Hospital Survey on Patient Safety Culture: 2012 User 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

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

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

Appendix A: Overall Results by Hospital Characteristics

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

Appendix B: Overall Results by Respondent Characteristics

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

Highlights from these results by hospital and respondent characteristics were presented in the main body of the report, Part I: Comparative Database Report, at the end of Chapter 6 and are also shown on the next two pages. Highlights were based on results for the 12 patient safety culture composites, 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 percent positive average across all patient safety culture composites (68 percent); larger hospitals (400 beds or more) had the lowest (60 percent).

- Smaller hospitals (49 beds or fewer) had the highest percentage of respondents who gave their work area/unit a patient safety grade of "Excellent" or "Very Good" (80 percent); larger hospitals (400 beds or more) had the lowest (71 percent).

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

- Nonteaching hospitals on average scored higher than teaching hospitals by 5 percentage points 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 reported more events (47 percent) than government-owned hospitals (41 percent).

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

- East South Central, West South Central, and South Atlantic/Associated Territories hospitals had the highest average percent positive response across all composites (65 percent positive); New England hospitals had the lowest (60 percent positive).

- West North Central hospitals had the highest percentage of respondents who gave their work area/unit a patient safety grade of "Excellent" or "Very Good" (78 percent); New England hospitals had the lowest (69 percent).

- Pacific/Associated Territories hospitals had the highest percentage of respondents who reported one or more events in the past year (50 percent); the lowest percentage of respondents reporting events was in the West South Central region (41 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" (85 percent); *Emergency* had the lowest (64 percent).

- *ICU (Any Type)* had the highest percentage of respondents reporting one or more events in the past year (64 percent); *Rehabilitation* had the lowest (39 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 (68 percent).

- *Pharmacists* had the highest percentage of respondents reporting one or more events in the past year (71 percent); *Unit Assistants/Clerks/Secretaries* had the lowest (16 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 (47 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* (77 percent positive compared with 71 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" (80 percent) than respondents *with* direct patient interaction (75 percent).

- More respondents *with* direct patient interaction reported one or more events in the past year (50 percent) than respondents *without* direct patient interaction (30 percent).

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

Appendixes C and D show trends over time for the 650 hospitals (of the 1,128 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 all 12 composites (an average increase of 2 percentage points).

- Hospitals with 50-99 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 3 percentage point increase, from 75 percent to 78 percent).

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

- Nonteaching hospitals showed increases up to 2 percentage points on all 12 patient safety composites; teaching hospitals showed increases of 1 percentage point on half of the composites and decreased by 1 percentage point on *Supervisor/Manager Expectations*.

- Government-owned hospitals showed increases up to 2 percentage points across 11 composites; non-government-owned hospitals showed increases of 1 percentage point on 9 composites.

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

- West North Central hospitals had the greatest increases in percent positive response over time on 6 of the 12 composites (average increase of 2 percentage points).

- West North Central hospitals 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 3 percentage point increase, from 75 percent to 78 percent).

Highlights From Appendix D: Trending Results by Respondent Characteristics

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

- *Rehabilitation* had the greatest increase in percent positive response on 10 patient safety culture composites (average increases of 3 percentage points).

- *Emergency, Radiology,* and *Rehabilitation* had the greatest increases over time in the average percentage of respondents giving their work area/unit a patient safety grade of "Excellent" or "Very Good" (3 percentage point increases, from 62 percent to 65 percent, 79 percent to 82 percent, and 82 percent to 85 percent, respectively).

- *Anesthesiology* and *Lab* had the greatest increases in the average percentage of respondents reporting one or more events in the past year (3 percentage point increases). The largest decrease was in *Psychiatry/Mental Health* (a 4 percentage point decrease).

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

- *Patient Care Asst./Aide/Care Partner* had the greatest increase in positive response over time on 5 of the 12 patient safety composites (average increase of 2 percentage points).

- *Pharmacists* 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 3 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 (an 11 percentage point decrease).

Interaction With Patients (Table D-9)

- Respondents *with* direct interaction with patients showed an increase of 1 percentage point across 11 patient safety culture composites; respondents *without* direct interaction showed an increase of 1 percentage point across 10 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	74	165	196	250	192	94	63	94
# Respondents	7,322	22,687	47,914	94,361	120,566	72,147	68,752	133,954
1. Teamwork Within Units	82%	82%	81%	80%	79%	78%	78%	78%
2. Supervisor/Manager Expectations & Actions Promoting Patient Safety	78%	78%	77%	75%	73%	73%	72%	72%
3. Org Learning--Continuous Improvement	74%	74%	73%	72%	71%	72%	71%	71%
4. Management Support for Patient Safety	77%	76%	74%	71%	69%	70%	69%	68%
5. Overall Perceptions of Patient Safety	72%	71%	68%	65%	63%	63%	61%	61%
6. Feedback & Communication About Error	66%	66%	66%	64%	63%	64%	63%	62%
7. Frequency of Events Reported	65%	66%	65%	64%	62%	63%	61%	60%
8. Communication Openness	64%	63%	63%	61%	60%	60%	60%	59%
9. Teamwork Across Units	66%	64%	61%	57%	55%	55%	54%	53%
10. Staffing	63%	61%	58%	56%	53%	53%	53%	53%
11. Handoffs & Transitions	56%	52%	48%	43%	41%	42%	40%	40%
12. Nonpunitive Response to Error	50%	48%	46%	43%	42%	41%	40%	39%
Average Across Composites	68%	67%	65%	63%	61%	61%	60%	60%

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

Survey Items by Composite	Bed Size							
	6-24 beds	**25-49 beds**	**50-99 beds**	**100-199 beds**	**200-299 beds**	**300-399 beds**	**400-499 beds**	**500+ beds**
# Hospitals	74	165	196	250	192	94	63	94
# Respondents	7,322	22,687	47,914	94,361	120,566	72,147	68,752	133,954
Teamwork Within Units								
A1. People support one another in this unit.	87%	87%	86%	86%	85%	85%	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%	87%	86%	85%	84%	85%	84%
A4. In this unit, people treat each other with respect.	80%	80%	79%	78%	77%	77%	76%	76%
A11. When one area in this unit gets really busy, others help out.	72%	72%	71%	69%	68%	68%	68%	68%
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.	75%	75%	76%	73%	72%	72%	71%	71%
B2. My supv/mgr seriously considers staff suggestions for improving patient safety.	78%	78%	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%	78%	75%	73%	70%	71%	71%	70%
B4R. My supv/mgr overlooks patient safety problems that happen over and over.	78%	79%	78%	76%	74%	74%	74%	74%
Org Learning--Continuous Improvement								
A6. We are actively doing things to improve patient safety.	84%	85%	84%	83%	82%	83%	83%	82%
A9. Mistakes have led to positive changes here.	67%	66%	64%	63%	63%	63%	63%	63%
A13. After we make changes to improve patient safety, we evaluate their effectiveness.	70%	71%	70%	69%	68%	69%	68%	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-2. Item-Level Average Percent Positive Response by Bed Size (Page 2 of 4)

Survey Items by Composite	Bed Size							
	6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
# Hospitals	74	165	196	250	192	94	63	94
# Respondents	7,322	22,687	47,914	94,361	120,566	72,147	68,752	133,954
Management Support for Patient Safety								
F1. Hospital mgmt provides a work climate that promotes patient safety.	85%	85%	83%	80%	78%	78%	78%	78%
F8. The actions of hospital mgmt show that patient safety is a top priority.	78%	78%	76%	74%	73%	73%	73%	72%
F9R. Hospital mgmt seems interested in patient safety only after an adverse event happens.	66%	66%	63%	60%	57%	58%	56%	55%
Overall Perceptions of Patient Safety								
A10R. It is just by chance that more serious mistakes don't happen around here.	69%	67%	64%	61%	59%	59%	59%	58%
A15. Patient safety is never sacrificed to get more work done.	74%	70%	67%	63%	61%	60%	59%	59%
A17R. We have patient safety problems in this unit.	71%	70%	67%	64%	61%	60%	58%	58%
A18. Our procedures and systems are good at preventing errors from happening.	74%	75%	73%	72%	71%	71%	70%	69%
Feedback & Communication About Error								
C1. We are given feedback about changes put into place based on event reports.	55%	56%	58%	57%	56%	57%	57%	56%
C3. We are informed about errors that happen in this unit.	69%	68%	67%	65%	63%	64%	63%	62%
C5. In this unit, we discuss ways to prevent errors from happening again.	74%	74%	74%	71%	70%	71%	70%	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)

Survey Items by Composite	Bed Size							
	6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
# Hospitals	74	165	196	250	192	94	63	94
# Respondents	7,322	22,687	47,914	94,361	120,566	72,147	68,752	133,954
Frequency of Events Reported								
D1. When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	58%	58%	58%	57%	56%	57%	55%	54%
D2. When a mistake is made, but has no potential to harm the patient, how often is this reported?	61%	62%	61%	60%	58%	58%	56%	55%
D3. When a mistake is made that could harm the patient, but does not, how often is this reported?	76%	76%	76%	74%	73%	72%	70%	70%
Communication Openness								
C2. Staff will freely speak up if they see something that may negatively affect patient care.	78%	77%	77%	75%	74%	73%	73%	72%
C4. Staff feel free to question the decisions or actions of those with more authority.	49%	47%	48%	46%	46%	46%	46%	45%
C6R. Staff are afraid to ask questions when something does not seem right.	66%	64%	64R	62%	61%	60%	61%	60%
Teamwork Across Units								
F2R. Hospital units do not coordinate well with each other.	53%	53%	48%	45%	42%	42%	41%	40%
F4. There is good cooperation among hospital units that need to work together.	67%	66%	62%	59%	56%	57%	56%	54%
F6R. It is often unpleasant to work with staff from other hospital units.	66%	64%	61%	58%	56%	57%	56%	55%
F10. Hospital units work well together to provide the best care for patients.	76%	74%	71%	68%	65%	66%	65%	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 A-2. Item-Level Average Percent Positive Response by Bed Size (Page 4 of 4)

Survey Items by Composite	Bed Size							
	6-24 beds	25-49 beds	50-99 beds	100-199 beds	200-299 beds	300-399 beds	400-499 beds	500+ beds
# Hospitals	74	165	196	250	192	94	63	94
# Respondents	7,322	22,687	47,914	94,361	120,566	72,147	68,752	133,954
Staffing								
A2. We have enough staff to handle the workload.	65%	62%	58%	55%	51%	52%	52%	50%
A5R. Staff in this unit work longer hours than is best for patient care.	59%	56%	54R%	52%	50%	50%	50%	50%
A7R. We use more agency/temporary staff than is best for patient care.	71%	70%	68%	68%	67%	66%	66%	66%
A14R. We work in "crisis mode" trying to do too much, too quickly.	59%	57%	53%	48%	45%	45%	45%	44%
Handoffs & Transitions								
F3R. Things "fall between the cracks" when transferring patients from one unit to another.	54%	50%	45%	39%	36%	37%	34%	34%
F5R. Important patient care information is often lost during shift changes.	58%	55%	53%	49%	48%	49%	47%	48%
F7R. Problems often occur in the exchange of information across hospital units.	54%	51%	47%	42%	39%	40%	38%	38%
F11R. Shift changes are problematic for patients in this hospital.	57%	52%	47%	43%	41%	42%	39%	40%
Nonpunitive Response to Error								
A8R. Staff feel like their mistakes are held against them.	56%	54%	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%	49%	49%	45%	45%	44%	44%	43%
A16R. Staff worry that mistakes they make are kept in their personnel file.	42%	40%	38%	34%	33%	31%	31%	30%

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	74	165	196	250	192	94	63	94
# Respondents	7,322	22,687	47,914	94,361	120,566	72,147	68,752	133,954
A. Excellent	32%	33%	32%	30%	28%	27%	27%	26%
B. Very Good	48%	47%	46%	45%	45%	45%	44%	45%
C. Acceptable	17%	17%	18%	20%	22%	23%	23%	23%
D. Poor	3%	3%	3%	4%	5%	5%	5%	5%
E. Failing	0%	0%	0%	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

Number of Events Reported by Respondents	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	74	165	196	250	192	94	63	94
# Respondents	7,322	22,687	47,914	94,361	120,566	72,147	68,752	133,954
No events	54%	55%	56%	54%	54%	54%	56%	54%
1 to 2 events	28%	27%	26%	27%	27%	27%	26%	27%
3 to 5 events	12%	12%	11%	12%	12%	12%	11%	12%
6 to 10 events	4%	4%	4%	4%	4%	4%	4%	4%
11 to 20 events	1%	2%	2%	2%	2%	2%	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 Status and Ownership and Control			
	Teaching	Nonteaching	Govt	Nongovt
# Hospitals	386	742	229	899
# Respondents	322,030	245,673	109,656	458,047
1. Teamwork Within Units	78%	81%	78%	80%
2. Supervisor/Manager Expectations & Actions Promoting Patient Safety	73%	76%	74%	75%
3. Org Learning--Continuous Improvement	71%	73%	72%	72%
4. Management Support for Patient Safety	70%	73%	73%	72%
5. Overall Perceptions of Patient Safety	63%	67%	66%	66%
6. Feedback & Communication About Error	63%	66%	64%	65%
7. Frequency of Events Reported	61%	65%	63%	63%
8. Communication Openness	60%	62%	60%	62%
9. Teamwork Across Units	55%	60%	58%	58%
10. Staffing	54%	58%	55%	57%
11. Handoffs & Transitions	42%	47%	46%	45%
12. Nonpunitive Response to Error	41%	45%	42%	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)

		Teaching Status and Ownership and Control			
Survey Items by Composite		Teaching	Nonteaching	Govt	Nongovt
# Hospitals		386	742	229	899
# Respondents		322,030	245,673	109,656	458,047
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%	87%
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%	70%
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%	74%
B2.	My supv/mgr seriously considers staff suggestions for improving patient safety.	74%	77%	75%	76%
B3R.	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	71%	75%	75%	73%
B4R.	My supv/mgr overlooks patient safety problems that happen over and over.	75%	77%	76%	76%
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%	64%	64%	64%
A13.	After we make changes to improve patient safety, we evaluate their effectiveness.	67%	70%	69%	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-6. Item-Level Average Percent Positive Response by Teaching Status and Ownership and Control (Page 2 of 4)

Survey Items by Composite		Teaching Status and Ownership and Control			
		Teaching	Nonteaching	Govt	Nongovt
	# Hospitals	386	742	229	899
	# Respondents	322,030	245,673	109,656	458,047
Management Support for Patient Safety					
F1.	Hospital mgmt provides a work climate that promotes patient safety.	79%	82%	82%	80%
F8.	The actions of hospital mgmt show that patient safety is a top priority.	73%	76%	75%	75%
F9R.	Hospital mgmt seems interested in patient safety only after an adverse event happens.	57%	62%	61%	61%
Overall Perceptions of Patient Safety					
A10R.	It is just by chance that more serious mistakes don't happen around here.	60%	63%	61%	62%
A15.	Patient safety is never sacrificed to get more work done.	61%	66%	67%	64%
A17R.	We have patient safety problems in this unit.	61%	66%	65%	64%
A18.	Our procedures and systems are good at preventing errors from happening.	70%	73%	71%	72%
Feedback & Communication About Error					
C1.	We are given feedback about changes put into place based on event reports.	55%	57%	54%	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%	73%	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 Status and Ownership and Control			
		Teaching	Nonteaching	Govt	Nongovt
	# Hospitals	386	742	229	899
	# Respondents	322,030	245,673	109,656	458,047
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%	58%	57%	57%
D2.	When a mistake is made, but has no potential to harm the patient, how often is this reported?	56%	61%	59%	60%
D3.	When a mistake is made that could harm the patient, but does not, how often is this reported?	71%	75%	73%	74%
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.	46%	47%	46%	47%
C6R.	Staff are afraid to ask questions when something does not seem right.	61%	63%	62%	63%
Teamwork Across Units					
F2R.	Hospital units do not coordinate well with each other.	42%	48%	45%	46%
F4.	There is good cooperation among hospital units that need to work together.	56%	62%	60%	60%
F6R.	It is often unpleasant to work with staff from other hospital units.	57%	61%	58%	60%
F10.	Hospital units work well together to provide the best care for patients.	65%	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 Status and Ownership and Control			
		Teaching	Nonteaching	Govt	Nongovt
	# Hospitals	386	742	229	899
	# Respondents	322,030	245,673	109,656	458,047
Staffing					
A2.	We have enough staff to handle the workload.	53%	57%	56%	55%
A5R.	Staff in this unit work longer hours than is best for patient care.	50%	54%	50%	53%
A7R.	We use more agency/temporary staff than is best for patient care.	66%	69%	65%	69%
A14R.	We work in "crisis mode" trying to do too much, too quickly.	46%	52%	50%	50%
Handoffs & Transitions					
F3R.	Things "fall between the cracks" when transferring patients from one unit to another.	36%	43%	44%	40%
F5R.	Important patient care information is often lost during shift changes.	49%	52%	51%	51%
F7R.	Problems often occur in the exchange of information across hospital units.	39%	46%	44%	44%
F11R.	Shift changes are problematic for patients in this hospital.	42%	47%	46%	45%
Nonpunitive Response to Error					
A8R.	Staff feel like their mistakes are held against them.	47%	51%	48%	50%
A12R.	When an event is reported, it feels like the person is being written up, not the problem.	45%	47%	44%	47%
A16R.	Staff worry that mistakes they make are kept in their personnel file.	33%	36%	35%	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 Status and Ownership and Control			
		Teaching	Nonteaching	Govt	Nongovt
	# Hospitals	386	742	229	899
	# Respondents	322,030	245,673	109,656	458,047
A.	Excellent	27%	31%	29%	30%
B.	Very Good	46%	45%	47%	45%
C.	Acceptable	22%	19%	20%	20%
D.	Poor	4%	4%	4%	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 Status and Ownership and Control			
	Teaching	Nonteaching	Govt	Nongovt
# Hospitals	386	742	229	899
# Respondents	322,030	245,673	109,656	458,047
No events	55%	55%	59%	54%
1 to 2 events	27%	27%	24%	28%
3 to 5 events	12%	11%	10%	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 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 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.

NOTE 2: States and territories are categorized into regions defined by the American Hospital Association (AHA) as follows:

- New England: CT, MA, ME, NH, RI, VT
- Mid-Atlantic: NJ, NY, PA
- South Atlantic/Associated Territories: DC, DE, FL, GA, MD, NC, SC, VA, WV, Puerto Rico, Virgin Islands
- 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 A-9. Composite-Level Average Percent Positive Response by Geographic Region

Patient Safety Culture Composites	Geographic Region								
	Mid-Atlantic	New England	South Atlantic*	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific*
# Hospitals	30	82	182	279	110	142	139	73	91
# Respondents	23,838	70,275	101,597	142,124	36,841	47,469	56,740	39,543	49,276
1. Teamwork Within Units	79%	76%	80%	80%	80%	81%	81%	79%	80%
2. Supervisor/Manager Expectations & Actions Promoting Patient Safety	72%	71%	77%	74%	78%	75%	77%	73%	74%
3. Org Learning--Continuous Improvement	69%	71%	75%	71%	74%	72%	74%	69%	71%
4. Management Support for Patient Safety	70%	69%	75%	71%	74%	74%	74%	69%	70%
5. Overall Perceptions of Patient Safety	63%	62%	67%	65%	68%	68%	68%	65%	63%
6. Feedback & Communication About Error	61%	62%	67%	63%	67%	63%	67%	63%	63%
7. Frequency of Events Reported	61%	62%	66%	61%	67%	61%	67%	62%	63%
8. Communication Openness	61%	60%	62%	60%	62%	61%	64%	62%	61%
9. Teamwork Across Units	53%	55%	60%	56%	61%	60%	61%	57%	57%
10. Staffing	54%	50%	56%	57%	58%	61%	57%	56%	53%
11. Handoffs & Transitions	41%	43%	46%	43%	50%	47%	49%	43%	42%
12. Nonpunitive Response to Error	44%	39%	44%	42%	45%	47%	45%	46%	42%
Average Across Composites	61%	60%	65%	62%	65%	64%	65%	62%	62%

* Includes associated territories.

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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***	**East North Central**	**East South Central**	**West North Central**	**West South Central**	**Mountain**	**Pacific***
# Hospitals	30	82	182	279	110	142	139	73	91
# Respondents	23,838	70,275	101,597	142,124	36,841	47,469	56,740	39,543	49,276
Teamwork Within Units									
A1. People support one another in this unit.	86%	83%	86%	86%	85%	86%	87%	84%	87%
A3. When a lot of work needs to be done quickly, we work together as a team to get the work done.	86%	83%	86%	86%	86%	88%	87%	85%	85%
A4. In this unit, people treat each other with respect.	76%	75%	79%	77%	79%	78%	80%	77%	80%
A11. When one area in this unit gets really busy, others help out.	66%	65%	70%	69%	70%	70%	71%	69%	70%
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.	69%	70%	76%	72%	76%	71%	77%	72%	73%
B2. My supv/mgr seriously considers staff suggestions for improving patient safety.	74%	73%	78%	75%	78%	76%	78%	74%	76%
B3R. Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	73%	69%	76%	71%	76%	76%	75%	74%	72%
B4R. My supv/mgr overlooks patient safety problems that happen over and over.	73%	73%	79%	75%	80%	77%	77%	73%	73%
Org Learning--Continuous Improvement									
A6. We are actively doing things to improve patient safety.	81%	82%	86%	83%	85%	83%	84%	80%	82%
A9. Mistakes have led to positive changes here.	62%	61%	66%	62%	64%	65%	65%	62%	64%
A13. After we make changes to improve patient safety, we evaluate their effectiveness.	64%	68%	73%	67%	74%	68%	71%	65%	65%

* Includes associated territories.
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	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Hospitals	30	82	182	279	110	142	139	73	91
# Respondents	23,838	70,275	101,597	142,124	36,841	47,469	56,740	39,543	49,276
Management Support for Patient Safety									
F1. Hospital mgmt provides a work climate that promotes patient safety.	78%	77%	83%	79%	83%	83%	83%	78%	79%
F8. The actions of hospital mgmt show that patient safety is a top priority.	73%	73%	78%	73%	76%	76%	77%	70%	73%
F9R. Hospital mgmt seems interested in patient safety only after an adverse event happens.	58%	57%	63%	59%	63%	63%	62%	58%	57%
Overall Perceptions of Patient Safety									
A10R. It is just by chance that more serious mistakes don't happen around here.	60%	57%	62%	62%	63%	66%	62%	63%	60%
A15. Patient safety is never sacrificed to get more work done.	63%	62%	66%	62%	67%	65%	68%	64%	63%
A17R. We have patient safety problems in this unit.	60%	58%	65%	64%	67%	67%	67%	64%	61%
A18. Our procedures and systems are good at preventing errors from happening.	70%	70%	74%	71%	74%	73%	74%	69%	70%
Feedback & Communication About Error									
C1. We are given feedback about changes put into place based on event reports.	52%	53%	60%	56%	59%	54%	59%	53%	55%
C3. We are informed about errors that happen in this unit.	61%	64%	68%	64%	70%	63%	69%	63%	63%
C5. In this unit, we discuss ways to prevent errors from happening again.	68%	68%	73%	70%	73%	71%	74%	71%	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	Geographic Region								
	Mid-Atlantic	New England	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Hospitals	30	82	182	279	110	142	139	73	91
# Respondents	23,838	70,275	101,597	142,124	36,841	47,469	56,740	39,543	49,276
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%	56%	60%	53%	61%	53%	62%	56%	57%
D2. When a mistake is made, but has no potential to harm the patient, how often is this reported?	56%	59%	62%	57%	63%	57%	63%	58%	59%
D3. When a mistake is made that could harm the patient, but does not, how often is this reported?	72%	72%	75%	73%	76%	73%	76%	72%	74%
Communication Openness									
C2. Staff will freely speak up if they see something that may negatively affect patient care.	75%	74%	75%	75%	75%	75%	77%	76%	74%
C4. Staff feel free to question the decisions or actions of those with more authority.	46%	46%	48%	45%	47%	46%	50%	47%	48%
C6R. Staff are afraid to ask questions when something does not seem right.	63%	61%	63%	61%	64%	62%	65%	63%	62%
Teamwork Across Units									
F2R. Hospital units do not coordinate well with each other.	37%	41%	48%	44%	50%	47%	50%	43%	42%
F4. There is good cooperation among hospital units that need to work together.	53%	56%	62%	57%	63%	61%	63%	58%	58%
F6R. It is often unpleasant to work with staff from other hospital units.	57%	56%	61%	57%	60%	61%	60%	59%	60%
F10. Hospital units work well together to provide the best care for patients.	63%	65%	71%	66%	70%	71%	72%	66%	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)

Survey Items by Composite	Geographic Region								
	Mid-Atlantic	New England	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Hospitals	30	82	182	279	110	142	139	73	91
# Respondents	23,838	70,275	101,597	142,124	36,841	47,469	56,740	39,543	49,276
Staffing									
A2. We have enough staff to handle the workload.	52%	47%	55%	55%	55%	63%	58%	55%	55%
A5R. Staff in this unit work longer hours than is best for patient care.	50%	47%	53%	53%	56%	56%	52%	53%	49%
A7R. We use more agency/temporary staff than is best for patient care.	67%	64%	68%	70%	71%	69%	66%	65%	62%
A14R. We work in "crisis mode" trying to do too much, too quickly.	46%	43%	51%	48%	52%	54%	53%	52%	46%
Handoffs & Transitions									
F3R. Things "fall between the cracks" when transferring patients from one unit to another.	35%	38%	43%	38%	47%	42%	46%	40%	37%
F5R. Important patient care information is often lost during shift changes.	48%	51%	52%	48%	55%	51%	54%	48%	47%
F7R. Problems often occur in the exchange of information across hospital units.	40%	41%	45%	41%	48%	44%	48%	42%	41%
F11R. Shift changes are problematic for patients in this hospital.	39%	42%	46%	43%	49%	49%	49%	43%	41%
Nonpunitive Response to Error									
A8R. Staff feel like their mistakes are held against them.	50%	44%	50%	48%	52%	54%	52%	51%	48%
A12R. When an event is reported, it feels like the person is being written up, not the problem.	47%	43%	47%	45%	48%	49%	47%	48%	45%
A16R. Staff worry that mistakes they make are kept in their personnel file.	35%	30%	35%	33%	37%	39%	37%	38%	33%

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

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

Work Area/Unit Patient Safety Grade	Geographic Region								
	Mid-Atlantic	New England	South Atlantic*	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific*
# Hospitals	30	82	182	279	110	142	139	73	91
# Respondents	23,838	70,275	101,597	142,124	36,841	47,469	56,740	39,543	49,276
A. Excellent	29%	25%	34%	28%	32%	28%	33%	29%	30%
B. Very Good	45%	44%	43%	47%	45%	50%	44%	44%	46%
C. Acceptable	21%	25%	19%	20%	19%	18%	19%	22%	20%
D. Poor	5%	5%	4%	4%	3%	4%	3%	5%	4%
E. Failing	1%	1%	1%	1%	1%	1%	1%	1%	1%

* Includes associated territories.
Note: Percentages may not add to 100 due to rounding.

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

Number of Events Reported by Respondents	Geographic Region								
	Mid-Atlantic	New England	South Atlantic*	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific*
# Hospitals	30	82	182	279	110	142	139	73	91
# Respondents	23,838	70,275	101,597	142,124	36,841	47,469	56,740	39,543	49,276
No events	54%	56%	56%	54%	56%	51%	59%	55%	51%
1 to 2 events	27%	25%	26%	29%	26%	28%	25%	27%	28%
3 to 5 events	12%	11%	11%	11%	11%	13%	10%	11%	14%
6 to 10 events	4%	4%	4%	4%	4%	5%	4%	4%	5%
11 to 20 events	1%	2%	2%	2%	2%	2%	1%	1%	2%
21 events or more	1%	1%	1%	1%	1%	1%	1%	1%	1%

* Includes associated territories.
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
# Hospitals	174	842	723	823	884	635	332	706	402	868	727	888
# Respondents	3,086	29,862	36,120	25,391	62,449	23,709	16,602	15,154	15,393	29,929	17,863	51,857
1. Teamwork Within Units	82%	78%	84%	76%	77%	81%	83%	75%	78%	79%	87%	77%
2. Supervisor/Manager Expectations & Actions Promoting Patient Safety	76%	70%	73%	75%	73%	73%	74%	75%	74%	75%	81%	73%
3. Org Learning--Continuous Improvement	74%	66%	72%	72%	72%	72%	74%	75%	71%	71%	76%	73%
4. Management Support for Patient Safety	67%	62%	64%	74%	67%	69%	71%	71%	69%	74%	77%	70%
5. Overall Perceptions of Patient Safety	67%	55%	60%	70%	58%	64%	68%	64%	61%	74%	77%	66%
6. Feedback & Communication About Error	66%	57%	60%	63%	60%	62%	63%	67%	65%	64%	71%	63%
7. Frequency of Events Reported	57%	57%	59%	69%	62%	63%	64%	58%	66%	60%	65%	65%
8. Communication Openness	68%	58%	61%	60%	57%	61%	64%	65%	60%	62%	71%	62%
9. Teamwork Across Units	53%	48%	57%	55%	57%	58%	59%	54%	53%	56%	62%	54%
10. Staffing	58%	50%	58%	56%	52%	61%	61%	56%	55%	64%	63%	56%
11. Handoffs & Transitions	39%	48%	51%	37%	46%	56%	51%	30%	42%	43%	41%	43%
12. Nonpunitive Response to Error	43%	36%	40%	39%	41%	41%	45%	51%	45%	43%	59%	43%
Average Across Composites	63%	57%	62%	62%	60%	63%	65%	62%	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	174	842	723	823	884	635	332	706	402	868	727	888
	# Respondents	3,086	29,862	36,120	25,391	62,449	23,709	16,602	15,154	15,393	29,929	17,863	51,857
Teamwork Within Units													
A1.	People support one another in this unit.	89%	84%	89%	82%	85%	87%	88%	81%	83%	86%	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%	81%	90%	89%	81%	83%	88%	90%	86%
A4.	In this unit, people treat each other with respect.	81%	74%	80%	73%	77%	78%	81%	72%	77%	78%	88%	73%
A11.	When one area in this unit gets really busy, others help out.	69%	67%	77%	67%	64%	71%	74%	67%	69%	66%	77%	65%
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%	69%	71%	69%	71%	71%	71%	71%	74%	70%	77%	70%
B2.	My supv/mgr seriously considers staff suggestions for improving patient safety.	78%	71%	74%	74%	74%	73%	75%	77%	76%	75%	84%	75%
B3R.	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	74%	67%	72%	79%	71%	71%	74%	77%	72%	75%	80%	70%
B4R.	My supv/mgr overlooks patient safety problems that happen over and over.	79%	72%	75%	77%	74%	75%	76%	77%	75%	78%	83%	75%
Org Learning--Continuous Improvement													
A6.	We are actively doing things to improve patient safety.	86%	79%	84%	82%	84%	83%	86%	87%	82%	84%	89%	85%
A9.	Mistakes have led to positive changes here.	67%	57%	61%	67%	61%	63%	64%	74%	61%	63%	63%	64%
A13.	After we make changes to improve patient safety, we evaluate their effectiveness.	68%	62%	69%	66%	70%	69%	71%	66%	69%	66%	74%	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-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
							Work Area/Unit						
	# Hospitals	174	842	723	823	884	635	332	706	402	868	727	888
	# Respondents	3,086	29,862	36,120	25,391	62,449	23,709	16,602	15,154	15,393	29,929	17,863	51,857
Management Support for Patient Safety													
F1.	Hospital mgmt provides a work climate that promotes patient safety.	78%	72%	72%	82%	75%	78%	80%	78%	76%	84%	86%	79%
F8.	The actions of hospital mgmt show that patient safety is a top priority.	70%	65%	67%	77%	70%	72%	73%	75%	72%	76%	80%	72%
F9R.	Hospital mgmt seems interested in patient safety only after an adverse event happens.	55%	50%	53%	62%	57%	58%	58%	60%	59%	61%	66%	58%
Overall Perceptions of Patient Safety													
A10R.	It is just by chance that more serious mistakes don't happen around here.	67%	54%	60%	63%	57%	62%	66%	61%	59%	69%	74%	63%
A15.	Patient safety is never sacrificed to get more work done.	62%	53%	54%	70%	55%	57%	63%	62%	63%	73%	78%	62%
A17R.	We have patient safety problems in this unit.	64%	51%	58%	70%	54%	63%	66%	61%	53%	75%	76%	65%
A18.	Our procedures and systems are good at preventing errors from happening.	75%	63%	69%	77%	67%	72%	76%	73%	68%	77%	80%	74%
Feedback & Communication About Error													
C1.	We are given feedback about changes put into place based on event reports.	56%	51%	54%	54%	54%	56%	56%	56%	58%	55%	63%	53%
C3.	We are informed about errors that happen in this unit.	68%	57%	58%	67%	60%	60%	61%	70%	65%	67%	71%	64%
C5.	In this unit, we discuss ways to prevent errors from happening again.	74%	62%	68%	70%	67%	71%	72%	74%	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	174	842	723	823	884	635	332	706	402	868	727	888
# Respondents	3,086	29,862	36,120	25,391	62,449	23,709	16,602	15,154	15,393	29,929	17,863	51,857
Frequency of Events Reported												
D1. When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	53%	48%	50%	63%	54%	54%	56%	47%	61%	52%	61%	59%
D2. When a mistake is made, but has no potential to harm the patient, how often is this reported?	51%	54%	56%	63%	59%	59%	61%	55%	61%	55%	60%	62%
D3. When a mistake is made that could harm the patient, but does not, how often is this reported?	67%	69%	72%	80%	73%	74%	77%	73%	75%	72%	75%	75%
Communication Openness												
C2. Staff will freely speak up if they see something that may negatively affect patient care.	79%	70%	75%	73%	71%	77%	77%	74%	74%	77%	84%	77%
C4. Staff feel free to question the decisions or actions of those with more authority.	56%	44%	45%	44%	42%	46%	48%	52%	46%	45%	56%	46%
C6R. Staff are afraid to ask questions when something does not seem right.	69%	59%	63%	63%	59%	62%	65%	68%	60%	64%	73%	62%
Teamwork Across Units												
F2R. Hospital units do not coordinate well with each other.	39%	36%	43%	42%	44%	45%	46%	42%	39%	44%	48%	41%
F4. There is good cooperation among hospital units that need to work together.	54%	48%	57%	57%	58%	60%	61%	55%	53%	58%	63%	55%
F6R. It is often unpleasant to work with staff from other hospital units.	55%	50%	63%	54%	61%	60%	61%	57%	59%	55%	64%	56%
F10. Hospital units work well together to provide the best care for patients.	63%	58%	66%	66%	66%	68%	68%	64%	61%	67%	71%	65%

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

Table 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
							Work Area/Unit						
	# Hospitals	174	842	723	823	884	635	332	706	402	868	727	888
	# Respondents	3,086	29,862	36,120	25,391	62,449	23,709	16,602	15,154	15,393	29,929	17,863	51,857
Staffing													
A2.	We have enough staff to handle the workload.	61%	44%	56%	51%	47%	58%	59%	51%	49%	62%	59%	55%
A5R.	Staff in this unit work longer hours than is best for patient care.	47%	50%	54%	58%	50%	56%	57%	57%	54%	62%	59%	48%
A7R.	We use more agency/temporary staff than is best for patient care.	70%	67%	73%	68%	69%	78%	74%	69%	69%	75%	72%	72%
A14R.	We work in "crisis mode" trying to do too much, too quickly.	54%	38%	49%	47%	44%	52%	56%	47%	49%	57%	63%	48%
Handoffs & Transitions													
F3R.	Things "fall between the cracks" when transferring patients from one unit to another.	36%	45%	41%	28%	41%	48%	45%	22%	35%	41%	38%	40%
F5R.	Important patient care information is often lost during shift changes.	45%	58%	61%	45%	51%	65%	60%	36%	50%	48%	45%	49%
F7R.	Problems often occur in the exchange of information across hospital units.	38%	45%	46%	36%	44%	51%	46%	30%	39%	42%	43%	42%
F11R.	Shift changes are problematic for patients in this hospital.	35%	45%	58%	40%	46%	61%	53%	33%	43%	42%	39%	39%
Nonpunitive Response to Error													
A8R.	Staff feel like their mistakes are held against them.	50%	43%	46%	45%	46%	48%	51%	56%	50%	49%	64%	48%
A12R.	When an event is reported, it feels like the person is being written up, not the problem.	43%	38%	43%	42%	44%	44%	48%	54%	50%	45%	62%	46%
A16R.	Staff worry that mistakes they make are kept in their personnel file.	37%	28%	31%	29%	32%	31%	35%	44%	37%	34%	52%	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 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	174	842	723	823	884	635	332	706	402	868	727	888
# Respondents	3,086	29,862	36,120	25,391	62,449	23,709	16,602	15,154	15,393	29,929	17,863	51,857
A. Excellent	36%	20%	24%	30%	20%	29%	29%	25%	25%	34%	40%	32%
B. Very Good	43%	44%	48%	47%	47%	46%	49%	47%	43%	46%	45%	44%
C. Acceptable	17%	26%	22%	20%	26%	20%	18%	22%	23%	16%	12%	19%
D. Poor	3%	8%	5%	3%	6%	4%	4%	5%	7%	3%	2%	4%
E. Failing	0%	2%	1%	0%	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

Number of Events Reported by Respondents	Work Area/Unit											
	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	174	842	723	823	884	635	332	706	402	868	727	888
# Respondents	3,086	29,862	36,120	25,391	62,449	23,709	16,602	15,154	15,393	29,929	17,863	51,857
No events	56%	48%	36%	46%	42%	46%	45%	46%	51%	56%	60%	47%
1 to 2 events	31%	31%	39%	26%	32%	35%	35%	20%	26%	32%	30%	32%
3 to 5 events	10%	13%	17%	14%	18%	13%	14%	15%	15%	9%	7%	14%
6 to 10 events	3%	5%	5%	7%	6%	4%	4%	9%	6%	3%	2%	5%
11 to 20 events	1%	2%	2%	4%	2%	1%	1%	6%	2%	1%	0%	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

	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	975	543	227	842	541	1,109	971	897	928
# Respondents	41,700	29,162	2,334	29,213	9,454	191,381	58,335	24,776	34,414
1. Teamwork Within Units	89%	83%	81%	73%	77%	80%	76%	85%	78%
2. Supervisor/Manager Expectations & Actions Promoting Patient Safety	86%	71%	76%	74%	75%	73%	73%	77%	76%
3. Org Learning--Continuous Improvement	83%	70%	71%	74%	75%	72%	71%	71%	72%
4. Management Support for Patient Safety	85%	70%	75%	73%	67%	67%	73%	73%	76%
5. Overall Perceptions of Patient Safety	75%	64%	66%	63%	60%	61%	70%	72%	67%
6. Feedback & Communication About Error	78%	59%	66%	67%	62%	61%	64%	66%	68%
7. Frequency of Events Reported	70%	54%	56%	67%	52%	63%	63%	58%	68%
8. Communication Openness	77%	64%	65%	57%	64%	60%	60%	66%	60%
9. Teamwork Across Units	67%	58%	60%	59%	51%	56%	55%	62%	58%
10. Staffing	64%	54%	55%	50%	54%	58%	58%	61%	54%
11. Handoffs & Transitions	47%	42%	36%	50%	28%	48%	41%	43%	45%
12. Nonpunitive Response to Error	63%	40%	44%	35%	52%	43%	41%	50%	39%
Average Across Composites	74%	61%	63%	62%	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
					Staff Position				
# Hospitals	975	543	227	842	541	1,109	971	897	928
# Respondents	41,700	29,162	2,334	29,213	9,454	191,381	58,335	24,776	34,414
Teamwork Within Units									
A1. People support one another in this unit.	94%	89%	85%	79%	84%	87%	82%	90%	84%
A3. When a lot of work needs to be done quickly, we work together as a team to get the work done.	93%	86%	86%	78%	82%	87%	84%	89%	85%
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.	79%	70%	75%	64%	66%	69%	66%	76%	69%
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%	68%	78%	72%	69%	71%	69%	75%	76%
B2. My supv/mgr seriously considers staff suggestions for improving patient safety.	89%	75%	80%	75%	76%	74%	73%	80%	77%
B3R. Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	84%	67%	70%	73%	76%	72%	75%	75%	76%
B4R. My supv/mgr overlooks patient safety problems that happen over and over.	85%	73%	76%	74%	76%	75%	76%	79%	77%
Org Learning--Continuous Improvement									
A6. We are actively doing things to improve patient safety.	89%	83%	82%	86%	87%	84%	83%	84%	83%
A9. Mistakes have led to positive changes here.	81%	67%	62%	61%	76%	62%	63%	60%	63%
A13. After we make changes to improve patient safety, we evaluate their effectiveness.	79%	61%	69%	74%	61%	70%	66%	69%	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).

	Staff Position								
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	975	543	227	842	541	1,109	971	897	928
# Respondents	41,700	29,162	2,334	29,213	9,454	191,381	58,335	24,776	34,414
Management Support for Patient Safety									
F1. Hospital mgmt provides a work climate that promotes patient safety.	91%	79%	86%	82%	73%	75%	82%	82%	85%
F8. The actions of hospital mgmt show that patient safety is a top priority.	88%	73%	79%	78%	70%	69%	75%	75%	79%
F9R. Hospital mgmt seems interested in patient safety only after an adverse event happens.	77%	59%	60%	59%	57%	56%	60%	61%	63%
Overall Perceptions of Patient Safety									
A10R. It is just by chance that more serious mistakes don't happen around here.	74%	65%	61%	53%	59%	61%	65%	69%	59%
A15. Patient safety is never sacrificed to get more work done.	74%	60%	65%	65%	54%	56%	70%	69%	70%
A17R. We have patient safety problems in this unit.	74%	62%	64%	62%	56%	58%	71%	72%	68%
A18. Our procedures and systems are good at preventing errors from happening.	80%	70%	73%	72%	69%	69%	76%	76%	73%
Feedback & Communication About Error									
C1. We are given feedback about changes put into place based on event reports.	71%	52%	58%	60%	52%	54%	54%	58%	60%
C3. We are informed about errors that happen in this unit.	79%	58%	67%	68%	65%	59%	67%	67%	71%
C5. In this unit, we discuss ways to prevent errors from happening again.	85%	68%	75%	71%	70%	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).

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
					Staff Position				
# Hospitals	975	543	227	842	541	1,109	971	897	928
# Respondents	41,700	29,162	2,334	29,213	9,454	191,381	58,335	24,776	34,414
Frequency of Events Reported									
D1. When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	64%	48%	53%	64%	39%	53%	57%	53%	64%
D2. When a mistake is made, but has no potential to harm the patient, how often is this reported?	65%	48%	49%	63%	48%	61%	58%	53%	63%
D3. When a mistake is made that could harm the patient, but does not, how often is this reported?	80%	67%	67%	73%	71%	75%	74%	70%	76%
Communication Openness									
C2. Staff will freely speak up if they see something that may negatively affect patient care.	85%	73%	78%	73%	73%	74%	74%	80%	76%
C4. Staff feel free to question the decisions or actions of those with more authority.	70%	55%	53%	40%	52%	44%	43%	51%	43%
C6R. Staff are afraid to ask questions when something does not seem right.	75%	64%	64%	57%	69%	62%	62%	68%	61%
Teamwork Across Units									
F2R. Hospital units do not coordinate well with each other.	56%	45%	47%	46%	39%	43%	43%	49%	46%
F4. There is good cooperation among hospital units that need to work together.	70%	60%	61%	61%	50%	56%	58%	64%	60%
F6R. It is often unpleasant to work with staff from other hospital units.	66%	63%	62%	59%	56%	60%	54%	66%	57%
F10. Hospital units work well together to provide the best care for patients.	76%	66%	71%	70%	60%	65%	67%	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		975	543	227	842	541	1,109	971	897	928
# Respondents		41,700	29,162	2,334	29,213	9,454	191,381	58,335	24,776	34,414
Staffing										
A2.	We have enough staff to handle the workload.	69%	56%	57%	46%	47%	55%	55%	56%	53%
A5R.	Staff in this unit work longer hours than is best for patient care.	59%	49%	49%	45%	57%	55%	57%	58%	49%
A7R.	We use more agency/temporary staff than is best for patient care.	72%	61%	62%	64%	70%	75%	70%	73%	64%
A14R.	We work in "crisis mode" trying to do too much, too quickly.	58%	51%	52%	46%	42%	48%	51%	56%	52%
Handoffs & Transitions										
F3R.	Things "fall between the cracks" when transferring patients from one unit to another.	43%	40%	33%	47%	19%	43%	35%	38%	43%
F5R.	Important patient care information is often lost during shift changes.	52%	46%	39%	57%	33%	55%	47%	47%	51%
F7R.	Problems often occur in the exchange of information across hospital units.	46%	42%	36%	46%	28%	46%	39%	44%	45%
F11R.	Shift changes are problematic for patients in this hospital.	47%	39%	36%	49%	30%	49%	41%	42%	43%
Nonpunitive Response to Error										
A8R.	Staff feel like their mistakes are held against them.	68%	46%	51%	41%	57%	49%	47%	55%	45%
A12R.	When an event is reported, it feels like the person is being written up, not the problem.	69%	43%	44%	36%	56%	47%	42%	51%	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

Work Area/Unit Patient Safety Grade	Staff Position								
	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	975	543	227	842	541	1,109	971	897	928
# Respondents	41,700	29,162	2,334	29,213	9,454	191,381	58,335	24,776	34,414
A. **Excellent**	40%	29%	27%	29%	21%	24%	32%	33%	33%
B. **Very Good**	46%	45%	49%	44%	47%	46%	45%	46%	46%
C. **Acceptable**	13%	21%	20%	22%	25%	23%	18%	17%	18%
D. **Poor**	1%	4%	3%	4%	6%	5%	4%	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

Number of Events Reported by Respondents	Staff Position								
	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	975	543	227	842	541	1,109	971	897	928
# Respondents	41,700	29,162	2,334	29,213	9,454	191,381	58,335	24,776	34,414
No events	49%	63%	79%	77%	29%	32%	59%	61%	83%
1 to 2 events	21%	26%	14%	18%	24%	39%	27%	30%	12%
3 to 5 events	15%	8%	4%	3%	20%	20%	9%	6%	3%
6 to 10 events	8%	2%	2%	1%	13%	6%	3%	2%	1%
11 to 20 events	4%	1%	1%	0%	8%	2%	1%	1%	0%
21 events or more	3%	0%	0%	0%	6%	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

Patient Safety Culture Composites	Interaction With Patients	
	WITH direct interaction	WITHOUT direct interaction
# Hospitals	1,113	1,054
# Respondents	407,880	130,006
1. Teamwork Within Units	80%	81%
2. Supervisor/Manager Expectations & Actions Promoting Patient Safety	75%	77%
3. Org Learning--Continuous Improvement	72%	73%
4. Management Support for Patient Safety	71%	77%
5. Overall Perceptions of Patient Safety	66%	68%
6. Feedback & Communication About Error	64%	68%
7. Frequency of Events Reported	63%	65%
8. Communication Openness	61%	64%
9. Teamwork Across Units	58%	59%
10. Staffing	58%	54%
11. Handoffs & Transitions	47%	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)

		Interaction With Patients	
Survey Items by Composite		**WITH** **direct interaction**	**WITHOUT** **direct interaction**
# Hospitals		1,113	1,054
# Respondents		407,880	130,006
Teamwork Within Units			
A1.	People support one another in this unit.	86%	86%
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%
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%	77%
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.	73%	76%
B4R.	My supv/mgr overlooks patient safety problems that happen over and over.	76%	77%
Org Learning--Continuous Improvement			
A6.	We are actively doing things to improve patient safety.	84%	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%	68%

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

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

Survey Items by Composite	Interaction With Patients	
	WITH direct interaction	**WITHOUT** direct interaction
# Hospitals	1,113	1,054
# Respondents	407,880	130,006
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.	73%	80%
F9R. Hospital mgmt seems interested in patient safety only after an adverse event happens.	60%	66%
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.	64%	68%
A17R. We have patient safety problems in this unit.	64%	67%
A18. Our procedures and systems are good at preventing errors from happening.	72%	74%
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	1,113	1,054
	# Respondents	407,880	130,006
Frequency of Events Reported			
D1.	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	56%	61%
D2.	When a mistake is made, but has no potential to harm the patient, how often is this reported?	59%	61%
D3.	When a mistake is made that could harm the patient, but does not, how often is this reported?	74%	74%
Communication Openness			
C2.	Staff will freely speak up if they see something that may negatively affect patient care.	75%	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%	64%
Teamwork Across Units			
F2R.	Hospital units do not coordinate well with each other.	45%	48%
F4.	There is good cooperation among hospital units that need to work together.	59%	62%
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)

Survey Items by Composite		Interaction With Patients	
		WITH direct interaction	WITHOUT direct interaction
	# Hospitals	1,113	1,054
	# Respondents	407,880	130,006
Staffing			
A2.	We have enough staff to handle the workload.	55%	58%
A5R.	Staff in this unit work longer hours than is best for patient care.	54%	49%
A7R.	We use more agency/temporary staff than is best for patient care.	71%	59%
A14R.	We work in "crisis mode" trying to do too much, too quickly.	51%	49%
Handoffs & Transitions			
F3R.	Things "fall between the cracks" when transferring patients from one unit to another.	43%	35%
F5R.	Important patient care information is often lost during shift changes.	53%	44%
F7R.	Problems often occur in the exchange of information across hospital units.	45%	39%
F11R.	Shift changes are problematic for patients in this hospital.	47%	40%
Nonpunitive Response to Error			
A8R.	Staff feel like their mistakes are held against them.	49%	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	1,113	1,054
# Respondents	407,880	130,006
A. Excellent	29%	34%
B. Very Good	46%	46%
C. Acceptable	20%	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	1,113	1,054
# Respondents	407,880	130,006
No events	50%	70%
1 to 2 events	30%	15%
3 to 5 events	13%	7%
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 650 trending hospitals, the tables show the distributions of all 1,128 hospitals in the 2012 database and of all U.S. hospitals registered with the American Hospital Association (AHA) for comparison purposes.[i]

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.

Tables C-2 and C-3 show that most of the 650 trending hospitals were nonteaching (65 percent) and non-government owned and controlled (78 percent).

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

States and territories are categorized into AHA-defined regions as follows:

- New England: CT, MA, ME, NH, RI, VT
- Mid-Atlantic: NJ, NY, PA
- South Atlantic/Associated Territories: DC, DE, FL, GA, MD, NC, SC, VA, WV, Puerto Rico, Virgin Islands
- 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

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[i] Data for AHA-registered hospitals were obtained from the 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 650 Trending Hospitals by Bed Size

Bed Size	2012 Trending Hospitals		2012 Database Hospitals		AHA-Registered U.S. Hospitals	
	Number	Percent	Number	Percent	Number	Percent
6-24 beds	52	8%	74	7%	657	10%
25-49 beds	87	13%	165	15%	1,418	22%
50-99 beds	107	16%	196	17%	1,347	21%
100-199 beds	148	23%	250	22%	1,326	21%
200-299 beds	112	17%	192	17%	709	11%
300-399 beds	54	8%	94	8%	409	6%
400-499 beds	33	5%	63	6%	218	3%
500 or more beds	57	9%	94	8%	323	5%
TOTAL	650	99%	1,128	100%	6,407	99%

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

Table C-2. Distribution of 650 Trending Hospitals by Teaching Status

Teaching Status	2012 Trending Hospitals		2012 Database Hospitals		AHA-Registered U.S. Hospitals	
	Number	Percent	Number	Percent	Number	Percent
Teaching	227	35%	386	34%	1,516	24%
Nonteaching	423	65%	742	66%	4,891	76%
TOTAL	650	100%	1,128	100%	6,407	100%

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

Table C-3. Distribution of 650 Trending Hospitals by Ownership and Control

Ownership and Control	2012 Trending Hospitals		2012 Database Hospitals		AHA-Registered U.S. Hospitals	
	Number	Percent	Number	Percent	Number	Percent
Government (Federal or non-Federal)	140	22%	229	20%	1,645	26%
Nongovernment (voluntary/nonprofit or proprietary/investor owned)	510	78%	899	80%	4,762	74%
TOTAL	650	100%	1,128	100%	6,407	100%

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

Table C-4. Distribution of 650 Trending Hospitals by Geographic Region

Region	2012 Trending Hospitals		2012 Database Hospitals		AHA-Registered U.S. Hospitals	
	Number	Percent	Number	Percent	Number	Percent
Mid-Atlantic/New England	51	8%	112	10%	873	14%
South Atlantic/Associated Territories	112	17%	182	16%	1,016	16%
East North Central	167	26%	279	25%	925	14%
East South Central	53	8%	110	10%	533	8%
West North Central	70	11%	142	13%	803	13%
West South Central	88	14%	139	12%	1,089	17%
Mountain	52	8%	73	6%	509	8%
Pacific/Associated Territories	57	9%	91	8%	659	10%
TOTAL	650	101%	1,128	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	52	87	107	148	112	54	33	57
# Respondents	Most Recent	5,175	13,066	30,508	60,134	77,867	39,462	39,711	83,613
	Previous	5,241	12,128	27,527	52,312	72,069	33,578	33,799	70,210
1. **Teamwork Within Units**	Most Recent	83%	81%	80%	80%	80%	80%	79%	78%
	Previous	83%	81%	79%	79%	79%	79%	78%	78%
	Change	0%	0%	1%	1%	1%	1%	1%	0%
2. **Supervisor/Manager Expectations & Actions Promoting Patient Safety**	Most Recent	78%	77%	77%	75%	73%	74%	73%	73%
	Previous	77%	78%	75%	75%	73%	73%	72%	72%
	Change	1%	-1%	2%	0%	0%	1%	1%	1%
3. **Org Learning--Continuous Improvement**	Most Recent	74%	75%	73%	72%	72%	73%	72%	71%
	Previous	74%	74%	72%	72%	72%	72%	71%	71%
	Change	0%	1%	1%	0%	0%	1%	1%	0%
4. **Management Support for Patient Safety**	Most Recent	78%	77%	74%	72%	71%	72%	70%	68%
	Previous	77%	76%	72%	71%	70%	70%	68%	68%
	Change	1%	1%	2%	1%	1%	2%	2%	0%
5. **Overall Perceptions of Patient Safety**	Most Recent	73%	71%	68%	65%	64%	64%	62%	62%
	Previous	71%	71%	66%	65%	63%	63%	62%	61%
	Change	2%	0%	2%	0%	1%	1%	0%	1%
6. **Feedback & Communication About Error**	Most Recent	67%	66%	67%	65%	64%	65%	65%	63%
	Previous	68%	65%	64%	65%	62%	63%	63%	62%
	Change	-1%	1%	3%	0%	2%	2%	2%	1%

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	52	87	107	148	112	54	33	57
# Respondents	Most Recent	5,175	13,066	30,508	60,134	77,867	39,462	39,711	83,613
	Previous	5,241	12,128	27,527	52,312	72,069	33,578	33,799	70,210
7. Frequency of Events Reported	Most Recent	65%	67%	65%	64%	63%	64%	62%	60%
	Previous	65%	65%	63%	63%	62%	62%	60%	59%
	Change	0%	2%	2%	1%	1%	2%	2%	1%
8. Communication Openness	Most Recent	64%	63%	64%	62%	61%	61%	61%	60%
	Previous	65%	64%	62%	62%	60%	60%	60%	60%
	Change	-1%	-1%	2%	0%	1%	1%	1%	0%
9. Teamwork Across Units	Most Recent	66%	64%	61%	58%	56%	57%	55%	53%
	Previous	67%	64%	59%	57%	55%	55%	53%	52%
	Change	-1%	0%	2%	1%	1%	2%	2%	1%
10. Staffing	Most Recent	64%	61%	58%	56%	54%	55%	54%	53%
	Previous	62%	61%	55%	56%	53%	55%	53%	53%
	Change	2%	0%	3%	0%	1%	0%	1%	0%
11. Handoffs & Transitions	Most Recent	56%	52%	49%	44%	42%	43%	40%	40%
	Previous	56%	52%	47%	43%	41%	41%	38%	39%
	Change	0%	0%	2%	1%	1%	2%	2%	1%
12. Nonpunitive Response to Error	Most Recent	50%	48%	47%	43%	42%	43%	41%	40%
	Previous	50%	48%	46%	43%	41%	42%	40%	39%
	Change	0%	0%	1%	0%	1%	1%	1%	1%

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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	52	87	107	148	112	54	33	57
# Respondents	Most Recent	5,175	13,066	30,508	60,134	77,867	39,462	39,711	83,613
	Previous	5,241	12,128	27,527	52,312	72,069	33,578	33,799	70,210
1. Teamwork Within Units									
A1. People support one another in this unit.	Most Recent	88%	87%	86%	86%	85%	86%	84%	85%
	Previous	88%	87%	84%	85%	85%	85%	84%	84%
	Change	0%	0%	2%	1%	0%	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	90%	88%	86%	86%	86%	86%	85%	84%
	Previous	89%	88%	85%	85%	85%	85%	85%	84%
	Change	1%	0%	1%	1%	1%	1%	0%	0%
A4. In this unit, people treat each other with respect.	Most Recent	81%	79%	79%	78%	78%	79%	76%	76%
	Previous	81%	80%	78%	77%	78%	78%	76%	76%
	Change	0%	-1%	1%	1%	0%	1%	0%	0%
A11. When one area in this unit gets really busy, others help out.	Most Recent	72%	71%	70%	69%	69%	70%	69%	68%
	Previous	72%	71%	68%	68%	68%	68%	67%	68%
	Change	0%	0%	2%	1%	1%	2%	2%	0%
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	75%	75%	76%	74%	72%	73%	71%	71%
	Previous	73%	75%	73%	73%	72%	72%	71%	70%
	Change	2%	0%	3%	1%	0%	1%	0%	1%
B2. My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	79%	78%	79%	76%	75%	76%	74%	74%
	Previous	78%	79%	77%	76%	75%	76%	74%	74%
	Change	1%	-1%	2%	0%	0%	0%	0%	0%
B3R. Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	79%	78%	77%	74%	72%	72%	71%	71%
	Previous	78%	78%	75%	74%	71%	71%	70%	71%
	Change	1%	0%	2%	0%	1%	1%	1%	0%
B4R. My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	79%	79%	78%	76%	75%	76%	74%	75%
	Previous	78%	79%	77%	76%	75%	74%	73%	74%
	Change	1%	0%	1%	0%	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).

Survey Items by Composite	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	52	87	107	148	112	54	33	57
# Respondents	Most Recent	5,175	13,066	30,508	60,134	77,867	39,462	39,711	83,613
	Previous	5,241	12,128	27,527	52,312	72,069	33,578	33,799	70,210
3. Org Learning--Continuous Improvement									
A6. We are actively doing things to improve patient safety.	Most Recent	85%	86%	85%	83%	83%	84%	83%	83%
	Previous	84%	85%	83%	83%	83%	84%	82%	82%
	Change	1%	1%	2%	0%	0%	0%	1%	1%
A9. Mistakes have led to positive changes here.	Most Recent	68%	66%	64%	64%	64%	65%	63%	63%
	Previous	67%	65%	63%	64%	63%	64%	63%	63%
	Change	1%	1%	1%	0%	1%	1%	0%	0%
A13. After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	71%	73%	71%	70%	69%	71%	70%	68%
	Previous	71%	72%	69%	70%	69%	69%	68%	68%
	Change	0%	1%	2%	0%	0%	2%	2%	0%
4. Management Support for Patient Safety									
F1. Hospital mgmt provides a work climate that promotes patient safety.	Most Recent	86%	85%	83%	80%	80%	80%	79%	78%
	Previous	86%	85%	81%	80%	79%	79%	77%	77%
	Change	0%	0%	2%	0%	1%	1%	2%	1%
F8. The actions of hospital mgmt show that patient safety is a top priority.	Most Recent	79%	78%	77%	75%	74%	75%	74%	72%
	Previous	78%	78%	74%	74%	73%	73%	72%	71%
	Change	1%	0%	3%	1%	1%	2%	2%	1%
F9R. Hospital mgmt seems interested in patient safety only after an adverse event happens.	Most Recent	68%	67%	63%	61%	59%	60%	57%	55%
	Previous	67%	66%	62%	60%	59%	58%	56%	54%
	Change	1%	1%	1%	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).

Survey Items by Composite	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	52	87	107	148	112	54	33	57
# Respondents	Most Recent	5,175	13,066	30,508	60,134	77,867	39,462	39,711	83,613
	Previous	5,241	12,128	27,527	52,312	72,069	33,578	33,799	70,210
5. Overall Perceptions of Patient Safety									
A10R. It is just by chance that more serious mistakes don't happen around here.	Most Recent	70%	67%	64%	62%	60%	61%	60%	59%
	Previous	67%	67%	62%	61%	60%	59%	58%	58%
	Change	3%	0%	2%	1%	0%	2%	2%	1%
A15. Patient safety is never sacrificed to get more work done.	Most Recent	75%	71%	68%	64%	62%	61%	60%	59%
	Previous	74%	70%	66%	63%	62%	60%	59%	59%
	Change	1%	1%	2%	1%	0%	1%	1%	0%
A17R. We have patient safety problems in this unit.	Most Recent	72%	71%	68%	64%	62%	62%	59%	59%
	Previous	71%	71%	65%	64%	61%	60%	59%	58%
	Change	1%	0%	3%	0%	1%	2%	0%	1%
A18. Our procedures and systems are good at preventing errors from happening .	Most Recent	75%	75%	73%	72%	72%	73%	71%	70%
	Previous	73%	75%	72%	71%	71%	71%	70%	69%
	Change	2%	0%	1%	1%	1%	2%	1%	1%
6. Feedback & Communication About Error									
C1. We are given feedback about changes put into place based on event reports.	Most Recent	56%	57%	59%	58%	56%	59%	59%	57%
	Previous	57%	56%	56%	58%	55%	57%	57%	56%
	Change	-1%	1%	3%	0%	1%	2%	2%	1%
C3. We are informed about errors that happen in this unit.	Most Recent	69%	69%	68%	66%	64%	64%	65%	62%
	Previous	71%	66%	66%	66%	63%	62%	63%	62%
	Change	-2%	3%	2%	0%	1%	2%	2%	0%
C5. In this unit, we discuss ways to prevent errors from happening again.	Most Recent	75%	74%	74%	72%	71%	73%	71%	69%
	Previous	76%	74%	71%	72%	69%	71%	69%	69%
	Change	-1%	0%	3%	0%	2%	2%	2%	0%

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

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

Survey Items by Composite	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	52	87	107	148	112	54	33	57
# Respondents	Most Recent	5,175	13,066	30,508	60,134	77,867	39,462	39,711	83,613
	Previous	5,241	12,128	27,527	52,312	72,069	33,578	33,799	70,210
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	58%	60%	59%	58%	57%	58%	56%	54%
	Previous	57%	58%	56%	57%	55%	56%	55%	53%
	Change	1%	2%	3%	1%	2%	2%	1%	1%
D2. When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent	61%	63%	61%	60%	59%	60%	58%	56%
	Previous	61%	62%	58%	59%	57%	58%	56%	55%
	Change	0%	1%	3%	1%	2%	2%	2%	1%
D3. When a mistake is made that could harm the patient, but does not, how often is this reported?	Most Recent	76%	77%	76%	75%	74%	74%	71%	70%
	Previous	77%	76%	75%	74%	73%	73%	70%	70%
	Change	-1%	1%	1%	1%	1%	1%	1%	0%
8. Communication Openness									
C2. Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent	78%	77%	77%	75%	74%	74%	74%	72%
	Previous	79%	77%	75%	76%	74%	74%	73%	72%
	Change	-1%	0%	2%	-1%	0%	0%	1%	0%
C4. Staff feel free to question the decisions or actions of those with more authority.	Most Recent	49%	48%	49%	47%	46%	47%	47%	46%
	Previous	50%	49%	47%	48%	46%	46%	46%	46%
	Change	-1%	-1%	2%	-1%	0%	1%	1%	0%
C6R. Staff are afraid to ask questions when something does not seem right.	Most Recent	66%	65%	65%	63%	62%	62%	61%	61%
	Previous	67%	66%	64%	63%	62%	61%	60%	60%
	Change	-1%	-1%	1%	0%	0%	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-6. Trending: Item-Level Average Percent Positive Response by Bed Size (Page 5 of 6)

Survey Items by Composite	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	52	87	107	148	112	54	33	57
# Respondents	Most Recent	5,175	13,066	30,508	60,134	77,867	39,462	39,711	83,613
	Previous	5,241	12,128	27,527	52,312	72,069	33,578	33,799	70,210
9. Teamwork Across Units									
F2R. Hospital units do not coordinate well with each other.	Most Recent	53%	53%	49%	45%	43%	44%	42%	40%
	Previous	56%	52%	47%	45%	42%	42%	40%	38%
	Change	-3%	1%	2%	0%	1%	2%	2%	2%
F4. There is good cooperation among hospital units that need to work together.	Most Recent	68%	65%	62%	59%	58%	58%	56%	54%
	Previous	69%	65%	60%	58%	56%	56%	54%	53%
	Change	-1%	0%	2%	1%	2%	2%	2%	1%
F6R. It is often unpleasant to work with staff from other hospital units.	Most Recent	66%	63%	61%	59%	57%	60%	56%	55%
	Previous	65%	62%	60%	58%	57%	58%	55%	53%
	Change	1%	1%	1%	1%	0%	2%	1%	2%
F10. Hospital units work well together to provide the best care for patients.	Most Recent	76%	74%	71%	68%	66%	68%	65%	64%
	Previous	77%	74%	68%	67%	66%	65%	63%	62%
	Change	-1%	0%	3%	1%	0%	3%	2%	2%
10. Staffing									
A2. We have enough staff to handle the workload.	Most Recent	66%	61%	58%	55%	52%	55%	53%	50%
	Previous	66%	61%	55%	54%	52%	55%	51%	51%
	Change	0%	0%	3%	1%	0%	0%	2%	-1%
A5R. Staff in this unit work longer hours than is best for patient care.	Most Recent	59%	56%	54%	53%	50%	52%	51%	51%
	Previous	57%	56%	53%	53%	50%	51%	50%	51%
	Change	2%	0%	1%	0%	0%	1%	1%	0%
A7R. We use more agency/temporary staff than is best for patient care.	Most Recent	71%	70%	67%	68%	67%	67%	67%	67%
	Previous	68%	69%	64%	67%	65%	68%	67%	66%
	Change	3%	1%	3%	1%	2%	-1%	0%	1%
A14R. We work in "crisis mode" trying to do too much, too quickly.	Most Recent	61%	57%	54%	49%	46%	46%	45%	45%
	Previous	59%	57%	50%	48%	45%	45%	44%	44%
	Change	2%	0%	4%	1%	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).

Survey Items by Composite	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	52	87	107	148	112	54	33	57
# Respondents	Most Recent	5,175	13,066	30,508	60,134	77,867	39,462	39,711	83,613
	Previous	5,241	12,128	27,527	52,312	72,069	33,578	33,799	70,210
11. **Handoffs & Transitions**									
F3R. Things "fall between the cracks" when transferring patients from one unit to another.	Most Recent	54%	50%	46%	40%	37%	37%	35%	34%
	Previous	55%	51%	44%	39%	36%	35%	33%	33%
	Change	-1%	-1%	2%	1%	1%	2%	2%	1%
F5R. Important patient care information is often lost during shift changes.	Most Recent	58%	55%	54%	50%	49%	50%	47%	49%
	Previous	60%	54%	51%	49%	48%	48%	45%	48%
	Change	-2%	1%	3%	1%	1%	2%	2%	1%
F7R. Problems often occur in the exchange of information across hospital units.	Most Recent	54%	51%	47%	42%	41%	42%	39%	38%
	Previous	53%	50%	45%	41%	39%	39%	37%	37%
	Change	1%	1%	2%	1%	2%	3%	2%	1%
F11R. Shift changes are problematic for patients in this hospital.	Most Recent	58%	52%	48%	43%	42%	44%	40%	40%
	Previous	56%	52%	46%	43%	41%	41%	38%	39%
	Change	2%	0%	2%	0%	1%	3%	2%	1%
12. **Nonpunitive Response to Error**									
A8R. Staff feel like their mistakes are held against them.	Most Recent	55%	54%	53%	49%	48%	49%	48%	45%
	Previous	57%	55%	53%	49%	48%	48%	47%	45%
	Change	-2%	-1%	0%	0%	0%	1%	1%	0%
A12R. When an event is reported, it feels like the person is being written up, not the problem.	Most Recent	51%	50%	49%	46%	46%	47%	45%	44%
	Previous	51%	50%	47%	45%	44%	45%	43%	42%
	Change	0%	0%	2%	1%	2%	2%	2%	2%
A16R. Staff worry that mistakes they make are kept in their personnel file.	Most Recent	43%	41%	39%	34%	33%	33%	32%	30%
	Previous	44%	40%	37%	34%	32%	32%	31%	30%
	Change	-1%	1%	2%	0%	1%	1%	1%	0%

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

Table C-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	52	87	107	148	112	54	33	57
# Respondents	Most Recent	5,175	13,066	30,508	60,134	77,867	39,462	39,711	83,613
	Previous	5,241	12,128	27,527	52,312	72,069	33,578	33,799	70,210
A. Excellent	Most Recent	32%	33%	32%	31%	29%	29%	29%	26%
	Previous	32%	32%	29%	30%	28%	27%	27%	25%
	Change	0%	1%	3%	1%	1%	2%	2%	1%
B. Very Good	Most Recent	49%	47%	46%	44%	45%	45%	43%	44%
	Previous	48%	48%	46%	44%	45%	45%	44%	45%
	Change	1%	-1%	0%	0%	0%	0%	-1%	-1%
C. Acceptable	Most Recent	16%	17%	18%	20%	21%	21%	23%	23%
	Previous	18%	17%	20%	21%	22%	23%	24%	24%
	Change	-2%	0%	-2%	-1%	-1%	-2%	-1%	-1%
D. Poor	Most Recent	3%	3%	3%	4%	4%	4%	5%	5%
	Previous	2%	2%	4%	4%	5%	4%	5%	5%
	Change	1%	1%	-1%	0%	-1%	0%	0%	0%
E. Failing	Most Recent	0%	0%	0%	1%	1%	1%	1%	1%
	Previous	0%	0%	1%	1%	1%	1%	1%	1%
	Change	0%	0%	-1%	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	52	87	107	148	112	54	33	57
# Respondents	Most Recent	5,175	13,066	30,508	60,134	77,867	39,462	39,711	83,613
	Previous	5,241	12,128	27,527	52,312	72,069	33,578	33,799	70,210
No events	Most Recent	55%	57%	57%	55%	54%	53%	57%	54%
	Previous	55%	55%	56%	54%	53%	51%	55%	54%
	Change	0%	2%	1%	1%	1%	2%	2%	0%
1 to 2 events	Most Recent	28%	26%	26%	27%	27%	29%	26%	28%
	Previous	27%	27%	26%	27%	27%	30%	26%	28%
	Change	1%	-1%	0%	0%	0%	-1%	0%	0%
3 to 5 events	Most Recent	11%	11%	11%	11%	12%	12%	11%	12%
	Previous	12%	11%	12%	12%	12%	13%	12%	12%
	Change	-1%	0%	-1%	-1%	0%	-1%	-1%	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%	1%	1%	2%	2%	1%	2%	1%
	Previous	1%	2%	2%	2%	2%	2%	2%	1%
	Change	0%	-1%	-1%	0%	0%	-1%	0%	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 Status and Ownership and Control			
		Teaching	Nonteaching	Govt	Nongovt
# Hospitals	Both Years	227	423	140	510
# Respondents	Most Recent	194,831	154,705	65,752	283,784
	Previous	165,377	141,487	60,126	246,738
1. Teamwork Within Units	Most Recent	79%	81%	78%	81%
	Previous	78%	80%	77%	80%
	Change	1%	1%	1%	1%
2. Supervisor/Manager Expectations & Actions Promoting Patient Safety	Most Recent	73%	76%	75%	75%
	Previous	74%	75%	74%	75%
	Change	-1%	1%	1%	0%
3. Org Learning--Continuous Improvement	Most Recent	72%	74%	72%	73%
	Previous	71%	73%	71%	73%
	Change	1%	1%	1%	0%
4. Management Support for Patient Safety	Most Recent	70%	74%	74%	73%
	Previous	70%	73%	72%	72%
	Change	0%	1%	2%	1%
5. Overall Perceptions of Patient Safety	Most Recent	64%	68%	67%	66%
	Previous	63%	67%	66%	65%
	Change	1%	1%	1%	1%
6. Feedback & Communication About Error	Most Recent	63%	66%	65%	65%
	Previous	62%	65%	64%	64%
	Change	1%	1%	1%	1%

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 Status and Ownership and Control			
		Teaching	Nonteaching	Govt	Nongovt
# Hospitals	Both Years	227	423	140	510
# Respondents	Most Recent	194,831	154,705	65,752	283,784
	Previous	165,377	141,487	60,126	246,738
7. Frequency of Events Reported	Most Recent	61%	65%	63%	64%
	Previous	61%	64%	62%	63%
	Change	0%	1%	1%	1%
8. Communication Openness	Most Recent	61%	63%	61%	62%
	Previous	61%	62%	61%	62%
	Change	0%	1%	0%	0%
9. Teamwork Across Units	Most Recent	56%	61%	59%	59%
	Previous	55%	59%	58%	58%
	Change	1%	2%	1%	1%
10. Staffing	Most Recent	54%	59%	56%	57%
	Previous	54%	57%	54%	56%
	Change	0%	2%	2%	1%
11. Handoffs & Transitions	Most Recent	43%	47%	47%	45%
	Previous	42%	46%	46%	44%
	Change	1%	1%	1%	1%
12. Nonpunitive Response to Error	Most Recent	42%	46%	44%	45%
	Previous	42%	45%	43%	44%
	Change	0%	1%	1%	1%

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 Status and Ownership and Control			
		Teaching	**Nonteaching**	**Govt**	**Nongovt**
# Hospitals	Both Years	227	423	140	510
# Respondents	Most Recent	194,831	154,705	65,752	283,784
	Previous	165,377	141,487	60,126	246,738
1. Teamwork Within Units					
A1. People support one another in this unit.	Most Recent	85%	87%	84%	86%
	Previous	85%	86%	83%	86%
	Change	0%	1%	1%	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	85%	87%	84%	87%
	Previous	84%	86%	84%	86%
	Change	1%	1%	0%	1%
A4. In this unit, people treat each other with respect.	Most Recent	77%	79%	77%	79%
	Previous	77%	79%	76%	79%
	Change	0%	0%	1%	0%
A11. When one area in this unit gets really busy, others help out.	Most Recent	68%	71%	67%	71%
	Previous	68%	69%	65%	69%
	Change	0%	2%	2%	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%	74%
	Previous	71%	73%	71%	73%
	Change	0%	2%	2%	1%
B2. My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	75%	77%	76%	77%
	Previous	75%	77%	75%	77%
	Change	0%	0%	1%	0%
B3R. Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	72%	76%	75%	74%
	Previous	72%	74%	74%	74%
	Change	0%	2%	1%	0%
B4R. My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	75%	77%	76%	77%
	Previous	75%	77%	75%	77%
	Change	0%	0%	1%	0%

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

Table C-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 Status and Ownership and Control			
		Teaching	Nonteaching	Govt	Nongovt
# Hospitals	Both Years	227	423	140	510
# Respondents	Most Recent	194,831	154,705	65,752	283,784
	Previous	165,377	141,487	60,126	246,738
3. Org Learning--Continuous Improvement					
A6. We are actively doing things to improve patient safety.	Most Recent	83%	85%	83%	84%
	Previous	83%	84%	82%	84%
	Change	0%	1%	1%	0%
A9. Mistakes have led to positive changes here.	Most Recent	63%	65%	64%	65%
	Previous	63%	64%	62%	64%
	Change	0%	1%	2%	1%
A13. After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	68%	71%	69%	70%
	Previous	68%	70%	68%	70%
	Change	0%	1%	1%	0%
4. Management Support for Patient Safety					
F1. Hospital mgmt provides a work climate that promotes patient safety.	Most Recent	79%	82%	83%	81%
	Previous	79%	81%	81%	81%
	Change	0%	1%	2%	0%
F8. The actions of hospital mgmt show that patient safety is a top priority.	Most Recent	74%	77%	76%	75%
	Previous	73%	75%	74%	74%
	Change	1%	2%	2%	1%
F9R. Hospital mgmt seems interested in patient safety only after an adverse event happens.	Most Recent	58%	63%	62%	61%
	Previous	58%	62%	60%	61%
	Change	0%	1%	2%	0%

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

Table C-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 Status and Ownership and Control			
		Teaching	Nonteaching	Govt	Nongovt
# Hospitals	Both Years	227	423	140	510
# Respondents	Most Recent	194,831	154,705	65,752	283,784
	Previous	165,377	141,487	60,126	246,738
5. **Overall Perceptions of Patient Safety**					
A10R. It is just by chance that more serious mistakes don't happen around here.	Most Recent	60%	64%	62%	63%
	Previous	60%	63%	60%	62%
	Change	0%	1%	2%	1%
A15. Patient safety is never sacrificed to get more work done.	Most Recent	63%	67%	69%	64%
	Previous	62%	66%	67%	64%
	Change	1%	1%	2%	0%
A17R. We have patient safety problems in this unit.	Most Recent	62%	67%	66%	65%
	Previous	61%	65%	65%	64%
	Change	1%	2%	1%	1%
A18. Our procedures and systems are good at preventing errors from happening.	Most Recent	71%	74%	72%	73%
	Previous	70%	73%	70%	72%
	Change	1%	1%	2%	1%
6. **Feedback & Communication About Error**					
C1. We are given feedback about changes put into place based on event reports.	Most Recent	56%	58%	55%	58%
	Previous	55%	57%	53%	57%
	Change	1%	1%	2%	1%
C3. We are informed about errors that happen in this unit.	Most Recent	64%	67%	68%	66%
	Previous	62%	66%	67%	64%
	Change	2%	1%	1%	2%
C5. In this unit, we discuss ways to prevent errors from happening again.	Most Recent	70%	73%	72%	72%
	Previous	70%	72%	71%	71%
	Change	0%	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 4 of 6)

Survey Items by Composite	Database Year	Teaching Status and Ownership and Control			
		Teaching	Nonteaching	Govt	Nongovt
# Hospitals	Both Years	227	423	140	510
# Respondents	Most Recent	194,831	154,705	65,752	283,784
	Previous	165,377	141,487	60,126	246,738
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	55%	59%	57%	58%
	Previous	54%	57%	55%	56%
	Change	1%	2%	2%	2%
D2. When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent	57%	62%	59%	60%
	Previous	56%	60%	58%	59%
	Change	1%	2%	1%	1%
D3. When a mistake is made that could harm the patient, but does not, how often is this reported?	Most Recent	72%	76%	74%	75%
	Previous	72%	75%	73%	74%
	Change	0%	1%	1%	1%
8. Communication Openness					
C2. Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent	74%	76%	74%	76%
	Previous	74%	76%	74%	76%
	Change	0%	0%	0%	0%
C4. Staff feel free to question the decisions or actions of those with more authority.	Most Recent	47%	48%	47%	47%
	Previous	47%	47%	47%	47%
	Change	0%	1%	0%	0%
C6R. Staff are afraid to ask questions when something does not seem right.	Most Recent	62%	64%	63%	63%
	Previous	62%	63%	63%	63%
	Change	0%	1%	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 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 Status and Ownership and Control			
		Teaching	Nonteaching	Govt	Nongovt
# Hospitals	Both Years	227	423	140	510
# Respondents	Most Recent	194,831	154,705	65,752	283,784
	Previous	165,377	141,487	60,126	246,738
9. Teamwork Across Units					
F2R. Hospital units do not coordinate well with each other.	Most Recent	42%	48%	46%	46%
	Previous	42%	47%	45%	45%
	Change	0%	1%	1%	1%
F4. There is good cooperation among hospital units that need to work together.	Most Recent	57%	62%	61%	60%
	Previous	56%	61%	60%	59%
	Change	1%	1%	1%	1%
F6R. It is often unpleasant to work with staff from other hospital units.	Most Recent	57%	61%	57%	60%
	Previous	57%	60%	57%	59%
	Change	0%	1%	0%	1%
F10. Hospital units work well together to provide the best care for patients.	Most Recent	66%	71%	69%	69%
	Previous	65%	69%	68%	68%
	Change	1%	2%	1%	1%
10. Staffing					
A2. We have enough staff to handle the workload.	Most Recent	53%	58%	57%	56%
	Previous	52%	57%	54%	56%
	Change	1%	1%	3%	0%
A5R. Staff in this unit work longer hours than is best for patient care.	Most Recent	50%	55%	51%	54%
	Previous	50%	54%	49%	54%
	Change	0%	1%	2%	0%
A7R. We use more agency/temporary staff than is best for patient care.	Most Recent	66%	69%	65%	69%
	Previous	66%	67%	63%	68%
	Change	0%	2%	2%	1%
A14R. We work in "crisis mode" trying to do too much, too quickly.	Most Recent	47%	52%	52%	50%
	Previous	46%	51%	50%	49%
	Change	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).

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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 Status and Ownership and Control			
			Teaching	Nonteaching	Govt	Nongovt
	# Hospitals	Both Years	227	423	140	510
	# Respondents	Most Recent	194,831	154,705	65,752	283,784
		Previous	165,377	141,487	60,126	246,738
11.	**Handoffs & Transitions**					
F3R.	Things "fall between the cracks" when transferring patients from one unit to another.	Most Recent	38%	44%	45%	41%
		Previous	37%	43%	44%	40%
		Change	1%	1%	1%	1%
F5R.	Important patient care information is often lost during shift changes.	Most Recent	50%	52%	51%	51%
		Previous	49%	51%	51%	50%
		Change	1%	1%	0%	1%
F7R.	Problems often occur in the exchange of information across hospital units.	Most Recent	40%	46%	45%	44%
		Previous	40%	45%	44%	43%
		Change	0%	1%	1%	1%
F11R.	Shift changes are problematic for patients in this hospital.	Most Recent	43%	48%	47%	46%
		Previous	42%	46%	46%	44%
		Change	1%	2%	1%	2%
12.	**Nonpunitive Response to Error**					
A8R.	Staff feel like their mistakes are held against them.	Most Recent	48%	52%	49%	51%
		Previous	48%	52%	49%	51%
		Change	0%	0%	0%	0%
A12R.	When an event is reported, it feels like the person is being written up, not the problem.	Most Recent	45%	48%	45%	48%
		Previous	44%	47%	44%	46%
		Change	1%	1%	1%	2%
A16R.	Staff worry that mistakes they make are kept in their personnel file.	Most Recent	34%	37%	37%	35%
		Previous	33%	36%	37%	35%
		Change	1%	1%	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 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 Status and Ownership and Control			
		Teaching	Nonteaching	Govt	Nongovt
# Hospitals	Both Years	227	423	140	510
# Respondents	Most Recent	194,831	154,705	65,752	283,784
	Previous	165,377	141,487	60,126	246,738
A. Excellent	Most Recent	28%	32%	31%	31%
	Previous	27%	30%	29%	29%
	Change	1%	2%	2%	2%
B. Very Good	Most Recent	46%	45%	47%	45%
	Previous	46%	45%	47%	45%
	Change	0%	0%	0%	0%
C. Acceptable	Most Recent	21%	19%	19%	20%
	Previous	22%	20%	21%	21%
	Change	-1%	-1%	-2%	-1%
D. Poor	Most Recent	4%	4%	3%	4%
	Previous	4%	4%	3%	4%
	Change	0%	0%	0%	0%
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 Status and Ownership and Control			
		Teaching	Nonteaching	Govt	Nongovt
# Hospitals	Both Years	227	423	140	510
# Respondents	Most Recent	194,831	154,705	65,752	283,784
	Previous	165,377	141,487	60,126	246,738
No events	Most Recent	56%	55%	60%	54%
	Previous	54%	54%	60%	53%
	Change	2%	1%	0%	1%
1 to 2 events	Most Recent	27%	27%	24%	28%
	Previous	27%	27%	24%	28%
	Change	0%	0%	0%	0%
3 to 5 events	Most Recent	11%	11%	10%	12%
	Previous	12%	12%	10%	12%
	Change	-1%	-1%	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%	1%	2%
	Change	0%	0%	0%	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 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 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.

NOTE 2: States and territories are categorized into AHA-defined regions as follows:

- New England: CT, MA, ME, NH, RI, VT
- Mid-Atlantic: NJ, NY, PA
- South Atlantic/Associated Territories: DC, DE, FL, GA, MD, NC, SC, VA, WV, Puerto Rico, Virgin Islands
- 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 1 of 2)

Patient Safety Culture Composites	Database Year	Geographic Region							
		Mid-Atlantic/ New England	South Atlantic*	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific*
# Hospitals	Both Years	51	112	167	53	70	88	52	57
# Respondents	Most Recent	43,442	71,398	86,939	19,668	20,073	39,079	31,247	37,690
	Previous	33,197	63,782	77,128	20,033	18,212	36,698	25,235	32,579
1. **Teamwork Within Units**	Most Recent	78%	80%	80%	82%	81%	81%	79%	79%
	Previous	78%	78%	79%	81%	79%	80%	80%	79%
	Change	0%	2%	1%	1%	2%	1%	-1%	0%
2. **Supervisor/Manager Expectations & Actions Promoting Patient Safety**	Most Recent	72%	76%	74%	79%	76%	77%	74%	73%
	Previous	73%	76%	73%	78%	74%	77%	75%	72%
	Change	-1%	0%	1%	1%	2%	0%	-1%	1%
3. **Org Learning--Continuous Improvement**	Most Recent	70%	75%	72%	76%	74%	74%	70%	71%
	Previous	71%	73%	71%	76%	72%	74%	71%	70%
	Change	-1%	2%	1%	0%	2%	0%	-1%	1%
4. **Management Support for Patient Safety**	Most Recent	69%	74%	72%	76%	76%	74%	70%	71%
	Previous	69%	72%	70%	75%	73%	74%	72%	70%
	Change	0%	2%	2%	1%	3%	0%	-2%	1%
5. **Overall Perceptions of Patient Safety**	Most Recent	63%	65%	66%	70%	70%	69%	66%	64%
	Previous	62%	65%	64%	69%	69%	67%	67%	63%
	Change	1%	0%	2%	1%	1%	2%	-1%	1%
6. **Feedback & Communication About Error**	Most Recent	62%	66%	64%	69%	65%	68%	64%	64%
	Previous	62%	67%	62%	67%	62%	67%	65%	62%
	Change	0%	-1%	2%	2%	3%	1%	-1%	2%

* Includes associated territories.

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	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
					Geographic Region				
# Hospitals	Both Years	51	112	167	53	70	88	52	57
# Respondents	Most Recent	43,442	71,398	86,939	19,668	20,073	39,079	31,247	37,690
	Previous	33,197	63,782	77,128	20,033	18,212	36,698	25,235	32,579
7. Frequency of Events Reported	Most Recent	63%	65%	62%	69%	63%	67%	64%	64%
	Previous	62%	63%	60%	67%	62%	66%	63%	62%
	Change	1%	2%	2%	2%	1%	1%	1%	2%
8. Communication Openness	Most Recent	62%	61%	61%	63%	62%	65%	63%	61%
	Previous	62%	62%	60%	63%	61%	65%	63%	62%
	Change	0%	-1%	1%	0%	1%	0%	0%	-1%
9. Teamwork Across Units	Most Recent	54%	60%	57%	64%	61%	61%	58%	57%
	Previous	53%	57%	56%	63%	59%	61%	59%	55%
	Change	1%	3%	1%	1%	2%	0%	-1%	2%
10. Staffing	Most Recent	53%	55%	57%	61%	62%	58%	56%	52%
	Previous	52%	54%	56%	60%	62%	56%	56%	51%
	Change	1%	1%	1%	1%	0%	2%	0%	1%
11. Handoffs & Transitions	Most Recent	42%	46%	44%	53%	48%	48%	45%	42%
	Previous	41%	44%	43%	51%	47%	48%	45%	40%
	Change	1%	2%	1%	2%	1%	0%	0%	2%
12. Nonpunitive Response to Error	Most Recent	41%	43%	43%	48%	48%	47%	48%	42%
	Previous	42%	42%	41%	47%	48%	46%	47%	41%
	Change	-1%	1%	2%	1%	0%	1%	1%	1%

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*	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific*
				Geographic Region					
# Hospitals	Both Years	51	112	167	53	70	88	52	57
# Respondents	Most Recent	43,442	71,398	86,939	19,668	20,073	39,079	31,247	37,690
	Previous	33,197	63,782	77,128	20,033	18,212	36,698	25,235	32,579
1. Teamwork Within Units									
A1. People support one another in this unit.	Most Recent	84%	85%	86%	87%	87%	87%	84%	86%
	Previous	85%	84%	86%	86%	85%	86%	85%	86%
	Change	-1%	1%	0%	1%	2%	1%	-1%	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	85%	85%	87%	88%	88%	87%	85%	84%
	Previous	85%	84%	86%	88%	87%	86%	86%	84%
	Change	0%	1%	1%	0%	1%	1%	-1%	0%
A4. In this unit, people treat each other with respect.	Most Recent	76%	78%	78%	81%	79%	80%	77%	79%
	Previous	76%	77%	78%	79%	77%	79%	78%	79%
	Change	0%	1%	0%	2%	2%	1%	-1%	0%
A11. When one area in this unit gets really busy, others help out.	Most Recent	67%	69%	70%	73%	70%	71%	70%	69%
	Previous	66%	68%	68%	72%	68%	69%	70%	68%
	Change	1%	1%	2%	1%	2%	2%	0%	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%	75%	73%	77%	71%	77%	72%	73%
	Previous	72%	74%	71%	75%	69%	76%	74%	71%
	Change	-2%	1%	2%	2%	2%	1%	-2%	2%
B2. My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	73%	77%	76%	79%	77%	79%	75%	75%
	Previous	75%	77%	75%	78%	75%	78%	77%	75%
	Change	-2%	0%	1%	1%	2%	1%	-2%	0%
B3R. Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	71%	75%	73%	77%	78%	76%	75%	72%
	Previous	72%	74%	72%	76%	75%	75%	75%	71%
	Change	-1%	1%	1%	1%	3%	1%	0%	1%
B4R. My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	74%	78R%	76%	81%	78%	77%	74%	73%
	Previous	75%	78%	75%	82%	77%	78%	74%	72%
	Change	-1%	0%	1%	-1%	1%	-1%	0%	1%

* Includes associated territories.

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	Geographic Region							
		Mid-Atlantic/ New England	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Hospitals	Both Years	51	112	167	53	70	88	52	57
# Respondents	Most Recent	43,442	71,398	86,939	19,668	20,073	39,079	31,247	37,690
	Previous	33,197	63,782	77,128	20,033	18,212	36,698	25,235	32,579
3. **Org Learning--Continuous Improvement**									
A6. We are actively doing things to improve patient safety.	Most Recent	82%	85%	84%	86%	85%	84%	81%	82%
	Previous	82%	84%	82%	85%	84%	85%	83%	82%
	Change	0%	1%	2%	1%	1%	-1%	-2%	0%
A9. Mistakes have led to positive changes here.	Most Recent	62%	66%	63%	67%	67%	65%	63%	64%
	Previous	62%	65%	62%	67%	65%	65%	64%	62%
	Change	0%	1%	1%	0%	2%	0%	-1%	2%
A13. After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	68%	73%	69%	76%	70%	71%	66%	67%
	Previous	68%	71%	68%	75%	69%	72%	67%	66%
	Change	0%	2%	1%	1%	1%	-1%	-1%	1%
4. **Management Support for Patient Safety**									
F1. Hospital mgmt provides a work climate that promotes patient safety.	Most Recent	77%	82%	80%	85%	85%	83%	79%	79%
	Previous	78%	80%	79%	84%	82%	84%	82%	79%
	Change	-1%	2%	1%	1%	3%	-1%	-3%	0%
F8. The actions of hospital mgmt show that patient safety is a top priority.	Most Recent	72%	77%	74%	79%	79%	77%	72%	74%
	Previous	72%	75%	72%	77%	75%	77%	74%	73%
	Change	0%	2%	2%	2%	4%	0%	-2%	1%
F9R. Hospital mgmt seems interested in patient safety only after an adverse event happens.	Most Recent	57%	62%	60%	65%	66%	63%	59%	58%
	Previous	58%	61%	59%	65%	63%	62%	60%	56%
	Change	-1%	1%	1%	0%	3%	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-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	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Hospitals	Both Years	51	112	167	53	70	88	52	57
# Respondents	Most Recent	43,442	71,398	86,939	19,668	20,073	39,079	31,247	37,690
	Previous	33,197	63,782	77,128	20,033	18,212	36,698	25,235	32,579
5. Overall Perceptions of Patient Safety									
A10R. It is just by chance that more serious mistakes don't happen around here.	Most Recent	59%	60%	63%	66%	68%	64%	64%	59%
	Previous	59%	60%	61%	65%	66%	63%	64%	57%
	Change	0%	0%	2%	1%	2%	1%	0%	2%
A15. Patient safety is never sacrificed to get more work done.	Most Recent	63%	64%	63%	69%	67%	69%	65%	64%
	Previous	62%	64%	62%	68%	66%	67%	66%	64%
	Change	1%	0%	1%	1%	1%	2%	-1%	0%
A17R. We have patient safety problems in this unit.	Most Recent	60%	64%	65%	69%	69%	68%	65%	62%
	Previous	59%	63%	63%	69%	68%	66%	66%	60%
	Change	1%	1%	2%	0%	1%	2%	-1%	2%
A18. Our procedures and systems are good at preventing errors from happening.	Most Recent	70%	73%	73%	75%	75%	75%	70%	69%
	Previous	70%	72%	71%	75%	72%	73%	71%	69%
	Change	0%	1%	2%	0%	3%	2%	-1%	0%
6. Feedback & Communication About Error									
C1. We are given feedback about changes put into place based on event reports.	Most Recent	54%	59%	57%	62%	55%	60%	54%	56%
	Previous	54%	60%	55%	60%	51%	60%	57%	54%
	Change	0%	-1%	2%	2%	4%	0%	-3%	2%
C3. We are informed about errors that happen in this unit.	Most Recent	64%	67%	64%	72%	65%	69%	64%	64%
	Previous	64%	67%	62%	69%	63%	69%	65%	63%
	Change	0%	0%	2%	3%	2%	0%	-1%	1%
C5. In this unit, we discuss ways to prevent errors from happening again.	Most Recent	69%	72%	71%	74%	73%	74%	73%	71%
	Previous	70%	73%	69%	73%	70%	74%	73%	70%
	Change	-1%	-1%	2%	1%	3%	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).

Survey Items by Composite	Database Year	Mid-Atlantic/ New England	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
					Geographic Region				
# *Hospitals*	Both Years	51	112	167	53	70	88	52	57
# *Respondents*	Most Recent	43,442	71,398	86,939	19,668	20,073	39,079	31,247	37,690
	Previous	33,197	63,782	77,128	20,033	18,212	36,698	25,235	32,579
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	56%	60%	54%	63%	55%	62%	58%	58%
	Previous	55%	58%	53%	61%	52%	61%	57%	56%
	Change	1%	2%	1%	2%	3%	1%	1%	2%
D2. When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent	59%	61%	57%	65%	58%	63%	60%	59%
	Previous	58%	59%	56%	63%	58%	62%	60%	57%
	Change	1%	2%	1%	2%	0%	1%	0%	2%
D3. When a mistake is made that could harm the patient, but does not, how often is this reported?	Most Recent	74%	74%	73%	79%	75%	76%	73%	74%
	Previous	73%	74%	72%	78%	75%	75%	73%	73%
	Change	1%	0%	1%	1%	0%	1%	0%	1%
8. **Communication Openness**									
C2. Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent	75%	74%	75%	77%	76%	77%	77%	74%
	Previous	75%	76%	74%	77%	74%	77%	76%	74%
	Change	0%	-2%	1%	0%	2%	0%	1%	0%
C4. Staff feel free to question the decisions or actions of those with more authority.	Most Recent	48%	47%	45%	49%	46%	51%	48%	48%
	Previous	48%	47%	45%	48%	45%	51%	49%	48%
	Change	0%	0%	0%	1%	1%	0%	-1%	0%
C6R. Staff are afraid to ask questions when something does not seem right.	Most Recent	63%	62%	62%	65%	63%	66%	64%	61%
	Previous	64%	63%	61%	64%	63%	66%	63%	62%
	Change	-1%	-1%	1%	1%	0%	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-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	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
		Geographic Region							
# Hospitals	Both Years	51	112	167	53	70	88	52	57
# Respondents	Most Recent	43,442	71,398	86,939	19,668	20,073	39,079	31,247	37,690
	Previous	33,197	63,782	77,128	20,033	18,212	36,698	25,235	32,579
9. Teamwork Across Units									
F2R. Hospital units do not coordinate well with each other.	Most Recent	40%	47%	45%	53%	48%	49%	45%	42%
	Previous	40%	45%	44%	54%	45%	50%	46%	41%
	Change	0%	2%	1%	-1%	3%	-1%	-1%	1%
F4. There is good cooperation among hospital units that need to work together.	Most Recent	55%	61%	58%	66%	62%	63%	59%	59%
	Previous	54%	59%	57%	66%	60%	62%	61%	57%
	Change	1%	2%	1%	0%	2%	1%	-2%	2%
F6R. It is often unpleasant to work with staff from other hospital units.	Most Recent	56%	61%	59%	63%	62%	60%	60%	58%
	Previous	57%	58%	57%	61%	60%	60%	61%	57%
	Change	-1%	3%	2%	2%	2%	0%	-1%	1%
F10. Hospital units work well together to provide the best care for patients.	Most Recent	64%	70%	67%	74%	72%	72%	68%	67%
	Previous	63%	67%	66%	74%	69%	71%	69%	66%
	Change	1%	3%	1%	0%	3%	1%	-1%	1%
10. Staffing									
A2. We have enough staff to handle the workload.	Most Recent	49%	53%	56%	58%	65%	59%	55%	53%
	Previous	50%	51%	55%	57%	64%	57%	57%	54%
	Change	-1%	2%	1%	1%	1%	2%	-2%	-1%
A5R. Staff in this unit work longer hours than is best for patient care.	Most Recent	50%	51%	53%	59%	58%	54%	53%	47%
	Previous	49%	52%	53%	58%	58%	52%	53%	46%
	Change	1%	-1%	0%	1%	0%	2%	0%	1%
A7R. We use more agency/temporary staff than is best for patient care.	Most Recent	66%	67%	71%	73%	70%	67%	65%	61%
	Previous	65%	67%	69%	71%	71%	65%	63%	58%
	Change	1%	0%	2%	2%	-1%	2%	2%	3%
A14R. We work in "crisis mode" trying to do too much, too quickly.	Most Recent	45%	49%	48%	55%	56%	54%	52%	46%
	Previous	45%	48%	47%	54%	54%	52%	52%	45%
	Change	0%	1%	1%	1%	2%	2%	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 6 of 6)

Survey Items by Composite	Database Year	Geographic Region							
		Mid-Atlantic/ New England	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Hospitals	Both Years	51	112	167	53	70	88	52	57
# Respondents	Most Recent	43,442	71,398	86,939	19,668	20,073	39,079	31,247	37,690
	Previous	33,197	63,782	77,128	20,033	18,212	36,698	25,235	32,579
11. Handoffs & Transitions									
F3R. Things "fall between the cracks" when transferring patients from one unit to another.	Most Recent	36%	43%	39%	50%	44%	45%	42%	38%
	Previous	36%	41%	38%	49%	44%	45%	42%	36%
	Change	0%	2%	1%	1%	0%	0%	0%	2%
F5R. Important patient care information is often lost during shift changes.	Most Recent	50%	53%	50%	58%	52%	53%	49%	48%
	Previous	49%	51%	49%	56%	52%	52%	49%	46%
	Change	1%	2%	1%	2%	0%	1%	0%	2%
F7R. Problems often occur in the exchange of information across hospital units.	Most Recent	40%	45%	43%	51%	45%	47%	43%	40%
	Previous	39%	42%	41%	50%	44%	47%	44%	38%
	Change	1%	3%	2%	1%	1%	0%	-1%	2%
F11R. Shift changes are problematic for patients in this hospital.	Most Recent	42%	46%	44%	52%	51%	48%	44%	41%
	Previous	41%	44%	42%	51%	49%	47%	45%	40%
	Change	1%	2%	2%	1%	2%	1%	-1%	1%
12. Nonpunitive Response to Error									
A8R. Staff feel like their mistakes are held against them.	Most Recent	47%	48%	49%	55%	54%	53%	53%	48%
	Previous	48%	49%	48%	54%	54%	52%	54%	47%
	Change	-1%	-1%	1%	1%	0%	1%	-1%	1%
A12R. When an event is reported, it feels like the person is being written up, not the problem.	Most Recent	45%	45%	46%	51%	50%	49%	50%	45%
	Previous	45%	45%	44%	49%	49%	48%	49%	43%
	Change	0%	0%	2%	2%	1%	1%	1%	2%
A16R. Staff worry that mistakes they make are kept in their personnel file.	Most Recent	32%	34%	33%	39%	40%	38%	40%	33%
	Previous	32%	33%	32%	39%	40%	38%	39%	33%
	Change	0%	1%	1%	0%	0%	0%	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).

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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*	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific*
# Hospitals	Both Years	51	112	167	53	70	88	52	57
# Respondents	Most Recent	43,442	71,398	86,939	19,668	20,073	39,079	31,247	37,690
	Previous	33,197	63,782	77,128	20,033	18,212	36,698	25,235	32,579
A. Excellent	Most Recent	27%	33%	29%	35%	28%	33%	29%	31%
	Previous	25%	30%	27%	33%	26%	32%	30%	29%
	Change	2%	3%	2%	2%	2%	1%	-1%	2%
B. Very Good	Most Recent	44%	43%	46%	44%	50%	44%	44%	45%
	Previous	46%	44%	46%	45%	49%	45%	45%	46%
	Change	-2%	-1%	0%	-1%	1%	-1%	-1%	-1%
C. Acceptable	Most Recent	23%	20%	20%	17%	18%	19%	21%	20%
	Previous	23%	21%	22%	18%	21%	19%	20%	20%
	Change	0%	-1%	-2%	-1%	-3%	0%	1%	0%
D. Poor	Most Recent	5%	4%	4%	3%	3%	3%	5%	4%
	Previous	5%	4%	4%	3%	4%	3%	4%	4%
	Change	0%	0%	0%	0%	-1%	0%	1%	0%
E. Failing	Most Recent	1%	1%	1%	1%	0%	1%	1%	1%
	Previous	1%	1%	1%	1%	1%	1%	1%	1%
	Change	0%	0%	0%	0%	-1%	0%	0%	0%

* Includes associated territories.
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	Geographic Region							
		Mid-Atlantic/ New England	South Atlantic*	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific*
# Hospitals	Both Years	51	112	167	53	70	88	52	57
# Respondents	Most Recent	43,442	71,398	86,939	19,668	20,073	39,079	31,247	37,690
	Previous	33,197	63,782	77,128	20,033	18,212	36,698	25,235	32,579
No events	Most Recent	55%	57%	54%	56%	51%	59%	55%	55%
	Previous	53%	57%	52%	54%	49%	58%	56%	53%
	Change	2%	0%	2%	2%	2%	1%	-1%	2%
1 to 2 events	Most Recent	26%	26%	28%	26%	28%	25%	28%	27%
	Previous	26%	26%	29%	27%	28%	26%	26%	28%
	Change	0%	0%	-1%	-1%	0%	-1%	2%	-1%
3 to 5 events	Most Recent	12%	11%	11%	11%	13%	10%	12%	12%
	Previous	12%	11%	12%	12%	14%	11%	12%	11%
	Change	0%	0%	-1%	-1%	-1%	-1%	0%	1%
6 to 10 events	Most Recent	4%	3%	4%	4%	5%	4%	4%	4%
	Previous	5%	4%	4%	4%	6%	4%	4%	5%
	Change	-1%	-1%	0%	0%	-1%	0%	0%	-1%
11 to 20 events	Most Recent	2%	1%	1%	2%	2%	1%	1%	1%
	Previous	2%	1%	1%	2%	2%	1%	1%	2%
	Change	0%	0%	0%	0%	0%	0%	0%	-1%
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%

* Includes associated territories.
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 the 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	75	446	392	415	476	315	176	345	180	434	353	455
# Respondents	Most Recent	1,646	17,629	22,370	14,201	38,021	13,427	10,501	8,204	6,817	16,255	9,750	28,433
	Previous	2,721	14,486	19,550	12,177	28,629	11,708	9,623	7,263	5,536	14,735	9,192	24,749
1. Teamwork Within Units	Most Recent	80%	78%	84%	76%	78%	81%	83%	76%	79%	79%	87%	78%
	Previous	80%	77%	84%	76%	76%	80%	82%	75%	79%	78%	85%	77%
	Change	0%	1%	0%	0%	2%	1%	1%	1%	0%	1%	2%	1%
2. Supervisor/Manager Expectations & Actions Promoting Patient Safety	Most Recent	76%	70%	73%	75%	74%	72%	75%	76%	76%	76%	82%	73%
	Previous	76%	69%	73%	75%	73%	72%	75%	75%	76%	75%	81%	73%
	Change	0%	1%	0%	0%	1%	0%	0%	1%	0%	1%	1%	0%
3. Org Learning--Continuous Improvement	Most Recent	74%	68%	73%	72%	73%	72%	75%	76%	73%	73%	78%	74%
	Previous	73%	66%	73%	72%	73%	73%	74%	75%	72%	71%	74%	74%
	Change	1%	2%	0%	0%	0%	-1%	1%	1%	1%	2%	4%	0%
4. Management Support for Patient Safety	Most Recent	68%	64%	65%	74%	69%	70%	72%	71%	71%	75%	79%	70%
	Previous	68%	62%	65%	75%	68%	69%	72%	70%	69%	74%	77%	69%
	Change	0%	2%	0%	-1%	1%	1%	0%	1%	2%	1%	2%	1%
5. Overall Perceptions of Patient Safety	Most Recent	66%	57%	61%	70%	60%	64%	69%	64%	62%	75%	78%	66%
	Previous	65%	55%	60%	70%	59%	63%	69%	64%	62%	73%	75%	66%
	Change	1%	2%	1%	0%	1%	1%	0%	0%	0%	2%	3%	0%
6. Feedback & Communication About Error	Most Recent	66%	58%	61%	64%	62%	63%	64%	68%	67%	65%	73%	65%
	Previous	65%	57%	60%	63%	61%	62%	62%	65%	67%	65%	70%	64%
	Change	1%	1%	1%	1%	1%	1%	2%	3%	0%	0%	3%	1%

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

Patient Safety Culture Composites	Database Year	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	75	446	392	415	476	315	176	345	180	434	353	455
# Respondents	Most Recent	1,646	17,629	22,370	14,201	38,021	13,427	10,501	8,204	6,817	16,255	9,750	28,433
	Previous	2,721	14,486	19,550	12,177	28,629	11,708	9,623	7,263	5,536	14,735	9,192	24,749
7. Frequency of Events Reported	Most Recent	56%	58%	60%	70%	64%	63%	65%	60%	67%	61%	67%	66%
	Previous	57%	57%	60%	69%	62%	64%	66%	57%	64%	59%	63%	64%
	Change	-1%	1%	0%	1%	2%	-1%	-1%	3%	3%	2%	4%	2%
8. Communication Openness	Most Recent	66%	58%	61%	60%	58%	61%	65%	65%	62%	62%	72%	61%
	Previous	66%	58%	62%	60%	58%	61%	62%	64%	63%	63%	69%	61%
	Change	0%	0%	-1%	0%	0%	0%	3%	1%	-1%	-1%	3%	0%
9. Teamwork Across Units	Most Recent	52%	49%	58%	55%	58%	58%	59%	54%	56%	57%	63%	55%
	Previous	53%	47%	56%	55%	57%	56%	58%	54%	55%	56%	60%	54%
	Change	-1%	2%	2%	0%	1%	2%	1%	0%	1%	1%	3%	1%
10. Staffing	Most Recent	56%	50%	58%	56%	53%	62%	61%	54%	56%	64%	64%	56%
	Previous	54%	48%	58%	55%	52%	58%	60%	54%	58%	63%	62%	55%
	Change	2%	2%	0%	1%	1%	4%	1%	0%	-2%	1%	2%	1%
11. Handoffs & Transitions	Most Recent	39%	49%	52%	37%	46%	57%	52%	31%	43%	45%	42%	43%
	Previous	40%	48%	51%	37%	45%	52%	50%	31%	43%	42%	40%	41%
	Change	-1%	1%	1%	0%	1%	**5%**	2%	0%	0%	3%	2%	2%
12. Nonpunitive Response to Error	Most Recent	44%	38%	40%	39%	41%	41%	47%	50%	47%	43%	61%	43%
	Previous	44%	35%	39%	39%	41%	42%	43%	51%	47%	43%	57%	43%
	Change	0%	3%	1%	0%	0%	-1%	4%	-1%	0%	0%	4%	0%

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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	75	446	392	415	476	315	176	345	180	434	353	455
	# Respondents	Most Recent	1,646	17,629	22,370	14,201	38,021	13,427	10,501	8,204	6,817	16,255	9,750	28,433
		Previous	2,721	14,486	19,550	12,177	28,629	11,708	9,623	7,263	5,536	14,735	9,192	24,749
1.	**Teamwork Within Units**														
A1.	People support one another in this unit.	Most Recent	87%	84%	89%	82%	85%	87%	88%	81%	84%	85%	92%	84%
		Previous	87%	83%	89%	82%	84%	86%	88%	81%	83%	85%	90%	83%
		Change	0%	1%	0%	0%	1%	1%	0%	0%	1%	0%	2%	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	87%	86%	90%	83%	82%	89%	88%	81%	84%	87%	90%	86%
		Previous	86%	86%	90%	84%	80%	87%	87%	81%	85%	87%	89%	86%
		Change	1%	0%	0%	-1%	2%	2%	1%	0%	-1%	0%	1%	0%
A4.	In this unit, people treat each other with respect.	Most Recent	78%	73%	80%	73%	78%	77%	82%	73%	78%	77%	88%	74%
		Previous	79%	73%	80%	74%	78%	78%	80%	74%	78%	77%	85%	73%
		Change	-1%	0%	0%	-1%	0%	-1%	2%	-1%	0%	0%	3%	1%
A11.	When one area in this unit gets really busy, others help out.	Most Recent	69%	68%	78%	65%	66%	70%	74%	68%	71%	66%	78%	67%
		Previous	67%	68%	77%	67%	63%	69%	72%	65%	70%	64%	75%	65%
		Change	2%	0%	1%	-2%	3%	1%	2%	3%	1%	2%	3%	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%	69%	71%	69%	73%	70%	70%	71%	77%	71%	79%	70%
		Previous	72%	68%	71%	70%	71%	70%	71%	70%	75%	70%	78%	70%
		Change	0%	1%	0%	-1%	2%	0%	-1%	1%	2%	1%	1%	0%
B2.	My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	77%	71%	74%	74%	75%	72%	76%	76%	77%	76%	85%	74%
		Previous	79%	71%	75%	74%	75%	72%	75%	75%	77%	76%	84%	75%
		Change	-2%	0%	-1%	0%	0%	0%	1%	1%	0%	0%	1%	-1%
B3R.	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	76%	68%	73%	79%	73%	71%	75%	78%	73%	76%	81%	70%
		Previous	74%	67%	73%	79%	72%	71%	76%	76%	75%	75%	79%	70%
		Change	2%	1%	0%	0%	1%	0%	-1%	2%	-2%	1%	2%	0%
B4R.	My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	80%	72%	75%	77%	75%	74%	77%	77%	77%	79%	84%	75%
		Previous	78%	71%	74%	77%	75%	75%	78%	77%	77%	78%	82%	76%
		Change	2%	1%	1%	0%	0%	-1%	-1%	0%	0%	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).

Survey Items by Composite		Database Year	Work Area/Unit											
			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	75	446	392	415	476	315	176	345	180	434	353	455
	# Respondents	Most Recent	1,646	17,629	22,370	14,201	38,021	13,427	10,501	8,204	6,817	16,255	9,750	28,433
		Previous	2,721	14,486	19,550	12,177	28,629	11,708	9,623	7,263	5,536	14,735	9,192	24,749
3.	**Org Learning--Continuous Improvement**													
A6.	We are actively doing things to improve patient safety.	Most Recent	87%	80%	85%	83%	85%	83%	87%	87%	84%	85%	90%	86%
		Previous	85%	79%	85%	82%	85%	84%	87%	86%	83%	84%	88%	86%
		Change	2%	1%	0%	1%	0%	-1%	0%	1%	1%	1%	2%	0%
A9.	Mistakes have led to positive changes here.	Most Recent	66%	58%	62%	67%	63%	64%	65%	75%	64%	64%	66%	65%
		Previous	67%	56%	62%	67%	61%	65%	64%	73%	64%	63%	62%	65%
		Change	-1%	2%	0%	0%	2%	-1%	1%	2%	0%	1%	4%	0%
A13.	After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	70%	64%	71%	67%	72%	70%	72%	67%	71%	69%	77%	71%
		Previous	66%	63%	71%	67%	71%	70%	71%	65%	69%	67%	74%	70%
		Change	4%	1%	0%	0%	1%	0%	1%	2%	2%	2%	3%	1%
4.	**Management Support for Patient Safety**													
F1.	Hospital mgmt provides a work climate that promotes patient safety.	Most Recent	79%	73%	73%	82%	77%	78%	82%	78%	78%	85%	87%	80%
		Previous	76%	72%	73%	83%	76%	77%	81%	77%	77%	83%	86%	79%
		Change	3%	1%	0%	-1%	1%	1%	1%	1%	1%	2%	1%	1%
F8.	The actions of hospital mgmt show that patient safety is a top priority.	Most Recent	71%	67%	68%	78%	73%	73%	75%	74%	74%	78%	81%	73%
		Previous	72%	65%	67%	77%	71%	71%	75%	75%	72%	76%	79%	72%
		Change	-1%	2%	1%	1%	2%	2%	0%	-1%	2%	2%	2%	1%
F9R.	Hospital mgmt seems interested in patient safety only after an adverse event happens.	Most Recent	55%	51%	54%	63%	58%	59%	60%	60%	61%	63%	69%	58%
		Previous	55%	50%	53%	63%	57%	58%	59%	58%	58%	61%	66%	57%
		Change	0%	1%	1%	0%	1%	1%	1%	2%	3%	2%	3%	1%

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

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

		Work Area/Unit											
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	75	446	392	415	476	315	176	345	180	434	353	455
# Respondents	Most Recent	1,646	17,629	22,370	14,201	38,021	13,427	10,501	8,204	6,817	16,255	9,750	28,433
	Previous	2,721	14,486	19,550	12,177	28,629	11,708	9,623	7,263	5,536	14,735	9,192	24,749
5. Overall Perceptions of Patient Safety													
A10R. It is just by chance that more serious mistakes don't happen around here.	Most Recent	66%	55%	61%	62%	58%	63%	68%	60%	61%	71%	75%	63%
	Previous	62%	52%	59%	64%	58%	61%	64%	60%	62%	68%	72%	62%
	Change	4%	3%	2%	-2%	0%	2%	4%	0%	-1%	3%	3%	1%
A15. Patient safety is never sacrificed to get more work done.	Most Recent	62%	54%	56%	71%	57%	58%	66%	62%	64%	75%	78%	62%
	Previous	62%	54%	55%	70%	56%	58%	67%	62%	64%	73%	75%	62%
	Change	0%	0%	1%	1%	1%	0%	-1%	0%	0%	2%	3%	0%
A17R. We have patient safety problems in this unit.	Most Recent	61%	52%	58%	69%	55%	63%	67%	61%	54%	76%	76%	66%
	Previous	62%	50%	58%	69%	54%	62%	68%	61%	54%	74%	74%	66%
	Change	-1%	2%	0%	0%	1%	1%	-1%	0%	0%	2%	2%	0%
A18. Our procedures and systems are good at preventing errors from happening.	Most Recent	74%	65%	70%	78%	68%	72%	77%	73%	70%	78%	82%	75%
	Previous	73%	62%	68%	77%	67%	73%	76%	72%	69%	76%	78%	74%
	Change	1%	3%	2%	1%	1%	-1%	1%	1%	1%	2%	4%	1%
6. Feedback & Communication About Error													
C1. We are given feedback about changes put into place based on event reports.	Most Recent	56%	53%	56%	54%	57%	57%	57%	57%	61%	56%	66%	55%
	Previous	54%	51%	55%	54%	55%	55%	53%	54%	61%	55%	63%	55%
	Change	2%	2%	1%	0%	2%	2%	4%	3%	0%	1%	3%	0%
C3. We are informed about errors that happen in this unit.	Most Recent	67%	58%	59%	67%	62%	61%	63%	71%	67%	68%	72%	66%
	Previous	66%	56%	57%	66%	61%	61%	62%	70%	67%	68%	70%	65%
	Change	1%	2%	2%	1%	1%	0%	1%	1%	0%	0%	2%	1%
C5. In this unit, we discuss ways to prevent errors from happening again.	Most Recent	74%	63%	69%	70%	69%	71%	74%	74%	73%	72%	81%	73%
	Previous	76%	63%	68%	70%	68%	70%	71%	72%	73%	71%	78%	72%
	Change	-2%	0%	1%	0%	1%	1%	3%	2%	0%	1%	3%	1%

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

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

| Survey Items by Composite | Database Year | Work Area/Unit | | | | | | | | | | | |
		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	75	446	392	415	476	315	176	345	180	434	353	455
# Respondents	Most Recent	1,646	17,629	22,370	14,201	38,021	13,427	10,501	8,204	6,817	16,255	9,750	28,433
	Previous	2,721	14,486	19,550	12,177	28,629	11,708	9,623	7,263	5,536	14,735	9,192	24,749
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	52%	49%	52%	64%	56%	55%	57%	49%	61%	54%	63%	60%
	Previous	52%	48%	51%	63%	55%	55%	57%	47%	60%	52%	58%	58%
	Change	0%	1%	1%	1%	1%	0%	0%	2%	1%	2%	**5%**	2%
D2. When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent	51%	55%	57%	64%	61%	60%	61%	56%	62%	56%	61%	62%
	Previous	49%	54%	56%	63%	59%	60%	62%	52%	60%	54%	58%	60%
	Change	2%	1%	1%	1%	2%	0%	-1%	4%	2%	2%	3%	2%
D3. When a mistake is made that could harm the patient, but does not, how often is this reported?	Most Recent	67%	70%	72%	82%	75%	75%	78%	75%	77%	73%	77%	75%
	Previous	69%	68%	72%	80%	73%	76%	78%	72%	73%	72%	74%	74%
	Change	-2%	2%	0%	2%	2%	-1%	0%	3%	4%	1%	3%	1%
8. Communication Openness													
C2. Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent	77%	70%	75%	73%	72%	76%	78%	74%	76%	77%	85%	78%
	Previous	78%	70%	76%	74%	72%	75%	75%	74%	76%	77%	82%	77%
	Change	-1%	0%	-1%	-1%	0%	1%	3%	0%	0%	0%	3%	1%
C4. Staff feel free to question the decisions or actions of those with more authority.	Most Recent	55%	45%	46%	43%	43%	45%	49%	52%	48%	45%	57%	46%
	Previous	54%	45%	46%	43%	43%	46%	46%	52%	49%	46%	54%	46%
	Change	1%	0%	0%	0%	0%	-1%	3%	0%	-1%	-1%	3%	0%
C6R. Staff are afraid to ask questions when something does not seem right.	Most Recent	67%	59%	63%	63%	61%	61%	66%	67%	62%	65%	74%	61%
	Previous	65%	59%	64%	64%	60%	61%	64%	67%	64%	64%	71%	61%
	Change	2%	0%	-1%	-1%	1%	0%	2%	0%	-2%	1%	3%	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	75	446	392	415	476	315	176	345	180	434	353	455
# Respondents	Most Recent	1,646	17,629	22,370	14,201	38,021	13,427	10,501	8,204	6,817	16,255	9,750	28,433
	Previous	2,721	14,486	19,550	12,177	28,629	11,708	9,623	7,263	5,536	14,735	9,192	24,749
9. Teamwork Across Units													
F2R. Hospital units do not coordinate well with each other.	Most Recent	38%	37%	44%	42%	45%	46%	46%	42%	42%	45%	49%	42%
	Previous	40%	36%	42%	42%	43%	42%	45%	42%	40%	43%	47%	40%
	Change	-2%	1%	2%	0%	2%	4%	1%	0%	2%	2%	2%	2%
F4. There is good cooperation among hospital units that need to work together.	Most Recent	56%	48%	58%	57%	59%	59%	61%	55%	55%	60%	64%	56%
	Previous	54%	46%	56%	57%	57%	58%	60%	54%	55%	58%	61%	56%
	Change	2%	2%	2%	0%	2%	1%	1%	1%	0%	2%	3%	0%
F6R. It is often unpleasant to work with staff from other hospital units.	Most Recent	53%	51%	63%	54%	62%	60%	62%	57%	62%	57%	66%	56%
	Previous	52%	49%	63%	54%	61%	57%	58%	56%	60%	55%	63%	56%
	Change	1%	2%	0%	0%	1%	3%	4%	1%	2%	2%	3%	0%
F10. Hospital units work well together to provide the best care for patients.	Most Recent	61%	58%	66%	67%	67%	68%	69%	65%	64%	68%	73%	66%
	Previous	64%	57%	65%	67%	66%	67%	69%	64%	62%	66%	70%	65%
	Change	-3%	1%	1%	0%	1%	1%	0%	1%	2%	2%	3%	1%
10. Staffing													
A2. We have enough staff to handle the workload.	Most Recent	58%	44%	57%	52%	47%	58%	59%	49%	49%	63%	59%	55%
	Previous	55%	42%	58%	50%	46%	55%	60%	47%	51%	61%	57%	54%
	Change	3%	2%	-1%	2%	1%	3%	-1%	2%	-2%	2%	2%	1%
A5R. Staff in this unit work longer hours than is best for patient care.	Most Recent	44%	50%	54%	58%	50%	58%	57%	56%	54%	61%	60%	48%
	Previous	45%	48%	55%	56%	50%	55%	55%	55%	56%	61%	60%	48%
	Change	-1%	2%	-1%	2%	0%	3%	2%	1%	-2%	0%	0%	0%
A7R. We use more agency/temporary staff than is best for patient care.	Most Recent	69%	67%	73%	68%	69%	78%	73%	68%	70%	75%	73%	73%
	Previous	67%	64%	71%	68%	68%	75%	74%	69%	71%	74%	70%	72%
	Change	2%	3%	2%	0%	1%	3%	-1%	-1%	-1%	1%	3%	1%
A14R. We work in "crisis mode" trying to do too much, too quickly.	Most Recent	52%	39%	50%	47%	45%	53%	57%	45%	49%	58%	64%	47%
	Previous	50%	37%	49%	47%	43%	48%	53%	45%	52%	55%	60%	46%
	Change	2%	2%	1%	0%	2%	**5%**	4%	0%	-3%	3%	4%	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	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	75	446	392	415	476	315	176	345	180	434	353	455
# Respondents	Most Recent	1,646	17,629	22,370	14,201	38,021	13,427	10,501	8,204	6,817	16,255	9,750	28,433
	Previous	2,721	14,486	19,550	12,177	28,629	11,708	9,623	7,263	5,536	14,735	9,192	24,749
11. Handoffs & Transitions													
F3R. Things "fall between the cracks" when transferring patients from one unit to another.	Most Recent	37%	46%	41%	28%	41%	49%	46%	22%	37%	42%	39%	40%
	Previous	37%	44%	40%	29%	41%	44%	43%	23%	36%	40%	37%	39%
	Change	0%	2%	1%	-1%	0%	**5%**	3%	-1%	1%	2%	2%	1%
F5R. Important patient care information is often lost during shift changes.	Most Recent	46%	59%	61%	45%	51%	65%	61%	38%	52%	50%	47%	50%
	Previous	49%	58%	61%	45%	52%	61%	59%	37%	52%	47%	45%	48%
	Change	-3%	1%	0%	0%	-1%	4%	2%	1%	0%	3%	2%	2%
F7R. Problems often occur in the exchange of information across hospital units.	Most Recent	37%	46%	46%	37%	45%	50%	47%	31%	41%	44%	44%	43%
	Previous	38%	44%	45%	36%	43%	46%	44%	31%	40%	41%	42%	41%
	Change	-1%	2%	1%	1%	2%	4%	3%	0%	1%	3%	2%	2%
F11R. Shift changes are problematic for patients in this hospital.	Most Recent	34%	46%	58%	40%	46%	62%	54%	34%	44%	44%	40%	39%
	Previous	37%	45%	58%	39%	43%	57%	53%	34%	44%	40%	38%	37%
	Change	-3%	1%	0%	1%	3%	**5%**	1%	0%	0%	4%	2%	2%
12. Nonpunitive Response to Error													
A8R. Staff feel like their mistakes are held against them.	Most Recent	48%	44%	45%	45%	47%	48%	52%	55%	52%	49%	65%	48%
	Previous	49%	42%	46%	46%	47%	48%	49%	57%	52%	50%	63%	49%
	Change	-1%	2%	-1%	-1%	0%	0%	3%	-2%	0%	-1%	2%	-1%
A12R. When an event is reported, it feels like the person is being written up, not the problem.	Most Recent	43%	40%	43%	42%	45%	45%	50%	54%	51%	46%	64%	47%
	Previous	44%	37%	42%	43%	44%	45%	46%	53%	51%	45%	60%	46%
	Change	-1%	3%	1%	-1%	1%	0%	4%	1%	0%	1%	4%	1%
A16R. Staff worry that mistakes they make are kept in their personnel file.	Most Recent	40%	29%	31%	30%	33%	32%	37%	42%	38%	35%	54%	34%
	Previous	39%	27%	31%	29%	32%	33%	33%	43%	39%	35%	50%	33%
	Change	1%	2%	0%	1%	1%	-1%	4%	-1%	-1%	0%	4%	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	75	446	392	415	476	315	176	345	180	434	353	455
	Most Recent	1,646	17,629	22,370	14,201	38,021	13,427	10,501	8,204	6,817	16,255	9,750	28,433
# Respondents	Previous	2,721	14,486	19,550	12,177	28,629	11,708	9,623	7,263	5,536	14,735	9,192	24,749
A. Excellent	Most Recent	38%	21%	25%	30%	21%	29%	30%	26%	26%	36%	41%	33%
	Previous	35%	18%	24%	29%	20%	27%	29%	25%	26%	33%	37%	32%
	Change	3%	3%	1%	1%	1%	2%	1%	1%	0%	3%	4%	1%
B. Very Good	Most Recent	41%	44%	46%	46%	47%	45%	50%	46%	43%	46%	44%	43%
	Previous	43%	44%	47%	48%	46%	46%	50%	47%	43%	46%	45%	44%
	Change	-2%	0%	-1%	-2%	1%	-1%	0%	-1%	0%	0%	-1%	-1%
C. Acceptable	Most Recent	16%	26%	22%	20%	25%	20%	16%	23%	22%	16%	12%	19%
	Previous	19%	28%	23%	19%	27%	21%	18%	22%	22%	18%	15%	20%
	Change	-3%	-2%	-1%	1%	-2%	-1%	-2%	1%	0%	-2%	-3%	-1%
D. Poor	Most Recent	4%	7%	5%	3%	6%	4%	3%	5%	7%	2%	2%	4%
	Previous	3%	8%	5%	3%	6%	5%	2%	5%	7%	3%	2%	4%
	Change	1%	-1%	0%	0%	0%	-1%	1%	0%	0%	-1%	0%	0%
E. Failing	Most Recent	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	0%	1%
	Previous	0%	1%	1%	1%	1%	1%	0%	1%	1%	0%	0%	1%
	Change	1%	0%	0%	-1%	0%	0%	1%	0%	0%	1%	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	75	446	392	415	476	315	176	345	180	434	353	455
# Respondents	Most Recent	1,646	17,629	22,370	14,201	38,021	13,427	10,501	8,204	6,817	16,255	9,750	28,433
	Previous	2,721	14,486	19,550	12,177	28,629	11,708	9,623	7,263	5,536	14,735	9,192	24,749
No events	Most Recent	54%	49%	36%	46%	43%	45%	47%	45%	51%	56%	61%	47%
	Previous	57%	48%	37%	49%	41%	42%	46%	47%	47%	56%	58%	47%
	Change	-3%	1%	-1%	-3%	2%	3%	1%	-2%	4%	0%	3%	0%
1 to 2 events	Most Recent	31%	30%	39%	26%	32%	36%	33%	20%	26%	31%	30%	32%
	Previous	28%	31%	37%	26%	32%	36%	32%	20%	29%	31%	31%	31%
	Change	3%	-1%	2%	0%	0%	0%	1%	0%	-3%	0%	-1%	1%
3 to 5 events	Most Recent	11%	13%	17%	14%	18%	14%	14%	16%	15%	9%	7%	14%
	Previous	11%	13%	17%	13%	18%	15%	16%	15%	16%	10%	8%	15%
	Change	0%	0%	0%	1%	0%	-1%	-2%	1%	-1%	-1%	-1%	-1%
6 to 10 events	Most Recent	3%	5%	5%	7%	5%	4%	4%	9%	6%	3%	2%	5%
	Previous	2%	5%	6%	6%	6%	5%	4%	8%	6%	3%	2%	5%
	Change	1%	0%	-1%	1%	-1%	-1%	0%	1%	0%	0%	0%	0%
11 to 20 events	Most Recent	1%	2%	2%	4%	2%	1%	1%	5%	2%	1%	0%	2%
	Previous	1%	2%	2%	3%	2%	2%	1%	5%	2%	1%	1%	2%
	Change	0%	0%	0%	1%	0%	-1%	0%	0%	0%	0%	-1%	0%
21 events or more	Most Recent	0%	1%	1%	3%	1%	0%	0%	5%	1%	0%	0%	1%
	Previous	0%	1%	1%	3%	1%	1%	1%	4%	0%	1%	0%	1%
	Change	0%	0%	0%	0%	0%	-1%	-1%	1%	1%	-1%	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 the 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	539	259	82	430	239	637	504	447	504
# Respondents	Most Recent	26,025	17,836	942	16,746	4,525	116,413	33,120	14,089	20,964
	Previous	23,291	17,287	972	16,268	3,727	102,902	27,402	12,509	16,846
1. Teamwork Within Units	Most Recent	89%	84%	83%	74%	78%	81%	77%	85%	78%
	Previous	88%	81%	84%	72%	77%	80%	76%	84%	77%
	Change	1%	3%	-1%	2%	1%	1%	1%	1%	1%
2. Supervisor/Manager Expectations & Actions Promoting Patient Safety	Most Recent	86%	73%	79%	74%	75%	74%	74%	78%	77%
	Previous	86%	71%	78%	73%	74%	73%	74%	78%	76%
	Change	0%	2%	1%	1%	1%	1%	0%	0%	1%
3. Org Learning--Continuous Improvement	Most Recent	84%	72%	73%	75%	75%	73%	72%	73%	72%
	Previous	83%	71%	73%	73%	73%	72%	71%	71%	72%
	Change	1%	1%	0%	2%	2%	1%	1%	2%	0%
4. Management Support for Patient Safety	Most Recent	86%	71%	78%	74%	67%	67%	73%	74%	77%
	Previous	84%	70%	77%	72%	67%	67%	72%	72%	75%
	Change	2%	1%	1%	2%	0%	0%	1%	2%	2%
5. Overall Perceptions of Patient Safety	Most Recent	76%	66%	69%	64%	60%	62%	72%	72%	68%
	Previous	74%	65%	65%	63%	58%	61%	70%	70%	67%
	Change	2%	1%	4%	1%	2%	1%	2%	2%	1%
6. Feedback & Communication About Error	Most Recent	79%	60%	67%	69%	64%	61%	64%	67%	69%
	Previous	77%	60%	66%	66%	62%	60%	63%	66%	67%
	Change	2%	0%	1%	3%	2%	1%	1%	1%	2%

Table D-5. Trending: Composite-Level Average Percent Positive Response by Staff Position (Page 2 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
# Hospitals	Both Years	539	259	82	430	239	637	504	447	504
# Respondents	Most Recent	26,025	17,836	942	16,746	4,525	116,413	33,120	14,089	20,964
	Previous	23,291	17,287	972	16,268	3,727	102,902	27,402	12,509	16,846
7. Frequency of Events Reported	Most Recent	71%	55%	56%	68%	52%	64%	64%	60%	69%
	Previous	70%	55%	58%	67%	50%	63%	63%	57%	66%
	Change	1%	0%	-2%	1%	2%	1%	1%	3%	3%
8. Communication Openness	Most Recent	77%	65%	65%	58%	64%	61%	60%	67%	60%
	Previous	76%	63%	63%	57%	64%	60%	59%	67%	61%
	Change	1%	2%	2%	1%	0%	1%	1%	0%	-1%
9. Teamwork Across Units	Most Recent	68%	60%	62%	60%	52%	57%	56%	62%	59%
	Previous	65%	58%	62%	57%	51%	56%	54%	61%	58%
	Change	3%	2%	0%	3%	1%	1%	2%	1%	1%
10. Staffing	Most Recent	64%	54%	57%	50%	55%	59%	59%	62%	55%
	Previous	64%	54%	51%	49%	54%	57%	57%	60%	54%
	Change	0%	0%	**6%**	1%	1%	2%	2%	2%	1%
11. Handoffs & Transitions	Most Recent	48%	43%	38%	50%	28%	48%	41%	42%	46%
	Previous	47%	42%	35%	47%	27%	47%	39%	41%	45%
	Change	1%	1%	3%	3%	1%	1%	2%	1%	1%
12. Nonpunitive Response to Error	Most Recent	63%	41%	46%	36%	52%	44%	41%	51%	40%
	Previous	61%	40%	49%	35%	52%	44%	40%	51%	40%
	Change	2%	1%	-3%	1%	0%	0%	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	539	259	82	430	239	637	504	447	504
# Respondents	Most Recent	26,025	17,836	942	16,746	4,525	116,413	33,120	14,089	20,964
	Previous	23,291	17,287	972	16,268	3,727	102,902	27,402	12,509	16,846
1. Teamwork Within Units										
A1. People support one another in this unit.	Most Recent	94%	90%	87%	80%	84%	87%	82%	90%	83%
	Previous	93%	86%	89%	79%	84%	87%	82%	89%	83%
	Change	1%	4%	-2%	1%	0%	0%	0%	1%	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	94%	86%	88%	78%	82%	87%	85%	89%	84%
	Previous	93%	85%	87%	77%	82%	86%	84%	88%	84%
	Change	1%	1%	1%	1%	0%	1%	1%	1%	0%
A4. In this unit, people treat each other with respect.	Most Recent	89%	87%	82%	72%	78%	79%	74%	84%	75%
	Previous	88%	83%	83%	71%	77%	79%	73%	83%	75%
	Change	1%	4%	-1%	1%	1%	0%	1%	1%	0%
A11. When one area in this unit gets really busy, others help out.	Most Recent	79%	71%	77%	66%	66%	69%	66%	77%	70%
	Previous	78%	68%	75%	63%	67%	68%	65%	75%	67%
	Change	1%	3%	2%	3%	-1%	1%	1%	2%	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%	79%	73%	69%	72%	70%	76%	76%
	Previous	85%	69%	78%	71%	69%	71%	69%	76%	74%
	Change	1%	1%	1%	2%	0%	1%	1%	0%	2%
B2. My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	89%	77%	83%	76%	77%	75%	74%	81%	77%
	Previous	89%	75%	84%	73%	76%	74%	74%	81%	77%
	Change	0%	2%	-1%	3%	1%	1%	0%	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%	73%	75R.	76%	72%	76%	77%	76%
	Previous	84%	68%	73%	72%	75%	72%	75%	76%	75%
	Change	0%	1%	0%	3%	1%	0%	1%	1%	1%
B4R. My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	85%	74%	79%	74R.	77%	76%	76%	80%	78%
	Previous	85%	74%	79%	73%	76%	75%	76%	79%	76%
	Change	0%	0%	0%	1%	1%	1%	0%	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 2 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	539	259	82	430	239	637	504	447	504
# Respondents	Most Recent	26,025	17,836	942	16,746	4,525	116,413	33,120	14,089	20,964
	Previous	23,291	17,287	972	16,268	3,727	102,902	27,402	12,509	16,846
3. **Org Learning--Continuous Improvement**										
A6. We are actively doing things to improve patient safety.	Most Recent	90%	84%	85%	87%	87%	85%	83%	86%	83%
	Previous	90%	84%	85%	85%	85%	84%	83%	84%	83%
	Change	0%	0%	0%	2%	2%	1%	0%	2%	0%
A9. Mistakes have led to positive changes here.	Most Recent	81%	68%	63%	63%	77%	63%	64%	62%	63%
	Previous	80%	67%	63%	60%	76%	62%	63%	59%	61%
	Change	1%	1%	0%	3%	1%	1%	1%	3%	2%
A13. After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	80%	63%	71%	76%	62%	71%	67%	71%	71%
	Previous	78%	63%	70%	74%	59%	70%	66%	69%	70%
	Change	2%	0%	1%	2%	3%	1%	1%	2%	1%
4. **Management Support for Patient Safety**										
F1. Hospital mgmt provides a work climate that promotes patient safety.	Most Recent	91%	79%	87%	83%	73%	75%	83%	84%	85%
	Previous	90%	80%	86%	82%	73%	75%	82%	83%	84%
	Change	1%	-1%	1%	1%	0%	0%	1%	1%	1%
F8. The actions of hospital mgmt show that patient safety is a top priority.	Most Recent	88%	74%	82%	79%	71%	70%	76%	77%	80%
	Previous	86%	73%	82%	76%	72%	69%	75%	74%	77%
	Change	2%	1%	0%	3%	-1%	1%	1%	3%	3%
F9R. Hospital mgmt seems interested in patient safety only after an adverse event happens.	Most Recent	78%	61%	64%	60R.	58%	57%	61%	62%	65%
	Previous	75%	58%	62%	59%	55%	57%	59%	61%	63%
	Change	3%	3%	2%	1%	3%	0%	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 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
						Staff Position				
# Hospitals	Both Years	539	259	82	430	239	637	504	447	504
# Respondents	Most Recent	26,025	17,836	942	16,746	4,525	116,413	33,120	14,089	20,964
	Previous	23,291	17,287	972	16,268	3,727	102,902	27,402	12,509	16,846
5. Overall Perceptions of Patient Safety										
A10R. It is just by chance that more serious mistakes don't happen around here.	Most Recent	74%	67%	65%	54%	59%	62%	66%	71%	60%
	Previous	73%	64%	63%	53%	58%	61%	64%	69%	60%
	Change	1%	3%	2%	1%	1%	1%	2%	2%	0%
A15. Patient safety is never sacrificed to get more work done.	Most Recent	75%	62%	69%	66%	54%	57%	71%	70%	71%
	Previous	73%	64%	62%	65%	52%	57%	70%	67%	70%
	Change	2%	-2%	**7%**	1%	2%	0%	1%	3%	1%
A17R. We have patient safety problems in this unit.	Most Recent	75%	63%	68%	63%	56%	58%	72%	73%	69%
	Previous	72%	61%	62%	61%	53%	58%	70%	70%	67%
	Change	3%	2%	**6%**	2%	3%	0%	2%	3%	2%
A18. Our procedures and systems are good at preventing errors from happening.	Most Recent	80%	72%	73%	74%	69%	70%	77%	77%	74%
	Previous	79%	71%	71%	72%	68%	69%	76%	74%	73%
	Change	1%	1%	2%	2%	1%	1%	1%	3%	1%
6. Feedback & Communication About Error										
C1. We are given feedback about changes put into place based on event reports.	Most Recent	72%	52%	59%	63%	55%	55%	55%	60%	61%
	Previous	70%	52%	61%	58%	52%	54%	54%	59%	59%
	Change	2%	0%	-2%	**5%**	3%	1%	1%	1%	2%
C3. We are informed about errors that happen in this unit.	Most Recent	80%	59%	67%	71%	65%	60%	67%	67%	71%
	Previous	78%	59%	66%	67%	64%	59%	67%	66%	69%
	Change	2%	0%	1%	4%	1%	1%	0%	1%	2%
C5. In this unit, we discuss ways to prevent errors from happening again.	Most Recent	86%	70%	75%	74%	71%	69%	71%	74%	74%
	Previous	85%	69%	72%	71%	69%	68%	70%	73%	73%
	Change	1%	1%	3%	3%	2%	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 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	539	259	82	430	239	637	504	447	504
# Respondents	Most Recent	26,025	17,836	942	16,746	4,525	116,413	33,120	14,089	20,964
	Previous	23,291	17,287	972	16,268	3,727	102,902	27,402	12,509	16,846
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	66%	49%	51%	66%	39%	54%	58%	54%	65%
	Previous	63%	49%	54%	65%	35%	53%	57%	52%	62%
	Change	3%	0%	-3%	1%	4%	1%	1%	2%	3%
D2. When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent	66%	48%	49%	64%	47%	61%	59%	53%	64%
	Previous	66%	48%	51%	62%	45%	60%	57%	51%	61%
	Change	0%	0%	-2%	2%	2%	1%	2%	2%	3%
D3. When a mistake is made that could harm the patient, but does not, how often is this reported?	Most Recent	81%	68%	67%	75%	70%	76%	75%	71%	76%
	Previous	81%	67%	70%	73%	68%	75%	74%	68%	75%
	Change	0%	1%	-3%	2%	2%	1%	1%	3%	1%
8. Communication Openness										
C2. Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent	85%	73%	78%	73%	73%	75%	75%	81%	76%
	Previous	84%	73%	74%	73%	73%	74%	75%	80%	76%
	Change	1%	0%	4%	0%	0%	1%	0%	1%	0%
C4. Staff feel free to question the decisions or actions of those with more authority.	Most Recent	70%	57%	51%	42%	51%	45%	43%	52%	44%
	Previous	69%	54%	50%	40%	52%	45%	43%	52%	44%
	Change	1%	3%	1%	2%	-1%	0%	0%	0%	0%
C6R. Staff are afraid to ask questions when something does not seem right.	Most Recent	75%	64%	65%	58R	68%	62%	63%	68%	61%
	Previous	74%	63%	65%	57%	66%	62%	61%	68%	63%
	Change	1%	1%	0%	1%	2%	0%	2%	0%	-2%

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

Table 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	539	259	82	430	239	637	504	447	504
# Respondents	Most Recent	26,025	17,836	942	16,746	4,525	116,413	33,120	14,089	20,964
	Previous	23,291	17,287	972	16,268	3,727	102,902	27,402	12,509	16,846
9. **Teamwork Across Units**										
F2R. Hospital units do not coordinate well with each other.	Most Recent	58%	46%	50%	47%	38%	44%	43%	48%	47%
	Previous	54%	44%	47%	44%	38%	43%	41%	48%	47%
	Change	4%	2%	3%	3%	0%	1%	2%	0%	0%
F4. There is good cooperation among hospital units that need to work together.	Most Recent	71%	62%	65%	62%	50%	57%	58%	63%	61%
	Previous	67%	59%	67%	58%	49%	56%	56%	61%	60%
	Change	4%	3%	-2%	4%	1%	1%	2%	2%	1%
F6R. It is often unpleasant to work with staff from other hospital units.	Most Recent	67%	64%	62%	59%	58%	60%	55%	66%	58%
	Previous	64%	61%	64%	56%	56%	59%	53%	64%	58%
	Change	3%	3%	-2%	3%	2%	1%	2%	2%	0%
F10. Hospital units work well together to provide the best care for patients.	Most Recent	77%	68%	73%	72%	60%	66%	67%	72%	71%
	Previous	75%	66%	71%	69%	60%	65%	66%	69%	70%
	Change	2%	2%	2%	3%	0%	1%	1%	3%	1%
10. **Staffing**										
A2. We have enough staff to handle the workload.	Most Recent	69%	55%	58%	46%	47%	56%	56%	57%	54%
	Previous	69%	55%	51%	44%	47%	54%	54%	56%	53%
	Change	0%	0%	**7%**	2%	0%	2%	2%	1%	1%
A5R. Staff in this unit work longer hours than is best for patient care.	Most Recent	59%	49%	52%	45%	59%	56%	58%	59%	50%
	Previous	59%	49%	48%	45%	59%	55%	56%	58%	50%
	Change	0%	0%	4%	0%	0%	1%	2%	1%	0%
A7R. We use more agency/temporary staff than is best for patient care.	Most Recent	72%	62%	65%	63%	72%	75%	71%	74%	64%
	Previous	72%	59%	58%	62%	72%	72%	69%	71%	63%
	Change	0%	3%	**7%**	1%	0%	3%	2%	3%	1%
A14R. We work in "crisis mode" trying to do too much, too quickly.	Most Recent	58%	52%	53%	47%	42%	49%	51%	57%	52%
	Previous	57%	51%	49%	46%	41%	46%	49%	56%	50%
	Change	1%	1%	4%	1%	1%	3%	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 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	539	259	82	430	239	637	504	447	504
# Respondents	Most Recent	26,025	17,836	942	16,746	4,525	116,413	33,120	14,089	20,964
	Previous	23,291	17,287	972	16,268	3,727	102,902	27,402	12,509	16,846
11. Handoffs & Transitions										
F3R. Things "fall between the cracks" when transferring patients from one unit to another.	Most Recent	44%	40%	36%	47%	19%	43%	36%	37%	44%
	Previous	43%	39%	32%	45%	17%	42%	34%	35%	43%
	Change	1%	1%	4%	2%	2%	1%	2%	2%	1%
F5R. Important patient care information is often lost during shift changes.	Most Recent	53%	47%	40%	58%	33%	55%	47%	47%	51%
	Previous	52%	47%	36%	56%	33%	54%	45%	45%	51%
	Change	1%	0%	4%	2%	0%	1%	2%	2%	0%
F7R. Problems often occur in the exchange of information across hospital units.	Most Recent	47%	44%	36%	47%	28%	46%	40%	43%	45%
	Previous	46%	42%	37%	43%	27%	45%	37%	41%	45%
	Change	1%	2%	-1%	4%	1%	1%	3%	2%	0%
F11R. Shift changes are problematic for patients in this hospital.	Most Recent	48%	40%	38%	49%	30%	49%	41%	42%	44%
	Previous	46%	39%	33%	45%	31%	48%	39%	41%	42%
	Change	2%	1%	**5%**	4%	-1%	1%	2%	1%	2%
12. Nonpunitive Response to Error										
A8R. Staff feel like their mistakes are held against them.	Most Recent	69%	47%	55%	43%	57%	50%	47%	57%	46%
	Previous	68%	47%	57%	41%	58%	50%	46%	57%	47%
	Change	1%	0%	-2%	2%	-1%	0%	1%	0%	-1%
A12R. When an event is reported, it feels like the person is being written up, not the problem.	Most Recent	70%	45%	47%	37%	57%	48%	44%	53%	42%
	Previous	67%	43%	49%	36%	57%	47%	41%	52%	41%
	Change	3%	2%	-2%	1%	0%	1%	3%	1%	1%
A16R. Staff worry that mistakes they make are kept in their personnel file.	Most Recent	51%	33%	37%	28%	43%	35%	33%	44%	32%
	Previous	48%	31%	42%	27%	41%	34%	31%	44%	31%
	Change	3%	2%	**-5%**	1%	2%	1%	2%	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
						Staff Position				
# Hospitals	Both Years	539	259	82	430	239	637	504	447	504
# Respondents	Most Recent	26,025	17,836	942	16,746	4,525	116,413	33,120	14,089	20,964
	Previous	23,291	17,287	972	16,268	3,727	102,902	27,402	12,509	16,846
A. Excellent	Most Recent	43%	30%	28%	30%	22%	25%	32%	34%	34%
	Previous	38%	29%	24%	28%	18%	24%	31%	33%	31%
	Change	**5%**	1%	4%	2%	4%	1%	1%	1%	3%
B. Very Good	Most Recent	44%	46%	50%	44%	47%	46%	45%	45%	45%
	Previous	47%	45%	53%	44%	48%	46%	45%	45%	46%
	Change	-3%	1%	-3%	0%	-1%	0%	0%	0%	-1%
C. Acceptable	Most Recent	12%	19%	18%	21%	25%	23%	19%	17%	18%
	Previous	13%	22%	20%	22%	26%	24%	20%	18%	20%
	Change	-1%	-3%	-2%	-1%	-1%	-1%	-1%	-1%	-2%
D. Poor	Most Recent	1%	4%	3%	4%	5%	5%	3%	3%	3%
	Previous	2%	4%	3%	5%	6%	5%	3%	4%	3%
	Change	-1%	0%	0%	-1%	-1%	0%	0%	-1%	0%
E. Failing	Most Recent	0%	1%	1%	1%	2%	1%	1%	0%	1%
	Previous	0%	1%	0%	1%	1%	1%	1%	1%	1%
	Change	0%	0%	1%	0%	1%	0%	0%	-1%	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	Staff Position								
		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	539	259	82	430	239	637	504	447	504
# Respondents	Most Recent	26,025	17,836	942	16,746	4,525	116,413	33,120	14,089	20,964
	Previous	23,291	17,287	972	16,268	3,727	102,902	27,402	12,509	16,846
No events	Most Recent	51%	64%	79%	79%	28%	32%	58%	62%	84%
	Previous	46%	65%	68%	78%	28%	33%	58%	59%	81%
	Change	**5%**	-1%	**11%**	1%	0%	-1%	0%	3%	3%
1 to 2 events	Most Recent	21%	25%	15%	17%	24%	39%	28%	30%	11%
	Previous	23%	24%	16%	17%	24%	37%	27%	31%	14%
	Change	-2%	1%	-1%	0%	0%	2%	1%	-1%	-3%
3 to 5 events	Most Recent	15%	8%	4%	3%	22%	19%	9%	6%	3%
	Previous	16%	8%	6%	3%	21%	20%	9%	7%	3%
	Change	-1%	0%	-2%	0%	1%	-1%	0%	-1%	0%
6 to 10 events	Most Recent	8%	2%	1%	1%	13%	6%	3%	2%	1%
	Previous	8%	2%	5%	1%	14%	7%	3%	2%	1%
	Change	0%	0%	-4%	0%	-1%	-1%	0%	0%	0%
11 to 20 events	Most Recent	3%	1%	0%	0%	8%	2%	1%	1%	0%
	Previous	4%	1%	2%	0%	7%	2%	1%	1%	0%
	Change	-1%	0%	-2%	0%	1%	0%	0%	0%	0%
21 events or more	Most Recent	3%	0%	0%	0%	6%	1%	1%	0%	0%
	Previous	3%	1%	2%	0%	6%	1%	1%	0%	0%
	Change	0%	-1%	-2%	0%	0%	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 the 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	641	600
# Respondents	Most Recent	247,970	80,019
	Previous	219,148	71,777
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	75%	77%
	Change	0%	0%
3. Org Learning--Continuous Improvement	Most Recent	73%	74%
	Previous	72%	73%
	Change	1%	1%
4. Management Support for Patient Safety	Most Recent	72%	78%
	Previous	71%	77%
	Change	1%	1%
5. Overall Perceptions of Patient Safety	Most Recent	66%	68%
	Previous	65%	67%
	Change	1%	1%
6. Feedback & Communication About Error	Most Recent	64%	69%
	Previous	63%	68%
	Change	1%	1%

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

Patient Safety Culture Composites	Database Year	Interaction With Patients	
		WITH direct interaction	WITHOUT direct interaction
# Hospitals	Both Years	641	600
# Respondents	Most Recent	247,970	80,019
	Previous	219,148	71,777
7. Frequency of Events Reported	Most Recent	64%	66%
	Previous	63%	65%
	Change	1%	1%
8. Communication Openness	Most Recent	62%	64%
	Previous	61%	64%
	Change	1%	0%
9. Teamwork Across Units	Most Recent	59%	60%
	Previous	58%	59%
	Change	1%	1%
10. Staffing	Most Recent	58%	54%
	Previous	57%	53%
	Change	1%	1%
11. Handoffs & Transitions	Most Recent	47%	40%
	Previous	46%	39%
	Change	1%	1%
12. Nonpunitive Response to Error	Most Recent	44%	47%
	Previous	43%	46%
	Change	1%	1%

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

Survey Items by Composite	Database Year	Interaction With Patients	
		WITH direct interaction	**WITHOUT** direct interaction
# Hospitals	Both Years	641	600
# Respondents	Most Recent	247,970	80,019
	Previous	219,148	71,777
1. Teamwork Within Units			
A1. People support one another in this unit.	Most Recent	86%	86%
	Previous	85%	86%
	Change	1%	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	86%	87%
	Previous	85%	87%
	Change	1%	0%
A4. In this unit, people treat each other with respect.	Most Recent	78%	80%
	Previous	78%	79%
	Change	0%	1%
A11. When one area in this unit gets really busy, others help out.	Most Recent	70%	71%
	Previous	69%	70%
	Change	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	73%	77%
	Previous	72%	76%
	Change	1%	1%
B2. My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	76%	79%
	Previous	76%	78%
	Change	0%	1%
B3R. Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	74%	77%
	Previous	74%	75%
	Change	0%	2%
B4R. My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	77%	77%
	Previous	77%	77%
	Change	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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Survey Items by Composite	Database Year	Interaction With Patients	
		WITH direct interaction	WITHOUT direct interaction
# Hospitals	Both Years	641	600
# Respondents	Most Recent	247,970	80,019
	Previous	219,148	71,777
3. Org Learning--Continuous Improvement			
A6. We are actively doing things to improve patient safety.	Most Recent	85%	82%
	Previous	84%	82%
	Change	1%	0%
A9. Mistakes have led to positive changes here.	Most Recent	63%	69%
	Previous	63%	69%
	Change	0%	0%
A13. After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	71%	69%
	Previous	70%	69%
	Change	1%	0%
4. Management Support for Patient Safety			
F1. Hospital mgmt provides a work climate that promotes patient safety.	Most Recent	80%	86%
	Previous	80%	86%
	Change	0%	0%
F8. The actions of hospital mgmt show that patient safety is a top priority.	Most Recent	74%	81%
	Previous	73%	80%
	Change	1%	1%
F9R. Hospital mgmt seems interested in patient safety only after an adverse event happens.	Most Recent	60%	67%
	Previous	59%	65%
	Change	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-10. Trending: Item-Level Average Percent Positive Response by Interaction With Patients (Page 3 of 6)

Survey Items by Composite	Database Year	Interaction With Patients	
		WITH direct interaction	WITHOUT direct interaction
# Hospitals	Both Years	641	600
# Respondents	Most Recent	247,970	80,019
	Previous	219,148	71,777
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	62%	61%
	Change	1%	1%
A15. Patient safety is never sacrificed to get more work done.	Most Recent	65%	68%
	Previous	64%	67%
	Change	1%	1%
A17R. We have patient safety problems in this unit.	Most Recent	65%	68%
	Previous	64%	66%
	Change	1%	2%
A18. Our procedures and systems are good at preventing errors from happening.	Most Recent	73%	74%
	Previous	72%	73%
	Change	1%	1%
6. Feedback & Communication About Error			
C1. We are given feedback about changes put into place based on event reports.	Most Recent	57%	61%
	Previous	56%	60%
	Change	1%	1%
C3. We are informed about errors that happen in this unit.	Most Recent	65%	71%
	Previous	64%	70%
	Change	1%	1%
C5. In this unit, we discuss ways to prevent errors from happening again.	Most Recent	72%	76%
	Previous	71%	75%
	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-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	641	600
	# Respondents	Most Recent	247,970	80,019
		Previous	219,148	71,777
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%	62%
		Previous	55%	60%
		Change	2%	2%
D2.	When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent	60%	61%
		Previous	59%	60%
		Change	1%	1%
D3.	When a mistake is made that could harm the patient, but does not, how often is this reported?	Most Recent	75%	75%
		Previous	74%	74%
		Change	1%	1%
8.	**Communication Openness**			
C2.	Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent	76%	76%
		Previous	75%	75%
		Change	1%	1%
C4.	Staff feel free to question the decisions or actions of those with more authority.	Most Recent	46%	52%
		Previous	46%	51%
		Change	0%	1%
C6R.	Staff are afraid to ask questions when something does not seem right.	Most Recent	63%	65%
		Previous	63%	65%
		Change	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-10. Trending: Item-Level Average Percent Positive Response by Interaction With Patients (Page 5 of 6)

		Interaction With Patients	
Survey Items by Composite	**Database Year**	**WITH direct interaction**	**WITHOUT direct interaction**
# Hospitals	Both Years	641	600
# Respondents	Most Recent	247,970	80,019
	Previous	219,148	71,777
9. Teamwork Across Units			
F2R. Hospital units do not coordinate well with each other.	Most Recent	46%	48%
	Previous	45%	47%
	Change	1%	1%
F4. There is good cooperation among hospital units that need to work together.	Most Recent	60%	62%
	Previous	59%	60%
	Change	1%	2%
F6R. It is often unpleasant to work with staff from other hospital units.	Most Recent	60%	58%
	Previous	59%	57%
	Change	1%	1%
F10. Hospital units work well together to provide the best care for patients.	Most Recent	69%	71%
	Previous	67%	70%
	Change	2%	1%
10. Staffing			
A2. We have enough staff to handle the workload.	Most Recent	56%	58%
	Previous	55%	57%
	Change	1%	1%
A5R. Staff in this unit work longer hours than is best for patient care.	Most Recent	54%	50%
	Previous	54%	49%
	Change	0%	1%
A7R. We use more agency/temporary staff than is best for patient care.	Most Recent	71%	60%
	Previous	69%	59%
	Change	2%	1%
A14R. We work in "crisis mode" trying to do too much, too quickly.	Most Recent	51%	49%
	Previous	50%	48%
	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-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	641	600
# Respondents	Most Recent	247,970	80,019
	Previous	219,148	71,777
11. Handoffs & Transitions			
F3R. Things "fall between the cracks" when transferring patients from one unit to another.	Most Recent	43%	36%
	Previous	42%	35%
	Change	1%	1%
F5R. Important patient care information is often lost during shift changes.	Most Recent	53%	45%
	Previous	52%	43%
	Change	1%	2%
F7R. Problems often occur in the exchange of information across hospital units.	Most Recent	46%	40%
	Previous	44%	38%
	Change	2%	2%
F11R. Shift changes are problematic for patients in this hospital.	Most Recent	47%	40%
	Previous	46%	39%
	Change	1%	1%
12. Nonpunitive Response to Error			
A8R. Staff feel like their mistakes are held against them.	Most Recent	50%	53%
	Previous	50%	53%
	Change	0%	0%
A12R. When an event is reported, it feels like the person is being written up, not the problem.	Most Recent	47%	50%
	Previous	46%	48%
	Change	1%	2%
A16R. Staff worry that mistakes they make are kept in their personnel file.	Most Recent	36%	37%
	Previous	35%	37%
	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).

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

Work Area/Unit Patient Safety Grade	Database Year	Interaction With Patients	
		WITH direct interaction	**WITHOUT** direct interaction
# Hospitals	Both Years	641	600
# Respondents	Most Recent	247,970	80,019
	Previous	219,148	71,777
A. Excellent	Most Recent	30%	35%
	Previous	28%	33%
	Change	2%	2%
B. Very Good	Most Recent	45%	45%
	Previous	46%	46%
	Change	-1%	-1%
C. Acceptable	Most Recent	20%	17%
	Previous	21%	19%
	Change	-1%	-2%
D. Poor	Most Recent	4%	2%
	Previous	4%	2%
	Change	0%	0%
E. Failing	Most Recent	1%	0%
	Previous	1%	1%
	Change	0%	-1%

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	641	600
# Respondents	Most Recent	247,970	80,019
	Previous	219,148	71,777
No events	Most Recent	51%	71%
	Previous	50%	70%
	Change	1%	1%
1 to 2 events	Most Recent	30%	15%
	Previous	30%	16%
	Change	0%	-1%
3 to 5 events	Most Recent	12%	7%
	Previous	13%	8%
	Change	-1%	-1%
6 to 10 events	Most Recent	4%	3%
	Previous	4%	4%
	Change	0%	-1%
11 to 20 events	Most Recent	1%	2%
	Previous	2%	2%
	Change	-1%	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.