

Attachment E: Sample Individual Nursing Home Feedback Report



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NURSING HOME SURVEY ON PATIENT SAFETY CULTURE

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 Demographics for <Nursing Home Name>

Your Nursing Home Completed Survey Data
Collection

<EndMonth> <EndYear>

Survey Administration Statistics

Number of completed surveys
(response rate numerator)

<Numerator>

Number of surveys administered
(response rate denominator)

<Denominator>

Response rate

<ResponseRate>

Respondent Demographics for <Nursing Home Name>

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	%
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>

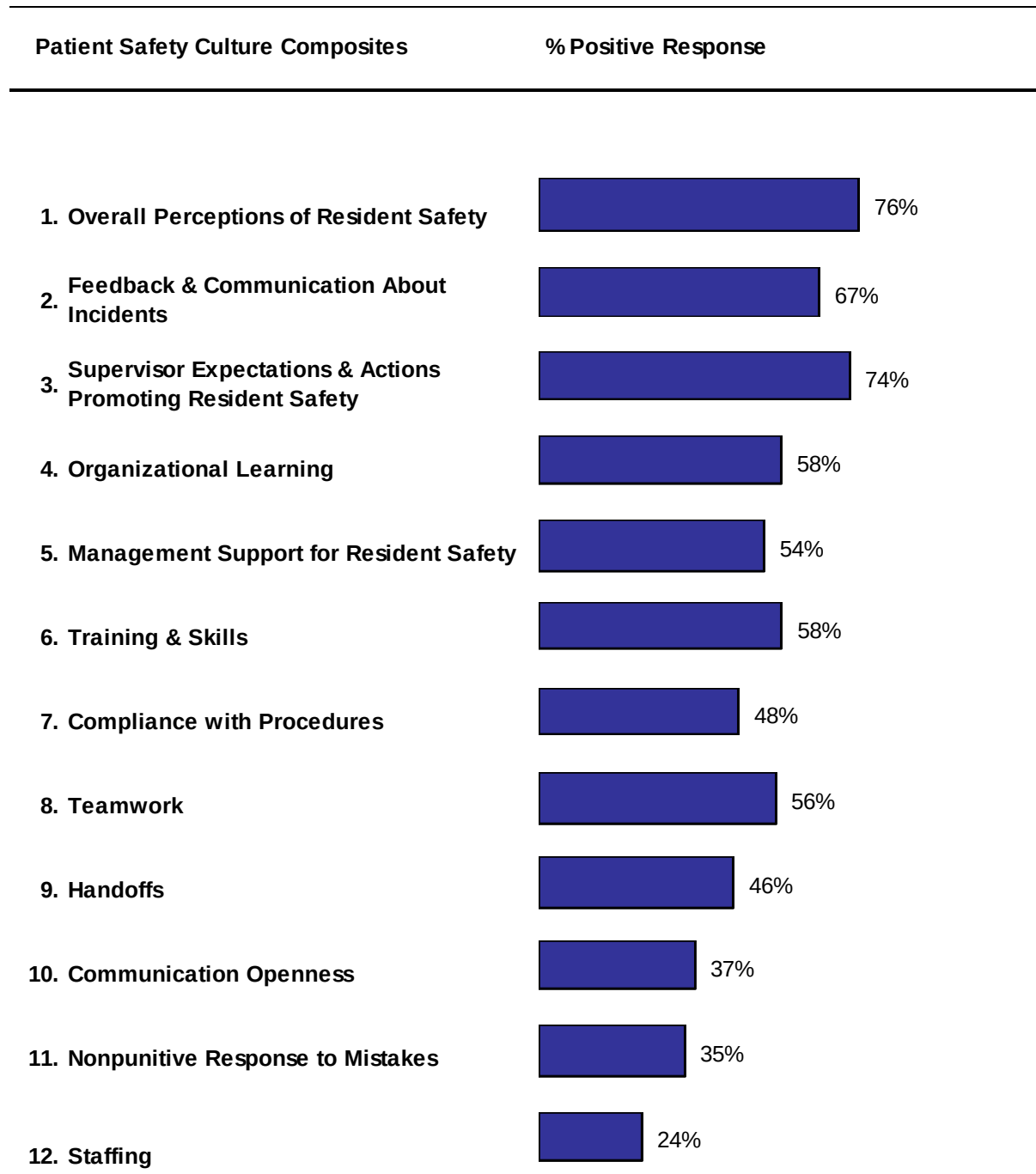
Usual Hours Worked per Week (Survey Item: F3)	N	%
15 or fewer hours per week	511	14%
16 to 24 hours per week	1,241	35%
25 to 40 hours per week	767	21%
More than 40 hours per week	346	10%
Total	3,572	100%
Missing	138	

Shift Worked Most Often (Survey Item: F4)	N	%
Days	0	0%
Evenings	0	0%
Nights	0	0%
Total	0	0%
Missing	3,710	

Staffing Agency Status (Survey Item: F5)	N	%
Paid by a staffing agency	375	10%
Not paid by a staffing agency	1,099	31%
Total	3,590	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.

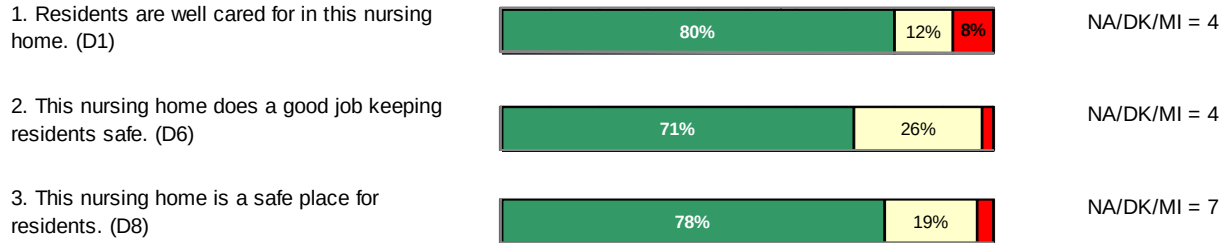
Item-

Level Results for <Nursing Home Name>

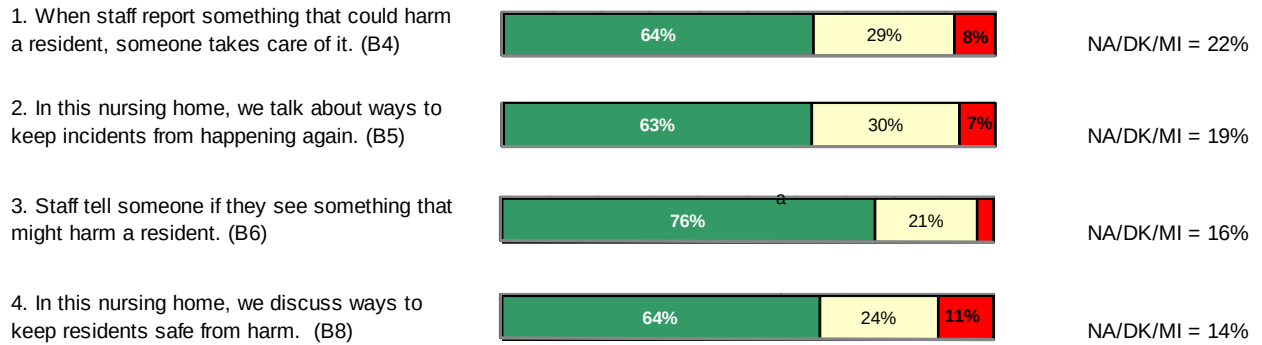
Number of responses=<Numerator>

1. Overall Perceptions of Resident Safety

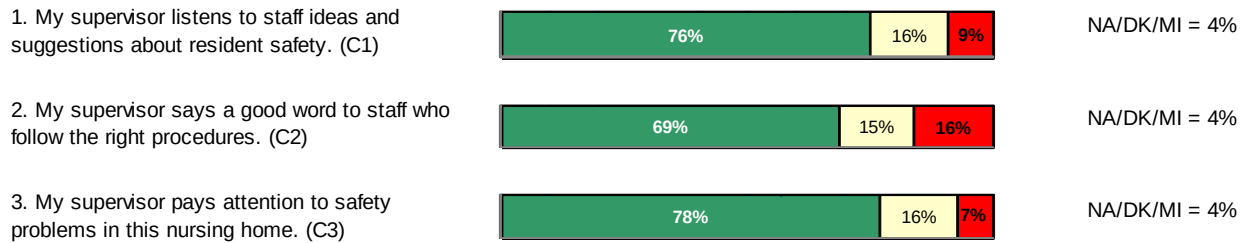
Positive Neutral Negative



2. Feedback & Communication About Incidents



3. Supervisor Expectations & Actions Promoting Resident Safety



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>

4. Organizational Learning

Positive Neutral Negative

1. This nursing home lets the same mistakes happen again and again. (D3R)



NA/DK/MI = 13%

2. It is easy to make changes to improve resident safety in this nursing home. (D4)



NA/DK/MI = 12%

3. This nursing home is always doing things to improve resident safety. (D5)



NA/DK/MI = 7%

4. When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (D10)



NA/DK/MI = 17%

5. Management Support for Resident Safety

1. Management asks staff how the nursing home can improve resident safety. (D2)



NA/DK/MI = 15%

2. Management listens to staff ideas and suggestions to improve resident safety. (D7)



NA/DK/MI = 16%

3. Management often walks around the nursing home to check on resident care. (D9)



NA/DK/MI = 11%

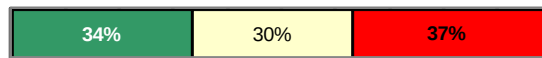
6. Training & Skills

1. Staff get the training they need in this nursing home. (A7)



NA/DK/MI = 15%

2. Staff have enough training on how to handle difficult residents. (A11)



NA/DK/MI = 27%

3. Staff understand the training they get in this nursing home (A13).



NA/DK/MI = 19%

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>

7. Compliance with Procedures

■ Positive
 ■ Neutral
 ■ Negative

1. Staff follow standard procedures to care for residents. (A4)



NA/DK/MI = 4%

2. Staff use shortcuts to get their work done faster. (A6R)



NA/DK/MI = 19%

3. To make work easier, staff often ignore procedures. (A14R)



NA/DK/MI = 19%

8. Teamwork

1. Staff in this nursing home treat each other with respect. (A1)



NA/DK/MI = 0%

2. Staff support one another in this nursing home. (A2)



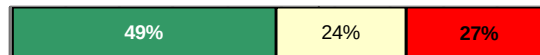
NA/DK/MI = 0%

3. Staff feel like they are part of a team. (A5)



NA/DK/MI = 5%

4. When someone gets really busy in this nursing home, other staff help out. (A9)



NA/DK/MI = 16%

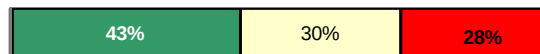
9. Handoffs

1. Staff are told what they need to know before taking care of a resident for the first time. (B1)



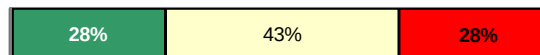
NA/DK/MI = 21%

2. Staff are told right away when there is a change in a resident's care plan. (B2)



NA/DK/MI = 30%

3. We have all the information we need when residents are transferred from the hospital. (B3)



NA/DK/MI = 29%

4. Staff are given all the information they need to care for residents. (B10)



NA/DK/MI = 22%

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


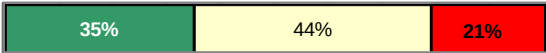

NA/DK/MI for each item displayed to the right; 4) Item data not displayed for fewer than 3 respondents; 5) % not displayed for 5% or less.

Item-Level Results for <Nursing Home Name>

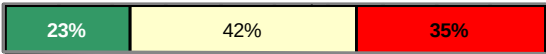
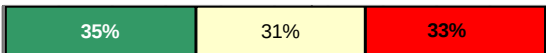
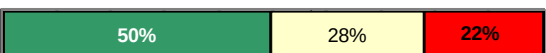
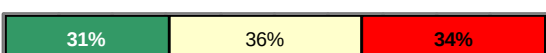
Number of responses=<Numerator>

10. Communication Openness



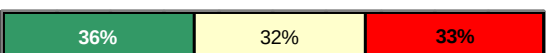
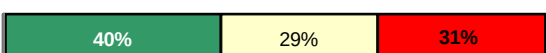
 Positive  Neutral  Negative

1. Staff ideas and suggestions are valued in this nursing home. (B7)		NA/DK/MI = 22%
2. Staff opinions are ignored in this nursing home. (B9R)		NA/DK/MI = 24%
3. It is easy for staff to speak up about problems in this nursing home. (B11)		NA/DK/MI = 23%

11. Nonpunitive Response to Mistakes

1. Staff are blamed when a resident is harmed. (A10R)		NA/DK/MI = 29%
2. Staff are afraid to report their mistakes. (A12R)		NA/DK/MI = 24%
3. Staff are treated fairly when they make mistakes. (A15)		NA/DK/MI = 23%
4. Staff feel safe reporting their mistakes. (A18)		NA/DK/MI = 27%

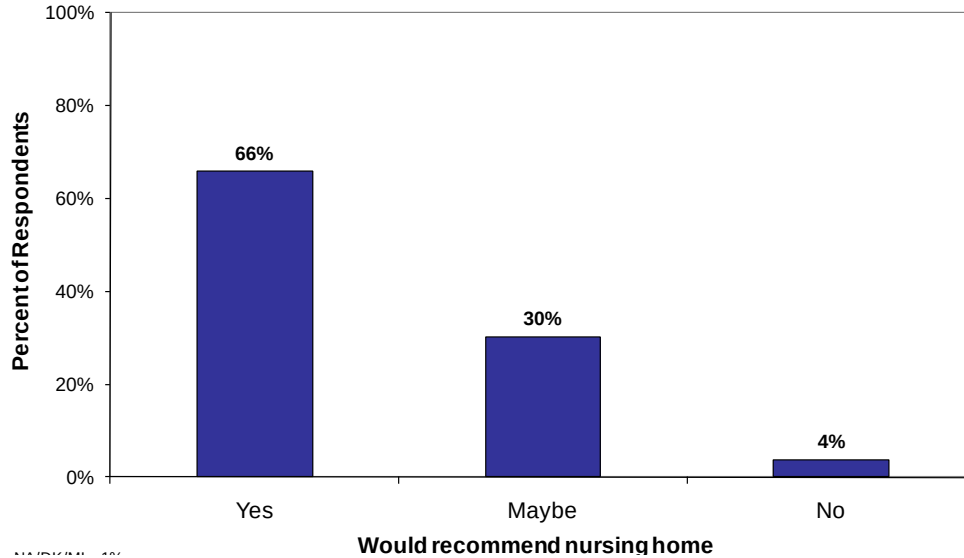
12. Staffing

1. We have enough staff to handle the workload. (A3)		NA/DK/MI = 1%
2. Staff have to hurry because they have too much work to do. (A8R)		NA/DK/MI = 13%
3. Residents' needs are met during shift changes. (A16)		NA/DK/MI = 22%
4. It is hard to keep residents safe here because so many staff quit their jobs. (A17R)		NA/DK/MI = 20%

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**

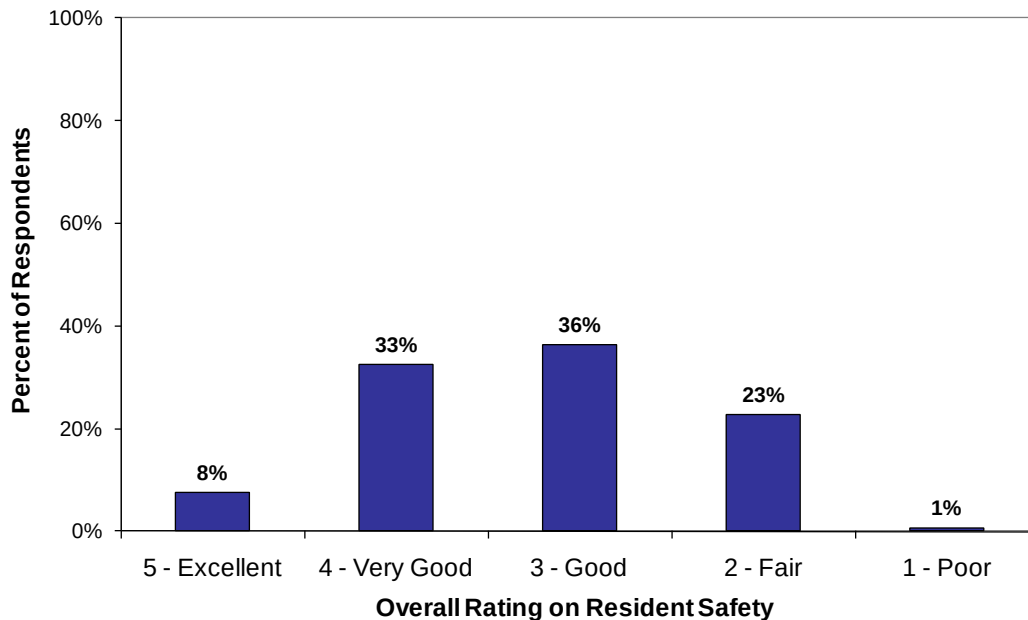
I would tell friends that this is a safe nursing home for their family.
(Survey Item E1)



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

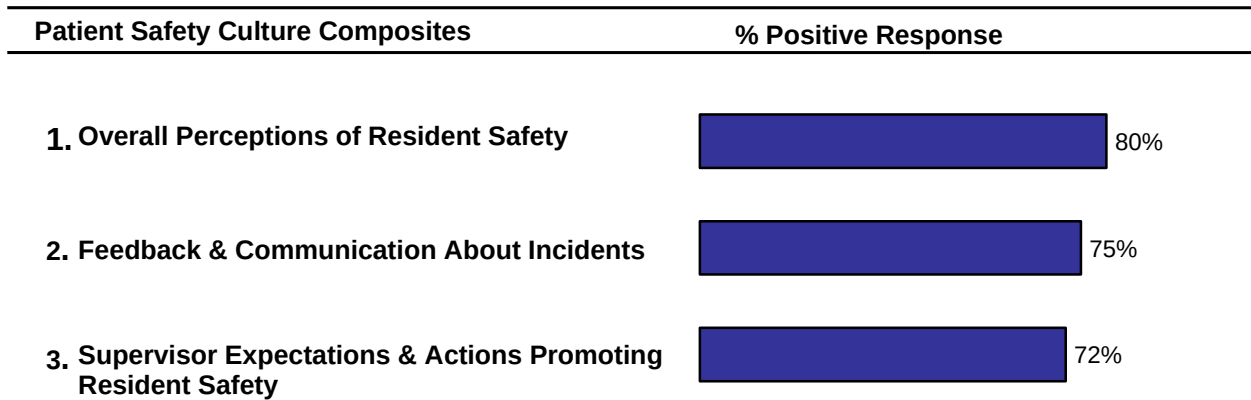
**Overall Rating on Resident Safety
Nursing Home Test**

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

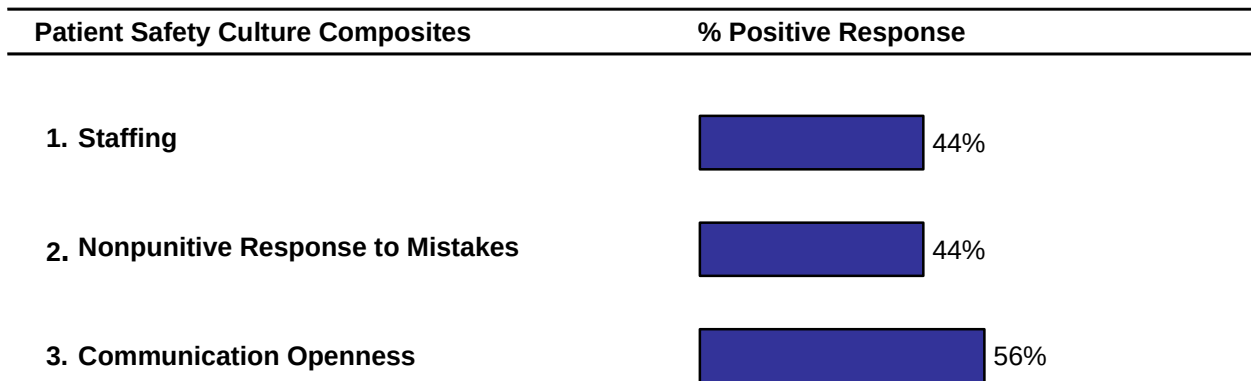


Note: Item level data does not display for fewer than 3 respondents.

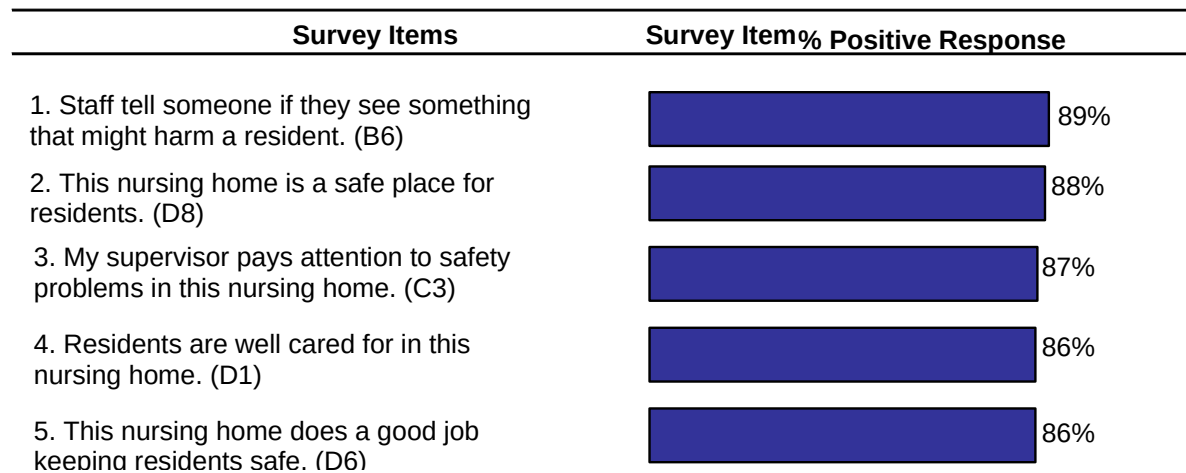
Top Three Nursing Home Patient Safety Culture Composites








Bottom Three Nursing Home Patient Safety Culture Composites



Top Five Nursing Home Patient Safety Culture Items

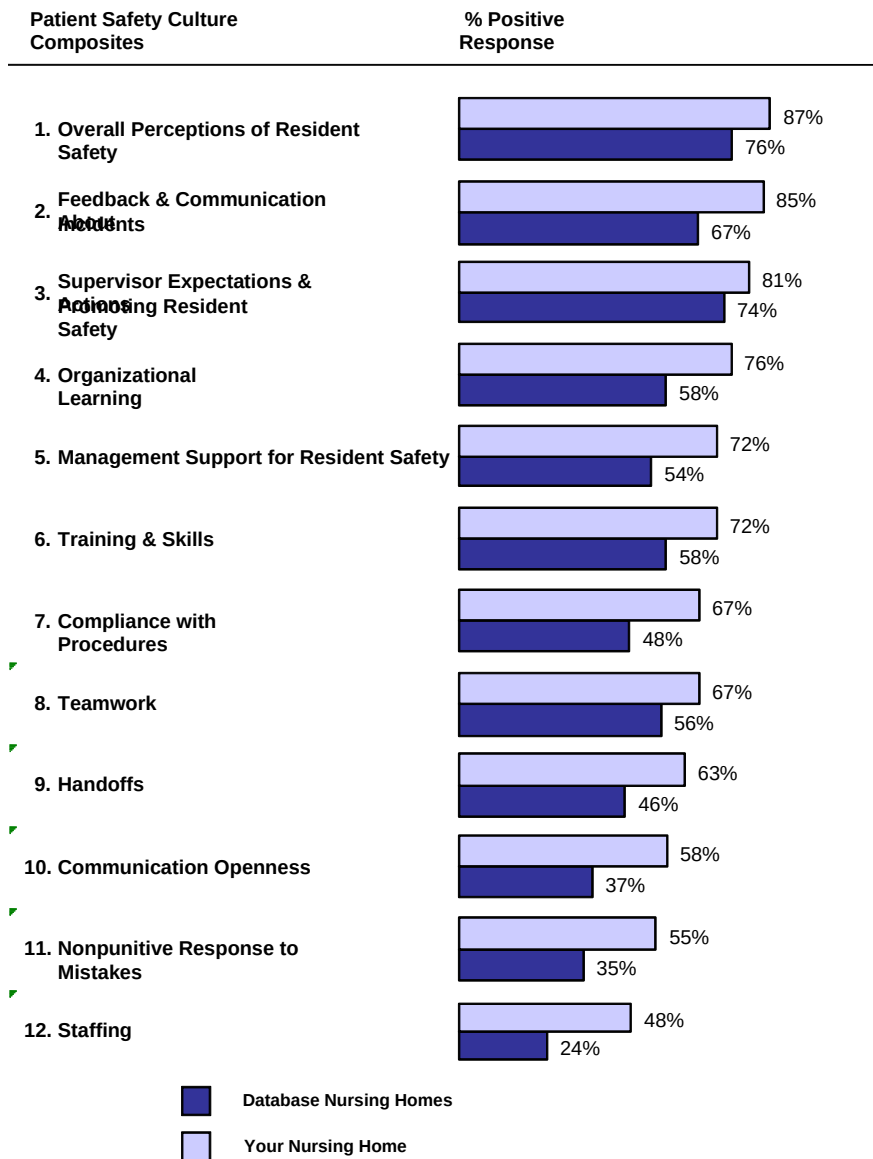


Bottom Five Nursing Home Patient Safety Culture Items

Survey Items	Survey Item % Positive Response
1. Staff have to hurry because they have too much work to do. (A8R)	 33%
2. We have enough staff to handle the 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

Nursing Home: Test NH
Composite-Level Comparative
Results



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

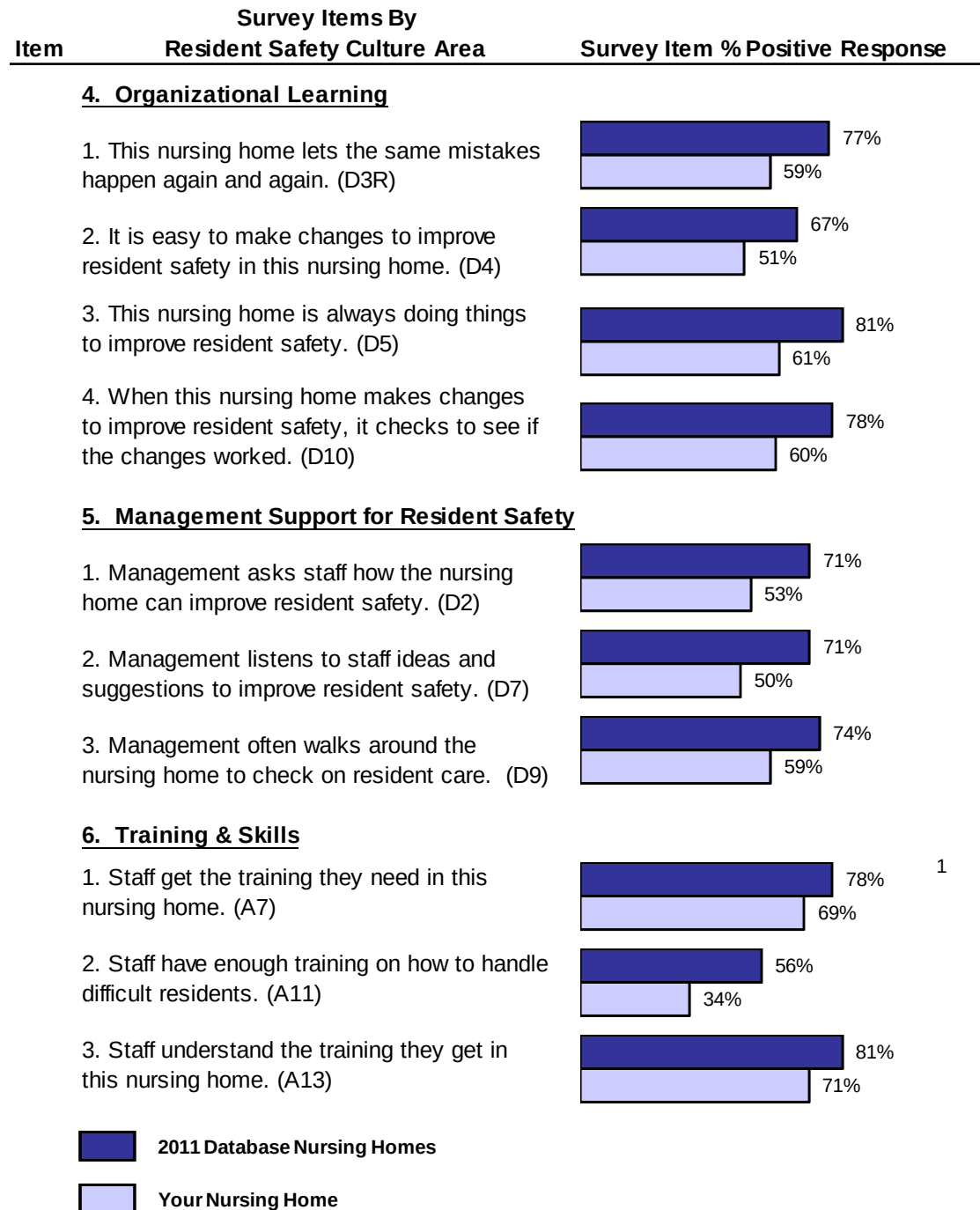
Item-Level Percent Positive Response – Comparative Results

**Nursing Home Test
Item-Level Comparative Results**



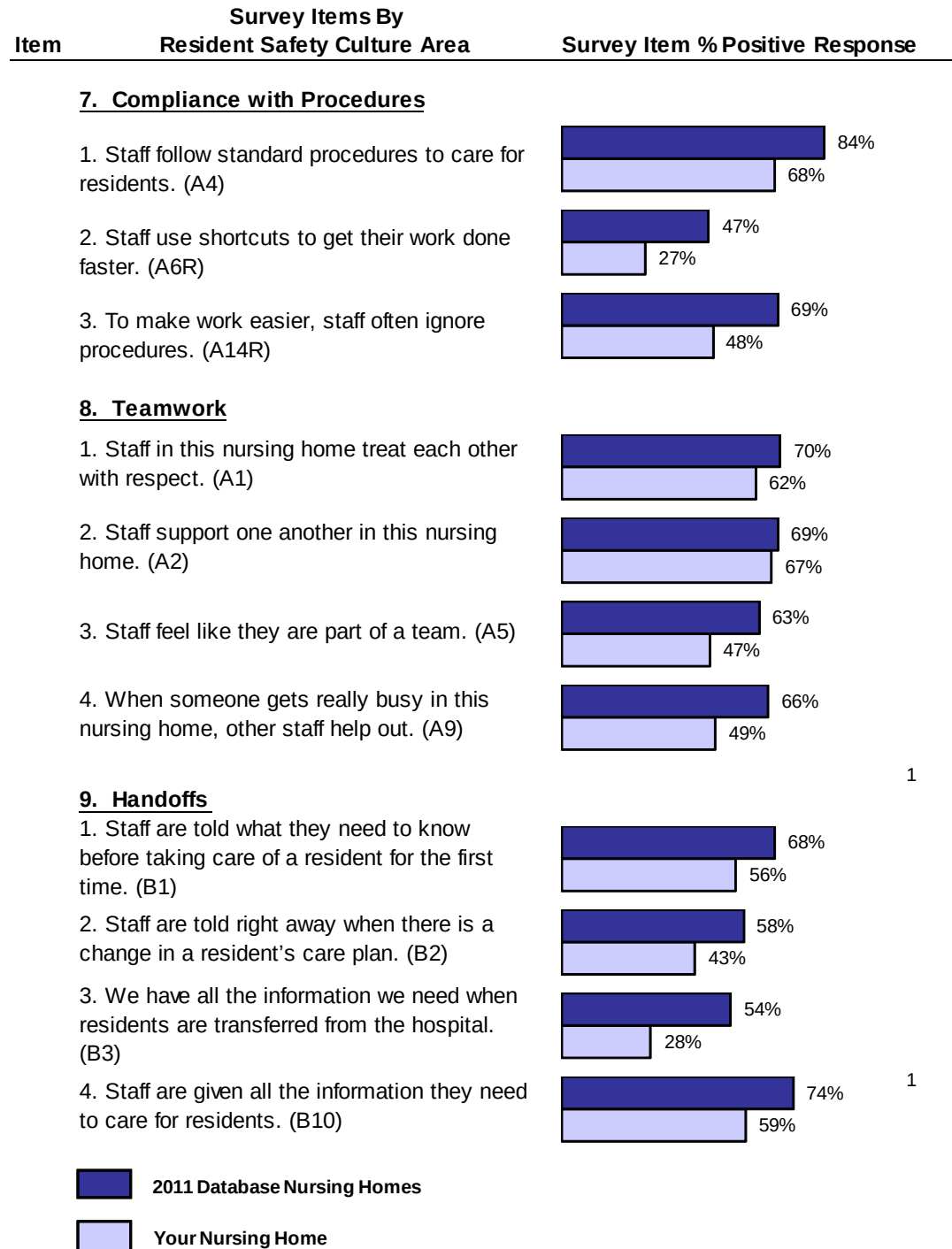
Notes: 1) Comparative results are based on data from xx nursing homes included in the Nursing Home Survey on Patient Safety Culture 2011 Comparative Database Report; 2) "R" indicates a negatively worded item; 3) Item data not displayed for fewer than 3 respondents.

Item-Level Percent Positive Response – Comparative Results



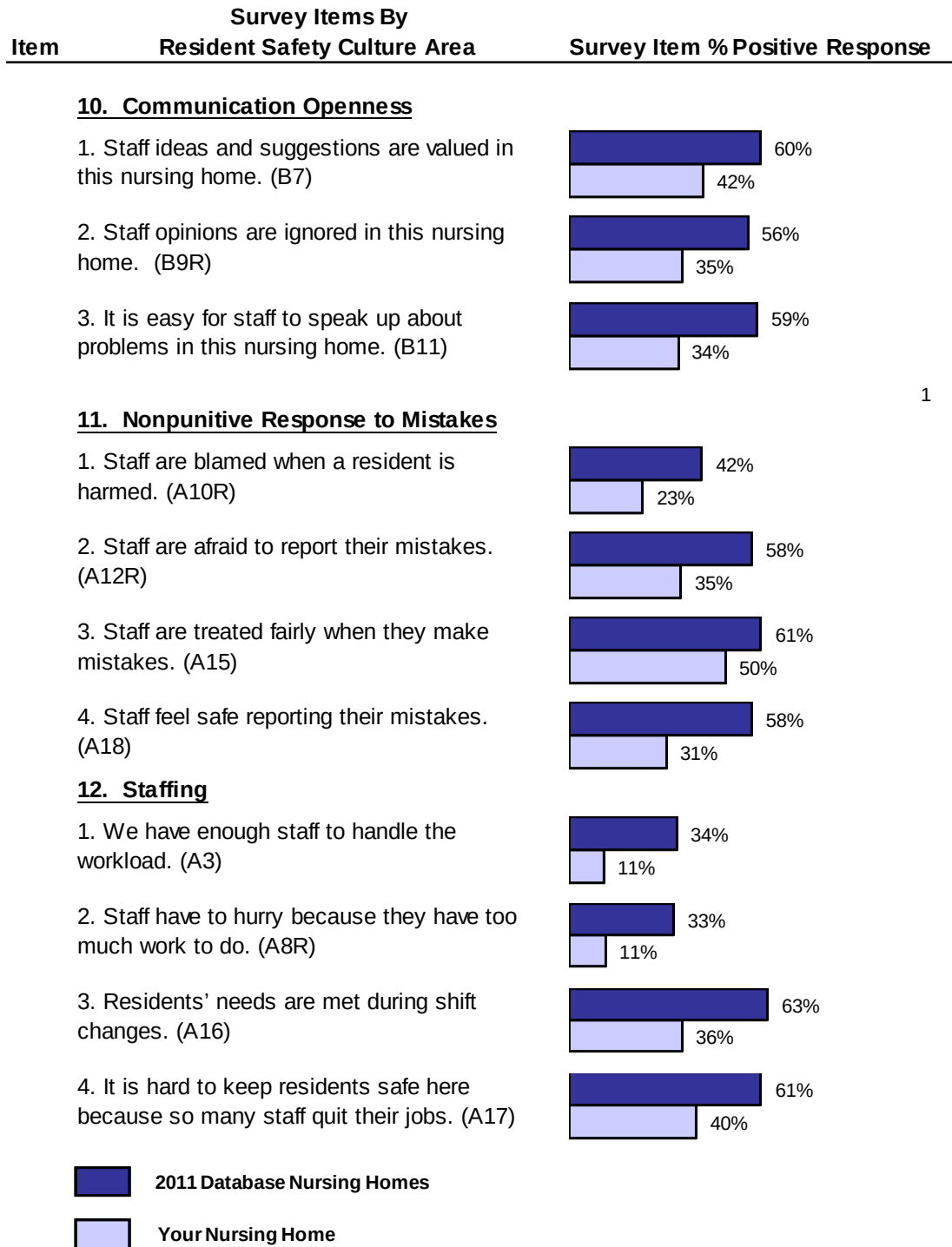
Notes: 1) Comparative results are based on data from xx nursing homes included in the Nursing Home Survey on Patient Safety Culture 2011 Comparative Database Report; 2) "R" indicates a negatively worded item; 3) Item data not displayed for fewer than 3 respondents.

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



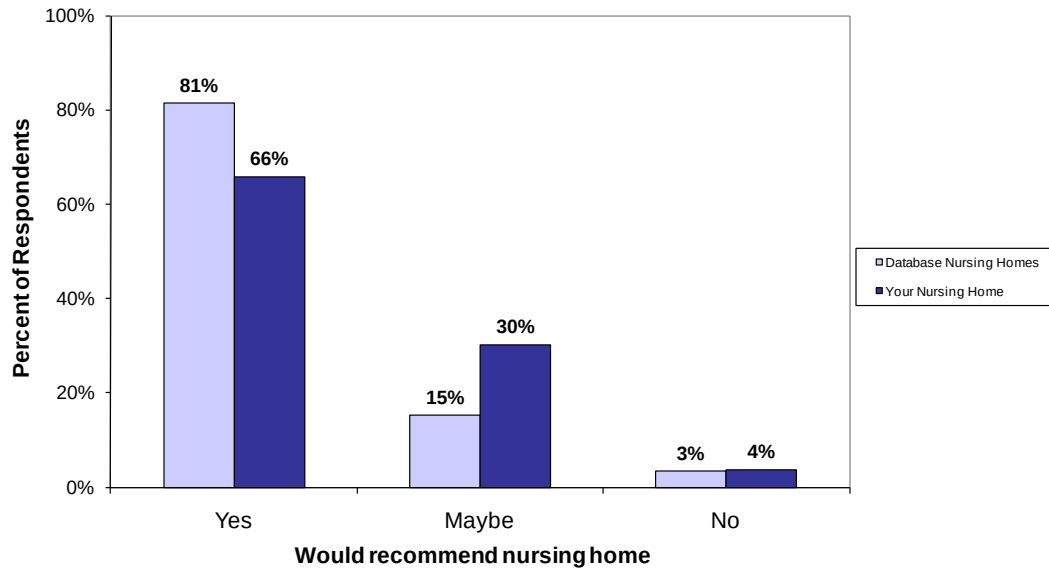
1

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)

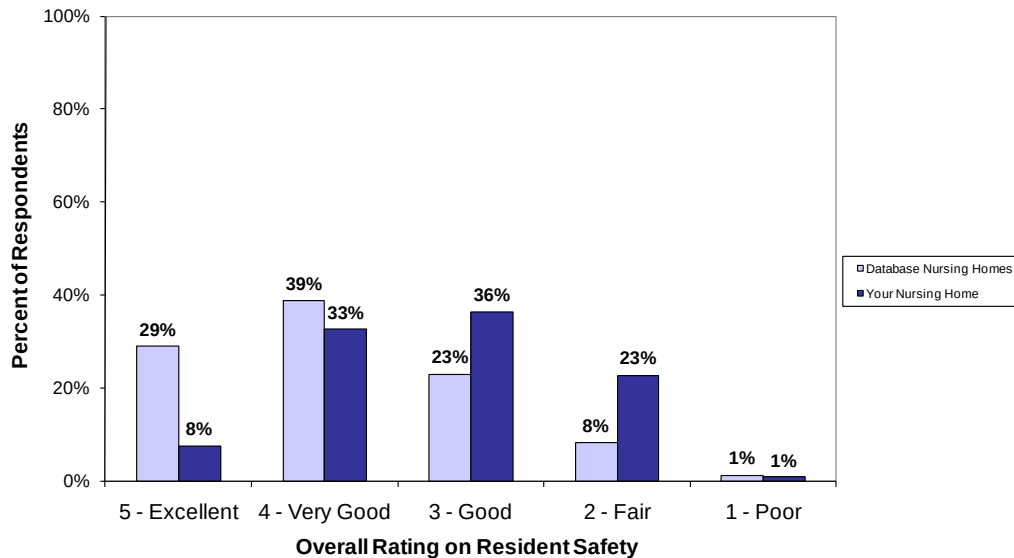


Notes: 1) Item level data does not display for fewer than 3 respondents; 2) Comparative results are based on data from xx nursing homes included in the Hospital Survey on Patient Safety Culture 2011 Comparative Database Report.

Overall Rating on Resident Safety Comparative Results

Nursing Home Test

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



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.

Comparative Results by Job Title

Composite-level Comparative Results by Job Title

Patient Safety Culture Composites	Dataset	Job Title							
		Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/ Aide	Other Provider	Physician (MD, DO)	Support Staff
# Hospitals # Respondents	Database	225	225	225	225	225	225	225	225
	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	Database	81%	78%	84%	75%	77%	80%	82%	76%
	Your Nursing Home	81%	78%	84%	75%	77%	80%	82%	76%
2. Feedback and Communication About Incidents	Database	75%	70%	74%	75%	74%	71%	75%	72%
	Your Nursing Home	75%	70%	74%	75%	74%	71%	75%	72%
3. Supervisor Expectations & Actions Promoting Resident Safety	Database	75%	70%	74%	75%	74%	71%	75%	72%
	Your Nursing Home	75%	70%	74%	75%	74%	71%	75%	72%
4. Organizational Learning	Database	75%	70%	74%	75%	74%	71%	75%	72%
	Your Nursing Home	75%	70%	74%	75%	74%	71%	75%	72%
5. Management Support for Resident Safety	Database	75%	70%	74%	75%	74%	71%	75%	72%
	Your Nursing Home	75%	70%	74%	75%	74%	71%	75%	72%
6. Training & Skills	Database	73%	67%	75%	73%	74%	72%	74%	74%
	Your Nursing Home	73%	67%	75%	73%	74%	72%	74%	74%

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

Survey Items by Composite	Dataset	Job Title								
		Admin			Nursing					
		Admin/ Manager	Support Staff	Direct Care Staff	Licensed Nurse	Asst/ Aide	Other Provider (MD, DO)	Physician	Support 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 home. (D1)	Database	88%	84%	89%	81%	85%	86%	88%	83%
		Your Nursing Home	88%	84%	89%	81%	85%	86%	88%	83%
2.	This nursing home does a good job keeping residents safe. (D6)	Database	87%	85%	90%	82%	81%	88%	87%	85%
		Your Nursing Home	87%	85%	90%	82%	81%	88%	87%	85%
3.	3. This nursing home is a safe place for residents. (D8)	Database	81%	73%	80%	73%	78%	76%	81%	73%
		Your Nursing Home	81%	73%	80%	73%	78%	76%	81%	73%
2. Feedback and Communication About										
1.	When staff report something that could harm a resident, someone takes care of it. (B4)	Database	88%	84%	89%	81%	85%	86%	88%	83%
		Your Nursing Home	88%	84%	89%	81%	85%	86%	88%	83%
2.	In this nursing home, we talk about ways to keep incidents from happening again. (B5)	Database	87%	85%	90%	82%	81%	88%	87%	85%
		Your Nursing Home	87%	85%	90%	82%	81%	88%	87%	85%
3.		Database	81%	73%	80%	73%	78%	76%	81%	73%

Survey Items by Composite		Job Title								
		Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/ Aide	Other Provider	Physician (MD, DO)	Support Staff	
	Staff tell someone if they see something that might harm a resident. (B6)	Your Nursing Home	81%	73%	80%	73%	78%	76%	81%	73%
4.	high nursing residents discuss ways to keep residents safe from harm. (B8)	Database	67%	69%	78%	65%	64%	69%	73%	65%
		Your Nursing Home	67%	69%	78%	65%	64%	69%	73%	65%
3.	Supervisor Expectations & Actions Promoting Resident Safety									
1.	My supervisor listens to staff ideas and suggestions about resident safety. (C1)	Database	87%	85%	90%	82%	81%	88%	87%	85%
		Your Nursing Home	87%	85%	90%	82%	81%	88%	87%	85%
2.	My supervisor says a good word to staff who follow the right procedures. (C2)	Database	81%	73%	80%	73%	78%	76%	81%	73%
		Your Nursing Home	81%	73%	80%	73%	78%	76%	81%	73%
3.	My supervisor pays attention to safety problems in this nursing home. (C3)	Database	67%	69%	78%	65%	64%	69%	73%	65%
		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)

Survey Items by Composite		Job Title							
		Admin/ Manager	Admin Support Staff	Direct Care Staff	Nursing		Physician (MD, DO)	Support Staff	
		Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Asst/ Aide	Other Provider	Physician (MD, DO)	Support Staff
# 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
4. Organizational Learning									
1.	This nursing home lets the same mistakes happen again and again. (D3R)	Database 88%	Database 84%	Database 89%	Database 81%	Database 85%	Database 86%	Database 88%	Database 83%
2.	It is easy to make changes to improve resident safety in this nursing home. (D4)	Database 87%	Database 85%	Database 90%	Database 82%	Database 81%	Database 88%	Database 87%	Database 85%
3.	This nursing home is always doing things to improve resident safety. (D5)	Database 81%	Database 73%	Database 80%	Database 73%	Database 78%	Database 76%	Database 81%	Database 73%
4.	When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (D10)	Database 81%	Database 73%	Database 80%	Database 73%	Database 78%	Database 76%	Database 81%	Database 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%	Database 84%	Database 89%	Database 81%	Database 85%	Database 86%	Database 88%	Database 83%
2.	In this nursing home, we talk about ways to keep incidents from happening again. (B5)	Database 87%	Database 85%	Database 90%	Database 82%	Database 81%	Database 88%	Database 87%	Database 85%
3.	Staff tell someone if they see something that might harm a resident. (B6)	Database 81%	Database 73%	Database 80%	Database 73%	Database 78%	Database 76%	Database 81%	Database 73%
6. Training & Skills									
1.	Staff get the training they need in this nursing home. (A7)	Database 87%	Database 85%	Database 90%	Database 82%	Database 81%	Database 88%	Database 87%	Database 85%
2.	Staff have enough training on how to handle difficult residents. (A11)	Database 81%	Database 73%	Database 80%	Database 73%	Database 78%	Database 76%	Database 81%	Database 73%
3.	Staff understand the training they get in this nursing home. (A13)	Database 67%	Database 69%	Database 78%	Database 65%	Database 64%	Database 69%	Database 73%	Database 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)

Survey Items by Composite		Dataset	Job Title							
			Admin/ Manager	Admin Support Staff	Direct Care Staff	Nursing Licensed Asst/ Nurse Aide		Other Provider (MD, DO)	Physician Support Staff	
# 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
7. Compliance with Procedures										
1.	Staff follow standard procedures to care for residents. (A4)	Database	88%	84%	89%	81%	85%	86%	88%	83%
		Your Nursing Home	88%	84%	89%	81%	85%	86%	88%	83%
2.	Staff use shortcuts to get their work done faster. (A6R)	Database	87%	85%	90%	82%	81%	88%	87%	85%
		Your Nursing Home	87%	85%	90%	82%	81%	88%	87%	85%
3.	To make work easier, staff often ignore procedures. (A14R)	Database	81%	73%	80%	73%	78%	76%	81%	73%
		Your Nursing Home	81%	73%	80%	73%	78%	76%	81%	73%
8. Teamwork										
1.	Staff in this nursing home treat each other with respect. (A1)	Database	88%	84%	89%	81%	85%	86%	88%	83%
		Your Nursing Home	88%	84%	89%	81%	85%	86%	88%	83%
2.	Staff support one another in this nursing home. (A2)	Database	87%	85%	90%	82%	81%	88%	87%	85%
		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%
		Your Nursing Home	81%	73%	80%	73%	78%	76%	81%	73%
4.	When someone gets really busy in this nursing home, other staff help out. (A9)	Database	67%	69%	78%	65%	64%	69%	73%	65%
		Your Nursing Home	67%	69%	78%	65%	64%	69%	73%	65%
9. Handoffs										
1.	Staff are told what they need to know before taking care of a resident for the first time. (B1)	Database	87%	85%	90%	82%	81%	88%	87%	85%
		Your Nursing Home	87%	85%	90%	82%	81%	88%	87%	85%
2.	Staff are told right away when there is a change in a resident's care plan. (B2)	Database	81%	73%	80%	73%	78%	76%	81%	73%
		Your Nursing Home	81%	73%	80%	73%	78%	76%	81%	73%
3.	We have all the information we need when residents are transferred from the hospital. (B3)	Database	67%	69%	78%	65%	64%	69%	73%	65%
		Your Nursing Home	67%	69%	78%	65%	64%	69%	73%	65%
4.	Staff are given all the information they need to care for residents. (B10)	Database	67%	69%	78%	65%	64%	69%	73%	65%
		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)

Survey Items by Composite	Dataset	Job Title								
		Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/ Aide	Other Provider	Physician (MD, DO)	Support Staff	
	# Respondents	Your Nursing Home	1,184	11,928	15,340	10,090	25,902	10,229	8,091	19,085
		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 nursing home. (B7)	Database	88%	84%	89%	81%	85%	86%	88%	83%
		Your Nursing Home	88%	84%	89%	81%	85%	86%	88%	83%
2.	Staff opinions are ignored in this nursing home. (B9R)	Database	87%	85%	90%	82%	81%	88%	87%	85%
		Your Nursing Home	87%	85%	90%	82%	81%	88%	87%	85%
3.	It is easy for staff to speak up about problems in this nursing home. (B11)	Database	81%	73%	80%	73%	78%	76%	81%	73%
		Your Nursing Home	81%	73%	80%	73%	78%	76%	81%	73%
11. Nonpunitive Response to Mistakes										
1.	Staff are blamed when a resident is harmed. (A10R)	Database	88%	84%	89%	81%	85%	86%	88%	83%
		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 mistakes. (A15)	Database	81%	73%	80%	73%	78%	76%	81%	73%
		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. (A3)	Database	87%	85%	90%	82%	81%	88%	87%	85%
		Your Nursing Home	87%	85%	90%	82%	81%	88%	87%	85%
2.	Staff have to hurry because they have too much work to do. (A8R)	Database	81%	73%	80%	73%	78%	76%	81%	73%
		Your Nursing Home	81%	73%	80%	73%	78%	76%	81%	73%
3.	Residents' needs are met during shift changes. (A16)	Database	67%	69%	78%	65%	64%	69%	73%	65%
		Your Nursing Home	67%	69%	78%	65%	64%	69%	73%	65%
4.	It is hard to keep residents safe here because so many staff quit their jobs. (A17)	Database	67%	69%	78%	65%	64%	69%	73%	65%
		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

Willingness to Recommend Nursing Home	Dataset	Job Title							
		Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/ Aide	Other Provider	Physician (MD, DO)	Support Staff
# Respondents	Database	61	348	289	324	374	244	139	343
	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%
	Your Nursing Home	60%	60%	60%	60%	60%	60%	60%	60%
Maybe	Database	25%	25%	25%	25%	25%	25%	25%	25%
	Your Nursing Home	25%	25%	25%	25%	25%	25%	25%	25%
No	Database	15%	15%	15%	15%	15%	15%	15%	15%
	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

Overall Rating on Resident Safety	Dataset	Job Title							
		Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/ Aide	Other Provider	Physician (MD, DO)	Support Staff
# Respondents	Database	61	348	289	324	374	244	139	343
	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%
	Your Nursing Home	15%	15%	15%	15%	15%	15%	15%	15%
4 – Very Good	Database	35%	35%	35%	35%	35%	35%	35%	35%
	Your Nursing Home	35%	35%	35%	35%	35%	35%	35%	35%
3 – Good	Database	25%	25%	25%	25%	25%	25%	25%	25%
	Your Nursing Home	25%	25%	25%	25%	25%	25%	25%	25%
2 – Fair	Database	15%	15%	15%	15%	15%	15%	15%	15%
	Your Nursing Home	15%	15%	15%	15%	15%	15%	15%	15%

1 – Poor	Database	10%	10%	10%	10%	10%	10%	10%	10%
	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

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

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

Survey Items by Composite		Dataset	Work Area			
			Alzheimer's/ Dementia Unit	Many/ No specific area or unit	Rehab Unit	Skilled Nursing Unit
<i># Respondents</i>		Database	1,184	11,928	15,340	19,085
		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 home. (D1)	Database	88%	84%	89%	83%
		Your Nursing Home	88%	84%	89%	83%
2.	This nursing home does a good job keeping residents safe. (D6)	Database	87%	85%	90%	85%
		Your Nursing Home	87%	85%	90%	85%
3.	3. This nursing home is a safe place for residents. (D8)	Database	81%	73%	80%	73%
		Your Nursing Home	81%	73%	80%	73%
2. Feedback and Communication About Incidents						
1.	When staff report something that could harm a resident, someone takes care of it. (B4)	Database	88%	84%	89%	83%
		Your Nursing Home	88%	84%	89%	83%

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

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

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

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

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

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

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

	Your Nursing Home	73%	74%
7. Compliance with Procedures	Database	73%	74%
	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. Nonpunitive Response to Mistakes	Database	66%	66%
	Your Nursing Home	66%	66%
12. Staffing	Database	65%	64%
	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)

Survey Items by Composite		Dataset	Interaction with Patients	
			Yes	No
	<i># Respondents</i>	Database	1,184	19,085
		Your Nursing Home	2,565	16,851
1. Overall Perceptions of Resident Safety				
1.	Residents are well cared for in this nursing home. (D1)	Database	88%	83%
		Your Nursing Home	88%	83%
2.	This nursing home does a good job keeping residents safe. (D6)	Database	87%	85%
		Your Nursing Home	87%	85%
3.	3. This nursing home is a safe place for residents. (D8)	Database	81%	73%
		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. (B4)	Database	88%	83%
		Your Nursing Home	88%	83%
2.	In this nursing home, we talk about ways to keep incidents from happening again. (B5)	Database	87%	85%
		Your Nursing Home	87%	85%
3.	Staff tell someone if they see something that might harm a resident. (B6)	Database	81%	73%
		Your Nursing Home	81%	73%
4.	In this nursing home, we discuss ways to keep residents safe from harm. (B8)	Database	67%	65%
		Your Nursing Home	67%	65%

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

Survey Items by Composite		Dataset	Interaction with Patients	
			Yes	No
<i># Respondents</i>		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%
		Your Nursing Home	88%	83%
2.	It is easy to make changes to improve resident safety in this nursing home. (D4)	Database	87%	85%
		Your Nursing Home	87%	85%
3.	This nursing home is always doing things to improve resident safety. (D5)	Database	81%	73%
		Your Nursing Home	81%	73%
4.	When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (D10)	Database	81%	73%
		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%
		Your Nursing Home	88%	83%
2.	In this nursing home, we talk about ways to keep incidents from happening again. (B5)	Database	87%	85%
		Your Nursing Home	87%	85%
3.	Staff tell someone if they see something that might harm a resident. (B6)	Database	81%	73%
		Your Nursing Home	81%	73%
6. Training & Skills				
1.	Staff get the training they need in this nursing home. (A7)	Database	87%	85%
		Your Nursing Home	87%	85%
2.	Staff have enough training on how to handle difficult residents. (A11)	Database	81%	73%
		Your Nursing Home	81%	73%
3.	Staff understand the training they get in this nursing home. (A13)	Database	67%	65%
		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)

Survey Items by Composite		Interaction with Patients		
		Dataset	Yes	No
<i># Respondents</i>		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%
		Your Nursing Home	88%	83%
2.	Staff use shortcuts to get their work done faster. (A6R)	Database	87%	85%
		Your Nursing Home	87%	85%
3.	To make work easier, staff often ignore procedures. (A14R)	Database	81%	73%
		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%
		Your Nursing Home	87%	85%
3.	Staff feel like they are part of a team. (A5)	Database	81%	73%
		Your Nursing Home	81%	73%
4.	When someone gets really busy in this nursing home, other staff help out. (A9)	Database	67%	65%
		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 time. (B1)	Database	87%	85%
		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%
		Your Nursing Home	81%	73%
3.	We have all the information we need when residents are transferred from the hospital. (B3)	Database	67%	65%
		Your Nursing Home	67%	65%
4.	Staff are given all the information they need to care for residents. (B10)	Database	67%	65%
		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)

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

Survey Items by Composite	Dataset	Interaction with Patients	
		Yes	No
10. Communication Openness			
1. Staff ideas and suggestions are valued in this nursing home. (B7)	Database	88%	83%
	Your Nursing Home	88%	83%
2. Staff opinions are ignored in this nursing home. (B9R)	Database	87%	85%
	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%
	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%
	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%
	Your Nursing Home	87%	85%
2. Staff have to hurry because they have too much work to do. (A8R)	Database	81%	73%
	Your Nursing Home	81%	73%
3. Residents' needs are met during shift changes. (A16)	Database	67%	65%
	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%
	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

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

Yes	Database	60%	60%
	Your Nursing Home	60%	60%
Maybe	Database	25%	25%
	Your Nursing Home	25%	25%
No	Database	15%	15%
	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

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

Patient Safety Culture Composites	Dataset	Shift Worked Most Often		
		Days	Evenings	Nights
# Respondents	Database	1,184	11,928	19,085
	Your Nursing Home	2,565	10,545	16,851
1. Overall Perceptions of Resident Safety	Database	81%	78%	76%
	Your Nursing Home	81%	78%	76%
2. Feedback and Communication About Incidents	Database	75%	70%	72%
	Your Nursing Home	75%	70%	72%
3. Supervisor Expectations & Actions Promoting Resident Safety	Database	75%	70%	72%
	Your Nursing Home	75%	70%	72%
4. Organizational Learning	Database	75%	70%	72%
	Your Nursing Home	75%	70%	72%
5. Management Support for Resident Safety	Database	75%	70%	72%
	Your Nursing Home	75%	70%	72%
6. Training & Skills	Database	73%	67%	74%
	Your Nursing Home	73%	67%	74%
7. Compliance with Procedures	Database	73%	67%	74%
	Your Nursing Home	73%	67%	74%
8. Teamwork	Database	69%	64%	69%
	Your Nursing Home	69%	64%	69%
9. Handoffs	Database	69%	64%	69%
	Your Nursing Home	69%	64%	69%
10. Communication Openness	Database	73%	67%	74%
	Your Nursing Home	73%	67%	74%
11. Nonpunitive Response to Mistakes	Database	66%	56%	66%
	Your Nursing Home	66%	56%	66%
12. Staffing	Database	65%	58%	64%
	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)

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

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

		Shift Worked Most Often			
Survey Items by Composite	Dataset	Days	Evenings	Nights	
# Respondents	Database	1,184	11,928	19,085	
	Your Nursing Home	2,565	10,545	16,851	
4. Organizational Learning					
1.	This nursing home lets the same mistakes happen again and again. (D3R)	Database	88%	84%	83%
		Your Nursing Home	88%	84%	83%
2.	It is easy to make changes to improve resident safety in this nursing home. (D4)	Database	87%	85%	85%
		Your Nursing Home	87%	85%	85%
3.	This nursing home is always doing things to improve resident safety. (D5)	Database	81%	73%	73%
		Your Nursing Home	81%	73%	73%
4.	When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (D10)	Database	81%	73%	73%
		Your Nursing Home	81%	73%	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%	84%	83%
		Your Nursing Home	88%	84%	83%
2.	In this nursing home, we talk about ways to keep incidents from happening again. (B5)	Database	87%	85%	85%
		Your Nursing Home	87%	85%	85%
3.	Staff tell someone if they see something that might harm a resident. (B6)	Database	81%	73%	73%
		Your Nursing Home	81%	73%	73%
6. Training & Skills					
1.	Staff get the training they need in this nursing home. (A7)	Database	87%	85%	85%
		Your Nursing Home	87%	85%	85%
2.	Staff have enough training on how to handle difficult residents. (A11)	Database	81%	73%	73%
		Your Nursing Home	81%	73%	73%
3.	Staff understand the training they get in this nursing home. (A13)	Database	67%	69%	65%
		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)

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

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

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

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

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

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

Survey Items in "Compliance With Procedures"	For positively worded items, count the # of Strongly agree or Agree responses	For reverse worded items, count the # of Strongly disagree or Disagree responses	Overall number of responses to the item	Percentage of positive responses 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
 - Disagree & Strongly Disagree (combined)

OR

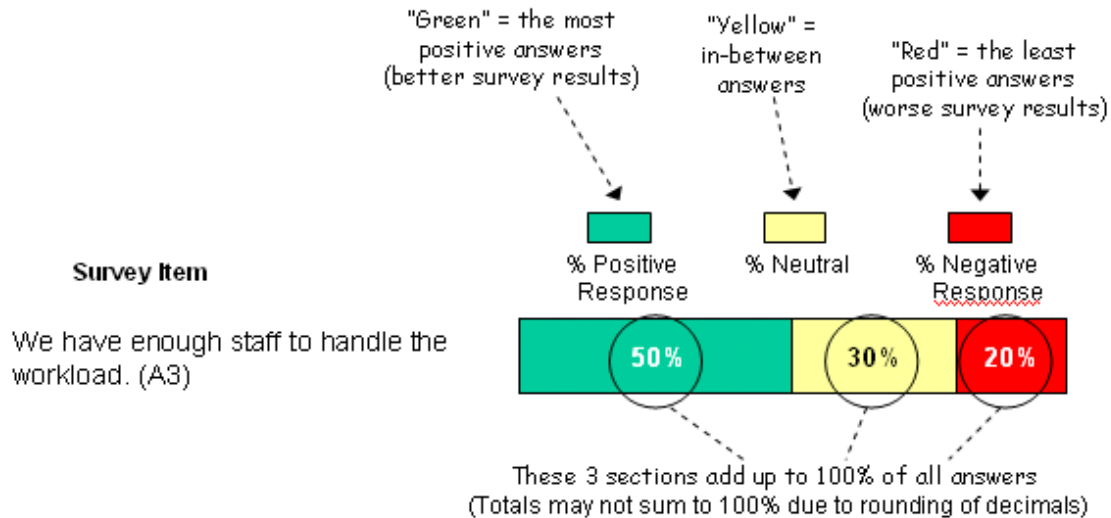
- **Frequency**
 - Always & Most of the time (combined)
 - Sometimes
 - Rarely & Never (combined)


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

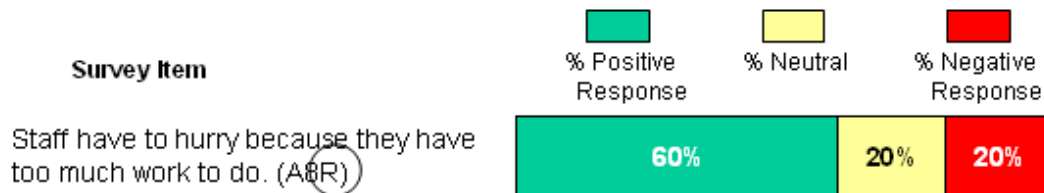
This is an example of a positively worded item. For this item, the percentage who answered “Strongly Agree/Agree” is shown in green (positive response), “Neither” in yellow, and “Strongly Disagree/Disagree” (negative response) in red.



 **The more "green" the better the results**

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 red



Negatively worded items are identified with the letter R.

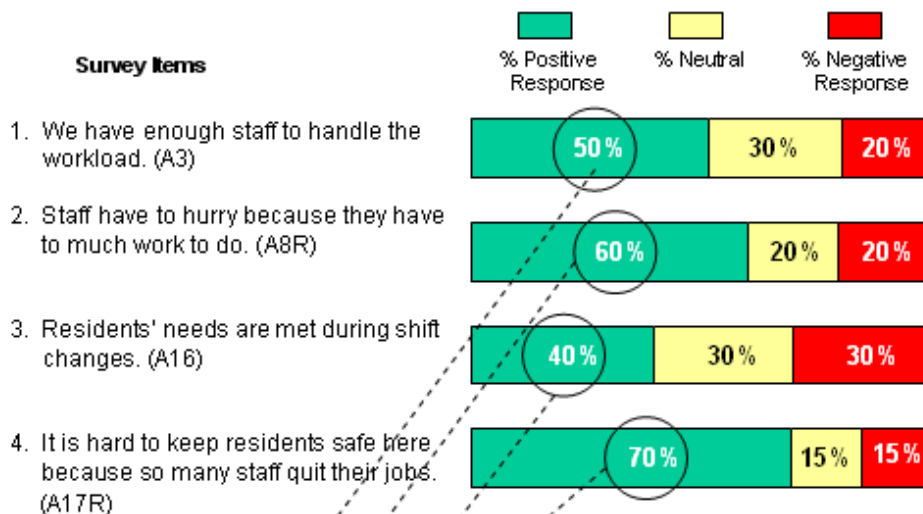


The more “green” the better the results

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:



$$50 + 60 + 40 + 70 = 220$$

$$220 / 4 = 55\%$$

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.