Hospital Survey on Patient Safety Culture:

2011 Comparative Database Report

Part II: Appendix A—Overall Results by Hospital Characteristics

Appendix B—Overall Results by Respondent Characteristics

Part III: Appendix C—Trending Results by Hospital Characteristics

Appendix D—Trending Results by Respondent Characteristics

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No investigators have any affiliations or financial involvement (e.g., employment, consultancies, honoraria, stock options, expert testimony, grants or patents received or pending, or royalties) that conflict with material presented in this report.

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

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- Bed size.
- Teaching status.
- Ownership and control.
- Geographic region.

Appendix B: Overall Results by Respondent Characteristics

- Work area/unit.
- Staff position.
- Interaction with patients.

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

Comparing Your Results

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

To compare your hospital's results against Appendix B, your hospital will have to compute percent positive scores on the safety culture composites and items broken down by work area/unit, staff position, and interaction with patients. You can then compare your hospital's percent positive scores against the averages shown in the tables. Again, you can use a 5 percentage point difference as a rule of thumb.

Highlights From Appendix A: Overall Results by Hospital Characteristics

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

- The smallest hospitals (6-24 beds) had the highest average percent positive response on all 12 patient safety culture composites.

- Small hospitals (49 or fewer beds) had the highest percentage of respondents who gave their work area/unit a patient safety grade of "Excellent" or "Very Good" (81 percent positive for 25-49 beds vs. 70 percent for 400 beds or more).

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

- Nonteaching hospitals had a higher average percent positive response than teaching hospitals on *Teamwork Across Units* (60 percent positive compared with 55 percent positive) and *Handoffs and Transitions* (47 percent positive compared with 42 percent).

- Non-government owned hospitals had a higher percentage of respondents who reported one or more events in the past year (47 percent) than government owned hospitals (42 percent).

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

- East South Central and West South Central hospitals had the highest average percent positive response across the composites (66 percent positive); New England hospitals had the lowest (59 percent positive).

- Mid-Atlantic, East South Central, and West South Central hospitals scored highest on the percentage of respondents who gave their work area/unit a patient safety grade of "Excellent" or "Very Good" (78 percent).

- Pacific hospitals had the highest percentage of respondents who reported one or more events in the past year (51 percent); the lowest percentage of respondents reporting events was in the West South Central region (43 percent).

Highlights From Appendix B: Overall Results by Respondent Characteristics

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

- Respondents in *Rehabilitation* had the highest average percent positive response across the composites (69 percent positive); *Emergency* had the lowest (57 percent positive).

- *Rehabilitation* had the highest percentage of respondents who gave their work area/unit a patient safety grade of "Excellent" or "Very Good" (84 percent); *Emergency* had the lowest (63 percent).

- *ICU (any type)* had the highest percentage of respondents reporting one or more events in the past year (63 percent); *Rehabilitation* had the lowest (42 percent).

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

- Respondents in *Administration/Management* had the highest average percent positive response across the composites (74 percent positive); *Pharmacists* had the lowest (60 percent positive).

- *Administration/Management* had the highest percentage of respondents who gave their work area/unit a patient safety grade of "Excellent" or "Very Good" (86 percent); *Pharmacists* had the lowest (67 percent).

- *Pharmacists* had the highest percentage of respondents reporting one or more events in the past year (72 percent); *Unit Assistants/Clerks/Secretaries* had the lowest (18 percent).

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

- Respondents *with* direct patient interaction were more positive on *Handoffs and Transitions* compared with those *without* direct patient interaction (46 percent positive compared with 39 percent).

- Respondents *without* direct patient interaction were more positive than those *with* direct patient interaction on *Management Support for Patient Safety (*78 percent positive compared with 71 percent) and *Feedback & Communication About Error (*68 percent positive compared with 63 percent).

- Respondents *without* direct patient interaction had a higher percentage of respondents who gave their work area/unit a patient safety grade of "Excellent" or "Very Good" (79 percent) than respondents *with* direct patient interaction (74 percent).

- More respondents *with* direct patient interaction reported one or more events in the past year (50 percent) than respondents *without* direct patient interaction (31 percent).

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

Appendixes C and D show trends over time for the 512 hospitals (of the 1,032 total database hospitals) that administered the survey and submitted data twice. Average percent positive scores across hospitals from the most recent and previous administrations are shown for the survey composites and items, broken down by the following respondent characteristics:

Appendix C: Trending Results by Hospital Characteristics

- Bed size.
- Teaching status.
- Ownership and control.
- Geographic region.

Appendix D: Trending Results by Respondent Characteristics

- Work area/unit.
- Staff position.
- Interaction with patients.

To ensure hospital confidentiality, a rule was established requiring at least 20 hospitals to be in a particular breakout category before data would be displayed by that category. Therefore, in Appendix C, two of the standard American Hospital Association geographic regions (Mid-Atlantic and New England) have been combined.

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

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

Most Recent	85%
Previous	90%
Change	-5%

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

Most Recent	70%
Previous	60%
Change	10%

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

Highlights From Appendix C: Trending Results by Hospital Characteristics

Bed Size (Tables C-5, C-7)

- Hospitals with 50-99 beds had the greatest increases in percent positive response over time on 8 of the 12 composites (average increase of 3 percentage points).

- The smallest hospitals (6-24 beds) had the greatest increase in the percentage of respondents who gave their work area/unit a patient safety grade of "Excellent" or "Very Good" (a 4 percentage point increase, from 77 percent to 81 percent).

Teaching Status, and Ownership and Control (Table C-9)

- Both teaching and nonteaching hospitals, as well as government-owned and non-government owned hospitals, showed slight increases of 3 percentage points or less across the 12 patient safety composites

Geographic Region (Tables C-13, C-15)

- South Atlantic/Associated Area hospitals had the greatest increases in percent positive response over time on 6 of the 12 composites (average increase of 3 percentage points).

- East North Central and West North Central hospitals had the greatest increases in the percentage of respondents who gave their work area/unit a patient safety grade of "Excellent" or "Very Good" (a 5 percentage point increase).

Highlights From Appendix D: Trending Results by Respondent Characteristics

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

- *ICU and Pediatrics* had the greatest increases in percent positive response on 5 of the 12 patient safety culture composites (average increases of 4 and 3 percentage points, respectively).

- *Emergency* had the greatest increase over time in the average percentage of respondents giving their work area/unit a patient safety grade of "Excellent" or "Very Good" (a 4 percentage point increase, from 60 percent to 64 percent).

- *Lab* and *Pharmacy* had the greatest increases in the average percentage of respondents reporting one or more events in the past year (5 percentage point increases). The largest decrease was in *Psychiatry/Mental Health* (a 5 percentage point decrease).

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

- *Administration/Management* had the greatest increase in positive response over time on 4 of the 12 patient safety culture composites (average increase of 3 percentage points).

- *Administration/Management* had the greatest increase over time in the average percentage of respondents giving their work area/unit a patient safety grade of "Excellent" or "Very Good" (a 4 percentage point increase).

- *Dietitians* had the greatest decrease over time in the average percentage of respondents reporting one or more events in the past year (a 12 percentage point decrease).

Interaction With Patients (Table D-9)

- Respondents with and without direct interaction with patients showed a slight increase of 3 percentage points or less across the 12 patient safety culture composites.

Part II

Appendix A: Overall Results by Hospital Characteristics

(1) Bed Size

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

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

	Patient Safety Culture Composites	Bed Size							
		6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
	# Hospitals	69	163	185	231	170	82	60	72
	# Respondents	5,290	22,295	41,046	80,674	107,519	60,811	57,753	97,009
1	**Teamwork Within Units**	82%	82%	80%	79%	79%	78%	78%	78%
2	**Supervisor/Manager Expectations & Actions Promoting Patient Safety**	77%	78%	77%	75%	73%	73%	72%	72%
3	**Management Support for Patient Safety**	77%	77%	74%	71%	70%	69%	69%	68%
4	**Org Learning--Continuous Improvement**	73%	75%	73%	72%	71%	71%	71%	71%
5	**Overall Perceptions of Patient Safety**	72%	71%	68%	65%	63%	62%	61%	61%
6	**Feedback & Communication About Error**	66%	66%	65%	64%	63%	63%	62%	63%
7	**Frequency of Events Reported**	64%	66%	64%	63%	61%	62%	59%	60%
8	**Communication Openness**	65%	64%	63%	62%	61%	60%	60%	60%
9	**Teamwork Across Units**	67%	64%	60%	57%	54%	54%	53%	52%
10	**Staffing**	62%	62%	58%	56%	53%	52%	53%	53%
11	**Handoffs & Transitions**	55%	52%	48%	43%	40%	40%	38%	39%
12	**Nonpunitive Response to Error**	50%	49%	46%	43%	41%	41%	40%	39%
	Average Across Composites	68%	67%	65%	63%	61%	60%	60%	60%

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

	Survey Items by Composite	6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
					Bed Size				
	# Hospitals	69	163	185	231	170	82	60	72
	# Respondents	5,290	22,295	41,046	80,674	107,519	60,811	57,753	97,009
1	**Teamwork Within Units**								
A1	People support one another in this unit.	87%	87%	86%	85%	85%	84%	85%	84%
A3	When a lot of work needs to be done quickly, we work together as a team to get the work done.	89%	88%	86%	86%	85%	84%	84%	84%
A4	In this unit, people treat each other with respect.	79%	80%	79%	78%	77%	77%	76%	76%
A11	When one area in this unit gets really busy, others help out.	72%	71%	70%	68%	68%	67%	67%	67%
2	**Supervisor/Manager Expectations & Actions Promoting Patient Safety**								
B1	My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	74%	75%	74%	73%	72%	72%	71%	71%
B2	My supv/mgr seriously considers staff suggestions for improving patient safety.	78%	79%	78%	76%	75%	75%	74%	74%
B3R	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	79%	79%	75%	73%	71%	70%	70%	69%
B4R	My supv/mgr overlooks patient safety problems that happen over and over.	78%	80%	78%	76%	74%	74%	73%	74%
3	**Management Support for Patient Safety**								
F1	Hospital mgmt provides a work climate that promotes patient safety.	86%	86%	83%	80%	79%	77%	78%	77%
F8	The actions of hospital mgmt show that patient safety is a top priority.	78%	79%	76%	74%	73%	73%	72%	72%
F9R	Hospital mgmt seems interested in patient safety only after an adverse event happens.	67%	68%	64%	60%	58%	57%	56%	55%

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

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

		Bed Size							
	Survey Items by Composite	6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
	# Hospitals	69	163	185	231	170	82	60	72
	# Respondents	5,290	22,295	41,046	80,674	107,519	60,811	57,753	97,009
4	**Org Learning--Continuous Improvement**								
A6	We are actively doing things to improve patient safety.	84%	86%	84%	83%	82%	83%	82%	82%
A9	Mistakes have led to positive changes here.	66%	67%	64%	64%	63%	63%	63%	63%
A13	After we make changes to improve patient safety, we evaluate their effectiveness.	69%	72%	70%	69%	68%	68%	67%	68%
5	**Overall Perceptions of Patient Safety**								
A10R	It is just by chance that more serious mistakes don't happen around here.	68%	68%	64%	61%	59%	58%	58%	58%
A15	Patient safety is never sacrificed to get more work done.	74%	71%	68%	63%	61%	60%	59%	59%
A17R	We have patient safety problems in this unit.	72%	71%	67%	64%	61%	60%	58%	58%
A18	Our procedures and systems are good at preventing errors from happening.	74%	75%	73%	72%	71%	70%	70%	69%
6	**Feedback & Communication About Error**								
C1	We are given feedback about changes put into place based on event reports.	56%	56%	56%	56%	56%	56%	55%	57%
C3	We are informed about errors that happen in this unit.	69%	68%	67%	65%	63%	64%	62%	62%
C5	In this unit, we discuss ways to prevent errors from happening again.	74%	75%	72%	71%	69%	70%	68%	69%

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

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

		Bed Size							
	Survey Items by Composite	6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
	# Hospitals	69	163	185	231	170	82	60	72
	# Respondents	5,290	22,295	41,046	80,674	107,519	60,811	57,753	97,009
7	**Frequency of Events Reported**								
D1	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	57%	58%	56%	56%	55%	56%	53%	54%
D2	When a mistake is made, but has no potential to harm the patient, how often is this reported?	61%	62%	59%	59%	57%	58%	55%	56%
D3	When a mistake is made that could harm the patient, but does not, how often is this reported?	75%	77%	75%	74%	72%	72%	70%	70%
8	**Communication Openness**								
C2	Staff will freely speak up if they see something that may negatively affect patient care.	78%	78%	77%	76%	74%	73%	73%	73%
C4	Staff feel free to question the decisions or actions of those with more authority.	51%	49%	48%	47%	46%	46%	47%	46%
C6R	Staff are afraid to ask questions when something does not seem right.	66%	66%	64%	63%	61%	60%	61%	61%
9	**Teamwork Across Units**								
F2R	Hospital units do not coordinate well with each other.	54%	53%	48%	44%	41%	41%	39%	39%
F4	There is good cooperation among hospital units that need to work together.	68%	66%	61%	58%	56%	55%	54%	54%
F6R	It is often unpleasant to work with staff from other hospital units.	66%	65%	61%	58%	56%	56%	55%	54%
F10	Hospital units work well together to provide the best care for patients.	78%	75%	70%	67%	64%	64%	63%	63%

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

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

	Survey Items by Composite	6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
					Bed Size				
	# Hospitals	69	163	185	231	170	82	60	72
	# Respondents	5,290	22,295	41,046	80,674	107,519	60,811	57,753	97,009
10	**Staffing**								
A2	We have enough staff to handle the workload.	63%	63%	58%	55%	52%	51%	52%	51%
A5R	Staff in this unit work longer hours than is best for patient care.	58%	57%	55%	53%	51%	49%	49%	51%
A7R	We use more agency/temporary staff than is best for patient care.	68%	70%	68%	68%	66%	65%	66%	66%
A14R	We work in "crisis mode" trying to do too much, too quickly.	58%	58%	54%	49%	45%	43%	44%	44%
11	**Handoffs & Transitions**								
F3R	Things "fall between the cracks" when transferring patients from one unit to another.	54%	50%	45%	39%	35%	35%	32%	34%
F5R	Important patient care information is often lost during shift changes.	56%	55%	52%	49%	47%	47%	46%	47%
F7R	Problems often occur in the exchange of information across hospital units.	54%	51%	47%	42%	39%	38%	36%	37%
F11R	Shift changes are problematic for patients in this hospital.	57%	53%	47%	43%	40%	41%	38%	39%
12	**Nonpunitive Response to Error**								
A8R	Staff feel like their mistakes are held against them.	56%	55%	53%	49%	48%	46%	46%	45%
A12R	When an event is reported, it feels like the person is being written up, not the problem.	51%	50%	48%	45%	44%	44%	43%	42%
A16R	Staff worry that mistakes they make are kept in their personnel file.	43%	41%	38%	34%	32%	31%	31%	29%

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

Table A-3. Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Bed Size

		Bed Size							
	Work Area/Unit Patient Safety Grade	6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
	# Hospitals	69	163	185	231	170	82	60	72
	# Respondents	5,290	22,295	41,046	80,674	107,519	60,811	57,753	97,009
A	Excellent	31%	33%	31%	29%	28%	26%	25%	25%
B	Very Good	49%	48%	46%	45%	45%	45%	45%	45%
C	Acceptable	18%	17%	18%	21%	22%	23%	24%	24%
D	Poor	2%	2%	4%	4%	4%	5%	5%	5%
E	Failing	0%	0%	1%	1%	1%	1%	1%	1%

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

Table A-4. Average Percentage of Respondents Reporting Events in the Past 12 Months by Bed Size

	Bed Size							
Number of Events Reported by Respondents	6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
# Hospitals	69	163	185	231	170	82	60	72
# Respondents	5,290	22,295	41,046	80,674	107,519	60,811	57,753	97,009
No events	55%	54%	56%	54%	53%	53%	54%	54%
1 to 2 events	27%	28%	27%	27%	27%	28%	26%	28%
3 to 5 events	12%	12%	11%	12%	12%	12%	12%	12%
6 to 10 events	4%	4%	4%	4%	4%	4%	4%	4%
11 to 20 events	1%	2%	2%	2%	2%	1%	2%	2%
21 events or more	1%	1%	1%	1%	1%	1%	1%	1%

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

Appendix A: Overall Results by Hospital Characteristics
(2) Teaching Status and (3) Ownership and Control

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

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

Patient Safety Culture Composites	Teaching	Nonteaching	Government	Nongovernment
# Hospitals	351	681	207	825
# Respondents	254,999	217,398	88,660	383,737
1 Teamwork Within Units	79%	80%	78%	80%
2 Supervisor/Manager Expectations & Actions Promoting Patient Safety	74%	76%	75%	75%
3 Management Support for Patient Safety	71%	73%	73%	72%
4 Org Learning--Continuous Improvement	71%	73%	72%	73%
5 Overall Perceptions of Patient Safety	64%	67%	66%	66%
6 Feedback & Communication About Error	62%	65%	64%	64%
7 Frequency of Events Reported	60%	64%	62%	63%
8 Communication Openness	61%	63%	61%	62%
9 Teamwork Across Units	55%	60%	59%	58%
10 Staffing	55%	58%	55%	57%
11 Handoffs & Transitions	42%	47%	47%	44%
12 Nonpunitive Response to Error	42%	45%	43%	44%
Average Across Composites	61%	64%	63%	63%

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

	Survey Items by Composite	Teaching	Nonteaching	Government	Nongovernment
	# Hospitals	351	681	207	825
	# Respondents	254,999	217,398	88,660	383,737
1	**Teamwork Within Units**				
A1	People support one another in this unit.	85%	86%	83%	86%
A3	When a lot of work needs to be done quickly, we work together as a team to get the work done.	85%	87%	84%	86%
A4	In this unit, people treat each other with respect.	77%	79%	76%	79%
A11	When one area in this unit gets really busy, others help out.	68%	70%	67%	69%
2	**Supervisor/Manager Expectations & Actions Promoting Patient Safety**				
B1	My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	71%	74%	72%	73%
B2	My supv/mgr seriously considers staff suggestions for improving patient safety.	75%	77%	75%	77%
B3R	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	72%	75%	75%	73%
B4R	My supv/mgr overlooks patient safety problems that happen over and over.	75%	77%	76%	77%
3	**Management Support for Patient Safety**				
F1	Hospital mgmt provides a work climate that promotes patient safety.	80%	82%	82%	81%
F8	The actions of hospital mgmt show that patient safety is a top priority.	74%	75%	75%	75%
F9R	Hospital mgmt seems interested in patient safety only after an adverse event happens.	59%	62%	61%	61%

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

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

	Survey Items by Composite	Teaching	Nonteaching	Government	Nongovernment
	# Hospitals	351	681	207	825
	# Respondents	254,999	217,398	88,660	383,737
4	**Org Learning--Continuous Improvement**				
A6	We are actively doing things to improve patient safety.	83%	84%	83%	84%
A9	Mistakes have led to positive changes here.	63%	65%	63%	64%
A13	After we make changes to improve patient safety, we evaluate their effectiveness.	68%	70%	68%	70%
5	**Overall Perceptions of Patient Safety**				
A10R	It is just by chance that more serious mistakes don't happen around here.	60%	63%	61%	63%
A15	Patient safety is never sacrificed to get more work done.	63%	66%	68%	64%
A17R	We have patient safety problems in this unit.	62%	66%	65%	64%
A18	Our procedures and systems are good at preventing errors from happening.	71%	73%	71%	72%
6	**Feedback & Communication About Error**				
C1	We are given feedback about changes put into place based on event reports.	55%	57%	53%	57%
C3	We are informed about errors that happen in this unit.	63%	67%	67%	65%
C5	In this unit, we discuss ways to prevent errors from happening again.	70%	72%	71%	72%

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

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

	Survey Items by Composite	Teaching	Nonteaching	Government	Nongovernment
	# Hospitals	351	681	207	825
	# Respondents	254,999	217,398	88,660	383,737
7	**Frequency of Events Reported**				
D1	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	54%	57%	56%	56%
D2	When a mistake is made, but has no potential to harm the patient, how often is this reported?	56%	60%	58%	59%
D3	When a mistake is made that could harm the patient, but does not, how often is this reported?	71%	75%	73%	74%
8	**Communication Openness**				
C2	Staff will freely speak up if they see something that may negatively affect patient care.	74%	76%	74%	76%
C4	Staff feel free to question the decisions or actions of those with more authority.	47%	48%	46%	48%
C6R	Staff are afraid to ask questions when something does not seem right.	62%	64%	62%	63%
9	**Teamwork Across Units**				
F2R	Hospital units do not coordinate well with each other.	42%	48%	46%	45%
F4	There is good cooperation among hospital units that need to work together.	56%	61%	61%	59%
F6R	It is often unpleasant to work with staff from other hospital units.	57%	60%	58%	59%
F10	Hospital units work well together to provide the best care for patients.	66%	70%	69%	68%

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

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

	Survey Items by Composite	Teaching	Nonteaching	Government	Nongovernment
	# Hospitals	351	681	207	825
	# Respondents	254,999	217,398	88,660	383,737
10	**Staffing**				
A2	We have enough staff to handle the workload.	54%	57%	55%	56%
A5R	Staff in this unit work longer hours than is best for patient care.	51%	55%	51%	54%
A7R	We use more agency/temporary staff than is best for patient care.	66%	68%	63%	69%
A14R	We work in "crisis mode" trying to do too much, too quickly.	48%	51%	50%	50%
11	**Handoffs & Transitions**				
F3R	Things "fall between the cracks" when transferring patients from one unit to another.	36%	43%	45%	40%
F5R	Important patient care information is often lost during shift changes.	48%	51%	51%	50%
F7R	Problems often occur in the exchange of information across hospital units.	40%	45%	45%	43%
F11R	Shift changes are problematic for patients in this hospital.	42%	47%	47%	44%
12	**Nonpunitive Response to Error**				
A8R	Staff feel like their mistakes are held against them.	48%	52%	49%	51%
A12R	When an event is reported, it feels like the person is being written up, not the problem.	45%	47%	45%	47%
A16R	Staff worry that mistakes they make are kept in their personnel file.	33%	36%	36%	35%

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

Table A-7. Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Teaching Status and Ownership and Control

Work Area/Unit Patient Safety Grade		Teaching	Nonteaching	Government	Nongovernment
	# Hospitals	351	681	207	825
	# Respondents	254,999	217,398	88,660	383,737
A	Excellent	27%	30%	28%	30%
B	Very Good	46%	46%	48%	46%
C	Acceptable	21%	20%	21%	20%
D	Poor	4%	4%	3%	4%
E	Failing	1%	1%	1%	1%

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

Table A-8. Average Percentage of Respondents Reporting Events in the Past 12 Months by Teaching Status and Ownership and Control

Number of Events Reported by Respondents	Teaching	Nonteaching	Government	Nongovernment
# Hospitals	351	681	207	825
# Respondents	254,999	217,398	88,660	383,737
No events	54%	54%	58%	53%
1 to 2 events	27%	27%	24%	28%
3 to 5 events	12%	12%	11%	12%
6 to 10 events	4%	4%	4%	4%
11 to 20 events	2%	2%	2%	2%
21 events or more	1%	1%	1%	1%

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

Appendix A: Overall Results by Hospital Characteristics

(4) Geographic Region

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

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

	Patient Safety Culture Composites	Geographic Region								
		Mid-Atlantic	New England	South Atlantic/ Associated Areas	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific/ Associated Areas
	# Hospitals	26	69	185	255	92	115	111	73	106
	# Respondents	11,832	54,242	92,452	121,008	28,666	27,744	47,276	35,498	53,679
1	Teamwork Within Units	80%	76%	79%	80%	81%	81%	80%	78%	80%
2	Supervisor/Manager Expectations & Actions Promoting Patient Safety	76%	71%	77%	74%	78%	76%	77%	73%	73%
3	Management Support for Patient Safety	74%	68%	74%	71%	74%	75%	75%	69%	70%
4	Org Learning--Continuous Improvement	71%	70%	75%	71%	75%	73%	75%	69%	71%
5	Overall Perceptions of Patient Safety	67%	61%	66%	65%	69%	69%	68%	65%	63%
6	Feedback & Communication About Error	63%	60%	67%	63%	67%	63%	67%	63%	63%
7	Frequency of Events Reported	61%	61%	65%	60%	67%	62%	66%	62%	61%
8	Communication Openness	65%	60%	63%	61%	62%	61%	65%	62%	62%
9	Teamwork Across Units	55%	53%	60%	57%	62%	60%	61%	57%	56%
10	Staffing	57%	50%	56%	57%	59%	62%	58%	55%	52%
11	Handoffs & Transitions	42%	42%	46%	43%	50%	47%	49%	43%	41%
12	Nonpunitive Response to Error	47%	38%	43%	42%	46%	48%	46%	46%	43%
	Average Across Composites	63%	59%	64%	62%	66%	65%	66%	62%	61%

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

							Geographic Region			
	Survey Items by Composite	Mid-Atlantic	New England	South Atlantic/ Associated Areas	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific/ Associated Areas
	# Hospitals	26	69	185	255	92	115	111	73	106
	# Respondents	11,832	54,242	92,452	121,008	28,666	27,744	47,276	35,498	53,679
1	**Teamwork Within Units**									
A1	People support one another in this unit.	88%	82%	85%	86%	86%	87%	86%	83%	87%
A3	When a lot of work needs to be done quickly, we work together as a team to get the work done.	88%	83%	85%	86%	87%	88%	87%	84%	85%
A4	In this unit, people treat each other with respect.	79%	74%	78%	78%	79%	78%	79%	76%	80%
A11	When one area in this unit gets really busy, others help out.	67%	64%	69%	69%	70%	70%	70%	69%	69%
2	**Supervisor/Manager Expectations & Actions Promoting Patient Safety**									
B1	My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	71%	69%	75%	72%	76%	71%	76%	71%	72%
B2	My supv/mgr seriously considers staff suggestions for improving patient safety.	77%	72%	78%	75%	78%	77%	79%	74%	77%
B3R	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking	77%	69%	76%	71%	77%	77%	76%	74%	72%
B4R	My supv/mgr overlooks patient safety problems that happen over and over.	77%	72%	79%	76%	81%	78%	77%	73%	73%
3	**Management Support for Patient Safety**									
F1	Hospital mgmt provides a work climate that promotes patient safety.	82%	76%	82%	80%	83%	84%	84%	78%	80%
F8	The actions of hospital mgmt show that patient safety is a top priority.	76%	71%	77%	74%	76%	77%	78%	71%	73%
F9R	Hospital mgmt seems interested in patient safety only after an adverse event happens.	63%	56%	63%	60%	64%	65%	64%	59%	57%

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

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

	Survey Items by Composite	Geographic Region								
		Mid-Atlantic	New England	South Atlantic/ Associated Areas	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific/ Associated Areas
	# Hospitals	26	69	185	255	92	115	111	73	106
	# Respondents	11,832	54,242	92,452	121,008	28,666	27,744	47,276	35,498	53,679
4	**Org Learning--Continuous Improvement**									
A6	We are actively doing things to improve patient safety.	83%	81%	85%	83%	85%	84%	85%	80%	83%
A9	Mistakes have led to positive changes here.	64%	61%	66%	63%	65%	66%	66%	62%	64%
A13	After we make changes to improve patient safety, we evaluate their effectiveness.	66%	67%	73%	68%	74%	69%	72%	65%	65%
5	**Overall Perceptions of Patient Safety**									
A10R	It is just by chance that more serious mistakes don't happen around here.	64%	56%	61%	63%	64%	67%	63%	63%	59%
A15	Patient safety is never sacrificed to get more work done.	67%	62%	66%	63%	68%	67%	68%	64%	63%
A17R	We have patient safety problems in this unit.	64%	57%	64%	65%	68R	69%	67%	64%	60%
A18	Our procedures and systems are good at preventing errors from happening.	72%	68%	74%	72%	75%	73%	74%	69%	70%
6	**Feedback & Communication About Error**									
C1	We are given feedback about changes put into place based on event reports.	55%	52%	60%	56%	59%	52%	59%	54%	54%
C3	We are informed about errors that happen in this unit.	63%	63%	68%	63%	69%	64%	69%	64%	63%
C5	In this unit, we discuss ways to prevent errors from happening again.	72%	67%	73%	70%	73%	71%	74%	72%	71%

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

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

Survey Items by Composite	Mid-Atlantic	New England	South Atlantic/ Associated Areas	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific/ Associated Areas
				Geographic Region					
# Hospitals	26	69	185	255	92	115	111	73	106
# Respondents	11,832	54,242	92,452	121,008	28,666	27,744	47,276	35,498	53,679
7 Frequency of Events Reported									
D1 When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	54%	55%	59%	53%	61%	53%	61%	56%	54%
D2 When a mistake is made, but has no potential to harm the patient, how often is this reported?	57%	57%	61%	56%	63%	58%	63%	58%	56%
D3 When a mistake is made that could harm the patient, but does not, how often is this reported?	73%	71%	74%	72%	76%	74%	76%	72%	73%
8 Communication Openness									
C2 Staff will freely speak up if they see something that may negatively affect patient care.	77%	73%	76%	75%	76%	75%	77%	75%	75%
C4 Staff feel free to question the decisions or actions of those with more authority.	50%	46%	48%	46%	47%	46%	50%	48%	49%
C6R Staff are afraid to ask questions when something does not seem right.	67%	60%	64%	62%	64R	63%	66%	63%	62%
9 Teamwork Across Units									
F2R Hospital units do not coordinate well with each other.	40%	40%	47%	44%	51%	47%	49%	43%	42%
F4 There is good cooperation among hospital units that need to work together.	55%	54%	61%	57%	64%	62%	62%	58%	57%
F6R It is often unpleasant to work with staff from other hospital units.	60%	55%	60%	58%	60%	62%	61%	59%	58%
F10 Hospital units work well together to provide the best care for patients.	66%	63%	70%	67%	71%	71%	72%	67%	67%

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

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

					Geographic Region					
	Survey Items by Composite	Mid-Atlantic	New England	South Atlantic/ Associated Areas	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific/ Associated Areas
	# Hospitals	26	69	185	255	92	115	111	73	106
	# Respondents	11,832	54,242	92,452	121,008	28,666	27,744	47,276	35,498	53,679
10	**Staffing**									
A2	We have enough staff to handle the workload.	58%	47%	54%	57%	56%	64%	58%	54%	54%
A5R	Staff in this unit work longer hours than is best for patient care.	53%	46%	53%	53%	57%	58%	54%	53%	48%
A7R	We use more agency/temporary staff than is best for patient care.	68%	63%	68%	71%	71%	70%	68%	64%	59%
A14R	We work in "crisis mode" trying to do too much, too quickly.	50%	43%	50%	48%	53%	56%	54%	51%	46%
11	**Handoffs & Transitions**									
F3R	Things "fall between the cracks" when transferring patients from one unit to another.	36%	37%	42%	38%	48%	44%	46%	39%	36%
F5R	Important patient care information is often lost during shift changes.	50%	49%	52%	49%	55%	51%	54%	47%	46%
F7R	Problems often occur in the exchange of information across hospital units.	41%	40%	44%	42%	49%	45%	48%	42%	40%
F11R	Shift changes are problematic for patients in this hospital.	41%	42%	45%	43%	50%	50%	48%	43%	41%
12	**Nonpunitive Response to Error**									
A8R	Staff feel like their mistakes are held against them.	54%	44%	50%	49%	53%	54%	53%	51%	49%
A12R	When an event is reported, it feels like the person is being written up, not the problem.	51%	41%	46%	45%	48%	49%	48%	48%	45%
A16R	Staff worry that mistakes they make are kept in their personnel file.	36%	30%	34%	33%	38%	40%	38%	38%	35%

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

Table A-11. Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Geographic Region

				Geographic Region						
Work Area/Unit Patient Safety Grade		Mid-Atlantic	New England	South Atlantic/ Associated Areas	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific/ Associated Areas
	# Hospitals	26	69	185	255	92	115	111	73	106
	# Respondents	11,832	54,242	92,452	121,008	28,666	27,744	47,276	35,498	53,679
A	Excellent	32%	24%	31%	28%	33%	27%	33%	28%	28%
B	Very Good	46%	44%	44%	47%	45%	50%	45%	45%	47%
C	Acceptable	18%	26%	20%	21%	18%	18%	19%	22%	21%
D	Poor	4%	5%	4%	4%	3%	3%	3%	4%	4%
E	Failing	0%	1%	1%	1%	1%	1%	1%	1%	1%

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

Table A-12. Average Percentage of Respondents Reporting Events in the Past 12 Months by Geographic Region

			Geographic Region						
Number of Events Reported by Respondents	Mid-Atlantic	New England	South Atlantic/ Associated Areas	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific/ Associated Areas
# Hospitals	26	69	185	255	92	115	111	73	106
# Respondents	11,832	54,242	92,452	121,008	28,666	27,744	47,276	35,498	53,679
No events	53%	56%	56%	53%	55%	50%	58%	55%	50%
1 to 2 events	27%	25%	27%	29%	26%	28%	26%	26%	29%
3 to 5 events	13%	11%	11%	12%	12%	14%	11%	12%	14%
6 to 10 events	4%	4%	4%	4%	4%	5%	4%	4%	5%
11 to 20 events	2%	2%	2%	1%	2%	2%	1%	1%	2%
21 events or more	1%	1%	1%	1%	1%	1%	1%	1%	1%

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

Part II

Appendix B: Overall Results by Respondent Characteristics

(1) Work Area/Unit

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

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

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

	Patient Safety Culture Composites	Anes-thesi-ology	Emer-gency	ICU (any type)	Lab	Med-icine	Obstet-rics	Pedia-trics	Phar-macy	Psych/Mentl Hlth	Radi-ology	Reha-bili-tation	Surg-ery
							Work Area/Unit						
	# Hospitals	141	758	654	739	791	567	318	630	349	758	670	816
	# Respondents	2,592	23,419	30,407	20,761	48,835	19,486	14,862	12,651	12,097	23,630	16,044	42,143
1	Teamwork Within Units	81%	78%	84%	76%	76%	81%	82%	75%	78%	79%	86%	77%
2	Supervisor/Manager Expectations & Actions Promoting Patient Safety	76%	70%	73%	74%	73%	72%	75%	75%	74%	75%	81%	73%
3	Management Support for Patient Safety	67%	63%	64%	74%	67%	69%	71%	70%	69%	74%	78%	70%
4	Org Learning--Continuous Improvement	74%	66%	72%	71%	72%	72%	74%	75%	71%	71%	75%	74%
5	Overall Perceptions of Patient Safety	67%	55%	61%	70%	58%	64%	67%	64%	61%	74%	76%	66%
6	Feedback & Communication About Error	67%	56%	60%	63%	60%	62%	63%	66%	65%	64%	71%	63%
7	Frequency of Events Reported	56%	57%	59%	69%	61%	62%	63%	58%	65%	59%	64%	65%
8	Communication Openness	69%	58%	62%	60%	57%	62%	64%	64%	60%	62%	71%	62%
9	Teamwork Across Units	50%	48%	56%	54%	57%	57%	58%	53%	54%	56%	61%	54%
10	Staffing	57%	49%	59%	55%	52%	61%	62%	55%	55%	64%	63%	56%
11	Handoffs & Transitions	37%	48%	51%	37%	45%	55%	51%	30%	43%	42%	41%	42%
12	Nonpunitive Response to Error	44%	36%	40%	39%	40%	41%	44%	52%	46%	43%	58%	44%
	Average Across Composites	62%	57%	62%	62%	60%	63%	65%	61%	62%	64%	69%	62%

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

Survey Items by Composite	Anes-thesi-ology	Emer-gency	ICU (any type)	Lab	Med-icine	Obstet-rics	Pedia-trics	Phar-macy	Psych/ Mentl Hlth	Radi-ology	Reha-bili-tation	Surg-ery
						Work Area/Unit						
# Hospitals	141	758	654	739	791	567	318	630	349	758	670	816
# Respondents	2,592	23,419	30,407	20,761	48,835	19,486	14,862	12,651	12,097	23,630	16,044	42,143
1 Teamwork Within Units												
A1 People support one another in this unit.	88%	84%	89%	81%	84%	87%	88%	81%	83%	85%	92%	83%
A3 When a lot of work needs to be done quickly, we work together as a team to get the work done.	88%	86%	90%	83%	80%	89%	88%	81%	83%	87%	89%	86%
A4 In this unit, people treat each other with respect.	81%	73%	80%	72%	77%	78%	81%	72%	77%	77%	87%	73%
A11 When one area in this unit gets really busy, others help out.	68%	68%	77%	66%	62%	70%	73%	66%	69%	65%	76%	65%
2 Supervisor/Manager Expectations & Actions Promoting Patient Safety												
B1 My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	73%	68%	70%	68%	71%	71%	71%	70%	74%	70%	78%	70%
B2 My supv/mgr seriously considers staff suggestions for improving patient safety.	78%	71%	74%	73%	74%	73%	76%	76%	76%	76%	84%	75%
B3R Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking	75%	67%	72%	78%	71%	71%	74%	77%	72%	75%	79%	70%
B4R My supv/mgr overlooks patient safety problems that happen over and over.	78%	72%	75%	76%	74%	75%	77%	76%	75%	78%	83%	76%
3 Management Support for Patient Safety												
F1 Hospital mgmt provides a work climate that promotes patient safety.	77%	72%	73%	82%	75%	77%	80%	77%	77%	84%	86%	79%
F8 The actions of hospital mgmt show that patient safety is a top priority.	69%	65%	67%	77%	70%	71%	73%	75%	72%	77%	80%	72%
F9R Hospital mgmt seems interested in patient safety only after an adverse event happens.	54%	51%	53%	63%	56%	58%	59%	58%	59%	61%	67%	58%

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

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

Survey Items by Composite	Anes-thesi-ology	Emer-gency	ICU (any type)	Lab	Med-icine	Obstet-rics	Pedia-trics	Phar-macy	Psych/Mentl Hlth	Radi-ology	Reha-bili-tation	Surg-ery
# Hospitals	141	758	654	739	791	567	318	630	349	758	670	816
# Respondents	2,592	23,419	30,407	20,761	48,835	19,486	14,862	12,651	12,097	23,630	16,044	42,143
4 Org Learning--Continuous Improvement												
A6 We are actively doing things to improve patient safety.	87%	79%	85%	82%	84%	83%	87%	87%	82%	83%	89%	86%
A9 Mistakes have led to positive changes here.	67%	57%	62%	67%	62%	63%	64%	74%	61%	63%	62%	65%
A13 After we make changes to improve patient safety, we evaluate their effectiveness.	68%	63%	70%	66%	70%	69%	71%	65%	69%	66%	74%	70%
5 Overall Perceptions of Patient Safety												
A10R It is just by chance that more serious mistakes don't happen around here.	68%	54%	60%	63%	56%	61%	64%	60%	60%	69%	74%	63%
A15 Patient safety is never sacrificed to get more work done.	63%	54%	55%	70%	55%	58%	65%	62%	63%	74%	76%	63%
A17R We have patient safety problems in this unit.	64%	51%	59%	69%	53%	63%	66%	60%	53%	75%	75%	66%
A18 Our procedures and systems are good at preventing errors from happening.	75%	63%	68%	77%	66%	72%	75%	72%	68%	77%	80%	74%
6 Feedback & Communication About Error												
C1 We are given feedback about changes put into place based on event reports.	58%	51%	54%	53%	53%	55%	55%	55%	58%	54%	63%	54%
C3 We are informed about errors that happen in this unit.	69%	56%	57%	66%	59%	60%	62%	70%	65%	68%	70%	65%
C5 In this unit, we discuss ways to prevent errors from happening again.	76%	62%	68%	70%	67%	70%	72%	73%	71%	71%	79%	72%

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

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

	Survey Items by Composite	Anes-thesi-ology	Emer-gency	ICU (any type)	Lab	Med-icine	Obstet-rics	Pedia-trics	Phar-macy	Psych/Mentl Hlth	Radi-ology	Reha-bili-tation	Surg-ery
	# Hospitals	141	758	654	739	791	567	318	630	349	758	670	816
	# Respondents	2,592	23,419	30,407	20,761	48,835	19,486	14,862	12,651	12,097	23,630	16,044	42,143
7	**Frequency of Events Reported**												
D1	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	52%	48%	49%	62%	53%	53%	54%	47%	60%	52%	58%	58%
D2	When a mistake is made, but has no potential to harm the patient, how often is this reported?	49%	54%	55%	63%	59%	59%	60%	54%	60%	53%	59%	61%
D3	When a mistake is made that could harm the patient, but does not, how often is this reported?	67%	69%	71%	81%	73%	75%	76%	73%	74%	72%	74%	75%
8	**Communication Openness**												
C2	Staff will freely speak up if they see something that may negatively affect patient care.	80%	70%	76%	73%	71%	77%	78%	74%	74%	77%	84%	78%
C4	Staff feel free to question the decisions or actions of those with more authority.	58%	45%	47%	43%	42%	46%	49%	52%	46%	45%	56%	47%
C6R	Staff are afraid to ask questions when something does not seem right.	70%	60%	64%	63%	59%	61%	65%	67%	61%	65%	74%	62%
9	**Teamwork Across Units**												
F2R	Hospital units do not coordinate well with each other.	36%	36%	42%	41%	43%	44%	45%	41%	40%	43%	48%	40%
F4	There is good cooperation among hospital units that need to work together.	51%	48%	56%	56%	57%	59%	60%	53%	54%	58%	62%	55%
F6R	It is often unpleasant to work with staff from other hospital units.	50%	49%	62%	53%	60%	59%	60%	55%	59%	55%	64%	56%
F10	Hospital units work well together to provide the best care for patients.	61%	57%	65%	66%	66%	67%	69%	64%	62%	66%	71%	64%

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

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

	Survey Items by Composite	Anes-thesi-ology	Emer-gency	ICU (any type)	Lab	Med-icine	Obstet-rics	Pedia-trics	Phar-macy	Psych/Mentl Hlth	Radi-ology	Reha-bili-tation	Surg-ery
	# Hospitals	141	758	654	739	791	567	318	630	349	758	670	816
	# Respondents	2,592	23,419	30,407	20,761	48,835	19,486	14,862	12,651	12,097	23,630	16,044	42,143
10	**Staffing**												
A2	We have enough staff to handle the workload.	60%	44%	58%	50%	47%	59%	61%	50%	49%	62%	60%	56%
A5R	Staff in this unit work longer hours than is best for patient care.	47%	49%	55%	57%	51%	57%	57%	57%	54%	61%	59%	49%
A7R	We use more agency/temporary staff than is best for patient care.	71%	66%	72%	67%	68%	77%	75%	69%	69%	75%	72%	73%
A14R	We work in "crisis mode" trying to do too much, too quickly.	52%	37%	49%	46%	43%	52%	55%	46%	49%	57%	62%	48%
11	**Handoffs & Transitions**												
F3R	Things "fall between the cracks" when transferring patients from one unit to another.	35%	45%	40%	28%	40%	47%	44%	22%	36%	40%	38%	39%
F5R	Important patient care information is often lost during shift changes.	44%	58%	61%	44%	51%	65%	60%	35%	51%	47%	45%	48%
F7R	Problems often occur in the exchange of information across hospital units.	38%	45%	45%	36%	43%	49%	45%	30%	39%	41%	43%	41%
F11R	Shift changes are problematic for patients in this hospital.	33%	44%	58%	40%	44%	60%	53%	33%	44%	41%	38%	38%
12	**Nonpunitive Response to Error**												
A8R	Staff feel like their mistakes are held against them.	51%	43%	46%	45%	46%	47%	51%	57%	51%	50%	64%	49%
A12R	When an event is reported, it feels like the person is being written up, not the problem.	44%	38%	42%	41%	43%	44%	47%	54%	50%	45%	61%	47%
A16R	Staff worry that mistakes they make are kept in their personnel file.	37%	27%	31%	29%	31%	32%	35%	44%	37%	35%	50%	35%

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

Table B-3. Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Work Area/Unit

	Work Area/Unit											
Work Area/Unit Patient Safety Grade	Anes-thesi-ology	Emer-gency	ICU (any type)	Lab	Med-icine	Obstet-rics	Pedia-trics	Phar-macy	Psych/Mentl Hlth	Radi-ology	Reha-bili-tation	Surg-ery
# Hospitals	141	758	654	739	791	567	318	630	349	758	670	816
# Respondents	2,592	23,419	30,407	20,761	48,835	19,486	14,862	12,651	12,097	23,630	16,044	42,143
A Excellent	37%	19%	24%	29%	18%	27%	28%	24%	25%	33%	38%	32%
B Very Good	43%	44%	47%	47%	48%	47%	50%	47%	42%	47%	46%	45%
C Acceptable	17%	28%	23%	20%	27%	21%	18%	23%	23%	17%	13%	19%
D Poor	3%	7%	5%	3%	6%	5%	3%	5%	8%	3%	2%	4%
E Failing	0%	2%	1%	1%	1%	1%	1%	1%	1%	0%	0%	1%

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

Table B-4. Average Percentage of Respondents Reporting Events in the Past 12 Months by Work Area/Unit

	Work Area/Unit											
Number of Events Reported by Respondents	Anes-thesi-ology	Emer-gency	ICU (any type)	Lab	Med-icine	Obstet-rics	Pedia-trics	Phar-macy	Psych/Mentl Hlth	Radi-ology	Reha-bili-tation	Surg-ery
# Hospitals	141	758	654	739	791	567	318	630	349	758	670	816
# Respondents	2,592	23,419	30,407	20,761	48,835	19,486	14,862	12,651	12,097	23,630	16,044	42,143
No events	57%	48%	37%	46%	41%	44%	44%	45%	52%	55%	58%	46%
1 to 2 events	29%	31%	37%	28%	32%	37%	35%	20%	25%	32%	31%	32%
3 to 5 events	10%	14%	18%	13%	18%	14%	15%	16%	14%	9%	8%	15%
6 to 10 events	2%	5%	5%	6%	6%	4%	4%	9%	6%	3%	2%	5%
11 to 20 events	1%	2%	2%	4%	2%	1%	1%	6%	2%	1%	1%	2%
21 events or more	0%	1%	1%	3%	1%	0%	0%	5%	1%	0%	0%	1%

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

Appendix B: Overall Results by Respondent Characteristics
(2) Staff Position

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

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

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

Patient Safety Culture Composites	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
# Hospitals	882	472	186	736	471	1,013	861	790	831
# Respondents	36,031	24,384	1,877	23,551	7,732	158,462	47,037	21,230	29,028
1 Teamwork Within Units	89%	82%	81%	73%	76%	80%	76%	84%	78%
2 Supervisor/Manager Expectations & Actions Promoting Patient Safety	86%	71%	76%	73%	74%	74%	73%	78%	76%
3 Management Support for Patient Safety	85%	70%	76%	72%	67%	67%	72%	73%	75%
4 Org Learning--Continuous Improvement	83%	71%	72%	73%	74%	73%	70%	71%	72%
5 Overall Perceptions of Patient Safety	75%	64%	65%	63%	59%	62%	70%	72%	68%
6 Feedback & Communication About Error	78%	60%	66%	65%	62%	60%	63%	66%	68%
7 Frequency of Events Reported	70%	54%	57%	66%	52%	63%	63%	57%	67%
8 Communication Openness	77%	64%	65%	56%	64%	61%	60%	67%	61%
9 Teamwork Across Units	66%	59%	61%	58%	51%	56%	55%	62%	58%
10 Staffing	64%	54%	54%	50%	54%	59%	57%	61%	54%
11 Handoffs & Transitions	47%	42%	36%	48%	28%	48%	39%	42%	45%
12 Nonpunitive Response to Error	62%	40%	44%	35%	53%	44%	40%	51%	39%
Average Across Composites	74%	61%	63%	61%	60%	62%	62%	65%	63%

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

Survey Items by Composite		Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
	# Hospitals	882	472	186	736	471	1,013	861	790	831
	# Respondents	36,031	24,384	1,877	23,551	7,732	158,462	47,037	21,230	29,028
1	**Teamwork Within Units**									
A1	People support one another in this unit.	94%	89%	86%	79%	83%	87%	82%	90%	83%
A3	When a lot of work needs to be done quickly, we work together as a team to get the work done.	94%	86%	86%	78%	81%	87%	84%	88%	84%
A4	In this unit, people treat each other with respect.	89%	86%	80%	71%	75%	78%	73%	83%	75%
A11	When one area in this unit gets really busy, others help out.	78%	69%	74%	64%	66%	68%	65%	75%	69%
2	**Supervisor/Manager Expectations & Actions Promoting Patient Safety**									
B1	My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	85%	69%	78%	71%	69%	71%	69%	75%	75%
B2	My supv/mgr seriously considers staff suggestions for improving patient safety.	89%	75%	81%	74%	76%	75%	74%	81%	76%
B3R	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking	84%	67%	70%	72%	75%	72%	75%	76%	75%
B4R	My supv/mgr overlooks patient safety problems that happen over and over.	85%	73%	75%	74%	75%	76%	76%	79%	77%
3	**Management Support for Patient Safety**									
F1	Hospital mgmt provides a work climate that promotes patient safety.	91%	79%	86%	82%	73%	75%	82%	83%	85%
F8	The actions of hospital mgmt show that patient safety is a top priority.	88%	73%	81%	77%	71%	69%	75%	75%	78%
F9R	Hospital mgmt seems interested in patient safety only after an adverse event happens.	77%	59%	60%	58%	56%	57%	60%	62%	63%

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

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

Survey Items by Composite	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
# Hospitals	882	472	186	736	471	1,013	861	790	831
# Respondents	36,031	24,384	1,877	23,551	7,732	158,462	47,037	21,230	29,028
4 Org Learning--Continuous Improvement									
A6 We are actively doing things to improve patient safety.	89%	83%	83%	86%	86%	85%	82%	85%	83%
A9 Mistakes have led to positive changes here.	81%	67%	62%	60%	76%	63%	63%	60%	63%
A13 After we make changes to improve patient safety, we evaluate their effectiveness.	79%	62%	70%	74%	61%	71%	66%	69%	70%
5 Overall Perceptions of Patient Safety									
A10R It is just by chance that more serious mistakes don't happen around here.	74%	64%	61%	53%	58%	61%	64%	69%	59%
A15 Patient safety is never sacrificed to get more work done.	74%	61%	64%	65%	54%	57%	71%	69%	71%
A17R We have patient safety problems in this unit.	74%	60%	63%	61%	54%	59%	71%	72%	68%
A18 Our procedures and systems are good at preventing errors from happening.	79%	71%	72%	72%	68%	69%	76%	76%	73%
6 Feedback & Communication About Error									
C1 We are given feedback about changes put into place based on event reports.	70%	53%	58%	58%	52%	54%	53%	59%	60%
C3 We are informed about errors that happen in this unit.	78%	59%	66%	67%	65%	59%	67%	67%	71%
C5 In this unit, we discuss ways to prevent errors from happening again.	85%	69%	74%	71%	69%	68%	70%	73%	73%

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

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

Survey Items by Composite	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
# Hospitals	882	472	186	736	471	1,013	861	790	831
# Respondents	36,031	24,384	1,877	23,551	7,732	158,462	47,037	21,230	29,028
7 Frequency of Events Reported									
D1 When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	63%	48%	53%	63%	38%	53%	57%	52%	64%
D2 When a mistake is made, but has no potential to harm the patient, how often is this reported?	65%	47%	50%	62%	48%	61%	57%	51%	62%
D3 When a mistake is made that could harm the patient, but does not, how often is this reported?	80%	67%	67%	72%	71%	75%	74%	69%	75%
8 Communication Openness									
C2 Staff will freely speak up if they see something that may negatively affect patient care.	85%	73%	78%	72%	73%	75%	75%	80%	76%
C4 Staff feel free to question the decisions or actions of those with more authority.	70%	56%	52%	40%	52%	45%	43%	52%	44%
C6R Staff are afraid to ask questions when something does not seem right.	75%	64%	65%	57%	67%	62%	62%	68%	62%
9 Teamwork Across Units									
F2R Hospital units do not coordinate well with each other.	56%	46%	47%	44%	38%	43%	42%	49%	46%
F4 There is good cooperation among hospital units that need to work together.	69%	61%	65%	59%	50%	56%	57%	62%	60%
F6R It is often unpleasant to work with staff from other hospital units.	65%	63%	61%	57%	56%	60%	54%	65%	57%
F10 Hospital units work well together to provide the best care for patients.	76%	67%	73%	69%	60%	65%	66%	71%	70%

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

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

	Survey Items by Composite	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm-acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
	# Hospitals	882	472	186	736	471	1,013	861	790	831
	# Respondents	36,031	24,384	1,877	23,551	7,732	158,462	47,037	21,230	29,028
10	**Staffing**									
A2	We have enough staff to handle the workload.	69%	56%	56%	45%	47%	56%	54%	58%	53%
A5R	Staff in this unit work longer hours than is best for patient care.	59%	48%	49%	46%	56%	56%	56%	58%	50%
A7R	We use more agency/temporary staff than is best for patient care.	72%	59%	61%	64%	71%	74%	69%	72%	63%
A14R	We work in "crisis mode" trying to do too much, too quickly.	58%	51%	51%	47%	41%	48%	50%	57%	51%
11	**Handoffs & Transitions**									
F3R	Things "fall between the cracks" when transferring patients from one unit to another.	43%	40%	33%	46%	19%	43%	35%	37%	43%
F5R	Important patient care information is often lost during shift changes.	52%	47%	38%	56%	33%	54%	45%	46%	51%
F7R	Problems often occur in the exchange of information across hospital units.	46%	44%	34%	44%	28%	46%	38%	43%	44%
F11R	Shift changes are problematic for patients in this hospital.	47%	40%	36%	47%	30%	49%	39%	42%	43%
12	**Nonpunitive Response to Error**									
A8R	Staff feel like their mistakes are held against them.	68%	46%	52%	41%	58%	50%	47%	56%	45%
A12R	When an event is reported, it feels like the person is being written up, not the problem.	68%	44%	43%	36%	56%	47%	42%	52%	41%
A16R	Staff worry that mistakes they make are kept in their personnel file.	50%	31%	37%	27%	43%	34%	33%	43%	31%

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

Table B-7. Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Staff Position

	Staff Position								
Work Area/Unit Patient Safety Grade	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/Aide/ Care Partner	Pharm-acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
# Hospitals	882	472	186	736	471	1,013	861	790	831
# Respondents	36,031	24,384	1,877	23,551	7,732	158,462	47,037	21,230	29,028
A Excellent	39%	28%	25%	27%	20%	24%	31%	32%	32%
B Very Good	47%	46%	50%	45%	47%	46%	46%	46%	46%
C Acceptable	13%	21%	22%	22%	26%	23%	19%	18%	19%
D Poor	1%	4%	3%	5%	6%	5%	3%	3%	3%
E Failing	0%	1%	1%	1%	1%	1%	1%	1%	1%

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

Table B-8. Average Percentage of Respondents Reporting Events in the Past 12 Months by Staff Position

	Staff Position								
Number of Events Reported by Respondents	Admin/ Mgmt	Attending/ Physician/ Resident/ NA or NP	Dietitian	Pat. Care Asst/Aide/ Care Partner	Pharm-acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
# Hospitals	882	472	186	736	471	1,013	861	790	831
# Respondents	36,031	24,384	1,877	23,551	7,732	158,462	47,037	21,230	29,028
No events	49%	62%	80%	76%	28%	31%	58%	60%	82%
1 to 2 events	22%	26%	14%	18%	23%	39%	27%	31%	13%
3 to 5 events	15%	8%	4%	4%	21%	20%	9%	6%	3%
6 to 10 events	8%	2%	2%	1%	13%	7%	3%	2%	1%
11 to 20 events	4%	1%	1%	0%	8%	2%	1%	1%	0%
21 events or more	3%	0%	0%	0%	7%	1%	1%	0%	0%

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

Appendix B: Overall Results by Respondent Characteristics

(3) Interaction With Patients

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

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

Table B-9. Composite-Level Average Percent Positive Response by Interaction With Patients

		Interaction With Patients	
	Patient Safety Culture Composites	**WITH** direct interaction	**WITHOUT** direct interaction
	# Hospitals	1,021	957
	# Respondents	340,637	108,936
1	**Teamwork Within Units**	79%	81%
2	**Supervisor/Manager Expectations & Actions Promoting Patient Safety**	75%	77%
3	**Management Support for Patient Safety**	71%	78%
4	**Org Learning--Continuous Improvement**	73%	73%
5	**Overall Perceptions of Patient Safety**	66%	67%
6	**Feedback & Communication About Error**	63%	68%
7	**Frequency of Events Reported**	62%	65%
8	**Communication Openness**	62%	64%
9	**Teamwork Across Units**	58%	59%
10	**Staffing**	58%	54%
11	**Handoffs & Transitions**	46%	39%
12	**Nonpunitive Response to Error**	44%	46%
	Average Across Composites	63%	64%

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

Survey Items by Composite	Interaction With Patients	
	WITH direct interaction	WITHOUT direct interaction
# Hospitals	1,021	957
# Respondents	340,637	108,936
1 Teamwork Within Units		
A1 People support one another in this unit.	85%	87%
A3 When a lot of work needs to be done quickly, we work together as a team to get the work done.	86%	87%
A4 In this unit, people treat each other with respect.	78%	80%
A11 When one area in this unit gets really busy, others help out.	69%	70%
2 Supervisor/Manager Expectations & Actions Promoting Patient Safety		
B1 My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	72%	76%
B2 My supv/mgr seriously considers staff suggestions for improving patient safety.	76%	79%
B3R Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	74%	76%
B4R My supv/mgr overlooks patient safety problems that happen over and over.	77%	77%
3 Management Support for Patient Safety		
F1 Hospital mgmt provides a work climate that promotes patient safety.	80%	86%
F8 The actions of hospital mgmt show that patient safety is a top priority.	74%	80%
F9R Hospital mgmt seems interested in patient safety only after an adverse event happens.	60%	66%

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

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

		Interaction With Patients	
	Survey Items by Composite	WITH direct interaction	WITHOUT direct interaction
	# Hospitals	1,021	957
	# Respondents	340,637	108,936
4	**Org Learning--Continuous Improvement**		
A6	We are actively doing things to improve patient safety.	85%	82%
A9	Mistakes have led to positive changes here.	63%	69%
A13	After we make changes to improve patient safety, we evaluate their effectiveness.	70%	69%
5	**Overall Perceptions of Patient Safety**		
A10R	It is just by chance that more serious mistakes don't happen around here.	63%	62%
A15	Patient safety is never sacrificed to get more work done.	65%	68%
A17R	We have patient safety problems in this unit.	64%	66%
A18	Our procedures and systems are good at preventing errors from happening.	72%	74%
6	**Feedback & Communication About Error**		
C1	We are given feedback about changes put into place based on event reports.	56%	60%
C3	We are informed about errors that happen in this unit.	64%	70%
C5	In this unit, we discuss ways to prevent errors from happening again.	71%	75%

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

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

	Survey Items by Composite	Interaction With Patients	
		WITH direct interaction	**WITHOUT** direct interaction
	# Hospitals	1,021	957
	# Respondents	340,637	108,936
7	**Frequency of Events Reported**		
D1	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	55%	60%
D2	When a mistake is made, but has no potential to harm the patient, how often is this reported?	59%	60%
D3	When a mistake is made that could harm the patient, but does not, how often is this reported?	74%	74%
8	**Communication Openness**		
C2	Staff will freely speak up if they see something that may negatively affect patient care.	76%	76%
C4	Staff feel free to question the decisions or actions of those with more authority.	46%	52%
C6R	Staff are afraid to ask questions when something does not seem right.	63%	65%
9	**Teamwork Across Units**		
F2R	Hospital units do not coordinate well with each other.	45%	47%
F4	There is good cooperation among hospital units that need to work together.	59%	61%
F6R	It is often unpleasant to work with staff from other hospital units.	60%	57%
F10	Hospital units work well together to provide the best care for patients.	68%	71%

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

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

		Interaction With Patients	
	Survey Items by Composite	**WITH** direct interaction	**WITHOUT** direct interaction
	# Hospitals	1,021	957
	# Respondents	340,637	108,936
10	**Staffing**		
A2	We have enough staff to handle the workload.	56%	58%
A5R	Staff in this unit work longer hours than is best for patient care.	55%	50%
A7R	We use more agency/temporary staff than is best for patient care.	70%	59%
A14R	We work in "crisis mode" trying to do too much, too quickly.	51%	49%
11	**Handoffs & Transitions**		
F3R	Things "fall between the cracks" when transferring patients from one unit to another.	42%	35%
F5R	Important patient care information is often lost during shift changes.	52%	43%
F7R	Problems often occur in the exchange of information across hospital units.	45%	38%
F11R	Shift changes are problematic for patients in this hospital.	46%	40%
12	**Nonpunitive Response to Error**		
A8R	Staff feel like their mistakes are held against them.	50%	53%
A12R	When an event is reported, it feels like the person is being written up, not the problem.	46%	49%
A16R	Staff worry that mistakes they make are kept in their personnel file.	35%	37%

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

Table B-11. Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Interaction With Patients

| | Work Area/Unit Patient Safety Grade | Interaction With Patients | |
		WITH direct interaction	WITHOUT direct interaction
	# Hospitals	1,021	957
	# Respondents	340,637	108,936
A	Excellent	28%	33%
B	Very Good	46%	46%
C	Acceptable	21%	18%
D	Poor	4%	2%
E	Failing	1%	0%

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

Table B-12. Average Percentage of Respondents Reporting Events in the Past 12 Months by Interaction With Patients

| Number of Events Reported by Respondents | Interaction With Patients | |
	WITH direct interaction	WITHOUT direct interaction
# Hospitals	1,021	957
# Respondents	340,637	108,936
No events	50%	69%
1 to 2 events	31%	15%
3 to 5 events	13%	8%
6 to 10 events	4%	4%
11 to 20 events	2%	2%
21 events or more	1%	2%

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

Part III
Appendix C: Trending Results by Hospital Characteristics
Characteristics of the Trending Hospitals

The tables below display the distribution of trending hospitals by bed size, teaching status, and ownership and control. Alongside the distribution of the 512 trending hospitals, the tables show the distributions of all 1,032 hospitals in the 2011 database and of all U.S. hospitals registered with the American Hospital Association (AHA) for comparison purposes.[1]

As shown in Table C-1, the distribution of trending hospitals by bed size is similar to the distribution of AHA-registered U.S. hospitals, as well as the distribution of database hospitals.

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[1] Data for AHA-registered hospitals were obtained from the 2004, 2006, or 2010 AHA Annual Survey of Hospitals Database, © 2010 Health Forum, LLC, an affiliate of the American Hospital Association. Hospitals not registered with AHA were asked to provide information on their hospital's characteristics such as bed size and teaching status.

Table C-1. Distribution of 512 Trending Hospitals by Bed Size

Bed Size	2011 Trending Hospitals		2011 Database Hospitals		AHA-Registered U.S. Hospitals	
	Number	Percent	Number	Percent	Number	Percent
6-24 beds	45	9%	69	7%	657	10%
25-49 beds	84	16%	163	16%	1,418	22%
50-99 beds	92	18%	185	18%	1,347	21%
100-199 beds	105	21%	231	22%	1,326	21%
200-299 beds	79	15%	170	16%	709	11%
300-399 beds	40	8%	82	8%	409	6%
400-499 beds	27	5%	60	6%	218	3%
500 or more beds	40	8%	72	7%	323	5%
TOTAL	512	100%	1,032	100%	6,407	99%

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

Tables C-2 and C-3 show that most of the 512 trending hospitals were nonteaching (69 percent) and non-government owned and controlled (75 percent).

Table C-2. Distribution of 512 Trending Hospitals by Teaching Status

Teaching Status	2011 Trending Hospitals		2011 Database Hospitals		AHA-Registered U.S. Hospitals	
	Number	Percent	Number	Percent	Number	Percent
Teaching	159	31%	351	34%	1,516	24%
Nonteaching	353	69%	681	66%	4,891	76%
TOTAL	512	100%	1,032	100%	6,407	100%

Table C-3. Distribution of 512 Trending Hospitals by Ownership and Control

Ownership and Control	2011 Trending Hospitals		2011 Database Hospitals		AHA-Registered U.S. Hospitals	
	Number	Percent	Number	Percent	Number	Percent
Government (Federal or non-Federal)	129	25%	207	20%	1,645	26%
Nongovernment (voluntary/nonprofit or proprietary/investor owned)	383	75%	825	80%	4,762	74%
TOTAL	512	100%	1,032	100%	6,407	100%

Table C-4 shows the distribution of trending hospitals by geographic region.

Table C-4. Distribution of 512 Trending Hospitals by Geographic Region

Region	2011 Trending Hospitals		2011 Database Hospitals		AHA-Registered U.S. Hospitals	
	Number	Percent	Number	Percent	Number	Percent
Mid-Atlantic/New England	37	7%	95	9%	873	14%
South Atlantic/Associated Territories	92	18%	185	18%	1,016	16%
East North Central	128	25%	255	25%	925	14%
East South Central	40	8%	92	9%	533	8%
West North Central	58	11%	115	11%	803	13%
West South Central	67	13%	111	11%	1,089	17%
Mountain	47	9%	73	7%	509	8%
Pacific/Associated Territories	43	8%	106	10%	659	10%
TOTAL	512	99%	1,032	100%	6,407	100%

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

Appendix C: Trending Results by Hospital Characteristics

(1) Bed Size

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

Table C-5. Trending: Composite-Level Average Percent Positive Response by Bed Size (Page 1 of 2)

	Patient Safety Culture Composites	Database Year	Bed Size							
			6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
	# Hospitals	Both Years	45	84	92	105	79	40	27	40
	# Respondents	Most Recent	3,779	11,806	24,554	40,773	58,537	28,327	25,638	57,292
		Previous	4,201	10,783	23,017	36,285	49,714	24,526	22,602	54,025
1	**Teamwork Within Units**	Most Recent	83%	81%	80%	79%	79%	80%	78%	78%
		Previous	83%	80%	78%	78%	78%	79%	77%	77%
		Change	0%	1%	2%	1%	1%	1%	1%	1%
2	**Supervisor/Manager Expectations & Actions Promoting Patient Safety**	Most Recent	78%	77%	77%	75%	74%	74%	72%	73%
		Previous	76%	76%	75%	74%	73%	73%	72%	71%
		Change	2%	1%	2%	1%	1%	1%	0%	2%
3	**Management Support for Patient Safety**	Most Recent	78%	76%	75%	72%	70%	71%	70%	68%
		Previous	75%	75%	72%	70%	70%	69%	67%	66%
		Change	3%	1%	3%	2%	0%	2%	3%	2%
4	**Org Learning--Continuous Improvement**	Most Recent	74%	75%	74%	73%	72%	74%	72%	71%
		Previous	73%	73%	71%	71%	70%	72%	70%	69%
		Change	1%	2%	3%	2%	2%	2%	2%	2%
5	**Overall Perceptions of Patient Safety**	Most Recent	73%	71%	69%	65%	64%	64%	62%	61%
		Previous	70%	67%	65%	63%	63%	62%	60%	59%
		Change	3%	4%	4%	2%	1%	2%	2%	2%
6	**Feedback & Communication About Error**	Most Recent	67%	66%	66%	65%	64%	65%	64%	63%
		Previous	65%	64%	64%	63%	62%	64%	62%	60%
		Change	2%	2%	2%	2%	2%	1%	2%	3%

Table C-5. Trending: Composite-Level Average Percent Positive Response by Bed Size (Page 2 of 2)

Patient Safety Culture Composites	Database Year	Bed Size							
		6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
# Hospitals	Both Years	45	84	92	105	79	40	27	40
# Respondents	Most Recent	3,779	11,806	24,554	40,773	58,537	28,327	25,638	57,292
	Previous	4,201	10,783	23,017	36,285	49,714	24,526	22,602	54,025
7 **Frequency of Events Reported**	Most Recent	65%	66%	65%	64%	63%	64%	62%	60%
	Previous	65%	63%	63%	61%	61%	63%	59%	58%
	Change	0%	3%	2%	3%	2%	1%	3%	2%
8 **Communication Openness**	Most Recent	66%	63%	63%	62%	61%	61%	61%	60%
	Previous	65%	62%	62%	61%	61%	61%	60%	59%
	Change	1%	1%	1%	1%	0%	0%	1%	1%
9 **Teamwork Across Units**	Most Recent	68%	64%	61%	58%	56%	57%	54%	52%
	Previous	67%	62%	59%	55%	54%	55%	52%	50%
	Change	1%	2%	2%	3%	2%	2%	2%	2%
10 **Staffing**	Most Recent	64%	61%	58%	56%	53%	54%	54%	53%
	Previous	62%	58%	54%	53%	51%	53%	51%	50%
	Change	2%	3%	4%	3%	2%	1%	3%	3%
11 **Handoffs & Transitions**	Most Recent	57%	52%	49%	44%	42%	43%	40%	39%
	Previous	56%	50%	47%	42%	40%	40%	37%	37%
	Change	1%	2%	2%	2%	2%	3%	3%	2%
12 **Nonpunitive Response to Error**	Most Recent	51%	48%	47%	43%	42%	42%	41%	39%
	Previous	49%	46%	45%	42%	42%	40%	39%	38%
	Change	2%	2%	2%	1%	0%	2%	2%	1%

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

	Survey Items by Composite	Database Year	6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
						Bed Size				
	# Hospitals Both Years		45	84	92	105	79	40	27	40
	# Respondents Most Recent		3,779	11,806	24,554	40,773	58,537	28,327	25,638	57,292
	Previous		4,201	10,783	23,017	36,285	49,714	24,526	22,602	54,025
1	**Teamwork Within Units**									
A1	People support one another in this unit.	Most Recent	88%	87%	85%	85%	85%	85%	84%	84%
		Previous	87%	85%	84%	83%	84%	85%	84%	83%
		Change	1%	2%	1%	2%	1%	0%	0%	1%
A3	When a lot of work needs to be done quickly,	Most Recent	89%	88%	85%	85%	85%	85%	84%	83%
	we work together as a team to get the work	Previous	89%	87%	84%	84%	84%	84%	84%	83%
	done.	Change	0%	1%	1%	1%	1%	1%	0%	0%
A4	In this unit, people treat each other with	Most Recent	80%	80%	78%	78%	78%	79%	76%	76%
	respect.	Previous	82%	79%	78%	76%	77%	78%	76%	75%
		Change	-2%	1%	0%	2%	1%	1%	0%	1%
A11	When one area in this unit gets really busy,	Most Recent	73%	71%	70%	68%	69%	70%	68%	68%
	help out.	Previous	72%	70%	68%	67%	67%	68%	66%	66%
		Change	1%	1%	2%	1%	2%	2%	2%	2%
2	**Supervisor/Manager Expectations & Actions Promoting Patient Safety**									
B1	My supv/mgr says a good word when he/she	Most Recent	75%	75%	75%	74%	73%	73%	72%	71%
	a job done according to established patient	Previous	71%	73%	72%	72%	72%	72%	72%	69%
	procedures.	Change	4%	2%	3%	2%	1%	1%	0%	2%
B2	My supv/mgr seriously considers staff	Most Recent	79%	78%	79%	77%	76%	76%	74%	74%
	for improving patient safety.	Previous	77%	78%	76%	75%	75%	75%	75%	73%
		Change	2%	0%	3%	2%	1%	1%	-1%	1%
B3R	Whenever pressure builds up, my supv/mgr	Most Recent	80%	78%	77%	74%	72%	72%	71%	71%
	us to work faster, even if it means taking	Previous	78%	77%	75%	72%	70%	71%	69%	69%
		Change	2%	1%	2%	2%	2%	1%	2%	2%
B4R	My supv/ mgr overlooks patient safety	Most Recent	79%	79%	78%	77%	75%	75%	73%	75%
	problems that happen over and over.	Previous	77%	78%	77%	75%	74%	74%	73%	74%
		Change	2%	1%	1%	2%	1%	1%	0%	1%

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

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

		Bed Size							
Survey Items by Composite	Database Year	6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
# Hospitals	Both Years	45	84	92	105	79	40	27	40
# Respondents	Most Recent	3,779	11,806	24,554	40,773	58,537	28,327	25,638	57,292
	Previous	4,201	10,783	23,017	36,285	49,714	24,526	22,602	54,025
3 Management Support for Patient Safety									
F1 Hospital mgmt provides a work climate that promotes patient safety.	Most Recent	87%	85%	83%	81%	79%	79%	78%	77%
	Previous	85%	84%	80%	79%	78%	78%	76%	76%
	Change	2%	1%	3%	2%	1%	1%	2%	1%
F8 The actions of hospital mgmt show that patient safety is a top priority.	Most Recent	79%	77%	77%	75%	74%	75%	73%	72%
	Previous	76%	76%	74%	72%	72%	73%	70%	69%
	Change	3%	1%	3%	3%	2%	2%	3%	3%
F9R Hospital mgmt seems interested in patient safety only after an adverse event happens.	Most Recent	69%	66%	64%	60%	58%	59%	58%	55%
	Previous	65%	64%	61%	58%	59%	58%	54%	53%
	Change	4%	2%	3%	2%	-1%	1%	4%	2%
4 Org Learning--Continuous Improvement									
A6 We are actively doing things to improve patient safety.	Most Recent	84%	85%	85%	84%	83%	85%	83%	82%
	Previous	83%	84%	83%	82%	81%	83%	82%	81%
	Change	1%	1%	2%	2%	2%	2%	1%	1%
A9 Mistakes have led to positive changes here.	Most Recent	68%	66%	65%	65%	64%	65%	63%	63%
	Previous	65%	64%	62%	62%	62%	63%	61%	62%
	Change	3%	2%	3%	3%	2%	2%	2%	1%
A13 After we make changes to improve patient safety,	Most Recent	71%	72%	71%	70%	70%	72%	69%	68%
we evaluate their effectiveness.	Previous	70%	71%	69%	68%	68%	69%	67%	65%
	Change	1%	1%	2%	2%	2%	3%	2%	3%

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

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

			Bed Size							
	Survey Items by Composite	Database Year	6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
	# Hospitals	Both Years	45	84	92	105	79	40	27	40
	# Respondents	Most Recent	3,779	11,806	24,554	40,773	58,537	28,327	25,638	57,292
		Previous	4,201	10,783	23,017	36,285	49,714	24,526	22,602	54,025
5	**Overall Perceptions of Patient Safety**									
A10R	It is just by chance that more serious mistakes don't happen around here.	Most Recent	69%	66%	65%	61%	60%	60%	59%	58%
		Previous	65%	63%	61%	59%	59%	58%	56%	55%
		Change	4%	3%	4%	2%	1%	2%	3%	3%
A15	Patient safety is never sacrificed to get more done.	Most Recent	76%	71%	68%	64%	63%	61%	60%	59%
		Previous	73%	68%	65%	62%	61%	60%	59%	58%
		Change	3%	3%	3%	2%	2%	1%	1%	1%
A17R	We have patient safety problems in this unit.	Most Recent	74%	71%	68%	64%	62%	60%	59%	58%
		Previous	71%	67%	64%	61%	60%	59%	57%	56%
		Change	3%	4%	4%	3%	2%	1%	2%	2%
A18	Our procedures and systems are good at preventing errors from happening.	Most Recent	75%	74%	74%	72%	72%	72%	71%	69%
		Previous	73%	72%	71%	70%	70%	70%	68%	68%
		Change	2%	2%	3%	2%	2%	2%	3%	1%
6	**Feedback & Communication About Error**									
C1	We are given feedback about changes put into place based on event reports.	Most Recent	57%	55%	57%	57%	57%	58%	58%	57%
		Previous	53%	53%	55%	55%	54%	57%	57%	54%
		Change	4%	2%	2%	2%	3%	1%	1%	3%
C3	We are informed about errors that happen in this unit.	Most Recent	70%	68%	68%	66%	65%	65%	65%	63%
		Previous	69%	66%	66%	64%	63%	63%	62%	61%
		Change	1%	2%	2%	2%	2%	2%	3%	2%
C5	In this unit, we discuss ways to prevent errors happening again.	Most Recent	75%	74%	73%	72%	71%	72%	70%	69%
		Previous	73%	72%	71%	70%	69%	71%	68%	66%
		Change	2%	2%	2%	2%	2%	1%	2%	3%

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

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

			Bed Size							
	Survey Items by Composite	Database Year	6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
	# Hospitals	Both Years	45	84	92	105	79	40	27	40
	# Respondents	Most Recent	3,779	11,806	24,554	40,773	58,537	28,327	25,638	57,292
		Previous	4,201	10,783	23,017	36,285	49,714	24,526	22,602	54,025
7	**Frequency of Events Reported**									
D1	When a mistake is made, but is caught and	Most Recent	59%	59%	58%	58%	57%	58%	57%	55%
	corrected before affecting the patient, how often	Previous	57%	55%	56%	55%	55%	57%	54%	52%
	this reported?	Change	2%	4%	2%	3%	2%	1%	3%	3%
D2	When a mistake is made, but has no potential to	Most Recent	61%	63%	60%	60%	58%	60%	58%	56%
	harm the patient, how often is this reported?	Previous	60%	59%	58%	57%	56%	58%	55%	54%
		Change	1%	4%	2%	3%	2%	2%	3%	2%
D3	When a mistake is made that could harm the	Most Recent	76%	77%	76%	74%	73%	74%	71%	70%
	patient, but does not, how often is this reported?	Previous	77%	76%	74%	72%	72%	73%	69%	69%
		Change	-1%	1%	2%	2%	1%	1%	2%	1%
8	**Communication Openness**									
C2	Staff will freely speak up if they see something	Most Recent	78%	77%	77%	76%	74%	74%	74%	72%
	may negatively affect patient care.	Previous	78%	76%	75%	75%	74%	74%	73%	73%
		Change	0%	1%	2%	1%	0%	0%	1%	-1%
C4	Staff feel free to question the decisions or	Most Recent	52%	47%	48%	48%	47%	47%	48%	46%
	of those with more authority.	Previous	49%	47%	47%	46%	47%	47%	47%	46%
		Change	3%	0%	1%	2%	0%	0%	1%	0%
C6R	Staff are afraid to ask questions when	Most Recent	67%	65%	64%	63%	62%	61%	61%	60%
	does not seem right.	Previous	66%	64%	63%	62%	61%	61%	60%	59%
		Change	1%	1%	1%	1%	1%	0%	1%	1%

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

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

Survey Items by Composite	Database Year	6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
# Hospitals	Both Years	45	84	92	105	79	40	27	40
# Respondents	Most Recent	3,779	11,806	24,554	40,773	58,537	28,327	25,638	57,292
	Previous	4,201	10,783	23,017	36,285	49,714	24,526	22,602	54,025
9 Teamwork Across Units									
F2R Hospital units do not coordinate well with each other.	Most Recent	56%	53%	50%	45%	43%	44%	42%	39%
	Previous	56%	50%	47%	43%	41%	42%	39%	37%
	Change	0%	3%	3%	2%	2%	2%	3%	2%
F4 There is good cooperation among hospital units that need to work together.	Most Recent	71%	65%	63%	59%	57%	58%	55%	53%
	Previous	69%	65%	61%	57%	55%	56%	52%	51%
	Change	2%	0%	2%	2%	2%	2%	3%	2%
F6R It is often unpleasant to work with staff from hospital units.	Most Recent	66%	63%	61%	59%	57%	60%	55%	54%
	Previous	65%	61%	59%	56%	55%	58%	54%	51%
	Change	1%	2%	2%	3%	2%	2%	1%	3%
F10 Hospital units work well together to provide the best care for patients.	Most Recent	79%	74%	72%	68%	66%	67%	64%	62%
	Previous	77%	73%	69%	65%	65%	65%	61%	60%
	Change	2%	1%	3%	3%	1%	2%	3%	2%
10 Staffing									
A2 We have enough staff to handle the workload.	Most Recent	64%	61%	57%	55%	52%	53%	52%	51%
	Previous	65%	58%	53%	51%	50%	54%	49%	48%
	Change	-1%	3%	4%	4%	2%	-1%	3%	3%
A5R Staff in this unit work longer hours than is best patient care.	Most Recent	59%	56%	54%	52%	50%	51%	50%	52%
	Previous	58%	55%	51%	50%	48%	50%	48%	48%
	Change	1%	1%	3%	2%	2%	1%	2%	4%
A7R We use more agency/temporary staff than is for patient care.	Most Recent	70%	69%	67%	68%	66%	67%	68%	67%
	Previous	68%	65%	64%	64%	62%	65%	63%	63%
	Change	2%	4%	3%	4%	4%	2%	**5%**	4%
A14R We work in "crisis mode" trying to do too much, quickly.	Most Recent	61%	57%	54%	49%	46%	45%	45%	44%
	Previous	59%	54%	50%	46%	44%	44%	41%	41%
	Change	2%	3%	4%	3%	2%	1%	4%	3%

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

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

			Bed Size							
Survey Items by Composite		Database Year	6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
	# Hospitals	Both Years	45	84	92	105	79	40	27	40
	# Respondents	Most Recent	3,779	11,806	24,554	40,773	58,537	28,327	25,638	57,292
		Previous	4,201	10,783	23,017	36,285	49,714	24,526	22,602	54,025
11	**Handoffs & Transitions**									
F3R	Things "fall between the cracks" when transferring patients from one unit to another.	Most Recent	56%	50%	47%	40%	37%	38%	34%	33%
		Previous	55%	50%	45%	38%	36%	36%	32%	31%
		Change	1%	0%	2%	2%	1%	2%	2%	2%
F5R	Important patient care information is often lost during shift changes.	Most Recent	58%	55%	54%	49%	48%	50%	47%	47%
		Previous	59%	53%	52%	48%	47%	48%	45%	45%
		Change	-1%	2%	2%	1%	1%	2%	2%	2%
F7R	Problems often occur in the exchange of information across hospital units.	Most Recent	56%	50%	48%	42%	40%	41%	39%	36%
		Previous	53%	48%	46%	40%	39%	38%	35%	34%
		Change	3%	2%	2%	2%	1%	3%	4%	2%
F11R	Shift changes are problematic for patients in this hospital.	Most Recent	59%	53%	49%	43%	42%	43%	40%	39%
		Previous	58%	50%	46%	41%	40%	40%	38%	37%
		Change	1%	3%	3%	2%	2%	3%	2%	2%
12	**Nonpunitive Response to Error**									
A8R	Staff feel like their mistakes are held against them.	Most Recent	57%	54%	54%	50%	49%	48%	47%	45%
		Previous	56%	54%	52%	49%	48%	47%	46%	44%
		Change	1%	0%	2%	1%	1%	1%	1%	1%
A12R	When an event is reported, it feels like the person is being written up, not the problem.	Most Recent	52%	49%	48%	46%	45%	46%	44%	43%
		Previous	49%	47%	46%	44%	44%	43%	42%	41%
		Change	3%	2%	2%	2%	1%	3%	2%	2%
A16R	Staff worry that mistakes they make are kept in their personnel file.	Most Recent	44%	41%	40%	34R	33%	32%	31%	30%
		Previous	43%	39%	38%	33%	33%	30%	29%	28%
		Change	1%	2%	2%	1%	0%	2%	2%	2%

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

Table C-7. Trending: Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Bed Size

Work Area/Unit Patient Safety Grade	Database Year	Bed Size							
		6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
# Hospitals	Both Years	45	84	92	105	79	40	27	40
# Respondents	Most Recent	3,779	11,806	24,554	40,773	58,537	28,327	25,638	57,292
	Previous	4,201	10,783	23,017	36,285	49,714	24,526	22,602	54,025
A Excellent	Most Recent	32%	31%	30%	30%	29%	28%	28%	25%
	Previous	30%	28%	27%	27%	27%	26%	25%	24%
	Change	2%	3%	3%	3%	2%	2%	3%	1%
B Very Good	Most Recent	49%	47%	46%	45%	44%	45%	43%	45%
	Previous	47%	48%	47%	45%	44%	45%	43%	44%
	Change	2%	-1%	-1%	0%	0%	0%	0%	1%
C Acceptable	Most Recent	17%	18%	19%	21%	21%	22%	23%	24%
	Previous	19%	19%	21%	23%	23%	23%	25%	26%
	Change	-2%	-1%	-2%	-2%	-2%	-1%	-2%	-2%
D Poor	Most Recent	2%	3%	4%	4%	5%	4%	5%	5%
	Previous	4%	4%	4%	5%	5%	5%	6%	5%
	Change	-2%	-1%	0%	-1%	0%	-1%	-1%	0%
E Failing	Most Recent	0%	0%	1%	1%	1%	1%	1%	1%
	Previous	1%	1%	1%	1%	1%	1%	1%	1%
	Change	-1%	-1%	0%	0%	0%	0%	0%	0%

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

Table C-8. Trending: Average Percentage of Respondents Reporting Events in the Past 12 Months by Bed Size

Number of Events Reported by Respondents	Database Year	Bed Size							
		6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
# Hospitals	Both Years	45	84	92	105	79	40	27	40
# Respondents	Most Recent	3,779	11,806	24,554	40,773	58,537	28,327	25,638	57,292
	Previous	4,201	10,783	23,017	36,285	49,714	24,526	22,602	54,025
No events	Most Recent	55%	55%	56%	54%	54%	52%	55%	53%
	Previous	55%	55%	57%	56%	54%	53%	56%	54%
	Change	0%	0%	-1%	-2%	0%	-1%	-1%	-1%
1 to 2 events	Most Recent	27%	27%	27%	27%	27%	30%	27%	28%
	Previous	26%	26%	25%	26%	26%	28%	26%	28%
	Change	1%	1%	2%	1%	1%	2%	1%	0%
3 to 5 events	Most Recent	12%	11%	11%	12%	12%	12%	11%	12%
	Previous	12%	12%	11%	11%	12%	12%	11%	12%
	Change	0%	-1%	0%	1%	0%	0%	0%	0%
6 to 10 events	Most Recent	4%	4%	4%	4%	4%	4%	4%	4%
	Previous	4%	4%	4%	4%	5%	4%	4%	4%
	Change	0%	0%	0%	0%	-1%	0%	0%	0%
11 to 20 events	Most Recent	1%	2%	2%	2%	2%	1%	2%	1%
	Previous	2%	2%	2%	2%	2%	1%	1%	1%
	Change	-1%	0%	0%	0%	0%	0%	1%	0%
21 events or more	Most Recent	1%	1%	1%	1%	1%	1%	1%	1%
	Previous	1%	1%	1%	1%	1%	1%	1%	1%
	Change	0%	0%	0%	0%	0%	0%	0%	0%

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

Appendix C: Trending Results by Hospital Characteristics
(2) Teaching Status and (3) Ownership and Control

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

Table C-9. Trending: Composite-Level Average Percent Positive Response by Teaching Status and Ownership and Control (Page 1 of 2)

	Patient Safety Culture Composites	Database Year	Teaching	Nonteaching	Government	Nongovernment
	# Hospitals	Both Years	159	353	129	383
	# Respondents	Most Recent	130,459	120,247	52,002	198,704
		Previous	118,069	107,084	47,314	177,839
1	Teamwork Within Units	Most Recent	78%	81%	78%	80%
		Previous	77%	80%	78%	79%
		Change	1%	1%	0%	1%
2	Supv/Mgr Expectations & Actions Promoting Patient Safety	Most Recent	74%	76%	75%	76%
		Previous	73%	75%	74%	74%
		Change	1%	1%	1%	2%
3	Management Support for Patient Safety	Most Recent	70%	74%	74%	73%
		Previous	69%	72%	72%	71%
		Change	1%	2%	2%	2%
4	Org Learning--Continuous Improvement	Most Recent	72%	74%	72%	74%
		Previous	70%	72%	70%	72%
		Change	2%	2%	2%	2%
5	Overall Perceptions of Patient Safety	Most Recent	64%	68%	67%	66%
		Previous	62%	65%	65%	64%
		Change	2%	3%	2%	2%
6	Feedback & Communication About Error	Most Recent	63%	66%	64%	65%
		Previous	61%	64%	63%	63%
		Change	2%	2%	1%	2%

Table C-9. Trending: Composite-Level Average Percent Positive Response by Teaching Status and Ownership and Control (Page 2 of 2)

	Patient Safety Culture Composites	Database Year	Teaching	Nonteaching	Government	Nongovernment
		# Hospitals Both Years	159	353	129	383
		# Respondents Most Recent	130,459	120,247	52,002	198,704
		Previous	118,069	107,084	47,314	177,839
7	**Frequency of Events Reported**	Most Recent	62%	65%	63%	64%
		Previous	59%	63%	61%	62%
		Change	3%	2%	2%	2%
8	**Communication Openness**	Most Recent	61%	63%	62%	62%
		Previous	60%	62%	61%	62%
		Change	1%	1%	1%	0%
9	**Teamwork Across Units**	Most Recent	55%	61%	60%	59%
		Previous	54%	59%	59%	57%
		Change	1%	2%	1%	2%
10	**Staffing**	Most Recent	53%	58%	55%	57%
		Previous	50%	56%	54%	54%
		Change	3%	2%	1%	3%
11	**Handoffs & Transitions**	Most Recent	42%	48%	49%	46%
		Previous	41%	46%	47%	43%
		Change	1%	2%	2%	3%
12	**Nonpunitive Response to Error**	Most Recent	42%	46%	46%	45%
		Previous	41%	44%	44%	43%
		Change	1%	2%	2%	2%

Table C-10. Trending: Item-Level Average Percent Positive Response by Teaching Status and Ownership and Control (Page 1 of 6)

	Survey Items by Composite	Database Year	Teaching	Nonteaching	Government	Nongovernment
	# Hospitals	Both Years	159	353	129	383
	# Respondents	Most Recent	130,459	120,247	52,002	198,704
		Previous	118,069	107,084	47,314	177,839
1	**Teamwork Within Units**					
A1	People support one another in this unit.	Most Recent	84%	86%	83%	86%
		Previous	83%	85%	83%	85%
		Change	1%	1%	0%	1%
A3	When a lot of work needs to be done quickly, we work together as a team to get the work done.	Most Recent	84%	87%	84%	86%
		Previous	83%	86%	84%	85%
		Change	1%	1%	0%	1%
A4	In this unit, people treat each other with respect.	Most Recent	77%	79%	77%	79%
		Previous	76%	78%	77%	78%
		Change	1%	1%	0%	1%
A11	When one area in this unit gets really busy, others help out.	Most Recent	67%	70%	66%	71%
		Previous	66%	69%	66%	69%
		Change	1%	1%	0%	2%
2	**Supervisor/Manager Expectations & Actions Promoting Patient Safety**					
B1	My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	Most Recent	72%	75%	72%	74%
		Previous	71%	73%	71%	72%
		Change	1%	2%	1%	2%
B2	My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	75%	78%	76%	77%
		Previous	75%	76%	75%	76%
		Change	0%	2%	1%	1%
B3R	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	73%	76%	76%	74%
		Previous	71%	74%	75%	73%
		Change	2%	2%	1%	1%
B4R	My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	75%	78%	77%	77%
		Previous	74%	76%	76%	76%
		Change	1%	2%	1%	1%

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

Table C-10. Trending: Item-Level Average Percent Positive Response by Teaching Status and Ownership and Control (Page 2 of 6)

	Survey Items by Composite	Database Year	Teaching	Nonteaching	Government	Nongovernment
	# Hospitals	Both Years	159	353	129	383
	# Respondents	Most Recent	130,459	120,247	52,002	198,704
		Previous	118,069	107,084	47,314	177,839
3	**Management Support for Patient Safety**					
F1	Hospital mgmt provides a work climate that	Most Recent	79%	83%	83%	81%
	promotes patient safety.	Previous	78%	81%	81%	79%
		Change	1%	2%	2%	2%
F8	The actions of hospital mgmt show that patient	Most Recent	74%	76%	76%	75%
	safety is a top priority.	Previous	71%	74%	73%	73%
		Change	3%	2%	3%	2%
F9R	Hospital mgmt seems interested in patient safety	Most Recent	58%	63%	62%	61%
	only after an adverse event happens.	Previous	57%	61%	60%	59%
		Change	1%	2%	2%	2%
4	**Org Learning--Continuous Improvement**					
A6	We are actively doing things to improve patient	Most Recent	83%	84%	83%	84%
	safety.	Previous	81%	83%	81%	83%
		Change	2%	1%	2%	1%
A9	Mistakes have led to positive changes here.	Most Recent	63%	66%	63%	65%
		Previous	61%	63%	61%	63%
		Change	2%	3%	2%	2%
A13	After we make changes to improve patient safety,	Most Recent	69%	71%	69%	71%
	we evaluate their effectiveness.	Previous	67%	70%	68%	69%
		Change	2%	1%	1%	2%

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

Table C-10. Trending: Item-Level Average Percent Positive Response by Teaching Status and Ownership and Control (Page 3 of 6)

Survey Items by Composite	Database Year	Teaching	Nonteaching	Government	Nongovernment
# Hospitals Both Years		159	353	129	383
# Respondents Most Recent		130,459	120,247	52,002	198,704
Previous		118,069	107,084	47,314	177,839
5 **Overall Perceptions of Patient Safety**					
A10R It is just by chance that more serious mistakes	Most Recent	59%	64%	61%	63%
don't happen around here.	Previous	58%	61%	59%	60%
	Change	1%	3%	2%	3%
A15 Patient safety is never sacrificed to get more work	Most Recent	64%	67%	70%	65%
done.	Previous	61%	65%	67%	63%
	Change	3%	2%	3%	2%
A17R We have patient safety problems in this unit.	Most Recent	61%	67%	67%	65%
	Previous	59%	64%	64%	62%
	Change	2%	3%	3%	3%
A18 Our procedures and systems are good at	Most Recent	70%	74%	71%	73%
preventing errors from happening.	Previous	69%	71%	70%	71%
	Change	1%	3%	1%	2%
6 **Feedback & Communication About Error**					
C1 We are given feedback about changes put into	Most Recent	55%	58%	53%	58%
place based on event reports.	Previous	53%	55%	51%	56%
	Change	2%	3%	2%	2%
C3 We are informed about errors that happen in this	Most Recent	64%	68%	68%	66%
unit.	Previous	62%	66%	66%	64%
	Change	2%	2%	2%	2%
C5 In this unit, we discuss ways to prevent errors from	Most Recent	70%	73%	71%	72%
happening again.	Previous	68%	71%	70%	70%
	Change	2%	2%	1%	2%

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

Table C-10. Trending: Item-Level Average Percent Positive Response by Teaching Status and Ownership and Control (Page 4 of 6)

	Survey Items by Composite	Database Year	Teaching	Nonteaching	Government	Nongovernment
	# Hospitals	Both Years	159	353	129	383
	# Respondents	Most Recent	130,459	120,247	52,002	198,704
		Previous	118,069	107,084	47,314	177,839
7	**Frequency of Events Reported**					
D1	When a mistake is made, but is caught and	Most Recent	56%	59%	57%	58%
	corrected before affecting the patient, how often is	Previous	53%	56%	54%	55%
	this reported?	Change	3%	3%	3%	3%
D2	When a mistake is made, but has no potential to	Most Recent	57%	61%	59%	60%
	harm the patient, how often is this reported?	Previous	54%	59%	57%	58%
		Change	3%	2%	2%	2%
D3	When a mistake is made that could harm the	Most Recent	72%	76%	74%	75%
	patient, but does not, how often is this reported?	Previous	70%	74%	73%	73%
		Change	2%	2%	1%	2%
8	**Communication Openness**					
C2	Staff will freely speak up if they see something that	Most Recent	74%	77%	74%	76%
	may negatively affect patient care.	Previous	73%	76%	74%	75%
		Change	1%	1%	0%	1%
C4	Staff feel free to question the decisions or actions	Most Recent	47%	48%	47%	48%
	of those with more authority.	Previous	47%	47%	47%	47%
		Change	0%	1%	0%	1%
C6R	Staff are afraid to ask questions when something	Most Recent	62%	64%	64%	63%
	does not seem right.	Previous	61%	63%	63%	62%
		Change	1%	1%	1%	1%

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

Table C-10. Trending: Item-Level Average Percent Positive Response by Teaching Status and Ownership and Control (Page 5 of 6)

Survey Items by Composite	Database Year	Teaching	Nonteaching	Government	Nongovernment
# Hospitals	Both Years	159	353	129	383
# Respondents	Most Recent	130,459	120,247	52,002	198,704
	Previous	118,069	107,084	47,314	177,839
9 Teamwork Across Units					
F2R Hospital units do not coordinate well with each other.	Most Recent	42%	49%	48%	47%
	Previous	41%	47%	46%	45%
	Change	1%	2%	2%	2%
F4 There is good cooperation among hospital units that need to work together.	Most Recent	57%	62%	63%	60%
	Previous	55%	61%	61%	58%
	Change	2%	1%	2%	2%
F6R It is often unpleasant to work with staff from other hospital units.	Most Recent	57%	61%	59%	60%
	Previous	55%	59%	58%	58%
	Change	2%	2%	1%	2%
F10 Hospital units work well together to provide the best care for patients.	Most Recent	66%	71%	71%	69%
	Previous	64%	69%	69%	67%
	Change	2%	2%	2%	2%
10 Staffing					
A2 We have enough staff to handle the workload.	Most Recent	52%	58%	55%	56%
	Previous	49%	56%	54%	54%
	Change	3%	2%	1%	2%
A5R Staff in this unit work longer hours than is best for patient care.	Most Recent	49%	55%	50%	54%
	Previous	47%	53%	49%	52%
	Change	2%	2%	1%	2%
A7R We use more agency/temporary staff than is best for patient care.	Most Recent	65%	69%	63%	69%
	Previous	62%	65%	62%	65%
	Change	3%	4%	1%	4%
A14R We work in "crisis mode" trying to do too much, too quickly.	Most Recent	47%	53%	52%	50%
	Previous	44%	50%	50%	47%
	Change	3%	3%	2%	3%

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

Table C-10. Trending: Item-Level Average Percent Positive Response by Teaching Status and Ownership and Control (Page 6 of 6)

Survey Items by Composite	Database Year	Teaching	Nonteaching	Government	Nongovernment
# Hospitals	Both Years	159	353	129	383
# Respondents	Most Recent	130,459	120,247	52,002	198,704
	Previous	118,069	107,084	47,314	177,839
11 Handoffs & Transitions					
F3R Things "fall between the cracks" when transferring	Most Recent	38%	45%	48%	41%
patients from one unit to another.	Previous	36%	44%	47%	40%
	Change	2%	1%	1%	1%
F5R Important patient care information is often lost	Most Recent	49%	52%	52%	51%
during shift changes.	Previous	48%	51%	51%	49%
	Change	1%	1%	1%	2%
F7R Problems often occur in the exchange of	Most Recent	40%	47%	47%	44%
information across hospital units.	Previous	39%	44%	45%	42%
	Change	1%	3%	2%	2%
F11R Shift changes are problematic for patients in this	Most Recent	42%	48%	49%	46%
hospital.	Previous	40%	46%	47%	43%
	Change	2%	2%	2%	3%
12 Nonpunitive Response to Error					
A8R Staff feel like their mistakes are held against them.	Most Recent	48%	52%	51%	51%
	Previous	47%	52%	50%	50%
	Change	1%	0%	1%	1%
A12R When an event is reported, it feels like the person	Most Recent	45%	48%	46%	47%
is being written up, not the problem.	Previous	43%	46%	44%	45%
	Change	2%	2%	2%	2%
A16R Staff worry that mistakes they make are kept in	Most Recent	34%	37%	39%	35%
their personnel file.	Previous	33%	36%	38%	34%
	Change	1%	1%	1%	1%

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

Table C-11. Trending: Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Teaching Status and Ownership and Control

Work Area/Unit Patient Safety Grade		Database Year	Teaching	Nonteaching	Government	Nongovernment
	# Hospitals	Both Years	159	353	129	383
	# Respondents	Most Recent	130,459	120,247	52,002	198,704
		Previous	118,069	107,084	47,314	177,839
A	Excellent	Most Recent	28%	30%	29%	30%
		Previous	25%	28%	27%	27%
		Change	3%	2%	2%	3%
B	Very Good	Most Recent	46%	46%	47%	45%
		Previous	46%	46%	47%	45%
		Change	0%	0%	0%	0%
C	Acceptable	Most Recent	21%	20%	20%	20%
		Previous	23%	21%	21%	22%
		Change	-2%	-1%	-1%	-2%
D	Poor	Most Recent	4%	3%	3%	4%
		Previous	5%	4%	4%	5%
		Change	-1%	-1%	-1%	-1%
E	Failing	Most Recent	1%	1%	1%	1%
		Previous	1%	1%	1%	1%
		Change	0%	0%	0%	0%

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

Table C-12. Trending: Average Percentage of Respondents Reporting Events in the Past 12 Months by Teaching Status and Ownership and Control

Number of Events Reported by Respondents	Database Year	Teaching	Nonteaching	Government	Nongovernment
# *Hospitals* Both Years		159	353	129	383
# *Respondents* Most Recent		130,459	120,247	52,002	198,704
Previous		118,069	107,084	47,314	177,839
No events	Most Recent	56%	54%	60%	53%
	Previous	57%	55%	61%	53%
	Change	-1%	-1%	-1%	0%
1 to 2 events	Most Recent	27%	27%	24%	28%
	Previous	26%	26%	23%	27%
	Change	1%	1%	1%	1%
3 to 5 events	Most Recent	11%	12%	10%	12%
	Previous	11%	12%	10%	12%
	Change	0%	0%	0%	0%
6 to 10 events	Most Recent	4%	4%	4%	4%
	Previous	4%	4%	4%	4%
	Change	0%	0%	0%	0%
11 to 20 events	Most Recent	1%	2%	1%	2%
	Previous	1%	2%	2%	2%
	Change	0%	0%	-1%	0%
21 events or more	Most Recent	1%	1%	1%	1%
	Previous	1%	1%	1%	1%
	Change	0%	0%	0%	0%

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

Appendix C: Trending Results by Hospital Characteristics

(4) Geographic Region

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

Table C-13. Trending: Composite-Level Average Percent Positive Response by Geographic Region (Page 1 of 2)

Patient Safety Culture Composites	Database Year	Geographic Region							
		Mid-Atlantic/ New England	South Atlantic/ Associated Areas	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific/ Associated Areas
# Hospitals Both Years		37	92	128	40	58	67	47	43
# Respondents Most Recent		22,436	53,237	66,136	14,879	11,119	30,776	26,632	25,491
Previous		19,594	46,406	58,635	14,775	9,175	30,199	23,495	22,874
1 Teamwork Within Units	Most Recent	78%	79%	80%	83%	81%	80%	78%	79%
	Previous	77%	77%	78%	81%	80%	81%	79%	79%
	Change	1%	2%	2%	2%	1%	-1%	-1%	0%
2 Supervisor/Manager Expectations & Actions Promoting Patient Safety	Most Recent	73%	77%	74%	80%	77%	77%	73%	73%
	Previous	73%	75%	72%	80%	73%	77%	74%	72%
	Change	0%	2%	2%	0%	4%	0%	-1%	1%
3 Management Support for Patient Safety	Most Recent	68%	74%	71%	79%	77%	75%	70%	71%
	Previous	68%	70%	68%	78%	72%	74%	71%	69%
	Change	0%	4%	3%	1%	**5%**	1%	-1%	2%
4 Org Learning--Continuous Improvement	Most Recent	71%	75%	72%	78%	74%	74%	69%	72%
	Previous	70%	71%	69%	76%	72%	73%	70%	70%
	Change	1%	4%	3%	2%	2%	1%	-1%	2%
5 Overall Perceptions of Patient Safety	Most Recent	62%	65%	66%	72%	71%	68%	66%	64%
	Previous	62%	62%	62%	69%	67%	67%	66%	62%
	Change	0%	3%	4%	3%	4%	1%	0%	2%
6 Feedback & Communication About Error	Most Recent	63%	66%	64%	69%	64%	68%	65%	64%
	Previous	63%	63%	61%	69%	60%	66%	64%	62%
	Change	0%	3%	3%	0%	4%	2%	1%	2%

NOTE: States and territories are categorized into AHA-defined regions as follows: Mid-Atlantic: NJ, NY, PA; New England: CT, MA, ME, NH, RI, VT; South Atlantic/Associated Territories: DC, DE, FL, GA, MD, NC, SC, VA, WV, Puerto Rico (PR), Virgin Islands (VI); East North Central: IL, IN, MI, OH, WI; East South Central: AL, KY, MS, TN; West North Central: IA, KS, MN, MO, ND, NE, SD; West South Central: AR, LA, OK, TX; Mountain: AZ, CO, ID, MT, NM, NV, UT, WY; Pacific/Associated Territories: AK, CA, HI, OR, WA, American Samoa, Guam, Marshall Islands, Northern Mariana Islands.

Table C-13. Trending: Composite-Level Average Percent Positive Response by Geographic Region (Page 2 of 2)

Patient Safety Culture Composites	Database Year	Mid-Atlantic/ New England	South Atlantic/ Associated Areas	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific/ Associated Areas
		Geographic Region							
# *Hospitals* Both Years		37	92	128	40	58	67	47	43
# *Respondents* Most Recent		22,436	53,237	66,136	14,879	11,119	30,776	26,632	25,491
Previous		19,594	46,406	58,635	14,775	9,175	30,199	23,495	22,874
7 **Frequency of Events Reported**	Most Recent	63%	64%	61%	69%	64%	67%	64%	64%
	Previous	63%	61%	59%	68%	61%	65%	63%	61%
	Change	0%	3%	2%	1%	3%	2%	1%	3%
8 **Communication Openness**	Most Recent	62%	62%	61%	65%	61%	65%	63%	62%
	Previous	63%	60%	60%	65%	60%	64%	63%	62%
	Change	-1%	2%	1%	0%	1%	1%	0%	0%
9 **Teamwork Across Units**	Most Recent	54%	59%	57%	68%	64%	60%	58%	57%
	Previous	53%	55%	54%	65%	61%	61%	59%	56%
	Change	1%	4%	3%	3%	3%	-1%	-1%	1%
10 **Staffing**	Most Recent	52%	55%	57%	62%	64%	58%	55%	51%
	Previous	50%	52%	53%	59%	62%	55%	56%	50%
	Change	2%	3%	4%	3%	2%	3%	-1%	1%
11 **Handoffs & Transitions**	Most Recent	42%	47%	43%	56%	51%	48%	44%	43%
	Previous	41%	43%	40%	53%	50%	48%	45%	42%
	Change	1%	4%	3%	3%	1%	0%	-1%	1%
12 **Nonpunitive Response to Error**	Most Recent	41%	43%	42%	50%	50%	46%	48%	43%
	Previous	42%	41%	40%	49%	47%	45%	47%	42%
	Change	-1%	2%	2%	1%	3%	1%	1%	1%

NOTE: States and territories are categorized into AHA-defined regions as follows: Mid-Atlantic: NJ, NY, PA; New England: CT, MA, ME, NH, RI, VT; South Atlantic/Associated Territories: DC, DE, FL, GA, MD, NC, SC, VA, WV, Puerto Rico (PR), Virgin Islands (VI); East North Central: IL, IN, MI, OH, WI; East South Central: AL, KY, MS, TN; West North Central: IA, KS, MN, MO, ND, NE, SD; West South Central: AR, LA, OK, TX; Mountain: AZ, CO, ID, MT, NM, NV, UT, WY; Pacific/Associated Territories: AK, CA, HI, OR, WA, American Samoa, Guam, Marshall Islands, Northern Mariana Islands.

Table C-14. Trending: Item-Level Average Percent Positive Response by Geographic Region (Page 1 of 6)

Survey Items by Composite	Database Year	Mid-Atlantic/ New England	South Atlantic/ Associated Areas	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific/ Associated Areas
					Geographic Region				
# Hospitals	Both Years	37	92	128	40	58	67	47	43
# Respondents	Most Recent	22,436	53,237	66,136	14,879	11,119	30,776	26,632	25,491
	Previous	19,594	46,406	58,635	14,775	9,175	30,199	23,495	22,874
1 **Teamwork Within Units**									
A1 People support one another in this unit.	Most Recent	84%	84%	86%	88%	86%	86%	83%	85%
	Previous	83%	83%	84%	86%	84%	87%	85%	85%
	Change	1%	1%	2%	2%	2%	-1%	-2%	0%
A3 When a lot of work needs to be done quickly, we work together as a team to get the work done.	Most Recent	84%	84%	86%	89%	88%	87%	84%	83%
	Previous	84%	83%	85%	87%	88%	87%	85%	83%
	Change	0%	1%	1%	2%	0%	0%	-1%	0%
A4 In this unit, people treat each other with respect.	Most Recent	77%	77%	79%	82%	79%	79%	75%	78%
	Previous	75%	76%	77%	80%	78%	79%	77%	79%
	Change	2%	1%	2%	2%	1%	0%	-2%	-1%
A11 When one area in this unit gets really busy, others help out.	Most Recent	66%	68%	70%	74%	70%	70%	69%	69%
	Previous	65%	66%	67%	72%	69%	71%	69%	67%
	Change	1%	2%	3%	2%	1%	-1%	0%	2%
2 **Supervisor/Manager Expectations & Actions Promoting Patient Safety**									
B1 My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	Most Recent	71%	75%	73%	77%	72%	76%	71%	72%
	Previous	72%	73%	70%	77%	67%	76%	72%	71%
	Change	-1%	2%	3%	0%	**5%**	0%	-1%	1%
B2 My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	74%	78%	76%	80%	78%	78%	74%	76%
	Previous	75%	76%	74%	81%	74%	78%	76%	74%
	Change	-1%	2%	2%	-1%	4%	0%	-2%	2%
B3R Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	71%	76%	73%	79%	79%	75%	75%	71%
	Previous	71%	73%	70%	78%	75%	76%	75%	70%
	Change	0%	3%	3%	1%	4%	-1%	0%	1%
B4R My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	74%	79%	75%	83%	80%	77%	73%	72%
	Previous	73%	77%	74%	82%	77%	78%	73%	71%
	Change	1%	2%	1%	1%	3%	-1%	0%	1%

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

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Table C-14. Trending: Item-Level Average Percent Positive Response by Geographic Region (Page 2 of 6)

			Geographic Region							
Survey Items by Composite	**Database Year**	**Mid-Atlantic/ New England**	**South Atlantic/ Associated Areas**	**East North Central**	**East South Central**	**West North Central**	**West South Central**	**Mountain**	**Pacific/ Associated Areas**
# Hospitals	Both Years	37	92	128	40	58	67	47	43
# Respondents	Most Recent	22,436	53,237	66,136	14,879	11,119	30,776	26,632	25,491
	Previous	19,594	46,406	58,635	14,775	9,175	30,199	23,495	22,874
3 Management Support for Patient Safety									
F1 Hospital mgmt provides a work climate that promotes patient safety.	Most Recent	77%	82%	80%	87%	86%	84%	78%	80%
	Previous	76%	79%	78%	86%	81%	83%	80%	79%
	Change	1%	3%	2%	1%	**5%**	1%	-2%	1%
F8 The actions of hospital mgmt show that patient safety is a top priority.	Most Recent	72%	77%	74%	80%	78%	78%	72%	75%
	Previous	71%	73%	70%	80%	72%	76%	73%	73%
	Change	1%	4%	4%	0%	**6%**	2%	-1%	2%
F9R Hospital mgmt seems interested in patient safety only after an adverse event happens.	Most Recent	57%	62%	60%	68%	67%	63%	59%	58%
	Previous	59%	58%	57%	68%	61%	62%	59%	56%
	Change	-2%	4%	3%	0%	**6%**	1%	0%	2%
4 Org Learning--Continuous Improvement									
A6 We are actively doing things to improve patient safety.	Most Recent	82%	85%	83%	87%	85%	85%	81%	83%
	Previous	81%	82%	81%	86%	82%	84%	82%	82%
	Change	1%	3%	2%	1%	3%	1%	-1%	1%
A9 Mistakes have led to positive changes here.	Most Recent	61%	66%	63%	68%	67%	66%	63%	64%
	Previous	61%	62%	61%	67%	64%	65%	62%	62%
	Change	0%	4%	2%	1%	3%	1%	1%	2%
A13 After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	69%	73%	69%	78%	70%	72%	65%	68%
	Previous	68%	70%	66%	76%	69%	71%	67%	66%
	Change	1%	3%	3%	2%	1%	1%	-2%	2%

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

Table C-14. Trending: Item-Level Average Percent Positive Response by Geographic Region (Page 3 of 6)

Survey Items by Composite		Database Year	Geographic Region							
			Mid-Atlantic/ New England	South Atlantic/ Associated Areas	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific/ Associated Areas
	# Hospitals	Both Years	37	92	128	40	58	67	47	43
	# Respondents	Most Recent	22,436	53,237	66,136	14,879	11,119	30,776	26,632	25,491
		Previous	19,594	46,406	58,635	14,775	9,175	30,199	23,495	22,874
5	**Overall Perceptions of Patient Safety**									
A10R	It is just by chance that more serious mistakes don't happen around here.	Most Recent	58%	59%	63%	68%	68%	63%	64%	58%
		Previous	58%	57%	59%	66%	65%	62%	63%	57%
		Change	0%	2%	4%	2%	3%	1%	1%	1%
A15	Patient safety is never sacrificed to get more work done.	Most Recent	62%	65%	64%	72%	70%	69%	65%	66%
		Previous	62%	63%	61%	68%	67%	67%	66%	64%
		Change	0%	2%	3%	4%	3%	2%	-1%	2%
A17R	We have patient safety problems in this unit.	Most Recent	58%	63%	64%	72%	71%	68%	65%	61%
		Previous	58%	60%	61%	68%	66%	66%	65%	60%
		Change	0%	3%	3%	4%	**5%**	2%	0%	1%
A18	Our procedures and systems are good at preventing errors from happening.	Most Recent	69%	73%	73%	77%	74%	74%	70%	70%
		Previous	69%	70%	69%	75%	72%	73%	71%	67%
		Change	0%	3%	4%	2%	2%	1%	-1%	3%
6	**Feedback & Communication About Error**									
C1	We are given feedback about changes put into place based on event reports.	Most Recent	55%	58%	57%	61%	53%	59%	55%	55%
		Previous	54%	55%	54%	61%	49%	57%	56%	53%
		Change	1%	3%	3%	0%	4%	2%	-1%	2%
C3	We are informed about errors that happen in this unit.	Most Recent	64%	68%	64%	71%	66%	70%	66%	65%
		Previous	65%	65%	62%	72%	62%	68%	65%	63%
		Change	-1%	3%	2%	-1%	4%	2%	1%	2%
C5	In this unit, we discuss ways to prevent errors from happening again.	Most Recent	69%	73%	71%	75%	72%	74%	73%	71%
		Previous	69%	70%	68%	74%	69%	73%	72%	70%
		Change	0%	3%	3%	1%	3%	1%	1%	1%

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

Table C-14. Trending: Item-Level Average Percent Positive Response by Geographic Region (Page 4 of 6)

	Survey Items by Composite	Database Year	Mid-Atlantic/ New England	South Atlantic/ Associated Areas	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific/ Associated Areas
						Geographic Region				
	# Hospitals	Both Years	37	92	128	40	58	67	47	43
	# Respondents	Most Recent	22,436	53,237	66,136	14,879	11,119	30,776	26,632	25,491
		Previous	19,594	46,406	58,635	14,775	9,175	30,199	23,495	22,874
7	**Frequency of Events Reported**									
D1	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	Most Recent	57%	58%	54%	63%	57%	62%	58%	58%
		Previous	57%	55%	51%	62%	52%	59%	57%	55%
		Change	0%	3%	3%	1%	**5%**	3%	1%	3%
D2	When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent	60%	61%	57%	66%	60%	62%	61%	59%
		Previous	59%	57%	54%	64%	57%	60%	59%	57%
		Change	1%	4%	3%	2%	3%	2%	2%	2%
D3	When a mistake is made that could harm the patient, but does not, how often is this reported?	Most Recent	73%	74%	73%	79%	76%	76%	74%	74%
		Previous	73%	72%	71%	79%	75%	74%	73%	72%
		Change	0%	2%	2%	0%	1%	2%	1%	2%
8	**Communication Openness**									
C2	Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent	75%	75%	75%	79%	75%	77%	76%	74%
		Previous	75%	74%	74%	79%	74%	76%	76%	74%
		Change	0%	1%	1%	0%	1%	1%	0%	0%
C4	Staff feel free to question the decisions or actions of those with more authority.	Most Recent	48%	48%	46%	50%	46%	51%	48%	49%
		Previous	49%	46%	45%	51%	43%	50%	50%	49%
		Change	-1%	2%	1%	-1%	3%	1%	-2%	0%
C6R	Staff are afraid to ask questions when something does not seem right.	Most Recent	64%	63%	61%	65%	63%	66%	64%	62%
		Previous	64%	60%	60%	66%	61%	66%	64%	63%
		Change	0%	3%	1%	-1%	2%	0%	0%	-1%

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

Table C-14. Trending: Item-Level Average Percent Positive Response by Geographic Region (Page 5 of 6)

Survey Items by Composite	Database Year	Mid-Atlantic/ New England	South Atlantic/ Associated Areas	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific/ Associated Areas
					Geographic Region				
# Hospitals	Both Years	37	92	128	40	58	67	47	43
# Respondents	Most Recent	22,436	53,237	66,136	14,879	11,119	30,776	26,632	25,491
	Previous	19,594	46,406	58,635	14,775	9,175	30,199	23,495	22,874
9 **Teamwork Across Units**									
F2R Hospital units do not coordinate well with each other.	Most Recent	41%	47%	45%	59%	52%	49%	45%	44%
	Previous	41%	43%	42%	55%	49%	49%	46%	41%
	Change	0%	4%	3%	4%	3%	0%	-1%	3%
F4 There is good cooperation among hospital units that need to work together.	Most Recent	55%	61%	58%	70%	65%	62%	59%	59%
	Previous	53%	57%	55%	67%	63%	63%	60%	58%
	Change	2%	4%	3%	3%	2%	-1%	-1%	1%
F6R It is often unpleasant to work with staff from other hospital units.	Most Recent	56%	60%	58%	65%	64%	60%	60%	58%
	Previous	56%	56%	55%	62%	61%	59%	60%	58%
	Change	0%	4%	3%	3%	3%	1%	0%	0%
F10 Hospital units work well together to provide the best care for patients.	Most Recent	63%	70%	67%	78%	74%	71%	68%	68%
	Previous	62%	66%	64%	75%	72%	71%	68%	66%
	Change	1%	4%	3%	3%	2%	0%	0%	2%
10 **Staffing**									
A2 We have enough staff to handle the workload.	Most Recent	49%	52%	56%	60%	66%	58%	53%	53%
	Previous	46%	49%	52%	57%	64%	55%	57%	53%
	Change	3%	3%	4%	3%	2%	3%	-4%	0%
A5R Staff in this unit work longer hours than is best for patient care.	Most Recent	48%	52%	53%	60%	60%	54%	52%	46%
	Previous	48%	48%	50%	57%	57%	51%	53%	45%
	Change	0%	4%	3%	3%	3%	3%	-1%	1%
A7R We use more agency/temporary staff than is best for patient care.	Most Recent	65%	67%	70%	72%	71%	69%	63%	60%
	Previous	62%	63%	65%	67%	70%	63%	62%	57%
	Change	3%	4%	**5%**	**5%**	1%	**6%**	1%	3%
A14R We work in "crisis mode" trying to do too much, too quickly.	Most Recent	44%	49%	48%	57%	59%	54%	52%	46%
	Previous	44%	46%	44%	54%	56%	50%	52%	44%
	Change	0%	3%	4%	3%	3%	4%	0%	2%

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

Table C-14. Trending: Item-Level Average Percent Positive Response by Geographic Region (Page 6 of 6)

Survey Items by Composite	Database Year	Geographic Region							
		Mid-Atlantic/ New England	South Atlantic/ Associated Areas	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific/ Associated Areas
# Hospitals	Both Years	37	92	128	40	58	67	47	43
# Respondents	Most Recent	22,436	53,237	66,136	14,879	11,119	30,776	26,632	25,491
	Previous	19,594	46,406	58,635	14,775	9,175	30,199	23,495	22,874
11 **Handoffs & Transitions**									
F3R Things "fall between the cracks" when transferring patients from one unit to another.	Most Recent	37%	43%	38%	53%	49%	45%	41%	39%
	Previous	36%	40%	36%	52%	48%	45%	43%	38%
	Change	1%	3%	2%	1%	1%	0%	-2%	1%
F5R Important patient care information is often lost during shift changes.	Most Recent	48%	53%	49%	60%	53%	52%	48%	48%
	Previous	49%	48%	47%	58%	54%	52%	48%	48%
	Change	-1%	**5%**	2%	2%	-1%	0%	0%	0%
F7R Problems often occur in the exchange of information across hospital units.	Most Recent	40%	45%	42%	55%	48%	47%	43%	41%
	Previous	40%	40%	39%	51%	47%	45%	44%	40%
	Change	0%	**5%**	3%	4%	1%	2%	-1%	1%
F11R Shift changes are problematic for patients in this hospital.	Most Recent	41%	47%	43%	57%	54%	47%	44%	42%
	Previous	41%	41%	40%	51%	52%	48%	46%	41%
	Change	0%	**6%**	3%	**6%**	2%	-1%	-2%	1%
12 **Nonpunitive Response to Error**									
A8R Staff feel like their mistakes are held against them.	Most Recent	47%	49%	49%	57%	56%	52%	53%	49%
	Previous	48%	48%	47%	56%	55%	51%	54%	47%
	Change	-1%	1%	2%	1%	1%	1%	-1%	2%
A12R When an event is reported, it feels like the person is being written up, not the problem.	Most Recent	44%	45%	45%	52%	51%	48%	50%	46%
	Previous	45%	43%	43%	50%	47%	46%	48%	43%
	Change	-1%	2%	2%	2%	4%	2%	2%	3%
A16R Staff worry that mistakes they make are kept in their personnel file.	Most Recent	32%	35%	33%	42%	42%	38%	40%	35%
	Previous	33%	33%	31%	40%	40%	37%	39%	34%
	Change	-1%	2%	2%	2%	2%	1%	1%	1%

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

Table C-15. Trending: Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Geographic Region

Work Area/Unit Patient Safety Grade	Database Year	Geographic Region							
		Mid- Atlantic/ New England	South Atlantic/ Associated Areas	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific/ Associated Areas
# Hospitals	Both Years	37	92	128	40	58	67	47	43
# Respondents	Most Recent	22,436	53,237	66,136	14,879	11,119	30,776	26,632	25,491
	Previous	19,594	46,406	58,635	14,775	9,175	30,199	23,495	22,874
A Excellent	Most Recent	27%	29%	28%	36%	28%	34%	29%	31%
	Previous	25%	26%	25%	33%	23%	31%	27%	30%
	Change	2%	3%	3%	3%	**5%**	3%	2%	1%
B Very Good	Most Recent	44%	45%	47%	44%	50%	43%	45%	45%
	Previous	44%	45%	45%	46%	50%	46%	43%	46%
	Change	0%	0%	2%	-2%	0%	-3%	2%	-1%
C Acceptable	Most Recent	24%	21%	21%	17%	18%	19%	21%	19%
	Previous	24%	23%	24%	17%	23%	19%	21%	20%
	Change	0%	-2%	-3%	0%	**-5%**	0%	0%	-1%
D Poor	Most Recent	5%	4%	4%	2%	3%	3%	4%	4%
	Previous	5%	4%	5%	3%	4%	3%	8%	4%
	Change	0%	0%	-1%	-1%	-1%	0%	-4%	0%
E Failing	Most Recent	1%	1%	1%	0%	0%	1%	1%	1%
	Previous	1%	1%	1%	0%	1%	1%	2%	1%
	Change	0%	0%	0%	0%	-1%	0%	-1%	0%

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

Table C-16. Trending: Average Percentage of Respondents Reporting Events in the Past 12 Months by Geographic Region

Number of Events Reported by Respondents	Database Year	Mid-Atlantic/ New England	South Atlantic/ Associated Areas	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific/ Associated Areas
# Hospitals Both Years		37	92	128	40	58	67	47	43
# Respondents Most Recent		22,436	53,237	66,136	14,879	11,119	30,776	26,632	25,491
Previous		19,594	46,406	58,635	14,775	9,175	30,199	23,495	22,874
No events	Most Recent	53%	57%	53%	57%	49%	57%	56%	54%
	Previous	55%	58%	54%	59%	48%	58%	57%	54%
	Change	-2%	-1%	-1%	-2%	1%	-1%	-1%	0%
1 to 2 events	Most Recent	27%	27%	29%	25%	28%	26%	27%	27%
	Previous	25%	26%	28%	24%	27%	25%	26%	27%
	Change	2%	1%	1%	1%	1%	1%	1%	0%
3 to 5 events	Most Recent	12%	11%	12%	11%	14%	11%	12%	12%
	Previous	12%	10%	12%	10%	15%	11%	11%	12%
	Change	0%	1%	0%	1%	-1%	0%	1%	0%
6 to 10 events	Most Recent	4%	4%	4%	4%	5%	4%	4%	4%
	Previous	5%	4%	4%	4%	6%	4%	4%	4%
	Change	-1%	0%	0%	0%	-1%	0%	0%	0%
11 to 20 events	Most Recent	2%	1%	1%	2%	2%	1%	1%	2%
	Previous	2%	1%	2%	2%	3%	1%	1%	2%
	Change	0%	0%	-1%	0%	-1%	0%	0%	0%
21 events or more	Most Recent	1%	1%	1%	1%	1%	1%	1%	1%
	Previous	2%	1%	1%	1%	1%	1%	1%	1%
	Change	-1%	0%	0%	0%	0%	0%	0%	0%

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

Part III

Appendix D: Trending Results by Respondent Characteristics

(1) Work Area/Unit

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

NOTE 2: Only hospitals that had at least five respondents in the particular work area/unit and at least three respondents to a particular question for both their previous and most recent administrations of the survey are included.

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

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

Patient Safety Culture Composites	Database Year	Anes-thesi-ology	Emer-gency	ICU (any type)	Lab	Med-icine	Obstet-rics	Pedia-trics	Phar-macy	Psych/ Mentl Hlth	Radi-ology	Reha-bili-tation	Surg-ery
# Hospitals	Both Years	61	348	289	324	374	244	139	254	140	328	264	343
# Respondents	Most Recent	1,184	11,928	15,340	10,090	25,902	10,229	8,091	6,082	4,613	11,787	7,575	19,085
	Previous	2,565	10,545	13,041	8,994	18,970	8,598	6,976	5,239	3,545	10,797	6,526	16,851
1 **Teamwork Within Units**	Most Recent	81%	78%	84%	75%	77%	80%	82%	75%	77%	79%	85%	76%
	Previous	80%	77%	83%	76%	76%	78%	80%	75%	79%	78%	84%	76%
	Change	1%	1%	1%	-1%	1%	2%	2%	0%	-2%	1%	1%	0%
2 **Supervisor/Manager Expectations & Actions Promoting Patient Safety**	Most Recent	75%	70%	74%	75%	74%	71%	75%	76%	75%	76%	81%	72%
	Previous	74%	70%	73%	74%	73%	71%	74%	74%	76%	74%	81%	73%
	Change	1%	0%	1%	1%	1%	0%	1%	2%	-1%	2%	0%	-1%
3 **Management Support for Patient Safety**	Most Recent	69%	64%	66%	75%	69%	69%	73%	70%	70%	75%	78%	69%
	Previous	68%	61%	63%	73%	67%	68%	70%	69%	69%	73%	76%	70%
	Change	1%	3%	3%	2%	2%	1%	3%	1%	1%	2%	2%	-1%
4 **Org Learning--Continuous Improvement**	Most Recent	73%	67%	75%	73%	74%	72%	74%	76%	71%	73%	76%	74%
	Previous	72%	65%	71%	70%	71%	72%	72%	74%	72%	71%	74%	74%
	Change	1%	2%	4%	3%	3%	0%	2%	2%	-1%	2%	2%	0%
5 **Overall Perceptions of Patient Safety**	Most Recent	66%	56%	62%	70%	59%	64%	68%	63%	61%	74%	76%	66%
	Previous	63%	54%	58%	69%	57%	62%	67%	63%	62%	72%	74%	65%
	Change	3%	2%	4%	1%	2%	2%	1%	0%	-1%	2%	2%	1%
6 **Feedback & Communication About Error**	Most Recent	65%	58%	62%	64%	62%	62%	64%	67%	66%	66%	71%	64%
	Previous	63%	56%	59%	63%	59%	61%	61%	65%	67%	64%	70%	63%
	Change	2%	2%	3%	1%	3%	1%	3%	2%	-1%	2%	1%	1%

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

Patient Safety Culture Composites	Database Year	Anes-thesi-ology	Emer-gency	ICU (any type)	Lab	Med-icine	Obstet-rics	Pedia-trics	Phar-macy	Psych/Mentl Hlth	Radi-ology	Reha-bili-tation	Surg-ery
						Work Area/Unit							
# Hospitals	Both Years	61	348	289	324	374	244	139	254	140	328	264	343
# Respondents	Most Recent	1,184	11,928	15,340	10,090	25,902	10,229	8,091	6,082	4,613	11,787	7,575	19,085
	Previous	2,565	10,545	13,041	8,994	18,970	8,598	6,976	5,239	3,545	10,797	6,526	16,851
7 Frequency of Events Reported	Most Recent	55%	58%	61%	70%	63%	62%	64%	60%	66%	61%	66%	66%
	Previous	54%	56%	59%	67%	61%	63%	65%	57%	63%	58%	63%	64%
	Change	1%	2%	2%	3%	2%	-1%	-1%	3%	3%	3%	3%	2%
8 Communication Openness	Most Recent	68%	58%	63%	61%	58%	61%	65%	64%	61%	63%	70%	61%
	Previous	65%	58%	61%	60%	58%	60%	62%	65%	63%	62%	69%	62%
	Change	3%	0%	2%	1%	0%	1%	3%	-1%	-2%	1%	1%	-1%
9 Teamwork Across Units	Most Recent	51%	48%	58%	55%	58%	58%	58%	53%	54%	58%	61%	54%
	Previous	53%	46%	54%	55%	57%	55%	56%	52%	53%	56%	60%	54%
	Change	-2%	2%	4%	0%	1%	3%	2%	1%	1%	2%	1%	0%
10 Staffing	Most Recent	55%	49%	60%	56%	53%	61%	59%	53%	55%	63%	63%	55%
	Previous	50%	46%	55%	53%	50%	55%	56%	52%	58%	61%	61%	54%
	Change	**5%**	3%	**5%**	3%	3%	**6%**	3%	1%	-3%	2%	2%	1%
11 Handoffs & Transitions	Most Recent	39%	49%	52%	38%	46%	56%	51%	31%	43%	45%	41%	41%
	Previous	40%	47%	49%	37%	45%	50%	47%	30%	41%	42%	39%	41%
	Change	-1%	2%	3%	1%	1%	**6%**	4%	1%	2%	3%	2%	0%
12 Nonpunitive Response to Error	Most Recent	45%	37%	41%	40%	42%	41%	46%	52%	47%	45%	59%	43%
	Previous	43%	35%	39%	39%	41%	42%	40%	51%	48%	44%	57%	42%
	Change	2%	2%	2%	1%	1%	-1%	**6%**	1%	-1%	1%	2%	1%

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

	Survey Items by Composite	Database Year	Anes-thesi-ology	Emer-gency	ICU (any type)	Lab	Med-icine	Obstet-rics	Pedia-trics	Phar-macy	Psych/ Mentl Hlth	Radi-ology	Reha-bili-tation	Surg-ery
	# Hospitals	Both Years	61	348	289	324	374	244	139	254	140	328	264	343
	# Respondents	Most Recent	1,184	11,928	15,340	10,090	25,902	10,229	8,091	6,082	4,613	11,787	7,575	19,085
		Previous	2,565	10,545	13,041	8,994	18,970	8,598	6,976	5,239	3,545	10,797	6,526	16,851
1	**Teamwork Within Units**													
A1	People support one another in this unit.	Most Recent	88%	84%	89%	81%	85%	86%	88%	81%	82%	85%	91%	83%
		Previous	88%	83%	88%	81%	84%	84%	87%	81%	82%	85%	89%	83%
		Change	0%	1%	1%	0%	1%	2%	1%	0%	0%	0%	2%	0%
A3	When a lot of work needs to be done quickly, we work together as a team to get the work done.	Most Recent	87%	85%	90%	82%	81%	88%	87%	81%	82%	87%	89%	85%
		Previous	85%	86%	89%	83%	81%	86%	85%	81%	84%	86%	87%	85%
		Change	2%	-1%	1%	-1%	0%	2%	2%	0%	-2%	1%	2%	0%
A4	In this unit, people treat each other with respect.	Most Recent	81%	73%	80%	73%	78%	76%	81%	73%	76%	77%	86%	73%
		Previous	79%	72%	79%	72%	77%	75%	80%	73%	78%	77%	85%	72%
		Change	2%	1%	1%	1%	1%	1%	1%	0%	-2%	0%	1%	1%
A11	When one area in this unit gets really busy, others help out.	Most Recent	67%	69%	78%	65%	64%	69%	73%	67%	69%	66%	75%	65%
		Previous	68%	66%	76%	66%	64%	66%	69%	65%	69%	65%	74%	64%
		Change	-1%	3%	2%	-1%	0%	3%	4%	2%	0%	1%	1%	1%
2	**Supervisor/Manager Expectations & Actions Promoting Patient Safety**													
B1	My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	Most Recent	70%	69%	72%	69%	73%	69%	71%	72%	74%	72%	79%	70%
		Previous	70%	68%	71%	69%	71%	69%	68%	69%	74%	70%	78%	71%
		Change	0%	1%	1%	0%	2%	0%	3%	3%	0%	2%	1%	-1%
B2	My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	74%	72%	75%	73%	76%	71%	77%	77%	77%	77%	84%	75%
		Previous	79%	71%	75%	74%	75%	73%	75%	75%	77%	76%	84%	75%
		Change	**-5%**	1%	0%	-1%	1%	-2%	2%	2%	0%	1%	0%	0%
B3R	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	75%	68%	74%	80%	72%	71%	75%	77%	73%	76%	80%	70%
		Previous	74%	68%	72%	78%	72%	69%	76%	76%	74%	74%	79%	70%
		Change	1%	0%	2%	2%	0%	2%	-1%	1%	-1%	2%	1%	0%
B4R	My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	80%	72%	74%	78%	75%	74%	77%	76%	77%	79%	83%	75%
		Previous	75%	71%	74%	77%	74%	74%	77%	77%	78%	77%	83%	75%
		Change	**5%**	1%	0%	1%	1%	0%	0%	-1%	-1%	2%	0%	0%

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

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

Survey Items by Composite	Database Year	Anes-thesi-ology	Emer-gency	ICU (any type)	Lab	Med-icine	Obstet-rics	Pedia-trics	Phar-macy	Psych/ Mentl Hlth	Radi-ology	Reha-bili-tation	Surg-ery
# Hospitals	Both Years	61	348	289	324	374	244	139	254	140	328	264	343
# Respondents	Most Recent	1,184	11,928	15,340	10,090	25,902	10,229	8,091	6,082	4,613	11,787	7,575	19,085
	Previous	2,565	10,545	13,041	8,994	18,970	8,598	6,976	5,239	3,545	10,797	6,526	16,851
3	**Management Support for Patient Safety**												
F1 Hospital mgmt provides a work climate that promotes patient safety.	Most Recent	79%	73%	75%	83%	77%	78%	82%	77%	78%	85%	86%	78%
	Previous	78%	70%	71%	82%	75%	77%	80%	77%	77%	83%	85%	78%
	Change	1%	3%	4%	1%	2%	1%	2%	0%	1%	2%	1%	0%
F8 The actions of hospital mgmt show that patient safety is a top priority.	Most Recent	71%	67%	69%	78%	72%	72%	75%	74%	72%	78%	80%	72%
	Previous	72%	63%	65%	76%	69%	70%	73%	73%	71%	75%	78%	72%
	Change	-1%	4%	4%	2%	3%	2%	2%	1%	1%	3%	2%	0%
F9R Hospital mgmt seems interested in patient safety only after an adverse event happens.	Most Recent	56%	51%	55%	64%	58%	58%	60%	58%	59%	62%	67%	57%
	Previous	56%	49%	52%	62%	56%	56%	58%	58%	57%	61%	66%	58%
	Change	0%	2%	3%	2%	2%	2%	2%	0%	2%	1%	1%	-1%
4	**Org Learning--Continuous Improvement**												
A6 We are actively doing things to improve patient safety.	Most Recent	88%	80%	87%	83%	85%	82%	87%	87%	82%	85%	89%	86%
	Previous	85%	77%	84%	80%	83%	83%	85%	86%	83%	83%	88%	87%
	Change	3%	3%	3%	3%	2%	-1%	2%	1%	-1%	2%	1%	-1%
A9 Mistakes have led to positive changes here.	Most Recent	65%	58%	64%	67%	63%	64%	64%	75%	61%	64%	64%	65%
	Previous	66%	56%	60%	65%	60%	64%	64%	72%	63%	62%	62%	64%
	Change	-1%	2%	4%	2%	3%	0%	0%	3%	-2%	2%	2%	1%
A13 After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	66%	65%	73%	68%	72%	70%	71%	66%	69%	69%	75%	71%
	Previous	64%	62%	69%	66%	70%	69%	69%	65%	69%	67%	74%	70%
	Change	2%	3%	4%	2%	2%	1%	2%	1%	0%	2%	1%	1%

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

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

Survey Items by Composite	Database Year	Anes-thesi-ology	Emer-gency	ICU (any type)	Lab	Med-icine	Obstet-rics	Pedia-trics	Phar-macy	Psych/Mentl Hlth	Radi-ology	Reha-bili-tation	Surg-ery
# Hospitals	Both Years	61	348	289	324	374	244	139	254	140	328	264	343
# Respondents	Most Recent	1,184	11,928	15,340	10,090	25,902	10,229	8,091	6,082	4,613	11,787	7,575	19,085
	Previous	2,565	10,545	13,041	8,994	18,970	8,598	6,976	5,239	3,545	10,797	6,526	16,851
5	**Overall Perceptions of Patient Safety**												
A10R It is just by chance that more serious mistakes	Most Recent	64%	53%	62%	63%	57%	61%	66%	60%	61%	70%	73%	62%
don't happen around here.	Previous	58%	52%	57%	61%	56%	58%	63%	60%	61%	68%	71%	62%
	Change	**6%**	1%	**5%**	2%	1%	3%	3%	0%	0%	2%	2%	0%
A15 Patient safety is never sacrificed to get more work	Most Recent	63%	55%	58%	71%	57%	58%	65%	62%	63%	75%	76%	62%
done.	Previous	62%	54%	54%	69%	55%	57%	64%	61%	64%	72%	76%	62%
	Change	1%	1%	4%	2%	2%	1%	1%	1%	-1%	3%	0%	0%
A17R We have patient safety problems in this unit.	Most Recent	61%	52%	60%	70%	54%	63%	66%	59%	52%	76%	75%	65%
	Previous	61%	49%	56%	68%	53%	60%	65%	60%	53%	72%	73%	64%
	Change	0%	3%	4%	2%	1%	3%	1%	-1%	-1%	4%	2%	1%
A18 Our procedures and systems are good at	Most Recent	74%	64%	70%	77%	68%	72%	75%	72%	69%	77%	81%	75%
preventing errors from happening.	Previous	72%	61%	67%	76%	65%	71%	75%	71%	69%	76%	78%	74%
	Change	2%	3%	3%	1%	3%	1%	0%	1%	0%	1%	3%	1%
6	**Feedback & Communication About Error**												
C1 We are given feedback about changes put into	Most Recent	54%	53%	56%	55%	55%	56%	56%	56%	60%	56%	64%	55%
place based on event reports.	Previous	52%	50%	53%	53%	53%	53%	51%	54%	60%	54%	61%	54%
	Change	2%	3%	3%	2%	2%	3%	**5%**	2%	0%	2%	3%	1%
C3 We are informed about errors that happen in this	Most Recent	68%	58%	59%	67%	61%	61%	62%	72%	66%	69%	71%	65%
unit.	Previous	65%	57%	57%	66%	60%	60%	62%	70%	66%	67%	69%	64%
	Change	3%	1%	2%	1%	1%	1%	0%	2%	0%	2%	2%	1%
C5 In this unit, we discuss ways to prevent errors from	Most Recent	73%	63%	70%	71%	69%	69%	73%	73%	72%	72%	79%	72%
happening again.	Previous	73%	62%	67%	69%	65%	69%	71%	72%	73%	70%	78%	72%
	Change	0%	1%	3%	2%	4%	0%	2%	1%	-1%	2%	1%	0%

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

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

Survey Items by Composite	Database Year	Anes-thesi-ology	Emer-gency	ICU (any type)	Lab	Med-icine	Obstet-rics	Pedia-trics	Phar-macy	Psych/ Mentl Hlth	Radi-ology	Reha-bili-tation	Surg-ery
# Hospitals	Both Years	61	348	289	324	374	244	139	254	140	328	264	343
# Respondents	Most Recent	1,184	11,928	15,340	10,090	25,902	10,229	8,091	6,082	4,613	11,787	7,575	19,085
	Previous	2,565	10,545	13,041	8,994	18,970	8,598	6,976	5,239	3,545	10,797	6,526	16,851
7 **Frequency of Events Reported**													
D1 When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	Most Recent	51%	49%	53%	64%	55%	54%	56%	50%	61%	54%	62%	60%
	Previous	48%	47%	50%	61%	53%	56%	56%	48%	58%	51%	58%	57%
	Change	3%	2%	3%	3%	2%	-2%	0%	2%	3%	3%	4%	3%
D2 When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent	47%	54%	58%	64%	60%	59%	60%	56%	62%	55%	60%	62%
	Previous	47%	53%	55%	60%	58%	59%	61%	51%	58%	52%	57%	60%
	Change	0%	1%	3%	4%	2%	0%	-1%	**5%**	4%	3%	3%	2%
D3 When a mistake is made that could harm the patient, but does not, how often is this reported?	Most Recent	66%	69%	72%	82%	74%	74%	77%	75%	75%	74%	76%	76%
	Previous	66%	69%	71%	79%	72%	76%	78%	72%	74%	72%	73%	74%
	Change	0%	0%	1%	3%	2%	-2%	-1%	3%	1%	2%	3%	2%
8 **Communication Openness**													
C2 Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent	78%	71%	76%	74%	72%	75%	79%	74%	74%	77%	84%	77%
	Previous	78%	71%	75%	73%	71%	74%	76%	75%	76%	76%	82%	78%
	Change	0%	0%	1%	1%	1%	1%	3%	-1%	-2%	1%	2%	-1%
C4 Staff feel free to question the decisions or actions of those with more authority.	Most Recent	56%	45%	49%	44%	44%	46%	50%	52%	47%	46%	56%	46%
	Previous	52%	45%	46%	44%	43%	46%	46%	52%	50%	46%	55%	47%
	Change	4%	0%	3%	0%	1%	0%	4%	0%	-3%	0%	1%	-1%
C6R Staff are afraid to ask questions when something does not seem right.	Most Recent	71%	60%	64%	64%	60%	60%	66%	67%	62%	64%	72%	61%
	Previous	65%	59%	63%	62%	60%	61%	63%	68%	63%	64%	70%	61%
	Change	**6%**	1%	1%	2%	0%	-1%	3%	-1%	-1%	0%	2%	0%

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

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

Survey Items by Composite	Database Year	Anes-thesi-ology	Emer-gency	ICU (any type)	Lab	Med-icine	Obstet-rics	Pedia-trics	Phar-macy	Psych/ Mentl Hlth	Radi-ology	Reha-bili-tation	Surg-ery
# Hospitals	Both Years	61	348	289	324	374	244	139	254	140	328	264	343
# Respondents	Most Recent	1,184	11,928	15,340	10,090	25,902	10,229	8,091	6,082	4,613	11,787	7,575	19,085
	Previous	2,565	10,545	13,041	8,994	18,970	8,598	6,976	5,239	3,545	10,797	6,526	16,851
9 Teamwork Across Units													
F2R Hospital units do not coordinate well with each other.	Most Recent	36%	37%	44%	43%	45%	45%	45%	41%	41%	45%	48%	41%
	Previous	39%	35%	40%	42%	43%	41%	42%	40%	38%	44%	47%	40%
	Change	-3%	2%	4%	1%	2%	4%	3%	1%	3%	1%	1%	1%
F4 There is good cooperation among hospital units that need to work together.	Most Recent	53%	49%	58%	56%	59%	59%	60%	53%	55%	60%	62%	55%
	Previous	56%	45%	54%	58%	57%	56%	58%	53%	53%	58%	61%	55%
	Change	-3%	4%	4%	-2%	2%	3%	2%	0%	2%	2%	1%	0%
F6R It is often unpleasant to work with staff from other hospital units.	Most Recent	52%	50%	63%	54%	61%	59%	59%	55%	60%	57%	64%	55%
	Previous	54%	48%	61%	54%	61%	55%	57%	54%	59%	55%	62%	55%
	Change	-2%	2%	2%	0%	0%	4%	2%	1%	1%	2%	2%	0%
F10 Hospital units work well together to provide the best care for patients.	Most Recent	62%	58%	67%	67%	67%	68%	68%	64%	62%	68%	72%	64%
	Previous	64%	56%	63%	66%	66%	65%	65%	62%	61%	67%	70%	64%
	Change	-2%	2%	4%	1%	1%	3%	3%	2%	1%	1%	2%	0%
10 Staffing													
A2 We have enough staff to handle the workload.	Most Recent	58%	42%	60%	51%	48%	58%	56%	49%	47%	62%	59%	54%
	Previous	51%	40%	54%	49%	44%	51%	55%	45%	54%	60%	57%	53%
	Change	**7%**	2%	**6%**	2%	4%	**7%**	1%	4%	**-7%**	2%	2%	1%
A5R Staff in this unit work longer hours than is best for patient care.	Most Recent	42%	48%	55%	57%	51%	57%	54%	53%	53%	61%	60%	47%
	Previous	39%	47%	52%	54%	48%	50%	52%	53%	55%	59%	58%	46%
	Change	3%	1%	3%	3%	3%	**7%**	2%	0%	-2%	2%	2%	1%
A7R We use more agency/temporary staff than is best for patient care.	Most Recent	66%	66%	74%	68%	69%	77%	73%	68%	71%	74%	73%	73%
	Previous	61%	62%	66%	65%	64%	73%	70%	68%	70%	72%	70%	69%
	Change	**5%**	4%	**8%**	3%	**5%**	4%	3%	0%	1%	2%	3%	4%
A14R We work in "crisis mode" trying to do too much, too quickly.	Most Recent	52%	38%	51%	47%	44%	51%	54%	44%	48%	57%	62%	46%
	Previous	49%	36%	48%	45%	43%	45%	49%	44%	53%	54%	60%	45%
	Change	3%	2%	3%	2%	1%	**6%**	**5%**	0%	**-5%**	3%	2%	1%

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

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

Survey Items by Composite	Database Year	Anes-thesi-ology	Emer-gency	ICU (any type)	Lab	Med-icine	Obstet-rics	Pedia-trics	Phar-macy	Psych/Mentl Hlth	Radi-ology	Reha-bili-tation	Surg-ery
# Hospitals Both Years		61	348	289	324	374	244	139	254	140	328	264	343
# Respondents Most Recent		1,184	11,928	15,340	10,090	25,902	10,229	8,091	6,082	4,613	11,787	7,575	19,085
Previous		2,565	10,545	13,041	8,994	18,970	8,598	6,976	5,239	3,545	10,797	6,526	16,851
11 Handoffs & Transitions													
F3R Things "fall between the cracks" when transferring patients from one unit to another.	Most Recent	38%	47%	42%	29%	41%	49%	46%	22%	37%	43%	39%	38%
	Previous	40%	44%	38%	29%	42%	43%	40%	22%	33%	41%	37%	39%
	Change	-2%	3%	4%	0%	-1%	**6%**	**6%**	0%	4%	2%	2%	-1%
F5R Important patient care information is often lost during shift changes.	Most Recent	45%	59%	62%	45%	52%	65%	61%	37%	51%	49%	46%	48%
	Previous	47%	58%	59%	45%	51%	59%	56%	37%	51%	47%	45%	48%
	Change	-2%	1%	3%	0%	1%	**6%**	**5%**	0%	0%	2%	1%	0%
F7R Problems often occur in the exchange of information across hospital units.	Most Recent	38%	46%	46%	37%	44%	49%	47%	30%	40%	43%	43%	41%
	Previous	36%	43%	42%	36%	44%	44%	43%	30%	37%	40%	41%	40%
	Change	2%	3%	4%	1%	0%	**5%**	4%	0%	3%	3%	2%	1%
F11R Shift changes are problematic for patients in this hospital.	Most Recent	33%	46%	59%	41%	45%	60%	52%	34%	43%	44%	38%	38%
	Previous	39%	44%	56%	38%	44%	55%	50%	33%	43%	40%	36%	37%
	Change	**-6%**	2%	3%	3%	1%	**5%**	2%	1%	0%	4%	2%	1%
12 Nonpunitive Response to Error													
A8R Staff feel like their mistakes are held against them.	Most Recent	49%	43%	46%	46%	48%	47%	53%	57%	51%	50%	64%	48%
	Previous	47%	42%	45%	46%	48%	49%	47%	57%	54%	50%	64%	48%
	Change	2%	1%	1%	0%	0%	-2%	**6%**	0%	-3%	0%	0%	0%
A12R When an event is reported, it feels like the person is being written up, not the problem.	Most Recent	43%	39%	43%	43%	45%	44%	48%	55%	51%	47%	61%	46%
	Previous	43%	36%	41%	41%	43%	44%	43%	52%	51%	46%	59%	45%
	Change	0%	3%	2%	2%	2%	0%	**5%**	3%	0%	1%	2%	1%
A16R Staff worry that mistakes they make are kept in their personnel file.	Most Recent	42%	28%	32%	30%	32%	32%	37%	44%	38%	37%	51%	34%
	Previous	39%	27%	30%	30%	33%	33%	31%	44%	39%	36%	49%	33%
	Change	3%	1%	2%	0%	-1%	-1%	**6%**	0%	-1%	1%	2%	1%

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

Table D-3. Trending: Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Work Area/Unit

Work Area/Unit Patient Safety Grade	Database Year	Anes-thesi-ology	Emer-gency	ICU (any type)	Lab	Med-icine	Obstet-rics	Pedia-trics	Phar-macy	Psych/ Mentl Hlth	Radi-ology	Reha-bili-tation	Surg-ery
# Hospitals	Both Years	61	348	289	324	374	244	139	254	140	328	264	343
# Respondents	Most Recent	1,184	11,928	15,340	10,090	25,902	10,229	8,091	6,082	4,613	11,787	7,575	19,085
	Previous	2,565	10,545	13,041	8,994	18,970	8,598	6,976	5,239	3,545	10,797	6,526	16,851
A Excellent	Most Recent	36%	20%	27%	30%	20%	27%	28%	26%	24%	35%	40%	32%
	Previous	32%	16%	23%	28%	20%	26%	28%	24%	26%	31%	37%	31%
	Change	4%	4%	4%	2%	0%	1%	0%	2%	-2%	4%	3%	1%
B Very Good	Most Recent	43%	44%	46%	47%	47%	45%	51%	46%	43%	46%	44%	43%
	Previous	45%	44%	47%	48%	45%	45%	49%	47%	43%	48%	46%	44%
	Change	-2%	0%	-1%	-1%	2%	0%	2%	-1%	0%	-2%	-2%	-1%
C Acceptable	Most Recent	18%	28%	22%	20%	26%	21%	17%	22%	24%	17%	13%	20%
	Previous	19%	29%	24%	21%	28%	23%	20%	22%	23%	17%	15%	20%
	Change	-1%	-1%	-2%	-1%	-2%	-2%	-3%	0%	1%	0%	-2%	0%
D Poor	Most Recent	3%	7%	4%	3%	6%	5%	3%	5%	8%	2%	2%	4%
	Previous	3%	9%	6%	4%	7%	5%	3%	5%	7%	3%	2%	4%
	Change	0%	-2%	-2%	-1%	-1%	0%	0%	0%	1%	-1%	0%	0%
E Failing	Most Recent	0%	2%	1%	0%	1%	1%	0%	1%	1%	0%	0%	1%
	Previous	1%	2%	1%	0%	1%	1%	0%	1%	2%	0%	0%	1%
	Change	-1%	0%	0%	0%	0%	0%	0%	0%	-1%	0%	0%	0%

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

Table D-4. Trending: Average Percentage of Respondents Reporting Events in the Past 12 Months by Work Area/Unit

Number of Events Reported by Respondents	Database Year	Anes-thesi-ology	Emer-gency	ICU (any type)	Lab	Med-icine	Obstet-rics	Pedia-trics	Phar-macy	Psych/ Mentl Hlth	Radi-ology	Reha-bili-tation	Surg-ery
# Hospitals	Both Years	61	348	289	324	374	244	139	254	140	328	264	343
# Respondents	Most Recent	1,184	11,928	15,340	10,090	25,902	10,229	8,091	6,082	4,613	11,787	7,575	19,085
	Previous	2,565	10,545	13,041	8,994	18,970	8,598	6,976	5,239	3,545	10,797	6,526	16,851
No events	Most Recent	55%	48%	39%	46%	43%	45%	47%	45%	51%	57%	58%	46%
	Previous	57%	48%	38%	51%	42%	43%	47%	50%	46%	58%	60%	48%
	Change	-2%	0%	1%	**-5%**	1%	2%	0%	**-5%**	**5%**	-1%	-2%	-2%
1 to 2 events	Most Recent	32%	31%	37%	28%	32%	36%	32%	20%	26%	31%	32%	32%
	Previous	29%	30%	37%	25%	31%	33%	30%	20%	29%	29%	29%	30%
	Change	3%	1%	0%	3%	1%	3%	2%	0%	-3%	2%	3%	2%
3 to 5 events	Most Recent	10%	13%	16%	14%	17%	14%	15%	17%	14%	8%	7%	14%
	Previous	10%	14%	16%	12%	17%	14%	16%	13%	16%	9%	8%	15%
	Change	0%	-1%	0%	2%	0%	0%	-1%	4%	-2%	-1%	-1%	-1%
6 to 10 events	Most Recent	2%	5%	5%	6%	6%	4%	4%	9%	6%	3%	2%	5%
	Previous	2%	5%	6%	6%	6%	6%	4%	9%	6%	3%	2%	5%
	Change	0%	0%	-1%	0%	0%	-2%	0%	0%	0%	0%	0%	0%
11 to 20 events	Most Recent	0%	2%	2%	3%	2%	1%	1%	5%	2%	1%	1%	2%
	Previous	1%	2%	2%	3%	2%	2%	1%	4%	2%	1%	0%	2%
	Change	-1%	0%	0%	0%	0%	-1%	0%	1%	0%	0%	1%	0%
21 events or more	Most Recent	0%	1%	1%	3%	1%	0%	0%	5%	1%	0%	0%	1%
	Previous	1%	1%	1%	2%	1%	2%	1%	4%	1%	0%	0%	1%
	Change	-1%	0%	0%	1%	0%	-2%	-1%	1%	0%	0%	0%	0%

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

Appendix D: Trending Results by Respondent Characteristics

(2) Staff Position

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

NOTE 2: Only hospitals that had at least five respondents in the particular staff position and at least three respondents to a particular question for both their previous and most recent administrations of the survey are included.

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

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

Patient Safety Culture Composites	Database Year	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm-acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
					Staff Position					
# Hospitals	Both Years	405	178	66	312	172	502	385	326	377
# Respondents	Most Recent	18,495	11,987	709	11,896	3,178	83,722	23,345	10,268	14,881
	Previous	17,233	13,399	766	11,902	2,464	71,922	19,730	8,698	12,253
1 Teamwork Within Units	Most Recent	89%	83%	81%	73%	78%	80%	77%	84%	78%
	Previous	87%	79%	83%	71%	78%	79%	76%	84%	76%
	Change	2%	4%	-2%	2%	0%	1%	1%	0%	2%
2 Supervisor/Manager Expectations & Actions Promoting Patient Safety	Most Recent	86%	73%	77%	74%	75%	74%	74%	78%	76%
	Previous	84%	70%	79%	73%	75%	72%	73%	78%	75%
	Change	2%	3%	-2%	1%	0%	2%	1%	0%	1%
3 Management Support for Patient Safety	Most Recent	86%	70%	76%	73%	68%	68%	73%	74%	76%
	Previous	83%	69%	78%	71%	65%	65%	72%	72%	74%
	Change	3%	1%	-2%	2%	3%	3%	1%	2%	2%
4 Org Learning--Continuous Improvement	Most Recent	84%	72%	73%	75%	75%	73%	72%	73%	72%
	Previous	82%	69%	74%	71%	73%	71%	70%	71%	70%
	Change	2%	3%	-1%	4%	2%	2%	2%	2%	2%
5 Overall Perceptions of Patient Safety	Most Recent	76%	64%	66%	64%	60%	62%	71%	72%	68%
	Previous	73%	63%	66%	62%	56%	60%	69%	69%	66%
	Change	3%	1%	0%	2%	4%	2%	2%	3%	2%
6 Feedback & Communication About Error	Most Recent	79%	60%	64%	68%	65%	61%	64%	67%	69%
	Previous	76%	58%	68%	65%	62%	59%	63%	66%	65%
	Change	3%	2%	-4%	3%	3%	2%	1%	1%	4%

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

			Staff Position								
Patient Safety Culture Composites		Database Year	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm-acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
	# Hospitals	Both Years	405	178	66	312	172	502	385	326	377
	# Respondents	Most Recent	18,495	11,987	709	11,896	3,178	83,722	23,345	10,268	14,881
		Previous	17,233	13,399	766	11,902	2,464	71,922	19,730	8,698	12,253
7	Frequency of Events Reported	Most Recent	71%	54%	56%	67%	53%	64%	64%	59%	69%
		Previous	68%	54%	59%	65%	48%	62%	62%	57%	65%
		Change	3%	0%	-3%	2%	**5%**	2%	2%	2%	4%
8	Communication Openness	Most Recent	77%	65%	62%	57%	65%	61%	60%	67%	61%
		Previous	74%	61%	64%	57%	65%	60%	60%	67%	61%
		Change	3%	4%	-2%	0%	0%	1%	0%	0%	0%
9	Teamwork Across Units	Most Recent	68%	59%	62%	58%	52%	57%	56%	62%	59%
		Previous	64%	56%	64%	57%	50%	55%	54%	60%	57%
		Change	4%	3%	-2%	1%	2%	2%	2%	2%	2%
10	Staffing	Most Recent	65%	53%	53%	50%	55%	59%	58%	62%	54%
		Previous	62%	51%	50%	47%	53%	55%	56%	58%	52%
		Change	3%	2%	3%	3%	2%	4%	2%	4%	2%
11	Handoffs & Transitions	Most Recent	49%	44%	37%	49%	28%	49%	41%	42%	46%
		Previous	46%	42%	39%	47%	26%	46%	39%	41%	44%
		Change	3%	2%	-2%	2%	2%	3%	2%	1%	2%
12	Nonpunitive Response to Error	Most Recent	63%	41%	44%	36%	53%	45%	41%	51%	39%
		Previous	60%	39%	50%	34%	51%	43%	40%	51%	39%
		Change	3%	2%	**-6%**	2%	2%	2%	1%	0%	0%

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

Survey Items by Composite	Database Year	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
						Staff Position				
# *Hospitals* Both Years		405	178	66	312	172	502	385	326	377
# *Respondents* Most Recent		18,495	11,987	709	11,896	3,178	83,722	23,345	10,268	14,881
Previous		17,233	13,399	766	11,902	2,464	71,922	19,730	8,698	12,253
1 Teamwork Within Units										
A1 People support one another in this unit.	Most Recent	94%	89%	84%	80%	85%	87%	82%	90%	83%
	Previous	93%	85%	88%	77%	84%	86%	82%	90%	82%
	Change	1%	4%	-4%	3%	1%	1%	0%	0%	1%
A3 When a lot of work needs to be done quickly, we work together as a team to get the work done.	Most Recent	94%	85%	86%	78%	83%	87%	84%	88%	84%
	Previous	93%	84%	88%	76%	82%	86%	85%	87%	82%
	Change	1%	1%	-2%	2%	1%	1%	-1%	1%	2%
A4 In this unit, people treat each other with respect.	Most Recent	89%	87%	78%	72%	78%	79%	73%	83%	75%
	Previous	87%	80%	83%	69%	77%	78%	73%	84%	74%
	Change	2%	**7%**	**-5%**	3%	1%	1%	0%	-1%	1%
A11 When one area in this unit gets really busy, others help out.	Most Recent	79%	69%	74%	64%	68%	69%	67%	75%	68%
	Previous	77%	66%	73%	62%	67%	67%	65%	75%	65%
	Change	2%	3%	1%	2%	1%	2%	2%	0%	3%
2 Supervisor/Manager Expectations & Actions Promoting Patient Safety										
B1 My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	Most Recent	86%	70%	78%	73%	70%	72%	69%	76%	75%
	Previous	83%	66%	79%	72%	69%	70%	69%	76%	74%
	Change	3%	4%	-1%	1%	1%	2%	0%	0%	1%
B2 My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	89%	77%	81%	76%	78%	75%	75%	81%	77%
	Previous	87%	73%	83%	74%	77%	74%	74%	81%	77%
	Change	2%	4%	-2%	2%	1%	1%	1%	0%	0%
B3R Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	84%	69%	70%	74%	75%	73%	76%	76%	76%
	Previous	82%	67%	72%	72%	76%	71%	75%	75%	74%
	Change	2%	2%	-2%	2%	-1%	2%	1%	1%	2%
B4R My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	86%	75%	79%	75%	77%	76%	77%	80%	77%
	Previous	84%	73%	80%	73%	76%	74%	76%	78%	76%
	Change	2%	2%	-1%	2%	1%	2%	1%	2%	1%

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

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

	Survey Items by Composite	Database Year	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
							Staff Position				
	# Hospitals	Both Years	405	178	66	312	172	502	385	326	377
	# Respondents	Most Recent	18,495	11,987	709	11,896	3,178	83,722	23,345	10,268	14,881
		Previous	17,233	13,399	766	11,902	2,464	71,922	19,730	8,698	12,253
3	**Management Support for Patient Safety**										
F1	Hospital mgmt provides a work climate that	Most Recent	92%	78%	85%	82%	74%	76%	83%	84%	85%
	promotes patient safety.	Previous	89%	79%	88%	81%	71%	74%	82%	82%	83%
		Change	3%	-1%	-3%	1%	3%	2%	1%	2%	2%
F8	The actions of hospital mgmt show that patient	Most Recent	89%	73%	82%	77%	72%	70%	77%	77%	79%
	safety is a top priority.	Previous	85%	71%	83%	75%	69%	67%	74%	74%	77%
		Change	4%	2%	-1%	2%	3%	3%	3%	3%	2%
F9R	Hospital mgmt seems interested in patient safety	Most Recent	77%	60%	62%	59%	57%	58%	60%	62%	64%
	only after an adverse event happens.	Previous	74%	56%	64%	58%	53%	55%	59%	60%	61%
		Change	3%	4%	-2%	1%	4%	3%	1%	2%	3%
4	**Org Learning--Continuous Improvement**										
A6	We are actively doing things to improve patient	Most Recent	90%	84%	85%	86%	86%	85%	83%	86%	83%
	safety.	Previous	88%	82%	86%	83%	86%	82%	82%	84%	82%
		Change	2%	2%	-1%	3%	0%	3%	1%	2%	1%
A9	Mistakes have led to positive changes here.	Most Recent	82%	68%	61%	62%	77%	63%	64%	61%	62%
		Previous	79%	63%	66%	58%	75%	61%	63%	60%	60%
		Change	3%	**5%**	**-5%**	4%	2%	2%	1%	1%	2%
A13	After we make changes to improve patient safety,	Most Recent	81%	63%	72%	76%	62%	71%	68%	71%	72%
	we evaluate their effectiveness.	Previous	77%	62%	70%	72%	59%	69%	66%	70%	68%
		Change	4%	1%	2%	4%	3%	2%	2%	1%	4%

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

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

Survey Items by Composite	Database Year	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
# Hospitals	Both Years	405	178	66	312	172	502	385	326	377
# Respondents	Most Recent	18,495	11,987	709	11,896	3,178	83,722	23,345	10,268	14,881
	Previous	17,233	13,399	766	11,902	2,464	71,922	19,730	8,698	12,253
5 Overall Perceptions of Patient Safety										
A10R It is just by chance that more serious mistakes don't happen around here.	Most Recent	74%	64%	63%	54%	59%	62%	65%	70%	60%
	Previous	72%	63%	64%	52%	56%	59%	63%	68%	58%
	Change	2%	1%	-1%	2%	3%	3%	2%	2%	2%
A15 Patient safety is never sacrificed to get more work done.	Most Recent	76%	61%	67%	66%	55%	58%	71%	70%	71%
	Previous	72%	63%	63%	65%	51%	56%	69%	67%	69%
	Change	4%	-2%	4%	1%	4%	2%	2%	3%	2%
A17R We have patient safety problems in this unit.	Most Recent	75%	61%	65%	61%	55%	59%	71%	72%	68%
	Previous	70%	58%	63%	59%	52%	57%	69%	69%	65%
	Change	**5%**	3%	2%	2%	3%	2%	2%	3%	3%
A18 Our procedures and systems are good at preventing errors from happening.	Most Recent	80%	71%	70%	73%	70%	70%	77%	76%	73%
	Previous	77%	69%	73%	70%	66%	67%	76%	74%	71%
	Change	3%	2%	-3%	3%	4%	3%	1%	2%	2%
6 Feedback & Communication About Error										
C1 We are given feedback about changes put into place based on event reports.	Most Recent	72%	52%	58%	61%	55%	54%	55%	60%	61%
	Previous	68%	50%	62%	57%	53%	52%	53%	58%	57%
	Change	4%	2%	-4%	4%	2%	2%	2%	2%	4%
C3 We are informed about errors that happen in this unit.	Most Recent	80%	60%	65%	69%	69%	60%	68%	67%	71%
	Previous	77%	57%	66%	66%	64%	58%	67%	66%	67%
	Change	3%	3%	-1%	3%	**5%**	2%	1%	1%	4%
C5 In this unit, we discuss ways to prevent errors from happening again.	Most Recent	86%	69%	70%	73%	72%	69%	71%	74%	74%
	Previous	83%	65%	75%	70%	69%	67%	69%	73%	72%
	Change	3%	4%	**-5%**	3%	3%	2%	2%	1%	2%

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

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

Survey Items by Composite	Database Year	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm-acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
# Hospitals	Both Years	405	178	66	312	172	502	385	326	377
# Respondents	Most Recent	18,495	11,987	709	11,896	3,178	83,722	23,345	10,268	14,881
	Previous	17,233	13,399	766	11,902	2,464	71,922	19,730	8,698	12,253
7 **Frequency of Events Reported**										
D1 When a mistake is made, but is caught and	Most Recent	66%	47%	51%	66%	39%	54%	58%	54%	66%
corrected before affecting the patient, how often	Previous	61%	48%	53%	63%	36%	52%	56%	52%	61%
is this reported?	Change	**5%**	-1%	-2%	3%	3%	2%	2%	2%	**5%**
D2 When a mistake is made, but has no potential	Most Recent	67%	47%	50%	64%	48%	62%	59%	53%	64%
to harm the patient, how often is this reported?	Previous	64%	47%	53%	60%	43%	59%	56%	50%	60%
	Change	3%	0%	-3%	4%	**5%**	3%	3%	3%	4%
D3 When a mistake is made that could harm the	Most Recent	81%	67%	66%	73%	71%	76%	75%	69%	76%
patient, but does not, how often is this reported?	Previous	79%	66%	72%	71%	66%	74%	74%	68%	74%
	Change	2%	1%	**-6%**	2%	**5%**	2%	1%	1%	2%
8 **Communication Openness**										
C2 Staff will freely speak up if they see something that	Most Recent	85%	72%	76%	72%	75%	75%	75%	81%	76%
may negatively affect patient care.	Previous	83%	70%	73%	73%	73%	74%	75%	80%	75%
	Change	2%	2%	3%	-1%	2%	1%	0%	1%	1%
C4 Staff feel free to question the decisions or	Most Recent	70%	57%	48%	43%	53%	46%	44%	53%	44%
actions of those with more authority.	Previous	67%	50%	52%	41%	55%	45%	44%	53%	44%
	Change	3%	**7%**	-4%	2%	-2%	1%	0%	0%	0%
C6R Staff are afraid to ask questions when	Most Recent	75%	65%	63%	57%	68%	62%	62%	68%	62%
something does not seem right.	Previous	73%	61%	66%	56%	68%	61%	62%	68%	62%
	Change	2%	4%	-3%	1%	0%	1%	0%	0%	0%

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

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

				Staff Position						
Survey Items by Composite	Database Year	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
# Hospitals	Both Years	405	178	66	312	172	502	385	326	377
# Respondents	Most Recent	18,495	11,987	709	11,896	3,178	83,722	23,345	10,268	14,881
	Previous	17,233	13,399	766	11,902	2,464	71,922	19,730	8,698	12,253
9 Teamwork Across Units										
F2R Hospital units do not coordinate well with each other.	Most Recent	58%	45%	51%	45%	39%	45%	43%	49%	47%
	Previous	52%	42%	52%	44%	36%	42%	42%	48%	46%
	Change	**6%**	3%	-1%	1%	3%	3%	1%	1%	1%
F4 There is good cooperation among hospital units that need to work together.	Most Recent	71%	61%	63%	60%	52%	57%	58%	62%	60%
	Previous	65%	57%	67%	58%	49%	55%	57%	62%	59%
	Change	**6%**	4%	-4%	2%	3%	2%	1%	0%	1%
F6R It is often unpleasant to work with staff from other hospital units.	Most Recent	67%	63%	61%	58%	57%	61%	55%	65%	57%
	Previous	64%	59%	66%	56%	56%	57%	52%	63%	56%
	Change	3%	4%	**-5%**	2%	1%	4%	3%	2%	1%
F10 Hospital units work well together to provide the best care for patients.	Most Recent	78%	68%	73%	70%	61%	66%	67%	71%	70%
	Previous	74%	65%	72%	68%	58%	64%	67%	69%	69%
	Change	4%	3%	1%	2%	3%	2%	0%	2%	1%
10 Staffing										
A2 We have enough staff to handle the workload.	Most Recent	69%	52%	50%	44%	47%	56%	55%	57%	53%
	Previous	68%	53%	49%	42%	43%	52%	54%	54%	50%
	Change	1%	-1%	1%	2%	4%	4%	1%	3%	3%
A5R Staff in this unit work longer hours than is best for patient care.	Most Recent	59%	47%	50%	44%	57%	56%	57%	58%	49%
	Previous	57%	46%	46%	43%	57%	53%	54%	56%	47%
	Change	2%	1%	4%	1%	0%	3%	3%	2%	2%
A7R We use more agency/temporary staff than is best for patient care.	Most Recent	72%	60%	63%	63%	72%	75%	71%	73%	63%
	Previous	70%	56%	58%	60%	71%	69%	67%	69%	61%
	Change	2%	4%	**5%**	3%	1%	**6%**	4%	4%	2%
A14R We work in "crisis mode" trying to do too much, too quickly.	Most Recent	59%	50%	50%	47%	42%	49%	50%	58%	51%
	Previous	54%	48%	47%	44%	42%	45%	49%	54%	49%
	Change	**5%**	2%	3%	3%	0%	4%	1%	4%	2%

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

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

Survey Items by Composite	Database Year	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm-acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
# Hospitals Both Years		405	178	66	312	172	502	385	326	377
# Respondents Most Recent		18,495	11,987	709	11,896	3,178	83,722	23,345	10,268	14,881
Previous		17,233	13,399	766	11,902	2,464	71,922	19,730	8,698	12,253
11	**Handoffs & Transitions**									
F3R	Things "fall between the cracks" when transferring patients from one unit to another.	Most Recent	45%	40%	36%	46%	19%	44%	36%	37%	44%
		Previous	42%	39%	37%	45%	17%	42%	35%	36%	43%
		Change	3%	1%	-1%	1%	2%	2%	1%	1%	1%
F5R	Important patient care information is often lost during shift changes.	Most Recent	53%	48%	39%	57%	35%	55%	46%	47%	51%
		Previous	51%	47%	41%	55%	32%	53%	45%	45%	50%
		Change	2%	1%	-2%	2%	3%	2%	1%	2%	1%
F7R	Problems often occur in the exchange of information across hospital units.	Most Recent	48%	45%	36%	45%	29%	47%	39%	43%	45%
		Previous	45%	40%	42%	43%	27%	44%	37%	42%	44%
		Change	3%	**5%**	**-6%**	2%	2%	3%	2%	1%	1%
F11R	Shift changes are problematic for patients in this hospital.	Most Recent	48%	41%	38%	47%	31%	50%	41%	41%	44%
		Previous	46%	40%	37%	45%	30%	47%	39%	39%	41%
		Change	2%	1%	1%	2%	1%	3%	2%	2%	3%
12	**Nonpunitive Response to Error**									
A8R	Staff feel like their mistakes are held against them.	Most Recent	69%	47%	52%	43%	59%	51%	47%	57%	45%
		Previous	67%	45%	57%	40%	56%	50%	47%	57%	47%
		Change	2%	2%	**-5%**	3%	3%	1%	0%	0%	-2%
A12R	When an event is reported, it feels like the person is being written up, not the problem.	Most Recent	69%	45%	43%	38%	58%	48%	43%	53%	41%
		Previous	67%	42%	50%	35%	56%	45%	41%	51%	40%
		Change	2%	3%	**-7%**	3%	2%	3%	2%	2%	1%
A16R	Staff worry that mistakes they make are kept in their personnel file.	Most Recent	51%	33%	37%	28%	42%	36%	33%	43%	31%
		Previous	48%	31%	41%	27%	41%	34%	33%	43%	30%
		Change	3%	2%	-4%	1%	1%	2%	0%	0%	1%

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

Table D-7. Trending: Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Staff Position

Work Area/Unit Patient Safety Grade		Database Year	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm-acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
	# Hospitals	Both Years	405	178	66	312	172	502	385	326	377
	# Respondents	Most Recent	18,495	11,987	709	11,896	3,178	83,722	23,345	10,268	14,881
		Previous	17,233	13,399	766	11,902	2,464	71,922	19,730	8,698	12,253
A	Excellent	Most Recent	42%	27%	26%	28%	21%	24%	31%	33%	32%
		Previous	35%	26%	25%	28%	19%	22%	30%	32%	29%
		Change	**7%**	1%	1%	0%	2%	2%	1%	1%	3%
B	Very Good	Most Recent	45%	47%	51%	44%	48%	46%	46%	45%	45%
		Previous	48%	45%	51%	43%	48%	45%	46%	45%	45%
		Change	-3%	2%	0%	1%	0%	1%	0%	0%	0%
C	Acceptable	Most Recent	12%	21%	20%	22%	24%	23%	19%	17%	19%
		Previous	15%	24%	23%	23%	25%	25%	20%	18%	22%
		Change	-3%	-3%	-3%	-1%	-1%	-2%	-1%	-1%	-3%
D	Poor	Most Recent	1%	4%	3%	5%	6%	5%	3%	3%	3%
		Previous	2%	5%	2%	5%	7%	6%	4%	4%	3%
		Change	-1%	-1%	1%	0%	-1%	-1%	-1%	-1%	0%
E	Failing	Most Recent	0%	1%	1%	1%	1%	1%	1%	1%	1%
		Previous	0%	1%	0%	1%	1%	1%	1%	1%	1%
		Change	0%	0%	1%	0%	0%	0%	0%	0%	0%

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

Table D-8. Trending: Average Percentage of Respondents Reporting Events in the Past 12 Months by Staff Position

Number of Events Reported by Respondents	Database Year	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
# Hospitals	Both Years	405	178	66	312	172	502	385	326	377
# Respondents	Most Recent	18,495	11,987	709	11,896	3,178	83,722	23,345	10,268	14,881
	Previous	17,233	13,399	766	11,902	2,464	71,922	19,730	8,698	12,253
No events	Most Recent	50%	61%	80%	77%	29%	32%	57%	60%	83%
	Previous	47%	62%	68%	78%	31%	35%	58%	62%	80%
	Change	3%	-1%	**12%**	-1%	-2%	-3%	-1%	-2%	3%
1 to 2 events	Most Recent	22%	27%	14%	18%	23%	39%	28%	31%	13%
	Previous	23%	26%	16%	17%	24%	36%	28%	29%	15%
	Change	-1%	1%	-2%	1%	-1%	3%	0%	2%	-2%
3 to 5 events	Most Recent	15%	8%	4%	3%	22%	20%	9%	6%	3%
	Previous	15%	8%	6%	3%	18%	19%	9%	6%	4%
	Change	0%	0%	-2%	0%	4%	1%	0%	0%	-1%
6 to 10 events	Most Recent	7%	2%	0%	1%	12%	7%	3%	2%	1%
	Previous	7%	3%	5%	1%	14%	7%	3%	2%	1%
	Change	0%	-1%	**-5%**	0%	-2%	0%	0%	0%	0%
11 to 20 events	Most Recent	4%	1%	1%	0%	7%	2%	1%	0%	0%
	Previous	4%	1%	3%	0%	7%	2%	1%	0%	0%
	Change	0%	0%	-2%	0%	0%	0%	0%	0%	0%
21 events or more	Most Recent	3%	1%	0%	0%	7%	1%	1%	0%	0%
	Previous	3%	1%	3%	0%	6%	1%	1%	0%	0%
	Change	0%	0%	-3%	0%	1%	0%	0%	0%	0%

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

Appendix D: Trending Results by Respondent Characteristics

(3) Interaction With Patients

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

NOTE 2: Only hospitals that had at least five respondents in the response categories (WITH or WITHOUT direct interaction with patients) and at least three respondents to a particular question for both their previous and most recent administrations of the survey are included.

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

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

Patient Safety Culture Composites	Database Year	Interaction With Patients	
		WITH direct interaction	WITHOUT direct interaction
# Hospitals	Both Years	504	460
# Respondents	Most Recent	179,322	57,283
	Previous	159,489	52,201
1 Teamwork Within Units	Most Recent	80%	81%
	Previous	79%	80%
	Change	1%	1%
2 Supervisor/Manager Expectations & Actions Promoting Patient Safety	Most Recent	75%	77%
	Previous	74%	76%
	Change	1%	1%
3 Management Support for Patient Safety	Most Recent	72%	78%
	Previous	70%	76%
	Change	2%	2%
4 Org Learning--Continuous Improvement	Most Recent	73%	74%
	Previous	71%	72%
	Change	2%	2%
5 Overall Perceptions of Patient Safety	Most Recent	67%	68%
	Previous	64%	65%
	Change	3%	3%
6 Feedback & Communication About Error	Most Recent	64%	69%
	Previous	62%	67%
	Change	2%	2%

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

			Interaction With Patients	
		Database Year	WITH direct interaction	WITHOUT direct interaction
	Patient Safety Culture Composites			
	# Hospitals	Both Years	504	460
	# Respondents	Most Recent	179,322	57,283
		Previous	159,489	52,201
7	Frequency of Events Reported	Most Recent	64%	66%
		Previous	62%	63%
		Change	2%	3%
8	Communication Openness	Most Recent	62%	64%
		Previous	61%	64%
		Change	1%	0%
9	Teamwork Across Units	Most Recent	59%	60%
		Previous	57%	58%
		Change	2%	2%
10	Staffing	Most Recent	58%	54%
		Previous	55%	51%
		Change	3%	3%
11	Handoffs & Transitions	Most Recent	48%	41%
		Previous	46%	39%
		Change	2%	2%
12	Nonpunitive Response to Error	Most Recent	45%	46%
		Previous	43%	45%
		Change	2%	1%

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

			Interaction With Patients	
			WITH	**WITHOUT**
	Survey Items by Composite	**Database Year**	**direct interaction**	**direct interaction**
	# Hospitals	Both Years	504	460
	# Respondents	Most Recent	179,322	57,283
		Previous	159,489	52,201
1	**Teamwork Within Units**			
A1	People support one another in this unit.	Most Recent	85%	86%
		Previous	84%	85%
		Change	1%	1%
A3	When a lot of work needs to be done quickly, we	Most Recent	86%	87%
	work together as a team to get the work done.	Previous	85%	86%
		Change	1%	1%
A4	In this unit, people treat each other with respect.	Most Recent	78%	80%
		Previous	77%	79%
		Change	1%	1%
A11	When one area in this unit gets really busy, others	Most Recent	70%	70%
	help out.	Previous	68%	69%
		Change	2%	1%
2	**Supervisor/Manager Expectations & Actions Promoting Patient Safety**			
B1	My supv/mgr says a good word when he/she sees	Most Recent	73%	76%
	a job done according to established patient safety	Previous	71%	75%
	procedures.	Change	2%	1%
B2	My supv/mgr seriously considers staff suggestions	Most Recent	77%	79%
	for improving patient safety.	Previous	76%	78%
		Change	1%	1%
B3R	Whenever pressure builds up, my supv/mgr wants	Most Recent	75%	76%
	us to work faster, even if it means taking shortcuts.	Previous	73%	74%
		Change	2%	2%
B4R	My supv/mgr overlooks patient safety problems	Most Recent	77%	77%
	that happen over and over.	Previous	76%	76%
		Change	1%	1%

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

Survey Items by Composite	Database Year	Interaction With Patients	
		WITH direct interaction	WITHOUT direct interaction
# Hospitals	Both Years	504	460
# Respondents	Most Recent	179,322	57,283
	Previous	159,489	52,201
3 Management Support for Patient Safety			
F1 Hospital mgmt provides a work climate that promotes patient safety.	Most Recent	81%	86%
	Previous	79%	85%
	Change	2%	1%
F8 The actions of hospital mgmt show that patient safety is a top priority.	Most Recent	74%	81%
	Previous	72%	79%
	Change	2%	2%
F9R Hospital mgmt seems interested in patient safety only after an adverse event happens.	Most Recent	60%	66%
	Previous	58%	65%
	Change	2%	1%
4 Org Learning--Continuous Improvement			
A6 We are actively doing things to improve patient safety.	Most Recent	85%	82%
	Previous	83%	80%
	Change	2%	2%
A9 Mistakes have led to positive changes here.	Most Recent	64%	69%
	Previous	62%	67%
	Change	2%	2%
A13 After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	71%	70%
	Previous	69%	67%
	Change	2%	3%

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

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

			Interaction With Patients	
		Database	**WITH**	**WITHOUT**
Survey Items by Composite		**Year**	**direct interaction**	**direct interaction**
# Hospitals		Both Years	504	460
# Respondents		Most Recent	179,322	57,283
		Previous	159,489	52,201
5	**Overall Perceptions of Patient Safety**			
A10R	It is just by chance that more serious mistakes don't happen around here.	Most Recent	63%	62%
		Previous	61%	59%
		Change	2%	3%
A15	Patient safety is never sacrificed to get more work done.	Most Recent	66%	69%
		Previous	64%	66%
		Change	2%	3%
A17R	We have patient safety problems in this unit.	Most Recent	65%	67%
		Previous	62%	64%
		Change	3%	3%
A18	Our procedures and systems are good at preventing errors from happening.	Most Recent	73%	74%
		Previous	70%	72%
		Change	3%	2%
6	**Feedback & Communication About Error**			
C1	We are given feedback about changes put into place based on event reports.	Most Recent	56%	61%
		Previous	54%	58%
		Change	2%	3%
C3	We are informed about errors that happen in this unit.	Most Recent	65%	71%
		Previous	64%	69%
		Change	1%	2%
C5	In this unit, we discuss ways to prevent errors from happening again.	Most Recent	72%	76%
		Previous	70%	74%
		Change	2%	2%

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

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

Survey Items by Composite	Database Year	Interaction With Patients	
		WITH direct interaction	**WITHOUT** direct interaction
# Hospitals	Both Years	504	460
# Respondents	Most Recent	179,322	57,283
	Previous	159,489	52,201
7	**Frequency of Events Reported**		
D1 When a mistake is made, but is caught and	Most Recent	57%	62%
corrected before affecting the patient, how often is	Previous	54%	59%
this reported?	Change	3%	3%
D2 When a mistake is made, but has no potential to	Most Recent	60%	61%
harm the patient, how often is this reported?	Previous	57%	59%
	Change	3%	2%
D3 When a mistake is made that could harm the	Most Recent	75%	75%
patient, but does not, how often is this reported?	Previous	73%	73%
	Change	2%	2%
8	**Communication Openness**		
C2 Staff will freely speak up if they see something that	Most Recent	76%	76%
may negatively affect patient care.	Previous	75%	76%
	Change	1%	0%
C4 Staff feel free to question the decisions or actions	Most Recent	47%	52%
of those with more authority.	Previous	46%	51%
	Change	1%	1%
C6R Staff are afraid to ask questions when something	Most Recent	63%	65%
does not seem right.	Previous	62%	65%
	Change	1%	0%

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

Survey Items by Composite		Database Year	Interaction With Patients	
			WITH direct interaction	**WITHOUT** direct interaction
	# Hospitals	Both Years	504	460
	# Respondents	Most Recent	179,322	57,283
		Previous	159,489	52,201
9	**Teamwork Across Units**			
F2R	Hospital units do not coordinate well with each other.	Most Recent	47%	49%
		Previous	45%	47%
		Change	2%	2%
F4	There is good cooperation among hospital units that need to work together.	Most Recent	60%	62%
		Previous	58%	60%
		Change	2%	2%
F6R	It is often unpleasant to work with staff from other hospital units.	Most Recent	61%	58%
		Previous	58%	56%
		Change	3%	2%
F10	Hospital units work well together to provide the best care for patients.	Most Recent	69%	72%
		Previous	67%	70%
		Change	2%	2%
10	**Staffing**			
A2	We have enough staff to handle the workload.	Most Recent	56%	58%
		Previous	53%	56%
		Change	3%	2%
A5R	Staff in this unit work longer hours than is best for patient care.	Most Recent	55%	49%
		Previous	52%	46%
		Change	3%	3%
A7R	We use more agency/temporary staff than is best for patient care.	Most Recent	70%	59%
		Previous	67%	56%
		Change	3%	3%
A14R	We work in "crisis mode" trying to do too much, too quickly.	Most Recent	52%	49%
		Previous	49%	46%
		Change	3%	3%

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

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

Survey Items by Composite	Database Year	Interaction With Patients	
		WITH direct interaction	WITHOUT direct interaction
# Hospitals	Both Years	504	460
# Respondents	Most Recent	179,322	57,283
	Previous	159,489	52,201
11 **Handoffs & Transitions**			
F3R Things "fall between the cracks" when transferring patients from one unit to another.	Most Recent	44%	37%
	Previous	43%	36%
	Change	1%	1%
F5R Important patient care information is often lost during shift changes.	Most Recent	53%	44%
	Previous	52%	43%
	Change	1%	1%
F7R Problems often occur in the exchange of information across hospital units.	Most Recent	46%	40%
	Previous	43%	38%
	Change	3%	2%
F11R Shift changes are problematic for patients in this hospital.	Most Recent	48%	41%
	Previous	46%	39%
	Change	2%	2%
12 **Nonpunitive Response to Error**			
A8R Staff feel like their mistakes are held against them.	Most Recent	51%	53%
	Previous	50%	53%
	Change	1%	0%
A12R When an event is reported, it feels like the person is being written up, not the problem.	Most Recent	47%	49%
	Previous	45%	47%
	Change	2%	2%
A16R Staff worry that mistakes they make are kept in their personnel file.	Most Recent	36%	37%
	Previous	35%	36%
	Change	1%	1%

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

Table D-11. Trending: Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Interaction With Patients

			Interaction With Patients	
	Work Area/Unit Patient Safety Grade	Database Year	WITH direct interaction	WITHOUT direct interaction
	# Hospitals	Both Years	504	460
	# Respondents	Most Recent	179,322	57,283
		Previous	159,489	52,201
A	Excellent	Most Recent	29%	34%
		Previous	26%	31%
		Change	3%	3%
B	Very Good	Most Recent	46%	46%
		Previous	46%	46%
		Change	0%	0%
C	Acceptable	Most Recent	21%	18%
		Previous	22%	19%
		Change	-1%	-1%
D	Poor	Most Recent	4%	2%
		Previous	5%	3%
		Change	-1%	-1%
E	Failing	Most Recent	1%	1%
		Previous	1%	1%
		Change	0%	0%

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

Table D-12. Trending: Average Percentage of Respondents Reporting Events in the Past 12 Months by Interaction With Patients

Number of Events Reported by Respondents	Database Year	Interaction With Patients	
		WITH direct interaction	WITHOUT direct interaction
# Hospitals	Both Years	504	460
# Respondents	Most Recent	179,322	57,283
	Previous	159,489	52,201
No events	Most Recent	50%	69%
	Previous	51%	71%
	Change	-1%	-2%
1 to 2 events	Most Recent	30%	16%
	Previous	29%	15%
	Change	1%	1%
3 to 5 events	Most Recent	13%	8%
	Previous	13%	7%
	Change	0%	1%
6 to 10 events	Most Recent	4%	3%
	Previous	4%	4%
	Change	0%	-1%
11 to 20 events	Most Recent	2%	2%
	Previous	2%	2%
	Change	0%	0%
21 events or more	Most Recent	1%	2%
	Previous	1%	2%
	Change	0%	0%

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