets really busy in this nursing	Database	67%	69%	78%	65%	64%	69%	73%	65%
4.	home, other staff help out. (A9)	Your Nursing Home	67%	69%	78%	65%	64%	69%	73%	65%
9.	Handoffs									
1.	Staff are told what they need to know before	Database	87%	85%	90%	82%	81%	88%	87%	85%
Δ.	taking care of a resident for the first time. (B1)	Your Nursing Home	87%	85%	90%	82%	81%	88%	87%	85%
2.	Staff are told right away when there is a change	Database	81%	73%	80%	73%	78%	76%	81%	73%
۷.	in a resident's care plan. (B2)	Your Nursing Home	81%	73%	80%	73%	78%	76%	81%	73%
3.	We have all the information we need when	Database	67%	69%	78%	65%	64%	69%	73%	65%
٥.	residents are transferred from the hospital. (B3)	Your Nursing Home	67%	69%	78%	65%	64%	69%	73%	65%
4.	Staff are given all the information they need to	Database	67%	69%	78%	65%	64%	69%	73%	65%
4.	care for residents. (B10)	Your Nursing Home	67%	69%	78%	65%	64%	69%	73%	65%

Notes: 1) Respondents who selected "Other," and missing are not shown. 2) Comparative results are based on data from xx nursing homes included in the Nursing Home Survey on Patient Safety Culture 2011 Comparative Database Report; 3) "R" = a negatively worded item; 4) Data are not only displayed for job titles where there are fewer than 5 respondents and item data are not displayed for fewer than 3 respondents.

# **Item-level Comparative Results by Job Title (Page 4 of 4)**

						Job 1	Γitle			
				Admin	Direct		Nursing	l		
			Admin/	Suppor		Licensed		Other	Physician	
Survey	/ Items by Composite	Dataset	Manager	t Staff	Staff	Nurse	Aide	Provider	(MD, DO)	Staff
	# Respondents	Your Nursing Home	1,184	11,928	15,340	10,090	25,902	10,229	8,091	19,085
	# Respondents	Database	2,565	10,545	13,041	8,994	18,970	8,598	6,976	16,851
10.	Communication Openness									
1.	Staff ideas and suggestions are valued in this	Database	88%	84%	89%	81%	85%	86%	88%	83%
т.	nursing home. (B7)	Your Nursing Home	88%	84%	89%	81%	85%	86%	88%	83%
2.	Staff opinions are ignored in this nursing	Database	87%	85%	90%	82%	81%	88%	87%	85%
۷.	home. (B9R)	Your Nursing Home	87%	85%	90%	82%	81%	88%	87%	85%
3.	It is easy for staff to speak up about problems in	Database	81%	73%	80%	73%	78%	76%	81%	73%
J.	this nursing home. (B11)	Your Nursing Home	81%	73%	80%	73%	78%	76%	81%	73%
11.	Nonpunitive Response to Mistakes									
1.	Staff are blamed when a resident is	Database	88%	84%	89%	81%	85%	86%	88%	83%
	harmed. (A10R)	Your Nursing Home	88%	84%	89%	81%	85%	86%	88%	83%
2.	Staff are afraid to report their mistakes. (A12R)	Database	87%	85%	90%	82%	81%	88%	87%	85%
		Your Nursing Home	87%	85%	90%	82%	81%	88%	87%	85%
3.	Staff are treated fairly when they make	Database	81%	73%	80%	73%	78%	76%	81%	73%
	mistakes. (A15)	Your Nursing Home	81%	73%	80%	73%	78%	76%	81%	73%
4.	Staff feel safe reporting their mistakes. (A18)	Database	67%	69%	78%	65%	64%	69%	73%	65%
		Your Nursing Home	67%	69%	78%	65%	64%	69%	73%	65%
12.	Staffing									
1.	We have enough staff to handle the workload.	Database	87%	85%	90%	82%	81%	88%	87%	85%
	(A3)	Your Nursing Home	87%	85%	90%	82%	81%	88%	87%	85%
2.	Staff have to hurry because they have too much	Database	81%	73%	80%	73%	78%	76%	81%	73%
	work to do. (A8R)	Your Nursing Home	81%	73%	80%	73%	78%	76%	81%	73%
3.	Residents' needs are met during shft	Database	67%	69%	78%	65%	64%	69%	73%	65%
-	changes. (A16)	Your Nursing Home	67%	69%	78%	65%	64%	69%	73%	65%
4.	It is hard to keep residents safe here because	Database	67%	69%	78%	65%	64%	69%	73%	65%
	so many staff quit their jobs. (A17)	Your Nursing Home	67%	69%	78%	65%	64%	69%	73%	65%

Notes: 1) Respondents who selected "Other," and missing are not shown. 2) Comparative results are based on data from xx nursing homes included in the Nursing Home Survey on Patient Safety Culture 2011 Comparative Database Report; 3) "R" = a negatively worded item; 4) Data are not only displayed for job titles where there are fewer than 5 respondents and item data are not displayed for fewer than 3 respondents.

## Willingness to Recommend Nursing Home Comparative Results by Job Title

					Job	Title			
			Admin	Direct		Nursing			
Willingness to Recommend		Admin/	Support	Care	Licensed	Asst/	Other	Physician	Support
Nursing Home	Dataset	Manager	Staff	Staff	Nurse	Aide	Provider	(MD, DO)	Staff
# Pagnandants	Database	61	348	289	324	374	244	139	343
# Respondents	Your Nursing Home	2,565	10,545	13,041	8,994	18,970	8,598	6,976	16,851
Yes	Database	60%	60%	60%	60%	60%	60%	60%	60%
Tes	Your Nursing Home	60%	60%	60%	60%	60%	60%	60%	60%
Marria	Database	25%	25%	25%	25%	25%	25%	25%	25%
Maybe	Your Nursing Home	25%	25%	25%	25%	25%	25%	25%	25%
No	Database	15%	15%	15%	15%	15%	15%	15%	15%
No	Your Nursing Home	15%	15%	15%	15%	15%	15%	15%	15%

Notes: 1) Percent totals in the table may not sum to exactly 100% due to rounding of decimals; 2) Respondents who selected "Other," and missing are not shown; 3) Comparative results are based on data from xx nursing homes included in the Nursing Home Survey on Patient Safety Culture 2011 Comparative Database Report; 4) Data are not only displayed for job titles where there are fewer than 5 respondents and item data are not displayed for fewer than 3 respondents.

## **Overall Rating on Resident Safety Comparative Results by Job Title**

					Job <sup>-</sup>	Γitle			
			Admin	Direct		Nursing			
		Admin/	Support	Care	Licensed	Asst/	Other	Physician	Support
Overall Rating on Resident Safety	Dataset	Manager	Staff	Staff	Nurse	Aide	Provider	(MD, DO)	Staff
# Pagnandants	Database	61	348	289	324	374	244	139	343
# Respondents	Your Nursing Home	2,565	10,545	13,041	8,994	18,970	8,598	6,976	16,851
5 – Excellent	Database	15%	15%	15%	15%	15%	15%	15%	15%
5 - Excellent	Your Nursing Home	15%	15%	15%	15%	15%	15%	15%	15%
4 – Very Good	Database	35%	35%	35%	35%	35%	35%	35%	35%
4 - Very Good	Your Nursing Home	35%	35%	35%	35%	35%	35%	35%	35%
3 – Good	Database	25%	25%	25%	25%	25%	25%	25%	25%
3 - G000	Your Nursing Home	25%	25%	25%	25%	25%	25%	25%	25%
2 – Fair	Database	15%	15%	15%	15%	15%	15%	15%	15%
<b>Σ - Γαιι</b>	Your Nursing Home	15%	15%	15%	15%	15%	15%	15%	15%

1 Poor	Database	10%	10%	10%	10%	10%	10%	10%	10%
1 – Poor	Your Nursing Home	10%	10%	10%	10%	10%	10%	10%	10%

Notes: 1) Percent totals in the table may not sum to exactly 100% due to rounding of decimals; 2) Respondents who selected "Other," and missing are not shown; 3) Comparative results are based on data from xx nursing homes included in the Nursing Home Survey on Patient Safety Culture 2011 Comparative Database Report; 4) Data are not only displayed for job titles where there are fewer than 5 respondents and item data are not displayed for fewer than 3 respondents.

# **Comparative Results by Work Area**

# **Composite-level Comparative Results by Work Area**

			Work Area		
			Many/		
		Alzheimer's/	No specific	Rehab	Skilled Nursing
Patient Safety Culture Composites	Dataset	Dementia Unit	area or unit	Unit	Unit
# Respondents	Database	61	348	289	343
# Respondents	Your Nursing Home	2,565	10,545	13,041	16,851
1. Overall Perceptions of Resident	Database	81%	78%	84%	76%
Safety	Your Nursing Home	81%	78%	84%	76%
2. Feedback and Communication	Database	75%	70%	74%	72%
About Incidents	Your Nursing Home	75%	70%	74%	72%
3. Supervisor Expectations & Actions	Database	75%	70%	74%	72%
Promoting Resident Safety	Your Nursing Home	75%	70%	74%	72%
4. Organizational Learning	Database	75%	70%	74%	72%
4. Organizational Learning	Your Nursing Home	75%	70%	74%	72%

5. Management Support for Resident	Database	75%	70%	74%	72%
Safety	Your Nursing Home	75%	70%	74%	72%
6 Training 9 Skills	Database	73%	67%	75%	74%
6. Training & Skills	Your Nursing Home	73%	67%	75%	74%
7 Compliance with Dress dures	Database	73%	67%	75%	74%
7. Compliance with Procedures	Your Nursing Home	73%	67%	75%	74%
8. Teamwork	Database	69%	64%	66%	69%
8. Teamwork	Your Nursing Home	69%	64%	66%	69%
9. Handoffs	Database	69%	64%	66%	69%
	Your Nursing Home	69%	64%	66%	69%
10 Communication Oneman	Database	73%	67%	75%	74%
10. Communication Openness	Your Nursing Home	73%	67%	75%	74%
44 Namunitina Danamas to Mistakas	Database	66%	56%	62%	66%
11. Nonpunitive Response to Mistakes	Your Nursing Home	66%	56%	62%	66%
12 Ctoffing	Database	65%	58%	62%	64%
12. Staffing	Your Nursing Home	65%	58%	62%	64%

Notes: 1) Respondents who selected "Other," and missing are not shown. 2) Comparative results are based on data from xx nursing homes included in the Nursing Home Survey on Patient Safety Culture 2011 Comparative Database Report; 3) Composite scores are not calculated when a work area has fewer than 5 respondents and any item in the composite has fewer than 3 respondents.

# Item-level Comparative Results by Work Area (Page 1 of 4)

				Work Area	a	
				Many/		
			Alzheimer's/	No specific	Rehab	Skilled Nursing
Survey	Items by Composite	Dataset	Dementia Unit	area or unit	Unit	Unit
	# Doomondonto	Database	1,184	11,928	15,340	19,085
	# Respondents	Your Nursing Home	2,565	10,545	13,041	16,851
1.	Overall Perceptions of Resident Safety					
1	Residents are well cared for in this nursing	Database	88%	84%	89%	83%
1.	home. (D1)	Your Nursing Home	88%	84%	89%	83%
2.	This nursing home does a good job keeping	Database	87%	85%	90%	85%
۷.	residents safe. (D6)	Your Nursing Home	87%	85%	90%	85%
3.	3. This nursing home is a safe place for residents.	Database	81%	73%	80%	73%
٥.	(D8)	Your Nursing Home	81%	73%	80%	73%
2.	Feedback and Communication About Incidents					
1	When staff report something that could harm a	Database	88%	84%	89%	83%
1.	resident, someone takes care of it. (B4)	Your Nursing Home	88%	84%	89%	83%

				Work Area	a	
				Many/		
			Alzheimer's/	No specific	Rehab	Skilled Nursing
Survey	Items by Composite	Dataset	Dementia Unit	area or unit	Unit	Unit
2.	In this nursing home, we talk about ways to keep	Database	87%	85%	90%	85%
۷.	incidents from happening again. (B5)	Your Nursing Home	87%	85%	90%	85%
3.	Staff tell someone if they see something that might	Database	81%	73%	80%	73%
პ.	harm a resident. (B6)	Your Nursing Home	81%	73%	80%	73%
4.	In this nursing home, we discuss ways to keep	Database	67%	69%	78%	65%
4.	residents safe from harm. (B8)	Your Nursing Home	67%	69%	78%	65%
3.	Supervisor Expectations & Actions Promoting					
J.	Resident Safety					
1	My supervisor listens to staff ideas and	Database	87%	85%	90%	85%
1.	suggestions about resident safety. (C1)	Your Nursing Home	87%	85%	90%	85%
2.	My supervisor says a good word to staff who follow	Database	81%	73%	80%	73%
۷.	the right procedures. (C2)	Your Nursing Home	81%	73%	80%	73%
3.	My supervisor pays attention to safety problems in	Database	67%	69%	78%	65%
٥.	_this nursing home. (C3)	Your Nursing Home	67%	69%	78%	65%

Notes: 1) Respondents who selected "Other," and missing are not shown. 2) Comparative results are based on data from xx nursing homes included in the Nursing Home Survey on Patient Safety Culture 2011 Comparative Database Report; 3) Composite scores are not calculated when a work area has fewer than 5 respondents and any item in the composite has fewer than 3 respondents.

## Item-level Comparative Results by Work Area (Page 2 of 4)

			Work Area					
				Many/				
			Alzheimer's/	No specific	Rehab	Skilled Nursing		
Survey	Items by Composite	Dataset	Dementia Unit	area or unit	Unit	Unit		
	# Respondents	Your Nursing Home	1,184	11,928	15,340	19,085		
	# Respondents	Database	2,565	10,545	13,041	16,851		
4.	Organizational Learning							
1.	This nursing home lets the same mistakes happen	Database	88%	84%	89%	83%		
1.	again and again. (D3R)	Your Nursing Home	88%	84%	89%	83%		
2.	It is easy to make changes to improve resident	Database	87%	85%	90%	85%		
	safety in this nursing home. (D4)	Your Nursing Home	87%	85%	90%	85%		
3.	This nursing home is always doing things to	Database	81%	73%	80%	73%		
0.	improve resident safety. (D5)	Your Nursing Home	81%	73%	80%	73%		
	When this nursing home makes changes to	Database	81%	73%	80%	73%		
4.	improve resident safety, it checks to see if the		010/	700/	000/	700/		
_	changes worked. (D10)	Your Nursing Home	81%	73%	80%	73%		
5.	Management Support for Resident Safety							
1.	When staff report something that could harm a	Database	88%	84%	89%	83%		
	resident, someone takes care of it. (B4)	Your Nursing Home	88%	84%	89%	83%		
2.	In this nursing home, we talk about ways to keep	Database	87%	85%	90%	85%		
	incidents from happening again. (B5)	Your Nursing Home	87%	85%	90%	85%		
3.	Staff tell someone if they see something that might	Database	81%	73%	80%	73%		
J.	harm a resident. (B6)	Your Nursing Home	81%	73%	80%	73%		
6.	Training & Skills							
1.	Staff get the training they need in this nursing	Database	87%	85%	90%	85%		
1.	home. (A7)	Your Nursing Home	87%	85%	90%	85%		
2.	Staff have enough training on how to handle	Database	81%	73%	80%	73%		
۷.	difficult residents. (A11)	Your Nursing Home	81%	73%	80%	73%		
3.	Staff understand the training they get in this	Database	67%	69%	78%	65%		
ا ع.	nursing home. (A13)	Your Nursing Home	67%	69%	78%	65%		

Notes: 1) Respondents who selected "Other," and missing are not shown. 2) Comparative results are based on data from xx nursing homes included in the Nursing Home Survey on Patient Safety Culture 2011 Comparative Database Report; 3) "R" = a negatively worded item; 4) Data are not only displayed for work areas where there are fewer than 5 respondents and item data are not displayed for fewer than 3 respondents.

## Item-level Comparative Results by Work Area (Page 3 of 4)

				Work Area	a	
urvey	Items by Composite	Dataset	Alzheimer's <i>l</i> Dementia Unit	Many/ No specific area or unit	Rehab Unit	Skilled Nursing Unit
	# Pospondents	Database	1,184	11,928	15,340	19,085
	# Respondents	Your Nursing Home	2,565	10,545	13,041	16,851
7.	Compliance with Procedures					
1.	Staff follow standard procedures to care for	Database	88%	84%	89%	83%
1.	residents. (A4)	Your Nursing Home	88%	84%	89%	83%
2.	Staff use shortcuts to get their work done faster.	Database	87%	85%	90%	85%
۷.	(A6R)	Your Nursing Home	87%	85%	90%	85%
3.	To make work easier, staff often ignore	Database	81%	73%	80%	73%
ა.	procedures. (A14R)	Your Nursing Home	81%	73%	80%	73%
8.	Teamwork					
1.	Staff in this nursing home treat each other with	Database	88%	84%	89%	83%
Ι.	respect. (A1)	Your Nursing Home	88%	84%	89%	83%
2.	Staff support one another in this nursing home.	Database	87%	85%	90%	85%
۷.	(A2)	Your Nursing Home	87%	85%	90%	85%
3.	Staff feel like they are part of a team (AE)	Database	81%	73%	80%	73%
3.	Staff feel like they are part of a team. (A5)	Your Nursing Home	81%	73%	80%	73%
4.	When someone gets really busy in this nursing	Database	67%	69%	78%	65%
4.	home, other staff help out. (A9)	Your Nursing Home	67%	69%	78%	65%
9.	Handoffs					
1	Staff are told what they need to know before taking	Database	87%	85%	90%	85%
1.	care of a resident for the first time. (B1)	Your Nursing Home	87%	85%	90%	85%
2.	Staff are told right away when there is a change in	Database	81%	73%	80%	73%
۷.	a resident's care plan. (B2)	Your Nursing Home	81%	73%	80%	73%
3.	We have all the information we need when	Database	67%	69%	78%	65%
ა.	residents are transferred from the hospital. (B3)	Your Nursing Home	67%	69%	78%	65%
1	Staff are given all the information they need to care	Database	67%	69%	78%	65%
4.	for residents. (B10)	Your Nursing Home	67%	69%	78%	65%

Notes: 1) Respondents who selected "Other," and missing are not shown. 2) Comparative results are based on data from xx nursing homes included in the Nursing Home Survey on Patient Safety Culture 2011 Comparative Database Report; 3) "R" = a negatively worded item; 4) Data are not only displayed for work areas where there are fewer than 5 respondents and item data are not displayed for fewer than 3 respondents.

# **Item-level Comparative Results by Work Area (Page 4 of 4)**

				Work Area	a	
				Many/		
			Alzheimer's/	No specific	Rehab	Skilled Nursing
Survey	Items by Composite	Dataset	Dementia Unit	area or unit	Unit	Unit
	# Respondents	Database	1,184	11,928	15,340	19,085
	# Respondents	Your Nursing Home	2,565	10,545	13,041	16,851
10.	Communication Openness					
1.	Staff ideas and suggestions are valued in this	Database	88%	84%	89%	83%
1.	nursing home. (B7)	Your Nursing Home	88%	84%	89%	83%
2.	Staff opinions are ignored in this nursing	Database	87%	85%	90%	85%
۷.	home. (B9R)	Your Nursing Home	87%	85%	90%	85%
3.	It is easy for staff to speak up about problems in	Database	81%	73%	80%	73%
٥.	this nursing home. (B11)	Your Nursing Home	81%	73%	80%	73%
11.	Nonpunitive Response to Mistakes					
1.	Staff are blamed when a resident is	Database	88%	84%	89%	83%
1.	harmed. (A10R)	Your Nursing Home	88%	84%	89%	83%
2.	Staff are afraid to report their mistakes. (A12R)	Database	87%	85%	90%	85%
		Your Nursing Home	87%	85%	90%	85%
3.	Staff are treated fairly when they make mistakes.	Database	81%	73%	80%	73%
0.	(A15)	Your Nursing Home	81%	73%	80%	73%
4.	Staff feel safe reporting their mistakes. (A18)	Database	67%	69%	78%	65%
	, , ,	Your Nursing Home	67%	69%	78%	65%
12.	Staffing					
1.	We have enough staff to handle the workload. (A3)	Database	87%	85%	90%	85%
	, ,	Your Nursing Home	87%	85%	90%	85%
2.	Staff have to hurry because they have too much	Database	81%	73%	80%	73%
	work to do. (A8R)	Your Nursing Home	81%	73%	80%	73%
3.	Residents' needs are met during shft	Database	67%	69%	78%	65%
-	changes. (A16)	Your Nursing Home	67%	69%	78%	65%
4	It is hard to keep residents safe here because so	Database	67%	69%	78%	65%
4.	many staff quit their jobs. (A17)	Your Nursing Home	67%	69%	78%	65%

Notes: 1) Respondents who selected "Other," and missing are not shown. 2) Comparative results are based on data from xx nursing homes included in the Nursing Home Survey on Patient Safety Culture 2011 Comparative Database Report; 3) "R" = a negatively worded item; 4) Data are not only displayed for work areas where there are fewer than 5 respondents and item data are not displayed for fewer than 3 respondents.

# Willingness to Recommend Nursing Home Comparative Results by Work Area

**Work Area** 

			Many/		
Willingness to Recommend Nursing	Dataset	Alzheimer's/	No specific		Skilled Nursing
Home		Dementia Unit	area or unit	Rehab Unit	Unit
# Docpondents	Database	61	348	289	343
# Respondents	Your Nursing Home	2,565	10,545	13,041	16,851
Vac	Database	60%	60%	60%	60%
Yes	Your Nursing Home	60%	60%	60%	60%
Mayba	Database	25%	25%	25%	25%
Maybe	Your Nursing Home	25%	25%	25%	25%
No	Database	15%	15%	15%	15%
No	Your Nursing Home	15%	15%	15%	15%

Notes: 1) Percent totals in the table may not sum to exactly 100% due to rounding of decimals; 2) Respondents who selected "Other," and missing are not shown; 3) Comparative results are based on data from xx nursing homes included in the Nursing Home Survey on Patient Safety Culture 2011 Comparative Database Report; 4) Data are not only displayed for work areas where there are fewer than 5 respondents and item data are not displayed for fewer than 3 respondents.

## **Overall Rating on Resident Safety Comparative Results by Work Area**

			Work Area		
			Many/		
	Dataset	Alzheimer's/	No specific	Rehab	Skilled Nursing
Overall Rating on Resident Safety		Dementia Unit	area or unit	Unit	Unit
# Doggandente	Database	61	348	289	343
# Respondents	Your Nursing Home	2,565	10,545	13,041	16,851
5 – Excellent	Database	15%	15%	15%	15%
5 – Excellent	Your Nursing Home	15%	15%	15%	15%
4 Name Cood	Database	35%	35%	35%	35%
4 – Very Good	Your Nursing Home	35%	35%	35%	35%
2 Cood	Database	25%	25%	25%	25%
3 – Good	Your Nursing Home	25%	25%	25%	25%
2 Fair	Database	15%	15%	15%	15%
2 – Fair	Your Nursing Home	15%	15%	15%	15%
1 Door	Database	10%	10%	10%	10%
1 – Poor	Your Nursing Home	10%	10%	10%	10%

Notes: 1) Percent totals in the table may not sum to exactly 100% due to rounding of decimals; 2) Respondents who selected "Other," and missing are not shown; 3) Comparative results are based on data from xx nursing homes included in the Nursing Home Survey on Patient Safety Culture 2011 Comparative Database Report; 4) Data are not only displayed for work areas where there are fewer than 5 respondents and item data are not displayed for fewer than 3 respondents.

# **Comparative Results by Interaction with Patients**

## **Composite-level Comparative Results by Interaction with Patients**

		Interaction with Patients	
Patient Safety Culture Composites	Dataset	Yes	No
# Despendents	Database	61	343
# Respondents	Your Nursing Home	2,565	16,851
1. Overall Perceptions of Resident	Database	81%	76%
Safety	Your Nursing Home	81%	76%
2. Feedback and Communication	Database	75%	72%
About Incidents	Your Nursing Home	75%	72%
3. Supervisor Expectations & Actions	Database	75%	72%
Promoting Resident Safety	Your Nursing Home	75%	72%
4 Ourseningtional Learning	Database	75%	72%
4. Organizational Learning	Your Nursing Home	75%	72%
5. Management Support for Resident	Database	75%	72%
Safety	Your Nursing Home	75%	72%
6. Training & Skills	Database	73%	74%

	Your Nursing Home	73%	74%
7 Compliance with Busedones	Database	73%	74%
7. Compliance with Procedures	Your Nursing Home	73%	74%
8. Teamwork	Database	69%	69%
	Your Nursing Home	69%	69%
9. Handoffs	Database	69%	69%
	Your Nursing Home	69%	69%
10. Communication Openness	Database	73%	74%
	Your Nursing Home	73%	74%
11 Nannunitius Deananas ta Mistakas	Database	66%	66%
11. Nonpunitive Response to Mistakes	Your Nursing Home	66%	66%
12 Stoffing	Database	65%	64%
12. Staffing	Your Nursing Home	65%	64%

Notes: 1) Comparative results are based on data from xx nursing homes included in the Nursing Home Survey on Patient Safety Culture 2011 Comparative Database Report. 2) Composite scores are not calculated when a percentage for interaction has fewer than 5 respondents and any item in the composite has fewer than 3 respondents.

# Item-level Comparative Results by Interaction with Patients (Page 1 of 4)

		Interaction with Patients		
Survey	Items by Composite	Dataset	Yes	No
	# Respondents	Database	1,184	19,085
		Your Nursing Home	2,565	16,851
1.	Overall Perceptions of Resident Safety			
Residents are well cared for in this nursing l	Residents are well cared for in this nursing home. (D1)	Database	88%	83%
1.	Nesidents are well cared for in this horising nome. (D1)	Your Nursing Home	88%	83%
2.	This nursing home does a good job keeping residents safe. (D6)	Database	87%	85%
۷.	This hursing nome does a good job keeping residents sale. (Do)	Your Nursing Home	87%	85%
3. 3. This nursing home is a safe place for	3. This nursing home is a safe place for residents. (D8)	Database	81%	73%
٥.	3. This hursing nome is a safe place for residents. (Do)	Your Nursing Home	81%	73%
2.	Feedback and Communication About Incidents			
1.	When staff report something that could harm a resident, someone takes care of it.	Database	88%	83%
1.	(B4)	Your Nursing Home	88%	83%
2.	In this nursing home, we talk about ways to keep incidents from happening	Database	87%	85%
۷.	again. (B5)	Your Nursing Home	87%	85%
Staff tell someone if they see someth	Staff tell someone if they see something that might harm a resident. (B6)	Database	81%	73%
	Juli teli someone ii tiley see sometiling tilat might harm a resident. (bb)	Your Nursing Home	81%	73%
4. In this nursing h	In this nursing home, we discuss ways to keep residents safe from harm. (B8)	Database	67%	65%
	is mursing nome, we discuss ways to keep residents sale nominarm. (Bo)	Your Nursing Home	67%	65%

			Interaction v	vith Patients
Survey	Items by Composite	Dataset	Yes	No
3.	Supervisor Expectations & Actions Promoting Resident Safety			
1. My supervisor listens to steff ideas and suggestions about resident sefety (C1)		Database	87%	85%
1.	My supervisor listens to staff ideas and suggestions about resident safety. (C1)	Your Nursing Home	87%	85%
2.	My supervisor says a good word to staff who follow the right procedures. (C2)	Database	81%	73%
2.	my supervisor says a good word to stair who follow the right procedures. (C2)	Your Nursing Home	81%	73%
3.	My supervisor pays attention to safety problems in this nursing home. (C3)	Database	67%	65%
J.	— wiy supervisor pays attention to salety problems in this harsing nome. (Cs)	Your Nursing Home	67%	65%

Notes: 1) Comparative results are based on data from xx nursing homes included in the Nursing Home Survey on Patient Safety Culture 2011 Comparative Database Report; 2) Data are not only displayed for interaction where there are fewer than 5 respondents and item data are not displayed for fewer than 3 respondents.

# Item-level Comparative Results by Interaction with Patients (Page 2 of 4)

			Interaction	with Patients
Survey	Items by Composite	Dataset	Yes	No
	# Respondents	Database	1,184	19,085
		Your Nursing Home	2,565	16,851
4.	Organizational Learning			
1.	This nursing home lets the same mistakes happen again and again. (D3R)	Database	88%	83%
1 -	This harsing home lets the same mistakes happen again and again. (2514)	Your Nursing Home	88%	83%
2.	It is easy to make changes to improve resident safety in this nursing home. (D4)	Database	87%	85%
	it is easy to make changes to improve resident safety in this harsing nome. (54)	Your Nursing Home	87%	85%
3.	This nursing home is always doing things to improve resident safety. (D5)	Database	81%	73%
] 3.	This harsing home is always doing things to improve resident safety. (155)	Your Nursing Home	81%	73%
4.	When this nursing home makes changes to improve resident safety, it checks to see if	Database	81%	73%
4.	the changes worked. (D10)	Your Nursing Home	81%	73%
5.	Management Support for Resident Safety			
1.	When staff report something that could harm a resident, someone takes care of it. (B4)	Database	88%	83%
1.	when stail report something that could harm a resident, someone takes care of it. (D4)	Your Nursing Home	88%	83%
2.	In this nursing home, we talk about ways to keep incidents from happening again. (B5)	Database	87%	85%
2.	in this hursing home, we tak about ways to keep incluents from happening again. (D5)	Your Nursing Home	87%	85%
3.	Staff tell someone if they see something that might harm a resident. (B6)	Database	81%	73%
J.	Start tell someone il they see something that might harm a resident. (Bo)	Your Nursing Home	81%	73%
6.	Training & Skills			
1.	Staff get the training they need in this nursing home. (A7)	Database	87%	85%
	out got the training they need in this national home. (All)	Your Nursing Home	87%	85%
2.	Staff have enough training on how to handle difficult residents. (A11)	Database	81%	73%
	Star have chough during on now to nation dimedit residents. (ALL)	Your Nursing Home	81%	73%
3.	Staff understand the training they get in this nursing home. (A13)	Database	67%	65%
3.	Cital and of Stand and a daming they get in this harding home. (1429)	Your Nursing Home	67%	65%

Notes: 1) Comparative results are based on data from xx nursing homes included in the Nursing Home Survey on Patient Safety Culture 2011 Comparative Database Report; 2) Data are not only displayed for interaction where there are fewer than 5 respondents and item data are not displayed for fewer than 3 respondents.

**Item-level Comparative Results by Interaction with Patients (Page 3 of 4)** 

			Interaction	with Patients
Survey	Items by Composite	Dataset	Yes	No
	# Respondents	Database	1,184	19,085
		Your Nursing Home	2,565	16,851
7.	Compliance with Procedures			
1.	Staff follow standard procedures to care for residents. (A4)	Database	88%	83%
1.	Stail follow standard procedures to care for residents. (A4)	Your Nursing Home	88%	83%
2.	Staff use shortcuts to get their work done faster. (A6R)	Database	87%	85%
2.	Stall use shortcuts to get their work dolle laster. (AOK)	Your Nursing Home	87%	85%
3.	To make work easier, staff often ignore procedures. (A14R)	Database	81%	73%
٥.	To make work easier, stail often ignore procedures. (A1417)	Your Nursing Home	81%	73%
8.	Teamwork			
1.	Staff in this nursing home treat each other with respect. (A1)	Database	88%	83%
	,	Your Nursing Home	88%	83%
2.	Staff support one another in this nursing home (A2)	Database	87%	85%
	oran support one another in this harsing nome. (1.2)	Your Nursing Home	87%	85%
3.	Staff feel like they are part of a team. (A5)	Database	81%	73%
5.	Starr leer like they are part of a teath. (7.6)	Your Nursing Home	81%	73%
4.	When someone gets really busy in this nursing home, other staff help out. (A9)	Database	67%	65%
4.	when someone gets really busy in this hursing home, other stair help out. (As)	Your Nursing Home	67%	65%
9.	Handoffs			
1.	Staff are told what they need to know before taking care of a resident for the first	Database	87%	85%
1 -	time. (B1)	Your Nursing Home	87%	85%
2.	Staff are told right away when there is a change in a resident's care plan. (B2)	Database	81%	73%
	Stan are told right away when there is a change in a resident's care plan. (bz)	Your Nursing Home	81%	73%
3.	We have all the information we need when residents are transferred from the	Database	67%	65%
J.	hospital. (B3)	Your Nursing Home	67%	65%
4.	Staff are given all the information they need to care for residents. (B10)	Database	67%	65%
4.	Stan are given an the information they need to care for residents. (B10)	Your Nursing Home	67%	65%

Notes: 1) Comparative results are based on data from xx nursing homes included in the Nursing Home Survey on Patient Safety Culture 2011 Comparative Database Report; 2) Data are not only displayed for interaction where there are fewer than 5 respondents and item data are not displayed for fewer than 3 respondents.

# **Item-level Comparative Results by Interaction with Patients (Page 4 of 4)**

		Interaction	with Patients
Survey Items by Composite	Dataset	Yes	No
# Respondents	Database	1,184	19,085
	Your Nursing Home	2,565	16,851

			Interaction	with Patients
Survey	Items by Composite	Dataset	Yes	No
10.	Communication Openness			
1.	Staff ideas and suggestions are valued in this nursing home. (B7)	Database	88%	83%
1.	Stail liceas and suggestions are valued in this hursing home. (D1)	Your Nursing Home	88%	83%
2.	Staff opinions are ignored in this nursing home. (B9R)	Database	87%	85%
	Stail opinions are ignored in this harsing nome. (BSIV)	Your Nursing Home	87%	85%
3.	It is easy for staff to speak up about problems in this nursing home. (B11)	Database	81%	73%
	, , , , , , , , , , , , , , , , , , , ,	Your Nursing Home	81%	73%
11.	Nonpunitive Response to Mistakes			
1.	Staff are blamed when a resident is harmed. (A10R)	Database	88%	83%
	otali are siamed mich a resident le named. (1201)	Your Nursing Home	88%	83%
2.	Staff are afraid to report their mistakes (A12R)	Database	87%	85%
		Your Nursing Home	87%	85%
3.	Staff are treated fairly when they make mistakes. (A15)	Database	81%	73%
0.	otali are areas in any miso mano mistanosi ( 20)	Your Nursing Home	81%	73%
4.	Staff feel safe reporting their mistakes. (A18)	Database	67%	65%
		Your Nursing Home	67%	65%
12.	Staffing			
1.	We have enough staff to handle the workload. (A3)	Database	87%	85%
	The have chough claim to harrie the morniodal (15)	Your Nursing Home	87%	85%
2.	Staff have to hurry because they have too much work to do. (A8R)	Database	81%	73%
	Stair have to harry because they have too mach work to do! (Herty	Your Nursing Home	81%	73%
3.	Residents' needs are met during shft changes. (A16)	Database	67%	65%
]	( i=0)	Your Nursing Home	67%	65%
4.	It is hard to keep residents safe here because so many staff quit their jobs. (A17)	Database	67%	65%
"	is a manufacture of the second	Your Nursing Home	67%	65%

Notes: 1) Comparative results are based on data from xx nursing homes included in the Nursing Home Survey on Patient Safety Culture 2011 Comparative Database Report; 2) Data are not only displayed for interaction where there are fewer than 5 respondents and item data are not displayed for fewer than 3 respondents.

# Willingness to Recommend Nursing Home Comparative Results by Interaction with Patients

		Interaction	with Patients
Willingness to Recommend Nursing Home	Dataset	Yes	No
# Respondents	Database	61	343
	Your Nursing Home	2,565	16,851

Voc	Database	60%	60%
Yes	Your Nursing Home	60%	60%
Marika	Database	25%	25%
Maybe	Your Nursing Home	25%	25%
No.	Database	15%	15%
No	Your Nursing Home	15%	15%

Notes: 1) Percent totals in the table may not sum to exactly 100% due to rounding of decimals; 2) Comparative results are based on data from xx nursing homes included in the Nursing Home Survey on Patient Safety Culture 2011 Comparative Database Report; 3) Data are not only displayed for interaction where there are fewer than 5 respondents and item data are not displayed for fewer than 3 respondents.

### **Overall Rating on Resident Safety Comparative Results by Interaction with Patients**

		Interaction	with Patients
Overall Rating on Resident Safety	Dataset	Yes	No
# Respondents	Database	61	343
	Your Nursing Home	2,565	16,851
5 – Excellent	Database	15%	15%
5 - Excellent	Your Nursing Home	15%	15%
4 Name Cood	Database	35%	35%
- Very Good	Your Nursing Home	35%	35%
3 – Good	Database	25%	25%
3 - G000	Your Nursing Home	25%	25%
2 Fair	Database	15%	15%
– Fair	Your Nursing Home	15%	15%
1 Door	Database	10%	10%
1 – Poor	Your Nursing Home	10%	10%

Notes: 1) Percent totals in the table may not sum to exactly 100% due to rounding of decimals; 2) Comparative results are based on data from xx nursing homes included in the Nursing Home Survey on Patient Safety Culture 2011 Comparative Database Report; 3) Data are not only displayed for interaction where there are fewer than 5 respondents and item data are not displayed for fewer than 3 respondents.

# **Comparative Results by Shift Worked Most Often**

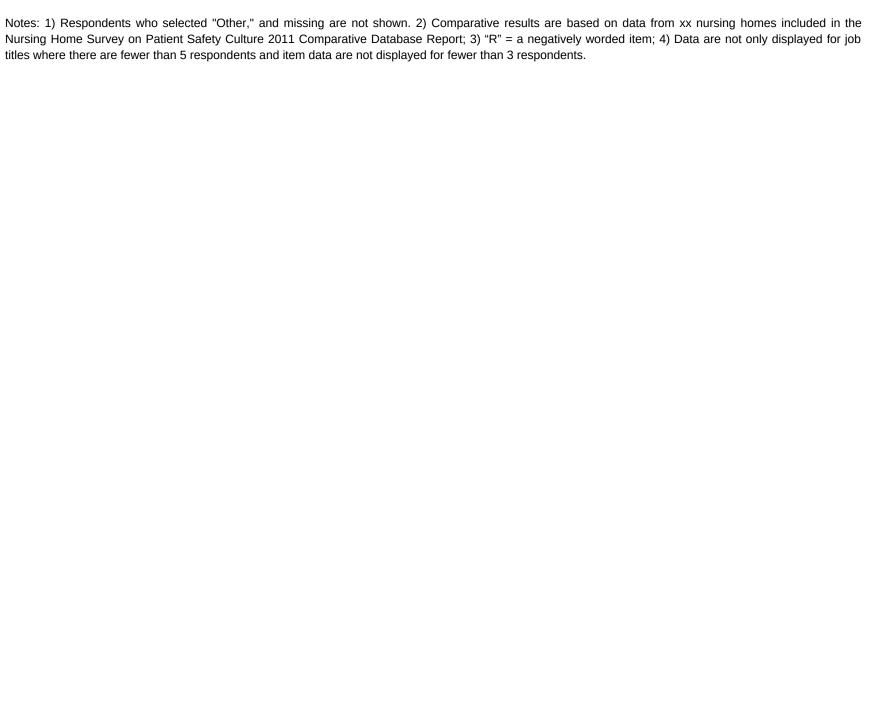
# **Composite-level Comparative Results by Shift Worked Most Often**

		Shift Worked Most Often		Often
Patient Safety Culture Composites	Dataset	Days	Evenings	Nights
Fatient Salety Culture Composites	Dataset	1,184	11.928	19,085
# Respondents	_ = 5.111.15 115 5		,-	•
4. O see II December 11 and 12	Your Nursing Home  Database	2,565	10,545	16,851
1. Overall Perceptions of Resident		81%	78%	76%
Safety	Your Nursing Home	81%	78%	76%
2. Feedback and Communication	Database	75%	70%	72%
About Incidents	Your Nursing Home	75%	70%	72%
3. Supervisor Expectations & Actions	Database	75%	70%	72%
Promoting Resident Safety	Your Nursing Home	75%	70%	72%
4. Organizational Learning	Database	75%	70%	72%
	Your Nursing Home	75%	70%	72%
5. Management Support for Resident	Database	75%	70%	72%
Safety	Your Nursing Home	75%	70%	72%
6. Training & Skills	Database	73%	67%	74%
o. Hailing & Skiiis	Your Nursing Home	73%	67%	74%
7. Compliance with Procedures	Database	73%	67%	74%
7. Compliance with Procedures	Your Nursing Home	73%	67%	74%
8. Teamwork	Database	69%	64%	69%
8. Teamwork	Your Nursing Home	69%	64%	69%
0 Handeffe	Database	69%	64%	69%
9. Handoffs	Your Nursing Home	69%	64%	69%
	Database	73%	67%	74%
10. Communication Openness	Your Nursing Home	73%	67%	74%
	Database	66%	56%	66%
11. Nonpunitive Response to Mistakes	Your Nursing Home	66%	56%	66%
	Database	65%	58%	64%
12. Staffing	Your Nursing Home	65%	58%	64%

Notes: 1) Respondents who selected "Other," and missing are not shown. 2) Comparative results are based on data from xx nursing homes included in the Nursing Home Survey on Patient Safety Culture 2011 Comparative Database Report; 3) Composite scores are not calculated when a work area has fewer than 5 respondents and any item in the composite has fewer than 3 respondents.

# **Item-level Comparative Results by Shift Worked Most Often (Page 1 of 4)**

			Shift Worked Most Often		
Surve	y Items by Composite	Dataset	Days	Evenings	Nights
Suive	y items by composite	Database	1,184	11,928	19,085
	# Respondents			•	•
	·	Your Nursing Home	61	348	343
1.	Overall Perceptions of Resident				
	Safety				
1.	Residents are well cared for in this	Database	88%	84%	83%
1.	nursing home. (D1)	Your Nursing Home	88%	84%	83%
2.	This nursing home does a good job	Database	87%	85%	85%
۷.	keeping residents safe. (D6)	Your Nursing Home	87%	85%	85%
3.	3. This nursing home is a safe place for	Database	81%	73%	73%
ა.	residents. (D8)	Your Nursing Home	81%	73%	73%
2.	Feedback and Communication About				
1.	When staff report something that could	Database	88%	84%	83%
1.	harm a resident, someone takes care of	Your Nursing Home	88%	84%	83%
2.	In this nursing home, we talk about ways	Database	87%	85%	85%
۷.	to keep incidents from happening	Your Nursing Home	87%	85%	85%
3.	Staff tell someone if they see something	Database	81%	73%	73%
J.	that might harm a resident. (B6)	Your Nursing Home	81%	73%	73%
4.	In this nursing home, we discuss ways to	Database	67%	69%	65%
4.	keep residents safe from harm. (B8)	Your Nursing Home	67%	69%	65%
3.	Supervisor Expectations & Actions				
<b>J.</b>	Promoting Resident Safety				
1.	My supervisor listens to staff ideas and	Database	87%	85%	85%
	suggestions about resident safety. (C1)	Your Nursing Home	87%	85%	85%
2.	My supervisor says a good word to staff	Database	81%	73%	73%
	who follow the right procedures. (C2)	Your Nursing Home	81%	73%	73%
3.	My supervisor pays attention to safety	Database	67%	69%	65%
	_problems in this nursing home. (C3)	Your Nursing Home	67%	69%	65%



### Item-level Comparative Results by Shift Worked Most Often (Page 2 of 4)

			Shift Worked Most Often		
Survo	/ Items by Composite	Dataset	Days	Evenings	Nights
Survey	riteriis by Composite	Database		11.928	
	# Respondents		1,184	,	19,085
	·	Your Nursing Home	2,565	10,545	16,851
4.	Organizational Learning				
1.	This nursing home lets the same mistakes	Database	88%	84%	83%
	happen again and again. (D3R)	Your Nursing Home	88%	84%	83%
2.	It is easy to make changes to improve	Database	87%	85%	85%
۷.	resident safety in this nursing home. (D4)	Your Nursing Home	87%	85%	85%
3.	This nursing home is always doing things to	Database	81%	73%	73%
J.	improve resident safety. (D5)	Your Nursing Home	81%	73%	73%
4.	When this nursing home makes changes to improve resident safety, it checks to see if	Database	81%	73%	73%
''	the changes worked. (D10)	Your Nursing Home	81%	73%	73%
5.	Management Support for Resident Safety				
	When staff report something that could harm	Database	88%	84%	83%
1.	a resident, someone takes care of it. (B4)	Your Nursing Home	88%	84%	83%
	In this nursing home, we talk about ways to	Database	87%	85%	85%
2.	keep incidents from happening again. (B5)	Your Nursing Home	87%	85%	85%
	Staff tell someone if they see something that	Database	81%	73%	73%
3.	might harm a resident. (B6)	Your Nursing Home	81%	73%	73%
6.	Training & Skills				
1.	Staff get the training they need in this	Database	87%	85%	85%
1.	nursing home. (A7)	Your Nursing Home	87%	85%	85%
	Staff have enough training on how to handle	Database	81%	73%	73%
2.	difficult residents. (A11)	Your Nursing Home	81%	73%	73%
	Staff understand the training they get in this	Database	67%	69%	65%
3.	nursing home. (A13)	Your Nursing Home	67%	69%	65%

Notes: 1) Respondents who selected "Other," and missing are not shown. 2) Comparative results are based on data from xx nursing homes included in the Nursing Home Survey on Patient Safety Culture 2011 Comparative Database Report; 3) "R" = a negatively worded item; 4) Data are not only displayed for job titles where there are fewer than 5 respondents and item data are not displayed for fewer than 3 respondents.

# Item-level Comparative Results by Shift Worked Most Often (Page 3 of 4)

			Shift	Worked Most	Often
Survey	Items by Composite	Dataset	Days	Evenings	Nights
	# Docnandants	Database	1,184	11,928	19,085
	# Respondents	Your Nursing Home	2,565	10,545	16,851
7.	Compliance with Procedures				
1	Staff follow standard procedures to care for	Database	88%	84%	83%
1.	residents. (A4)	Your Nursing Home	88%	84%	83%
2.	Staff use shortcuts to get their work done faster.	Database	87%	85%	85%
۷.	(A6R)	Your Nursing Home	87%	85%	85%
3.	To make work easier, staff often ignore	Database	81%	73%	73%
ა.	procedures. (A14R)	Your Nursing Home	81%	73%	73%
8.	Teamwork				
1.	Staff in this nursing home treat each other with	Database	88%	84%	83%
т.	respect. (A1)	Your Nursing Home	88%	84%	83%
2.	Staff support one another in this nursing home.	Database	87%	85%	85%
۷.	(A2)	Your Nursing Home	87%	85%	85%
3.	Staff feel like they are part of a team. (A5)	Database	81%	73%	73%
J.	Stail leef like they are part of a team. (AS)	Your Nursing Home	81%	73%	73%
4.	When someone gets really busy in this nursing	Database	67%	69%	65%
4.	home, other staff help out. (A9)	Your Nursing Home	67%	69%	65%
9.	Handoffs				
1.	Staff are told what they need to know before taking	Database	87%	85%	85%
	care of a resident for the first time. (B1)	Your Nursing Home	87%	85%	85%
2.	Staff are told right away when there is a change in	Database	81%	73%	73%
۷.	a resident's care plan. (B2)	Your Nursing Home	81%	73%	73%
3.	We have all the information we need when	Database	67%	69%	65%
J.	residents are transferred from the hospital. (B3)	Your Nursing Home	67%	69%	65%
4.	Staff are given all the information they need to care	Database	67%	69%	65%
٦.	for residents. (B10)	Your Nursing Home	67%	69%	65%

# **Item-level Comparative Results by Shift Worked Most Often (Page 4 of 4)**

			Shift Worked Most Often		Often
Survey	tems by Composite	Dataset	Days	Evenings	Nights
		Database	1,184	11,928	19,085
	# Respondents	Your Nursing Home	2,565	10,545	16,851
10.	Communication Openness				
1.	Staff ideas and suggestions are valued in this nursing home. (B7)	Database Your Nursing Home	88% 88%	84% 84%	83% 83%
2.	Staff opinions are ignored in this nursing home. (B9R)	Database Your Nursing Home	87% 87%	85% 85%	85% 85%
3.	It is easy for staff to speak up about problems in this nursing home. (B11)	Database Your Nursing Home	81% 81%	73% 73%	73% 73%
11.	Nonpunitive Response to Mistakes				
1.	Staff are blamed when a resident is harmed. (A10R)	Database Your Nursing Home	88% 88%	84% 84%	83% 83%
2.	Staff are afraid to report their mistakes. (A12R)	Database Your Nursing Home	87% 87%	85% 85%	85% 85%
3.	Staff are treated fairly when they make mistakes. (A15)	Database Your Nursing Home	81% 81%	73% 73%	73% 73%
4.	Staff feel safe reporting their mistakes. (A18)	Database Your Nursing Home	67% 67%	69% 69%	65% 65%
12.	Staffing	, and the second			
1.	We have enough staff to handle the workload. (A3)	Database Your Nursing Home	87% 87%	85% 85%	85% 85%
2.	Staff have to hurry because they have too much work to do. (A8R)	Database Your Nursing Home	81% 81%	73% 73%	73% 73%
3.	Residents' needs are met during shft changes. (A16)	Database Your Nursing Home	67% 67%	69% 69%	65% 65%
4.	It is hard to keep residents safe here because so many staff quit their jobs. (A17)	Database Your Nursing Home	67% 67%	69% 69%	65% 65%

Notes: 1) Respondents who selected "Other," and missing are not shown. 2) Comparative results are based on data from xx nursing homes included in the Nursing Home Survey on Patient Safety Culture 2011 Comparative Database Report; 3) "R" = a negatively worded item; 4) Data are not only displayed for job titles where there are fewer than 5 respondents and item data are not displayed for fewer than 3 respondents.

# Willingness to Recommend Nursing Home Comparative Results by Shift Worked Most Often

		Shift Worked Most Often		
Willingness to Recommend Nursing Home	Dataset	Days	Evenings	Nights
# Respondents	Database	61	348	343
	Your Nursing Home	2,565	10,545	16,851
Yes	Database	60%	60%	60%
res	Your Nursing Home	60%	60%	60%
Marylan	Database	25%	25%	25%
Maybe	Your Nursing Home	25%	25%	25%
No	Database	15%	15%	15%
No	Your Nursing Home	15%	15%	15%

Notes: 1) Percent totals in the table may not sum to exactly 100% due to rounding of decimals; 2) Comparative results are based on data from xx nursing homes included in the Nursing Home Survey on Patient Safety Culture 2011 Comparative Database Report; 3) Data are not only displayed for shifts where there are fewer than 5 respondents and item data are not displayed for fewer than 3 respondents.

# Overall Rating on Resident Safety Comparative Results by Shift Worked Most Often

		Shift Worked Most Often		
Overall Rating on Resident Safety	Dataset	Days	Evenings	Nights
# Deemandente	Database	61	348	343
# Respondents	Your Nursing Home	2,565	10,545	16,851
E. Essalland	Database	15%	15%	15%
5 - Excellent	Your Nursing Home	15%	15%	15%
4 Von Cood	Database	35%	35%	35%
4 – Very Good	Your Nursing Home	35%	35%	35%
2 Cood	Database	25%	25%	25%
3 – Good	Your Nursing Home	25%	25%	25%
2 – Fair	Database	15%	15%	15%
2 - Faii	Your Nursing Home	15%	15%	15%
1 Door	Database	10%	10%	10%
1 – Poor	Your Nursing Home	10%	10%	10%

Notes: 1) Percent totals in the table may not sum to exactly 100% due to rounding of decimals; 2) Comparative results are based on data from xx nursing homes included in the Nursing Home Survey on Patient Safety Culture 2011 Comparative Database Report; 3) Data are not only displayed for shifts where there are fewer than 5 respondents and item data are not displayed for fewer than 3 respondents.

#### **EXPLANATION OF CALCULATIONS**

#### **GENERAL NOTES:**

The Nursing Home Survey on Patient Safety Culture is designed to measure the following:

- 1) Two overall patient safety outcomes:
  - a. Nursing Home Recommendation
  - b. Rating on Resident Safety
- 2) Twelve dimensions of culture related to patient safety

#### **DEFINITION OF POSITIVE, NEUTRAL & NEGATIVE**

- 1) **Positive** is the percent of responses that were rated a 4 or 5 (Agree / Strongly agree or Most of the Time / Always) for positively worded questions, or a 1 or 2 (Strongly Disagree / Disagree or Never / Rarely) for reverse worded questions.
- 2) Neutral is the percent of responses that were rated a 3 (Neither or Sometimes) for any question.
- 3) **Negative** is the percent of responses that were rated a 1 or 2 (Strongly / Disagree or Never / Rarely ) for positively worded questions, or a 4 or 5 (Agree / Strongly agree or Most of the Time / Always) for reverse worded questions.

#### **DEFINITION OF COMPOSITE RESULTS**

1) Composite results or scores measure 12 different areas of patient safety culture. They are calculated for each nursing home by averaging the percent positive response on the items within a composite. For example, for a 3-item composite, if the item-level percent positive responses were 50 percent, 55 percent, and 60 percent, the nursing home's composite-level percent positive response would be the average of these three percentages or 55% positive.

#### **DEFINITION OF COMPARATIVE RESULTS**

- 1) **Item-Level Comparative Results** are the comparison of your nursing home results to the Item-Level Nursing Home Database Comparative Results.
- 2) **Composite-Level Comparative Results** are the comparison of your nursing home results to the Composite-Level Nursing Home Database Comparative Results.

1. EXPLANATION OF YOUR NURSING HOME'S COMPOSITE SCORE, MARGIN OF ERROR, AND COMPOSITE SCORE RANGE. Your nursing home's composite score tells you the average percentage of people who responded positively to the survey items that measure each safety culture area or dimension. It is a way to summarize overall how positively people answered the items in each safety culture dimension.

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

#### NOTE 1. Explanation of how composite scores are calculated.

First you need to calculate the percentage of positive responses at the item level on each safety culture dimension. The item level percentage of positive responses is calculated by first dividing the number of positive responses by the total number of positive, neutral, and negative responses to those items (excluding missing responses) on each item in a dimension. The composite score on a dimension is then simply the overall average percentage of positive responses to each item in a dimension.

Here is an example of computing a composite score for Compliance With Procedures.

- 1. There are three items in this dimension—one is positively worded (survey item # A4) and two are negatively worded (survey items #A6 and #A14). Keep in mind that DISAGREEING with the negatively worded items indicates a POSITIVE perception of safety.
- 2. To calculate the percentage of positive responses at the item level, the example table below would be completed:

	For positively worded	For reverse worded		
	items, count the # of	items, count the # of	Overall number of	Percentage of
	Strongly agree or Agree	Strongly disagree or	responses to the	positive responses
Survey Items in "Compliance With Procedures"	responses	Disagree responses	item	on item
Item A4-positively worded				
"Staff follow standard procedures to care for residents."	60	NA*	130	60 / 130 = 46%
Item A6-negatively worded				
"Staff opinions are ignored in this nursing home."	NA*	65	125	65 / 125 = 52%
Item A14-negatively worded				
"To make work easier, staff often ignore procedures."	NA*	55	120	55 / 120 = 46%
* NA = Not applicable	Composite Score = (46% + 52% + 46%) / 3 = 48%			

In this example, there were 3 items with percentages of positive response at 46%, 52%, and 46%. When these percentages are summed, (46% + 52% + 46%) = 144% and divided by 3, (the number of items) the overall Composite Score on Compliance With Procedures is 48%.

#### INTERPRETING YOUR ITEM AND COMPOSITE-LEVEL RESULTS

#### **SURVEY RESPONSE SCALES**

Respondents use a 5-point response scale when answering items:

- Agreement
  - Strongly Agree & Agree (combined)
  - Neither
  - o Disagree & Strongly Disagree (combined)

#### OR

#### Frequency

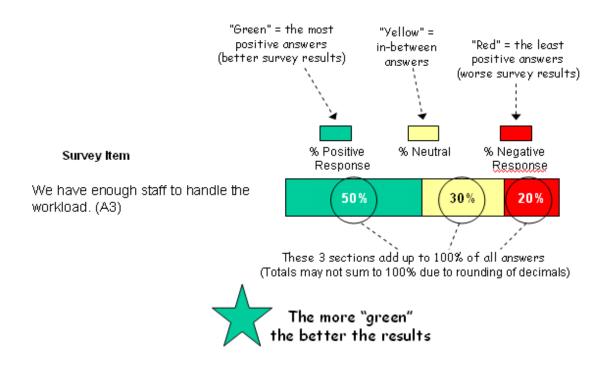
- o Always & Most of the time (combined)
- o Sometimes
- Rarely & Never (combined)

Most of the survey's items include a Does Not Apply/Don't Know response option. Does not apply/Don't Know and missing responses are excluded when displaying percentages of response to the survey items.

Positively and negatively worded items were used.

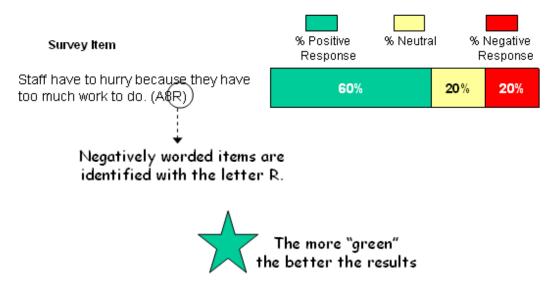
#### POSITIVELY WORDED ITEMS

This is an example of a positively worded item. For this item, the percentage who answered "Strongly Agree/Agree" is shown in green (positive response), "Neither" in yellow, and "Strongly Disagree/Disagree" (negative response) in red.



#### **NEGATIVELY WORDED ITEMS**

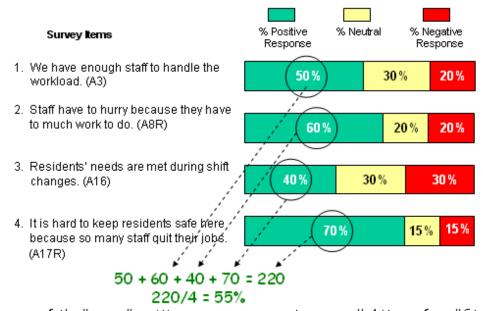
This is an example of a negatively worded item. The percentage who answered "Strongly Disagree/Disagree" is shown in green (positive response), "Neither" in yellow, and "Strongly Agree/Agree" (negative response) in



This item is negatively worded so the percentage who answered "Strongly Disagree/Disagree" is shown in green (positive response), "Neither" in yellow, and "Strongly Agree/Agree" (negative response) in red.

#### **COMPOSITE SCORES**

A composite score summarizes how respondents answered *groups of items* that all measure the same thing. To calculate your nursing home's composite score, simply average the percent positive response on each item that is included in the composite. Here is an example of calculating a composite score for Staffing:



Average of the "green" positive response percentages on all 4 items from "Staffing"

**AVERAGE % POSITIVE RESPONSE ON THESE ITEMS: 55%** 

Note: "R" indicates an item that was negatively worded.