

# Hospital Survey on Patient Safety Culture: 2018 User Database Report

**Part II: Appendix A—Results by Hospital Characteristics**

**Appendix B—Results by Respondent Characteristics**

**Part III: Appendix C—Trending Results by Hospital Characteristics**

**Appendix D—Trending Results by Respondent Characteristics**

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# Executive Summary

## Part II—Appendixes A & B: 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: Results by Hospital Characteristics

- Bed size
- Teaching status
- Ownership
- Geographic region

### Appendix B: Results by Respondent Characteristics

- Work area/unit
- Staff position
- Interaction with patients
- Tenure in current work area/unit

Highlights from these results were presented in the main body of the report, Part I: User Database Report, at the end of Chapter 6 and are also shown on the next three 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 geographic region. You can also compare your scores against the averages for hospitals that are part of a healthcare system and hospitals that are not part of a healthcare system. You can use a 5 percentage point difference as a rule of thumb for determining which differences to focus on.

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, interaction with patients, and tenure in current work area/unit. 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: Results by Hospital Characteristics

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

- Hospitals with the smallest bed size (*6–24 beds*) had the highest average percent positive across all composites (71 percent positive); hospitals with the largest bed size (*500 or more beds*) had the lowest (61 percent positive).
- Hospitals with the smallest bed size (*6–24 beds*) had the highest percentage of respondents who gave their work area/unit a patient safety grade of “Excellent” or “Very Good” (84 percent); hospitals with the largest bed size (*500 or more beds*) had the lowest (72 percent).

### Teaching Status and Ownership (Table A-5)

- *Nonteaching* hospitals, on average, scored 5 percentage points or more than *teaching* hospitals on *Staffing and Handoffs and Transitions*.
- *For-profit* hospitals, on average, scored higher than *not-for-profit* and *government* hospitals by 5 percentage points or more on *Teamwork Across Units and Handoffs and Transitions*.

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

- *West South Central* hospitals had the highest average percent positive across all composites (67 percent positive); *Mid-Atlantic* hospitals had the lowest (61 percent positive).
- *East North Central* hospitals had the highest percentage of respondents who gave their work area/unit a patient safety grade of “Excellent” or “Very Good” (80 percent); *Mid-Atlantic* and *Pacific/Associated Territories* hospitals had the lowest (73 percent).
- *Mountain* hospitals had the highest percentage of respondents who reported one or more events in the past year (50 percent); *West South Central* hospitals had the lowest (40 percent).



## Highlights From Appendix B: 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 (71 percent positive); *Emergency* had the lowest (60 percent positive).
- *Rehabilitation* had the highest percentage of respondents who gave their work area/unit a patient safety grade of “Excellent” or “Very Good” (87 percent); *Emergency* had the lowest (67 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 (40 percent).

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

- Respondents in *Administration/Management* had the highest average percent positive across the composites (77 percent positive); *RN/LVN/LPN* had the lowest (63 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” (89 percent); *RN/LVN/LPN* had the lowest (71 percent).
- *Pharmacists* had the highest percentage of respondents reporting one or more events in the past year (76 percent); *Unit Assistants/Clerks/Secretaries* had the lowest (17 percent).

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

- Respondents *with* direct patient interaction had a higher percent positive (49 percent) than those *without* direct interaction (44 percent) on *Handoffs and Transitions*.
- Respondents *without* direct patient interaction were overall more positive than those *with* direct interaction by at least 5 percentage points on *Feedback & Communication About Error* (73 percent) and *Management Support for Patient Safety* (79 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” (83 percent) than respondents *with* direct patient interaction (76 percent).
- Respondents *with* direct patient interaction had a higher percentage of respondents reporting one or more events in the past year (49 percent) than respondents *without* direct patient interaction (31 percent).

## Highlights From Appendix B: Results by Respondent Characteristics (continued)

### Tenure in Current Work Area/Unit (Tables B-13, B-15, B-16)

- Respondents with *less than 1 year* in their current work area/unit had the highest average percent positive across the composites (70 percent positive); respondents with *6 to 10 years* had the lowest (64 percent positive).
- Respondents with *less than 1 year* in their current work area/unit had the highest percentage of respondents who gave their work area/unit a patient safety grade of “Excellent” or “Very Good” (84 percent); respondents with *1 to 5* and *6 to 10 years* had the lowest (76 percent).
- Respondents with *6 to 10 years* in their current work area/unit had the highest percentage of respondents reporting one or more events in the past year (50 percent); respondents with *less than 1 year* had the lowest (31 percent).

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

Appendixes C and D show trends over time for the 306 hospitals (of the 630 total database hospitals) that administered the survey and submitted data twice, both to the 2016 and 2018 databases. 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 characteristics.

### Appendix C: Trending Results by Hospital Characteristics

- Bed size
- Teaching status
- Ownership
- Geographic region

### Appendix D: Trending Results by Respondent Characteristics

- Work area/unit
- Staff position
- Interaction with patients
- Tenure in current work area/unit

To ensure hospital confidentiality, a rule was established requiring at least 10 hospitals to be in a particular breakout category in order for data would be displayed by that category.

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	<b>-5%</b>

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

Most Recent	70%
Previous	60%
Change	<b>10%</b>

Highlights of the findings from the breakout tables in these appendixes are provided on the following pages. Highlights of trending results show the largest increases by hospital and respondent characteristics.

## Highlights From Appendix C: Trending Results by Hospital Characteristics

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

- Hospitals with *50-99 beds* showed the largest increase (4 percentage points) on *Nonpunitive Response to Error*.
- Hospitals with *300-399 beds* had the largest increase (6 percentage points, from 69 percent to 75 percent) in the percentage of respondents who gave their work area/unit a patient safety grade of “Excellent” or “Very Good.”
- Hospitals with the smallest bed size (*6-24 beds*) increased by 5 percentage points (from 45 percent to 50 percent) for respondents who reported 1 or more events in the past year.

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

- *Nonteaching* hospitals showed the largest increase (3 percentage points) on *Nonpunitive Response to Error*.
- *For-Profit* hospitals showed the largest increase (4 percentage points) on *Teamwork Across Units* and *Handoffs and Transitions*.
- *For-Profit* hospitals had the largest increase (5 percentage points, from 72 percent to 77 percent) in the percentage of respondents who gave their work area/unit a patient safety grade of “Excellent” or “Very Good.”

### Geographic Region (Tables C-9, C-11)

- *East North Central* region hospitals had the greatest increase (5 percentage points) on *Nonpunitive Response to Error*.
- *Pacific/Associated Territories* region hospitals had the largest increase (5 percentage points, from 67 to 72 percent) in respondents who gave their work area/unit a patient safety grade of “Excellent” or “Very Good.”

## Highlights From Appendix D: Trending Results by Respondent Characteristics

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

- *ICU (any type), Medicine, and Obstetrics* increased by 4 percentage points on *Nonpunitive Response to Error*.
- *ICU (any type) and Psych/Mental Health* had the largest increase (5 percentage points) in respondents who gave their work area/unit a patient safety grade of “Excellent” or “Very Good.”

### Staff Position (Table D-5)

- *Dietitians* increased 6 percentage points (49 percent to 55 percent) on *Nonpunitive Response to Error*.

### Interaction With Patients (Table D-9)

- Respondents *without* direct patient interaction increased 3 percentage points (49 percent to 52 percent) on *Nonpunitive Response to Error*.

### Tenure in Current Work Area/Unit (Table D-13)

- Respondents with *1 to 5, 6 to 10, and 11 to 15 years* in their work area/unit increased by 3 percentage points on *Nonpunitive Response to Error*.

## **Part II**

### **Appendix A: Results by Hospital Characteristics**

#### **(1) Bed Size**

NOTE: The number of hospitals and respondents in each bed size category is shown in each table. 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 – 2018 Database Hospitals**

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
<i># Hospitals</i>	34	96	102	156	102	57	34	49
<i># Respondents</i>	2,558	13,360	23,967	79,082	75,910	50,639	41,249	96,069
<b>1. Teamwork Within Units</b>	86%	84%	83%	82%	81%	80%	82%	80%
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>	83%	83%	81%	79%	78%	76%	78%	77%
<b>3. Organizational Learning – Continuous Improvement</b>	75%	73%	74%	73%	71%	70%	72%	70%
<b>4. Management Support for Patient Safety</b>	78%	76%	74%	73%	69%	68%	69%	66%
<b>5. Feedback &amp; Communication About Error</b>	72%	70%	69%	69%	68%	67%	69%	66%
<b>6. Frequency of Events Reported</b>	69%	69%	68%	68%	66%	65%	66%	63%
<b>7. Overall Perceptions of Patient Safety</b>	73%	72%	68%	66%	63%	62%	62%	61%
<b>8. Communication Openness</b>	71%	68%	66%	65%	65%	62%	63%	63%
<b>9. Teamwork Across Units</b>	72%	69%	64%	61%	58%	56%	59%	55%
<b>10. Staffing</b>	63%	59%	55%	53%	50%	49%	49%	48%
<b>11. Handoffs &amp; Transitions</b>	61%	55%	49%	47%	43%	42%	43%	42%
<b>12. Nonpunitive Response to Error</b>	52%	52%	50%	48%	44%	42%	44%	43%
<b>Average Across Composites</b>	71%	69%	67%	65%	63%	62%	63%	61%

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**Table A-2. Item-Level Average Percent Positive Response by Bed Size – 2018 Database Hospitals (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
	<i># Hospitals</i>	34	96	102	156	102	57	34	49
	<i># Respondents</i>	2,558	13,360	23,967	79,082	75,910	50,639	41,249	96,069
<b>Teamwork Within Units</b>									
A1.	People support one another in this unit.	90%	89%	88%	87%	87%	86%	87%	86%
A3.	When a lot of work needs to be done quickly, we work together as a team to get the work done.	91%	89%	88%	87%	86%	85%	87%	85%
A4.	In this unit, people treat each other with respect.	86%	84%	83%	82%	81%	80%	81%	79%
A11.	When one area in this unit gets really busy, others help out.	76%	75%	73%	72%	71%	70%	72%	71%
<b>Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>									
B1.	My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	82%	81%	80%	79%	79%	77%	79%	77%
B2.	My supv/mgr seriously considers staff suggestions for improving patient safety.	83%	83%	82%	80%	79%	78%	80%	78%
B3R.	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	83%	83%	80%	79%	76%	74%	76%	76%
B4R.	My supv/mgr overlooks patient safety problems that happen over and over.	84%	82%	82%	79%	78%	76%	78%	78%
<b>Organizational Learning – Continuous Improvement</b>									
A6.	We are actively doing things to improve patient safety.	87%	84%	84%	84%	83%	83%	83%	82%
A9.	Mistakes have led to positive changes here.	64%	64%	65%	63%	61%	60%	63%	61%
A13.	After we make changes to improve patient safety, we evaluate their effectiveness.	73%	70%	71%	71%	69%	68%	70%	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 – 2018 Database Hospitals (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	34	96	102	156	102	57	34	49
	# Respondents	2,558	13,360	23,967	79,082	75,910	50,639	41,249	96,069
<b>Management Support for Patient Safety</b>									
F1.	Hospital management provides a work climate that promotes patient safety.	87%	86%	83%	82%	79%	77%	78%	76%
F8.	The actions of hospital management show that patient safety is a top priority.	81%	79%	77%	76%	73%	73%	73%	70%
F9R.	Hospital management seems interested in patient safety only after an adverse event happens.	65%	65%	62%	60%	56%	54%	55%	53%
<b>Feedback &amp; Communication About Error</b>									
C1.	We are given feedback about changes put into place based on event reports.	62%	60%	61%	61%	60%	60%	62%	59%
C3.	We are informed about errors that happen in this unit.	74%	71%	69%	69%	68%	69%	70%	67%
C5.	In this unit, we discuss ways to prevent errors from happening again.	80%	78%	77%	76%	75%	73%	75%	72%
<b>Frequency of Events Reported</b>									
D1.	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	64%	63%	63%	63%	61%	61%	62%	59%
D2.	When a mistake is made, but has no potential to harm the patient, how often is this reported?	66%	65%	64%	64%	62%	61%	62%	59%
D3.	When a mistake is made that could harm the patient, but does not, how often is this reported?	78%	79%	77%	76%	74%	74%	74%	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-2. Item-Level Average Percent Positive Response by Bed Size – 2018 Database Hospitals (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
	<i># Hospitals</i>	34	96	102	156	102	57	34	49
	<i># Respondents</i>	2,558	13,360	23,967	79,082	75,910	50,639	41,249	96,069
<b>Overall Perceptions of Patient Safety</b>									
A10R.	It is just by chance that more serious mistakes don't happen around here.	69%	68%	64%	62%	58%	56%	57%	57%
A15.	Patient safety is never sacrificed to get more work done.	73%	71%	66%	64%	61%	60%	59%	58%
A17R.	We have patient safety problems in this unit.	74%	72%	67%	66%	61%	59%	61%	59%
A18.	Our procedures and systems are good at preventing errors from happening.	77%	76%	74%	74%	72%	71%	72%	70%
<b>Communication Openness</b>									
C2.	Staff will freely speak up if they see something that may negatively affect patient care.	84%	82%	80%	78%	77%	76%	76%	75%
C4.	Staff feel free to question the decisions or actions of those with more authority.	55%	52%	50%	49%	49%	48%	48%	48%
C6R.	Staff are afraid to ask questions when something does not seem right.	75%	71%	69%	68%	67%	64%	66%	65%
<b>Teamwork Across Units</b>									
F2R.	Hospital units do not coordinate well with each other.	61%	57%	51%	49%	45%	43%	45%	42%
F4.	There is good cooperation among hospital units that need to work together.	72%	69%	64%	61%	59%	57%	60%	56%
F6R.	It is often unpleasant to work with staff from other hospital units.	72%	69%	65%	63%	60%	58%	61%	58%
F10.	Hospital units work well together to provide the best care for patients.	82%	79%	75%	72%	69%	67%	69%	66%

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

**Table A-2. Item-Level Average Percent Positive Response by Bed Size – 2018 Database Hospitals (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
	<i># Hospitals</i>	34	96	102	156	102	57	34	49
	<i># Respondents</i>	2,558	13,360	23,967	79,082	75,910	50,639	41,249	96,069
<b>Staffing</b>									
A2.	We have enough staff to handle the workload.	63%	58%	54%	51%	48%	47%	49%	45%
A5R.	Staff in this unit work longer hours than is best for patient care.	58%	53%	50%	48%	45%	44%	45%	44%
A7R.	We use more agency/temporary staff than is best for patient care.	70%	68%	66%	64%	62%	60%	60%	59%
A14R.	We work in “crisis mode,” trying to do too much, too quickly.	62%	57%	52%	50%	44%	42%	44%	43%
<b>Handoffs &amp; Transitions</b>									
F3R.	Things “fall between the cracks” when transferring patients from one unit to another.	56%	52%	44%	41%	37%	36%	37%	35%
F5R.	Important patient care information is often lost during shift changes.	64%	59%	54%	53%	50%	49%	51%	49%
F7R.	Problems often occur in the exchange of information across hospital units.	61%	55%	48%	46%	42%	41%	41%	40%
F11R.	Shift changes are problematic for patients in this hospital.	62%	56%	49%	47%	44%	43%	44%	42%
<b>Nonpunitive Response to Error</b>									
A8R.	Staff feel like their mistakes are held against them.	59%	59%	56%	54%	50%	47%	50%	48%
A12R.	When an event is reported, it feels like the person is being written up, not the problem.	53%	53%	52%	50%	47%	45%	48%	47%
A16R.	Staff worry that mistakes they make are kept in their personnel file.	45%	44%	41%	40%	36%	33%	36%	35%

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

**Table A-3. Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Bed Size – 2018 Database Hospitals**

Work Area/Unit Patient Safety Grade	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
<i># Hospitals</i>	34	96	102	156	102	57	34	49
<i># Respondents</i>	2,558	13,360	23,967	79,082	75,910	50,639	41,249	96,069
<b>Excellent or Very Good</b>	84%	82%	79%	78%	75%	73%	74%	72%
<b>A = Excellent</b>	42%	38%	35%	35%	33%	31%	32%	30%
<b>B = Very Good</b>	42%	44%	44%	43%	42%	42%	41%	42%
<b>C = Acceptable</b>	13%	15%	17%	17%	19%	20%	20%	22%
<b>D = Poor</b>	2%	2%	3%	4%	4%	5%	5%	5%
<b>E = Failing</b>	0%	1%	1%	1%	1%	1%	1%	1%

Note: Percentages may not add to 100 due to rounding. Excellent and Very Good may not add to the subtotal for Excellent or Very Good due to rounding.

**Table A-4. Average Percentage of Respondents Reporting Events in the Past 12 Months by Bed Size – 2018 Database Hospitals**

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
<i># Hospitals</i>	34	96	102	156	102	57	34	49
<i># Respondents</i>	2,558	13,360	23,967	79,082	75,910	50,639	41,249	96,069
<b>1 or More Events</b>	43%	44%	45%	45%	47%	45%	46%	46%
<b>None</b>	57%	56%	55%	55%	53%	55%	54%	54%
<b>1 to 2</b>	27%	25%	24%	24%	27%	24%	24%	25%
<b>3 to 5</b>	10%	13%	14%	13%	12%	13%	13%	13%
<b>6 to 10</b>	4%	4%	4%	4%	5%	4%	4%	4%
<b>11 to 20</b>	1%	2%	3%	3%	2%	3%	3%	3%
<b>21 or More</b>	1%	1%	1%	1%	1%	1%	1%	1%

Note: Percentages may not add to 100 due to rounding. Percentages for number of events may not add to the subtotal for 1 or more events due to rounding.

## **Appendix A: Results by Hospital Characteristics**

### **(2) Teaching Status and (3) Ownership**

NOTE: The number of hospitals and respondents in each teaching status and ownership category is shown in each table. 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– 2018 Database Hospitals**

Patient Safety Culture Composites	Teaching Status		Ownership		
	Teaching	Nonteaching	Government	Not for Profit	For Profit
<i># Hospitals</i>	226	404	77	489	64
<i># Respondents</i>	216,301	166,533	31,996	318,376	32,462
<b>1. Teamwork Within Units</b>	81%	83%	81%	82%	83%
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>	78%	80%	78%	80%	79%
<b>3. Organizational Learning – Continuous Improvement</b>	71%	73%	71%	72%	73%
<b>4. Management Support for Patient Safety</b>	70%	73%	71%	72%	73%
<b>5. Feedback &amp; Communication About Error</b>	67%	69%	66%	69%	69%
<b>6. Frequency of Events Reported</b>	65%	68%	65%	67%	68%
<b>7. Overall Perceptions of Patient Safety</b>	64%	68%	65%	67%	65%
<b>8. Communication Openness</b>	64%	66%	62%	66%	65%
<b>9. Teamwork Across Units</b>	59%	63%	60%	61%	66%
<b>10. Staffing</b>	50%	55%	54%	53%	53%
<b>11. Handoffs &amp; Transitions</b>	44%	49%	46%	47%	53%
<b>12. Nonpunitive Response to Error</b>	45%	49%	46%	48%	46%
<b>Average Across Composites</b>	63%	66%	64%	65%	66%

**Table A-6. Item-Level Average Percent Positive Response by Teaching Status and Ownership– 2018 Database Hospitals (Page 1 of 4)**

Survey Items by Composite		Teaching Status and Ownership				
		Teaching	Nonteaching	Government	Not for Profit	For Profit
	<i># Hospitals</i>	226	404	77	489	64
	<i># Respondents</i>	216,301	166,533	31,996	318,376	32,462
<b>Teamwork Within Units</b>						
A1.	People support one another in this unit.	87%	88%	86%	88%	88%
A3.	When a lot of work needs to be done quickly, we work together as a team to get the work done.	86%	88%	87%	87%	88%
A4.	In this unit, people treat each other with respect.	81%	83%	80%	82%	84%
A11.	When one area in this unit gets really busy, others help out.	71%	73%	71%	73%	72%
<b>Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>						
B1.	My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	78%	80%	77%	80%	81%
B2.	My supv/mgr seriously considers staff suggestions for improving patient safety.	79%	81%	78%	81%	81%
B3R.	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	77%	80%	78%	79%	77%
B4R.	My supv/mgr overlooks patient safety problems that happen over and over.	78%	81%	79%	80%	77%
<b>Organizational Learning – Continuous Improvement</b>						
A6.	We are actively doing things to improve patient safety.	83%	84%	82%	84%	85%
A9.	Mistakes have led to positive changes here.	62%	63%	63%	63%	63%
A13.	After we make changes to improve patient safety, we evaluate their effectiveness.	69%	71%	68%	70%	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-6. Item-Level Average Percent Positive Response by Teaching Status and Ownership – 2018 Database Hospitals (Page 2 of 4)**

Survey Items by Composite		Teaching Status and Ownership				
		Teaching	Nonteaching	Government	Not for Profit	For Profit
	<i># Hospitals</i>	226	404	77	489	64
	<i># Respondents</i>	216,301	166,533	31,996	318,376	32,462
<b>Management Support for Patient Safety</b>						
F1.	Hospital management provides a work climate that promotes patient safety.	79%	82%	81%	81%	83%
F8.	The actions of hospital management show that patient safety is a top priority.	74%	77%	74%	76%	78%
F9R.	Hospital management seems interested in patient safety only after an adverse event happens.	57%	61%	58%	60%	59%
<b>Feedback &amp; Communication About Error</b>						
C1.	We are given feedback about changes put into place based on event reports.	60%	61%	56%	61%	60%
C3.	We are informed about errors that happen in this unit.	68%	70%	67%	70%	70%
C5.	In this unit, we discuss ways to prevent errors from happening again.	75%	77%	73%	76%	76%
<b>Frequency of Events Reported</b>						
D1.	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	61%	63%	60%	63%	64%
D2.	When a mistake is made, but has no potential to harm the patient, how often is this reported?	61%	64%	62%	63%	64%
D3.	When a mistake is made that could harm the patient, but does not, how often is this reported?	74%	77%	74%	76%	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 A-6. Item-Level Average Percent Positive Response by Teaching Status and Ownership – 2018 Database Hospitals (Page 3 of 4)**

Survey Items by Composite		Teaching Status and Ownership				
		Teaching	Nonteaching	Government	Not for Profit	For Profit
	<i># Hospitals</i>	226	404	77	489	64
	<i># Respondents</i>	216,301	166,533	31,996	318,376	32,462
<b>Overall Perceptions of Patient Safety</b>						
A10R.	It is just by chance that more serious mistakes don't happen around here.	59%	63%	60%	63%	58%
A15.	Patient safety is never sacrificed to get more work done.	61%	66%	65%	64%	64%
A17R.	We have patient safety problems in this unit.	62%	67%	65%	66%	63%
A18.	Our procedures and systems are good at preventing errors from happening.	72%	74%	72%	74%	73%
<b>Communication Openness</b>						
C2.	Staff will freely speak up if they see something that may negatively affect patient care.	77%	80%	76%	79%	77%
C4.	Staff feel free to question the decisions or actions of those with more authority.	49%	51%	46%	50%	51%
C6R.	Staff are afraid to ask questions when something does not seem right.	66%	69%	65%	69%	68%
<b>Teamwork Across Units</b>						
F2R.	Hospital units do not coordinate well with each other.	45%	51%	47%	49%	55%
F4.	There is good cooperation among hospital units that need to work together.	59%	64%	62%	62%	67%
F6R.	It is often unpleasant to work with staff from other hospital units.	62%	64%	61%	63%	67%
F10.	Hospital units work well together to provide the best care for patients.	70%	74%	72%	72%	77%

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 – 2018 Database Hospitals (Page 4 of 4)**

Survey Items by Composite		Teaching Status and Ownership				
		Teaching	Nonteaching	Government	Not for Profit	For Profit
	<i># Hospitals</i>	226	404	77	489	64
	<i># Respondents</i>	216,301	166,533	31,996	318,376	32,462
<b>Staffing</b>						
A2.	We have enough staff to handle the workload.	48%	53%	54%	51%	54%
A5R.	Staff in this unit work longer hours than is best for patient care.	45%	50%	49%	48%	48%
A7R.	We use more agency/temporary staff than is best for patient care.	62%	65%	63%	65%	61%
A14R.	We work in “crisis mode,” trying to do too much, too quickly.	46%	52%	51%	49%	50%
<b>Handoffs &amp; Transitions</b>						
F3R.	Things “fall between the cracks” when transferring patients from one unit to another.	38%	45%	41%	42%	48%
F5R.	Important patient care information is often lost during shift changes.	51%	54%	50%	53%	58%
F7R.	Problems often occur in the exchange of information across hospital units.	43%	49%	44%	46%	53%
F11R.	Shift changes are problematic for patients in this hospital.	45%	50%	46%	48%	54%
<b>Nonpunitive Response to Error</b>						
A8R.	Staff feel like their mistakes are held against them.	50%	55%	52%	54%	52%
A12R.	When an event is reported, it feels like the person is being written up, not the problem.	48%	51%	47%	50%	47%
A16R.	Staff worry that mistakes they make are kept in their personnel file.	36%	41%	38%	40%	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 A-7. Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Teaching Status and Ownership – 2018 Database Hospitals**

Work Area/Unit Patient Safety Grade	Teaching Status and Ownership				
	Teaching	Nonteaching	Government	Not for Profit	For Profit
<i># Hospitals</i>	226	404	77	489	64
<i># Respondents</i>	216,301	166,533	31,996	318,376	32,462
<b>Excellent or Very Good</b>	75%	79%	77%	78%	77%
<b>A = Excellent</b>	32%	36%	32%	35%	36%
<b>B = Very Good</b>	43%	42%	44%	43%	40%
<b>C = Acceptable</b>	19%	17%	19%	18%	18%
<b>D = Poor</b>	4%	3%	4%	4%	4%
<b>E = Failing</b>	1%	1%	1%	1%	1%

Note: Percentages may not add to 100 due to rounding. Excellent and Very Good may not add to the subtotal for Excellent or Very Good due to rounding.

**Table A-8. Average Percentage of Respondents Reporting Events in the Past 12 Months by Teaching Status and Ownership – 2018 Database Hospitals**

Number of Events Reported by Respondents	Teaching Status and Ownership				
	Teaching	Nonteaching	Government	Not for Profit	For Profit
<i># Hospitals</i>	226	404	77	489	64
<i># Respondents</i>	216,301	166,533	31,996	318,376	32,462
<b>1 or More Events</b>	46%	44%	44%	46%	43%
<b>None</b>	54%	56%	56%	54%	57%
<b>1 to 2</b>	26%	24%	24%	25%	25%
<b>3 to 5</b>	13%	13%	13%	13%	12%
<b>6 to 10</b>	4%	4%	4%	4%	4%
<b>11 to 20</b>	2%	2%	2%	3%	2%
<b>21 or More</b>	1%	1%	1%	1%	1%

Note: Percentages may not add to 100 due to rounding. Percentages for number of events may not add to the subtotal for 1 or more events due to rounding.

## **Appendix A: Results by Hospital Characteristics**

### **(4) Geographic Region**

NOTE 1: The number of hospitals and respondents in each geographic region is shown in each table. 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 – 2018 Database Hospitals**

Patient Safety Culture Composites	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
<i># Hospitals</i>	33	61	151	144	27	73	85	20	36
<i># Respondents</i>	17,378	53,492	107,584	86,680	15,304	30,230	33,861	13,436	24,869
<b>1. Teamwork Within Units</b>	80%	79%	83%	83%	83%	83%	83%	84%	80%
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>	77%	76%	81%	80%	81%	80%	81%	79%	75%
<b>3. Organizational Learning – Continuous Improvement</b>	67%	70%	74%	73%	73%	71%	73%	72%	70%
<b>4. Management Support for Patient Safety</b>	69%	68%	74%	73%	73%	72%	74%	70%	69%
<b>5. Feedback &amp; Communication About Error</b>	62%	66%	71%	69%	68%	67%	71%	67%	66%
<b>6. Frequency of Events Reported</b>	63%	67%	69%	66%	68%	65%	69%	65%	67%
<b>7. Overall Perceptions of Patient Safety</b>	65%	62%	66%	68%	67%	68%	68%	64%	61%
<b>8. Communication Openness</b>	64%	63%	66%	66%	66%	67%	68%	65%	61%
<b>9. Teamwork Across Units</b>	56%	56%	63%	63%	61%	62%	66%	61%	60%
<b>10. Staffing</b>	52%	46%	53%	55%	57%	56%	56%	54%	49%
<b>11. Handoffs &amp; Transitions</b>	42%	42%	49%	48%	48%	48%	52%	45%	45%
<b>12. Nonpunitive Response to Error</b>	49%	41%	48%	48%	50%	51%	48%	46%	42%
<b>Average Across Composites</b>	62%	61%	66%	66%	66%	66%	67%	64%	62%

**Table A-10. Item-Level Average Percent Positive Response by Geographic Region – 2018 Database Hospitals (Page 1 of 4)**

Survey Items by Composite		Geographic Region								
		New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
	<i># Hospitals</i>	33	61	151	144	27	73	85	20	36
	<i># Respondents</i>	17,378	53,492	107,584	86,680	15,304	30,230	33,861	13,436	24,869
<b>Teamwork Within Units</b>										
A1.	People support one another in this unit.	86%	85%	88%	88%	89%	89%	88%	89%	86%
A3.	When a lot of work needs to be done quickly, we work together as a team to get the work done.	85%	84%	87%	89%	89%	88%	88%	88%	84%
A4.	In this unit, people treat each other with respect.	79%	78%	82%	83%	83%	82%	83%	85%	81%
A11.	When one area in this unit gets really busy, others help out.	70%	68%	73%	73%	73%	73%	73%	74%	70%
<b>Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>										
B1.	My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	76%	77%	82%	79%	79%	79%	81%	79%	76%
B2.	My supv/mgr seriously considers staff suggestions for improving patient safety.	78%	77%	81%	81%	81%	81%	82%	82%	76%
B3R.	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	78%	75%	80%	79%	79%	80%	79%	77%	75%
B4R.	My supv/mgr overlooks patient safety problems that happen over and over.	77%	76%	81%	80%	83%	81%	80%	78%	73%
<b>Organizational Learning – Continuous Improvement</b>										
A6.	We are actively doing things to improve patient safety.	78%	82%	84%	85%	84%	83%	85%	84%	82%
A9.	Mistakes have led to positive changes here.	60%	59%	65%	64%	63%	63%	63%	63%	61%
A13.	After we make changes to improve patient safety, we evaluate their effectiveness.	62%	68%	73%	71%	73%	67%	72%	67%	67%

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



**Table A-10. Item-Level Average Percent Positive Response by Geographic Region – 2018 Database Hospitals (Page 2 of 4)**

Survey Items by Composite		Geographic Region								
		New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
	# Hospitals	33	61	151	144	27	73	85	20	36
	# Respondents	17,378	53,492	107,584	86,680	15,304	30,230	33,861	13,436	24,869
<b>Management Support for Patient Safety</b>										
F1.	Hospital management provides a work climate that promotes patient safety.	77%	76%	82%	82%	82%	82%	83%	80%	80%
F8.	The actions of hospital management show that patient safety is a top priority.	72%	72%	77%	76%	76%	74%	78%	74%	74%
F9R.	Hospital management seems interested in patient safety only after an adverse event happens.	58%	54%	62%	60%	60%	59%	61%	57%	54%
<b>Feedback &amp; Communication About Error</b>										
C1.	We are given feedback about changes put into place based on event reports.	53%	57%	65%	61%	60%	58%	62%	58%	58%
C3.	We are informed about errors that happen in this unit.	62%	68%	72%	69%	70%	66%	72%	68%	66%
C5.	In this unit, we discuss ways to prevent errors from happening again.	72%	72%	77%	77%	76%	76%	78%	75%	73%
<b>Frequency of Events Reported</b>										
D1.	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	57%	62%	65%	61%	62%	60%	64%	61%	63%
D2.	When a mistake is made, but has no potential to harm the patient, how often is this reported?	58%	63%	65%	62%	64%	61%	65%	60%	63%
D3.	When a mistake is made that could harm the patient, but does not, how often is this reported?	73%	76%	76%	76%	77%	76%	77%	74%	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 A-10. Item-Level Average Percent Positive Response by Geographic Region – 2018 Database Hospitals (Page 3 of 4)**

Survey Items by Composite		Geographic Region								
		New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
	<i># Hospitals</i>	33	61	151	144	27	73	85	20	36
	<i># Respondents</i>	17,378	53,492	107,584	86,680	15,304	30,230	33,861	13,436	24,869
<b>Overall Perceptions of Patient Safety</b>										
A10R.	It is just by chance that more serious mistakes don't happen around here.	63%	57%	61%	64%	63%	66%	61%	61%	56%
A15.	Patient safety is never sacrificed to get more work done.	64%	62%	65%	64%	66%	64%	68%	61%	62%
A17R.	We have patient safety problems in this unit.	62%	60%	64%	68%	67%	68%	67%	63%	59%
A18.	Our procedures and systems are good at preventing errors from happening.	69%	69%	74%	76%	73%	74%	75%	72%	69%
<b>Communication Openness</b>										
C2.	Staff will freely speak up if they see something that may negatively affect patient care.	76%	77%	79%	80%	79%	79%	80%	78%	74%
C4.	Staff feel free to question the decisions or actions of those with more authority.	49%	47%	51%	49%	49%	51%	52%	50%	48%
C6R.	Staff are afraid to ask questions when something does not seem right.	67%	65%	69%	68%	69%	69%	70%	68%	62%
<b>Teamwork Across Units</b>										
F2R.	Hospital units do not coordinate well with each other.	41%	42%	51%	50%	49%	50%	54%	47%	46%
F4.	There is good cooperation among hospital units that need to work together.	56%	56%	63%	63%	63%	62%	66%	63%	61%
F6R.	It is often unpleasant to work with staff from other hospital units.	61%	59%	64%	64%	61%	64%	65%	64%	62%
F10.	Hospital units work well together to provide the best care for patients.	67%	68%	73%	74%	72%	72%	76%	72%	71%

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

**Table A-10. Item-Level Average Percent Positive Response by Geographic Region – 2018 Database Hospitals (Page 4 of 4)**

Survey Items by Composite		Geographic Region								
		New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
	<i># Hospitals</i>	33	61	151	144	27	73	85	20	36
	<i># Respondents</i>	17,378	53,492	107,584	86,680	15,304	30,230	33,861	13,436	24,869
<b>Staffing</b>										
A2.	We have enough staff to handle the workload.	49%	43%	50%	53%	55%	55%	57%	53%	49%
A5R.	Staff in this unit work longer hours than is best for patient care.	48%	41%	48%	50%	53%	51%	51%	49%	43%
A7R.	We use more agency/temporary staff than is best for patient care.	63%	61%	62%	67%	67%	67%	64%	65%	58%
A14R.	We work in “crisis mode,” trying to do too much, too quickly.	47%	41%	50%	50%	53%	51%	54%	48%	45%
<b>Handoffs &amp; Transitions</b>										
F3R.	Things “fall between the cracks” when transferring patients from one unit to another.	36%	37%	44%	43%	43%	42%	47%	38%	39%
F5R.	Important patient care information is often lost during shift changes.	48%	49%	54%	55%	53%	53%	57%	50%	51%
F7R.	Problems often occur in the exchange of information across hospital units.	41%	41%	47%	47%	47%	47%	52%	44%	44%
F11R.	Shift changes are problematic for patients in this hospital.	41%	42%	49%	49%	48%	48%	53%	47%	46%
<b>Nonpunitive Response to Error</b>										
A8R.	Staff feel like their mistakes are held against them.	55%	47%	54%	54%	55%	58%	55%	53%	48%
A12R.	When an event is reported, it feels like the person is being written up, not the problem.	52%	45%	50%	50%	51%	53%	49%	47%	45%
A16R.	Staff worry that mistakes they make are kept in their personnel file.	41%	33%	40%	40%	42%	43%	40%	37%	32%

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

**Table A-11. Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Geographic Region – 2018 Database Hospitals**

Work Area/Unit Patient Safety Grade	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Hospitals	33	61	151	144	27	73	85	20	36
# Respondents	17,378	53,492	107,584	86,680	15,304	30,230	33,861	13,436	24,869
<b>Excellent or Very Good</b>	77%	73%	77%	80%	78%	79%	79%	77%	73%
<b>A = Excellent</b>	32%	30%	36%	37%	35%	33%	37%	33%	31%
<b>B = Very Good</b>	44%	43%	41%	43%	43%	46%	42%	44%	42%
<b>C = Acceptable</b>	19%	21%	18%	16%	18%	17%	17%	18%	22%
<b>D = Poor</b>	4%	5%	4%	3%	3%	4%	3%	4%	4%
<b>E = Failing</b>	1%	1%	1%	1%	1%	1%	1%	1%	1%

Note: Percentages may not add to 100 due to rounding. Excellent and Very Good may not add to the subtotal for Excellent or Very Good due to rounding.

**Table A-12. Average Percentage of Respondents Reporting Events in the Past 12 Months by Geographic Region – 2018 Database Hospitals**

Number of Events Reported by Respondents	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
<i># Hospitals</i>	33	61	151	144	27	73	85	20	36
<i># Respondents</i>	17,378	53,492	107,584	86,680	15,304	30,230	33,861	13,436	24,869
<b>1 or More Events</b>	45%	43%	43%	48%	44%	49%	40%	50%	45%
<b>None</b>	55%	57%	57%	52%	56%	51%	60%	50%	55%
<b>1 to 2</b>	27%	24%	22%	28%	25%	23%	24%	27%	27%
<b>3 to 5</b>	12%	12%	13%	13%	12%	16%	11%	14%	12%
<b>6 to 10</b>	4%	4%	4%	4%	4%	5%	3%	5%	4%
<b>11 to 20</b>	2%	2%	3%	2%	1%	5%	2%	2%	1%
<b>21 or More</b>	1%	2%	1%	1%	1%	1%	1%	2%	1%

Note: Percentages may not add to 100 due to rounding. Percentages for number of events may not add to the subtotal for 1 or more events due to rounding.

## **Part II**

### **Appendix B: 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 hospitals that asked respondents to indicate their work area/unit (not all hospitals asked this 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 – 2018 Database Hospitals**

Patient Safety Culture Composites	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	256	555	464	546	528	391	260	547	274	556	524	545
# Respondents	2,607	23,692	25,274	17,241	49,105	15,120	7,307	11,727	8,057	20,060	16,037	37,946
<b>1. Teamwork Within Units</b>	82%	81%	87%	77%	82%	84%	85%	80%	80%	82%	88%	79%
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>	76%	75%	78%	77%	79%	78%	78%	82%	76%	80%	84%	77%
<b>3. Organizational Learning – Continuous Improvement</b>	70%	66%	71%	70%	73%	73%	71%	79%	70%	72%	76%	72%
<b>4. Management Support for Patient Safety</b>	64%	63%	63%	74%	69%	69%	69%	76%	68%	73%	77%	69%
<b>5. Feedback &amp; Communication About Error</b>	63%	62%	64%	66%	68%	66%	66%	74%	66%	69%	75%	68%
<b>6. Frequency of Events Reported</b>	62%	62%	62%	70%	66%	67%	67%	68%	67%	65%	67%	69%
<b>7. Overall Perceptions of Patient Safety</b>	64%	56%	59%	70%	61%	64%	65%	72%	60%	74%	79%	67%
<b>8. Communication Openness</b>	67%	62%	63%	63%	64%	64%	65%	71%	62%	67%	73%	66%
<b>9. Teamwork Across Units</b>	55%	52%	59%	58%	61%	61%	61%	62%	55%	64%	66%	58%
<b>10. Staffing</b>	51%	46%	52%	50%	50%	58%	60%	61%	52%	60%	63%	53%
<b>11. Handoffs &amp; Transitions</b>	44%	51%	51%	41%	48%	56%	52%	38%	45%	50%	44%	44%
<b>12. Nonpunitive Response to Error</b>	43%	40%	44%	42%	46%	47%	45%	59%	48%	47%	63%	47%
<b>Average Across Composites</b>	62%	60%	63%	63%	64%	66%	65%	69%	62%	67%	71%	64%

**Table B-2. Item-Level Average Percent Positive Response by Work Area/Unit – 2018 Database Hospitals (Page 1 of 4)**

Survey Items by Composite		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	256	555	464	546	528	391	260	547	274	556	524	545
	# Respondents	2,607	23,692	25,274	17,241	49,105	15,120	7,307	11,727	8,057	20,060	16,037	37,946
<b>Teamwork Within Units</b>													
A1.	People support one another in this unit.	89%	87%	91%	83%	89%	90%	92%	85%	85%	88%	93%	86%
A3.	When a lot of work needs to be done quickly, we work together as a team to get the work done.	88%	88%	92%	83%	85%	92%	89%	85%	84%	89%	91%	87%
A4.	In this unit, people treat each other with respect.	84%	78%	85%	75%	83%	82%	85%	79%	79%	83%	90%	77%
A11.	When one area in this unit gets really busy, others help out.	66%	71%	79%	67%	70%	73%	75%	72%	70%	70%	79%	67%
<b>Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>													
B1.	My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	73%	76%	77%	74%	79%	78%	77%	79%	77%	77%	82%	77%
B2.	My supv/mgr seriously considers staff suggestions for improving patient safety.	79%	76%	79%	75%	80%	79%	78%	83%	77%	80%	87%	79%
B3R.	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	72%	73%	78%	80%	78%	77%	78%	84%	74%	80%	83%	76%
B4R.	My supv/mgr overlooks patient safety problems that happen over and over.	79%	76%	77%	78%	78%	78%	77%	83%	75%	82%	86%	78%
<b>Organizational Learning – Continuous Improvement</b>													
A6.	We are actively doing things to improve patient safety.	83%	78%	83%	81%	84%	84%	85%	90%	81%	84%	90%	84%
A9.	Mistakes have led to positive changes here.	64%	56%	60%	64%	63%	65%	59%	77%	60%	62%	63%	63%
A13.	After we make changes to improve patient safety, we evaluate their effectiveness.	64%	64%	70%	66%	73%	71%	70%	71%	68%	69%	76%	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 – 2018 Database Hospitals (Page 2 of 4)**

Survey Items by Composite		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	256	555	464	546	528	391	260	547	274	556	524	545
	# Respondents	2,607	23,692	25,274	17,241	49,105	15,120	7,307	11,727	8,057	20,060	16,037	37,946
<b>Management Support for Patient Safety</b>													
F1.	Hospital management provides a work climate that promotes patient safety.	72%	73%	72%	83%	77%	79%	79%	83%	77%	83%	86%	79%
F8.	The actions of hospital management show that patient safety is a top priority.	67%	67%	66%	77%	72%	72%	72%	79%	72%	77%	80%	73%
F9R.	Hospital management seems interested in patient safety only after an adverse event happens.	51%	49%	51%	61%	57%	57%	57%	64%	56%	60%	64%	56%
<b>Feedback &amp; Communication About Error</b>													
C1.	We are given feedback about changes put into place based on event reports.	54%	56%	58%	56%	61%	59%	58%	63%	56%	60%	67%	59%
C3.	We are informed about errors that happen in this unit.	63%	62%	63%	69%	68%	64%	66%	78%	67%	72%	74%	69%
C5.	In this unit, we discuss ways to prevent errors from happening again.	74%	67%	72%	73%	75%	75%	75%	81%	74%	76%	83%	76%
<b>Frequency of Events Reported</b>													
D1.	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	58%	55%	56%	65%	61%	61%	62%	59%	63%	58%	63%	65%
D2.	When a mistake is made, but has no potential to harm the patient, how often is this reported?	57%	58%	58%	64%	63%	63%	63%	64%	63%	60%	61%	65%
D3.	When a mistake is made that could harm the patient, but does not, how often is this reported?	71%	72%	72%	81%	75%	77%	77%	80%	77%	76%	76%	77%

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 – 2018 Database Hospitals (Page 3 of 4)**

Survey Items by Composite		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	256	555	464	546	528	391	260	547	274	556	524	545
	# Respondents	2,607	23,692	25,274	17,241	49,105	15,120	7,307	11,727	8,057	20,060	16,037	37,946
<b>Overall Perceptions of Patient Safety</b>													
A10R.	It is just by chance that more serious mistakes don't happen around here.	63%	54%	59%	62%	59%	61%	61%	68%	57%	68%	76%	63%
A15.	Patient safety is never sacrificed to get more work done.	57%	52%	51%	69%	57%	58%	62%	70%	64%	72%	79%	63%
A17R.	We have patient safety problems in this unit.	64%	52%	56%	71%	58%	64%	65%	71%	54%	76%	79%	67%
A18.	Our procedures and systems are good at preventing errors from happening.	72%	64%	71%	77%	72%	74%	74%	80%	67%	79%	82%	75%
<b>Communication Openness</b>													
C2.	Staff will freely speak up if they see something that may negatively affect patient care.	79%	73%	76%	76%	77%	79%	78%	80%	75%	81%	86%	81%
C4.	Staff feel free to question the decisions or actions of those with more authority.	55%	47%	47%	46%	47%	46%	51%	57%	46%	48%	57%	50%
C6R.	Staff are afraid to ask questions when something does not seem right.	68%	65%	66%	67%	67%	66%	66%	76%	63%	70%	77%	67%
<b>Teamwork Across Units</b>													
F2R.	Hospital units do not coordinate well with each other.	41%	40%	45%	46%	47%	47%	47%	50%	41%	51%	52%	45%
F4.	There is good cooperation among hospital units that need to work together.	56%	51%	59%	59%	60%	62%	62%	62%	54%	65%	67%	58%
F6R.	It is often unpleasant to work with staff from other hospital units.	57%	54%	66%	57%	66%	63%	64%	65%	60%	63%	69%	59%
F10.	Hospital units work well together to provide the best care for patients.	66%	62%	68%	71%	71%	72%	71%	73%	65%	75%	75%	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 B-2. Item-Level Average Percent Positive Response by Work Area/Unit – 2018 Database Hospitals (Page 4 of 4)**

Survey Items by Composite		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	256	555	464	546	528	391	260	547	274	556	524	545
	# Respondents	2,607	23,692	25,274	17,241	49,105	15,120	7,307	11,727	8,057	20,060	16,037	37,946
<b>Staffing</b>													
A2.	We have enough staff to handle the workload.	49%	40%	49%	42%	46%	55%	58%	54%	46%	54%	60%	51%
A5R.	Staff in this unit work longer hours than is best for patient care.	42%	46%	48%	50%	46%	51%	54%	61%	48%	57%	57%	45%
A7R.	We use more agency/temporary staff than is best for patient care.	64%	61%	64%	64%	64%	72%	70%	72%	65%	73%	70%	67%
A14R.	We work in “crisis mode,” trying to do too much, too quickly.	49%	39%	49%	45%	45%	53%	56%	56%	50%	54%	65%	48%
<b>Handoffs &amp; Transitions</b>													
F3R.	Things “fall between the cracks” when transferring patients from one unit to another.	41%	46%	39%	32%	41%	46%	47%	28%	38%	48%	40%	41%
F5R.	Important patient care information is often lost during shift changes.	49%	61%	60%	49%	55%	64%	60%	42%	52%	55%	47%	50%
F7R.	Problems often occur in the exchange of information across hospital units.	46%	48%	47%	40%	47%	50%	49%	39%	41%	50%	46%	43%
F11R.	Shift changes are problematic for patients in this hospital.	40%	50%	58%	43%	50%	64%	54%	42%	47%	48%	42%	40%
<b>Nonpunitive Response to Error</b>													
A8R.	Staff feel like their mistakes are held against them.	51%	46%	49%	49%	51%	54%	54%	63%	52%	53%	68%	52%
A12R.	When an event is reported, it feels like the person is being written up, not the problem.	43%	41%	47%	45%	48%	50%	46%	62%	51%	50%	65%	50%
A16R.	Staff worry that mistakes they make are kept in their personnel file.	34%	32%	36%	33%	37%	37%	37%	51%	40%	39%	57%	38%

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

**Table B-3. Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Work Area/Unit – 2018 Database Hospitals**

Work Area/Unit Patient Safety Grade	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	256	555	464	546	528	391	260	547	274	556	524	545
# Respondents	2,607	23,692	25,274	17,241	49,105	15,120	7,307	11,727	8,057	20,060	16,037	37,946
<b>Excellent or Very Good</b>	79%	67%	73%	77%	73%	77%	78%	81%	69%	82%	87%	79%
<b>A = Excellent</b>	39%	23%	28%	33%	27%	33%	34%	38%	28%	41%	48%	37%
<b>B = Very Good</b>	40%	44%	45%	43%	46%	44%	45%	43%	41%	42%	40%	41%
<b>C = Acceptable</b>	17%	24%	21%	19%	22%	18%	17%	15%	22%	14%	11%	17%
<b>D = Poor</b>	3%	7%	5%	3%	5%	4%	4%	3%	7%	3%	2%	4%
<b>E = Failing</b>	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	0%	1%

Note: Percentages may not add to 100 due to rounding. Excellent and Very Good may not add to the subtotal for Excellent or Very Good due to rounding.

**Table B-4. Average Percentage of Respondents Reporting Events in the Past 12 Months by Work Area/Unit – 2018 Database Hospitals**

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
<i># Hospitals</i>	256	555	464	546	528	391	260	547	274	556	524	545
<i># Respondents</i>	2,607	23,692	25,274	17,241	49,105	15,120	7,307	11,727	8,057	20,060	16,037	37,946
<b>1 or More Events</b>	41%	51%	64%	51%	54%	55%	50%	57%	46%	47%	40%	51%
<b>None</b>	59%	49%	36%	49%	46%	45%	50%	43%	54%	53%	60%	49%
<b>1 to 2</b>	29%	28%	35%	23%	30%	33%	31%	18%	24%	30%	30%	29%
<b>3 to 5</b>	10%	15%	19%	14%	16%	16%	14%	17%	14%	12%	8%	15%
<b>6 to 10</b>	2%	5%	5%	7%	5%	4%	3%	10%	5%	3%	2%	4%
<b>11 to 20</b>	1%	3%	3%	4%	3%	2%	2%	7%	2%	2%	1%	3%
<b>21 or More</b>	0%	1%	1%	3%	1%	0%	1%	5%	1%	1%	0%	1%

Note: Percentages may not add to 100 due to rounding. Percentages for number of events may not add to the subtotal for 1 or more events due to rounding.

## **Appendix B: 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 hospitals that asked respondents to indicate their staff position (not all hospitals asked this 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 – 2018 Database Hospitals**

Patient Safety Culture Composites	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
<i># Hospitals</i>	592	512	422	574	552	600	582	570	572
<i># Respondents</i>	23,959	18,557	1,851	21,964	6,750	126,390	38,512	17,325	16,944
<b>1. Teamwork Within Units</b>	91%	85%	83%	78%	83%	83%	79%	87%	81%
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>	90%	79%	83%	78%	83%	77%	78%	81%	82%
<b>3. Organizational Learning – Continuous Improvement</b>	85%	71%	72%	74%	79%	72%	71%	71%	73%
<b>4. Management Support for Patient Safety</b>	86%	70%	77%	73%	75%	65%	73%	73%	77%
<b>5. Feedback &amp; Communication About Error</b>	81%	64%	71%	71%	74%	65%	68%	69%	72%
<b>6. Frequency of Events Reported</b>	75%	61%	61%	71%	63%	67%	67%	61%	71%
<b>7. Overall Perceptions of Patient Safety</b>	78%	65%	69%	63%	71%	61%	71%	73%	68%
<b>8. Communication Openness</b>	80%	69%	68%	60%	73%	64%	64%	69%	64%
<b>9. Teamwork Across Units</b>	71%	63%	66%	62%	64%	59%	61%	66%	63%
<b>10. Staffing</b>	64%	53%	54%	47%	62%	53%	54%	60%	53%
<b>11. Handoffs &amp; Transitions</b>	51%	46%	42%	53%	38%	48%	47%	46%	50%
<b>12. Nonpunitive Response to Error</b>	68%	43%	52%	40%	63%	47%	45%	55%	43%
<b>Average Across Composites</b>	77%	64%	67%	64%	69%	63%	65%	68%	66%

**Table B-6. Item-Level Average Percent Positive Response by Staff Position – 2018 Database Hospitals (Page 1 of 4)**

Survey Items by Composite		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
	<i># Hospitals</i>	592	512	422	574	552	600	582	570	572
	<i># Respondents</i>	23,959	18,557	1,851	21,964	6,750	126,390	38,512	17,325	16,944
<b>Teamwork Within Units</b>										
A1.	People support one another in this unit.	95%	90%	88%	84%	89%	89%	84%	92%	86%
A3.	When a lot of work needs to be done quickly, we work together as a team to get the work done.	95%	89%	87%	81%	88%	89%	85%	90%	86%
A4.	In this unit, people treat each other with respect.	91%	88%	82%	77%	83%	83%	77%	87%	79%
A11.	When one area in this unit gets really busy, others help out.	82%	72%	75%	69%	74%	72%	68%	79%	72%
<b>Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>										
B1.	My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	90%	77%	82%	79%	80%	78%	76%	79%	82%
B2.	My supv/mgr seriously considers staff suggestions for improving patient safety.	92%	82%	86%	80%	84%	78%	77%	83%	83%
B3R.	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	90%	76%	79%	79%	85%	76%	79%	80%	81%
B4R.	My supv/mgr overlooks patient safety problems that happen over and over.	90%	79%	83%	76%	84%	77%	79%	83%	81%
<b>Organizational Learning – Continuous Improvement</b>										
A6.	We are actively doing things to improve patient safety.	91%	83%	84%	86%	90%	83%	83%	85%	85%
A9.	Mistakes have led to positive changes here.	82%	67%	60%	60%	80%	62%	63%	60%	62%
A13.	After we make changes to improve patient safety, we evaluate their effectiveness.	81%	64%	72%	76%	68%	71%	68%	70%	71%

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



**Table B-6. Item-Level Average Percent Positive Response by Staff Position – 2018 Database Hospitals (Page 2 of 4)**

Survey Items by Composite		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	592	512	422	574	552	600	582	570	572
	# Respondents	23,959	18,557	1,851	21,964	6,750	126,390	38,512	17,325	16,944
<b>Management Support for Patient Safety</b>										
F1.	Hospital management provides a work climate that promotes patient safety.	92%	79%	87%	83%	81%	74%	83%	83%	86%
F8.	The actions of hospital management show that patient safety is a top priority.	90%	73%	81%	78%	79%	68%	77%	76%	81%
F9R.	Hospital management seems interested in patient safety only after an adverse event happens.	76%	57%	62%	58%	64%	54%	60%	60%	63%
<b>Feedback &amp; Communication About Error</b>										
C1.	We are given feedback about changes put into place based on event reports.	74%	56%	63%	64%	64%	58%	58%	62%	63%
C3.	We are informed about errors that happen in this unit.	82%	62%	73%	73%	78%	64%	71%	69%	75%
C5.	In this unit, we discuss ways to prevent errors from happening again.	89%	73%	78%	76%	81%	73%	75%	77%	78%
<b>Frequency of Events Reported</b>										
D1.	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	71%	56%	58%	69%	52%	60%	62%	56%	69%
D2.	When a mistake is made, but has no potential to harm the patient, how often is this reported?	70%	54%	54%	68%	60%	64%	62%	55%	66%
D3.	When a mistake is made that could harm the patient, but does not, how often is this reported?	83%	71%	71%	76%	78%	76%	78%	71%	78%

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 – 2018 Database Hospitals (Page 3 of 4)**

Survey Items by Composite		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	592	512	422	574	552	600	582	570	572
	# Respondents	23,959	18,557	1,851	21,964	6,750	126,390	38,512	17,325	16,944
<b>Overall Perceptions of Patient Safety</b>										
A10R.	It is just by chance that more serious mistakes don't happen around here.	77%	64%	64%	52%	70%	61%	64%	70%	59%
A15.	Patient safety is never sacrificed to get more work done.	76%	61%	69%	64%	66%	55%	71%	70%	71%
A17R.	We have patient safety problems in this unit.	77%	63%	69%	63%	70%	57%	73%	74%	69%
A18.	Our procedures and systems are good at preventing errors from happening.	81%	71%	73%	73%	78%	71%	77%	77%	74%
<b>Communication Openness</b>										
C2.	Staff will freely speak up if they see something that may negatively affect patient care.	88%	77%	79%	76%	81%	77%	79%	82%	80%
C4.	Staff feel free to question the decisions or actions of those with more authority.	73%	60%	54%	42%	60%	48%	46%	53%	46%
C6R.	Staff are afraid to ask questions when something does not seem right.	80%	71%	71%	64%	78%	66%	68%	72%	67%
<b>Teamwork Across Units</b>										
F2R.	Hospital units do not coordinate well with each other.	61%	49%	53%	49%	52%	45%	48%	53%	51%
F4.	There is good cooperation among hospital units that need to work together.	72%	63%	67%	62%	63%	58%	62%	67%	64%
F6R.	It is often unpleasant to work with staff from other hospital units.	71%	67%	69%	62%	69%	63%	61%	70%	63%
F10.	Hospital units work well together to provide the best care for patients.	80%	71%	77%	75%	72%	68%	73%	76%	74%

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

**Table B-6. Item-Level Average Percent Positive Response by Staff Position – 2018 Database Hospitals (Page 4 of 4)**

Survey Items by Composite		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
	<i># Hospitals</i>	592	512	422	574	552	600	582	570	572
	<i># Respondents</i>	23,959	18,557	1,851	21,964	6,750	126,390	38,512	17,325	16,944
<b>Staffing</b>										
A2.	We have enough staff to handle the workload.	68%	55%	54%	43%	55%	49%	49%	55%	52%
A5R.	Staff in this unit work longer hours than is best for patient care.	57%	48%	46%	40%	64%	50%	52%	55%	46%
A7R.	We use more agency/temporary staff than is best for patient care.	70%	57%	62%	59%	74%	68%	67%	71%	62%
A14R.	We work in “crisis mode,” trying to do too much, too quickly.	60%	52%	55%	47%	55%	46%	50%	58%	52%
<b>Handoffs &amp; Transitions</b>										
F3R.	Things “fall between the cracks” when transferring patients from one unit to another.	47%	44%	40%	49%	28%	41%	42%	40%	45%
F5R.	Important patient care information is often lost during shift changes.	55%	48%	44%	60%	42%	55%	53%	48%	57%
F7R.	Problems often occur in the exchange of information across hospital units.	51%	47%	44%	49%	39%	47%	46%	48%	49%
F11R.	Shift changes are problematic for patients in this hospital.	51%	44%	41%	54%	41%	50%	47%	47%	47%
<b>Nonpunitive Response to Error</b>										
A8R.	Staff feel like their mistakes are held against them.	73%	49%	60%	46%	66%	53%	51%	61%	50%
A12R.	When an event is reported, it feels like the person is being written up, not the problem.	74%	47%	50%	40%	67%	51%	47%	56%	44%
A16R.	Staff worry that mistakes they make are kept in their personnel file.	57%	34%	47%	33%	56%	38%	37%	48%	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-7. Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Staff Position – 2018 Database Hospitals**

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
<i># Hospitals</i>	592	512	422	574	552	600	582	570	572
<i># Respondents</i>	23,959	18,557	1,851	21,964	6,750	126,390	38,512	17,325	16,944
<b>Excellent or Very Good</b>	89%	77%	80%	76%	81%	71%	80%	81%	80%
<b>A = Excellent</b>	47%	35%	36%	34%	36%	27%	37%	39%	38%
<b>B = Very Good</b>	42%	42%	44%	43%	45%	44%	42%	42%	42%
<b>C = Acceptable</b>	9%	18%	18%	19%	15%	22%	16%	15%	17%
<b>D = Poor</b>	1%	4%	2%	4%	4%	6%	3%	4%	2%
<b>E = Failing</b>	0%	1%	1%	1%	1%	1%	1%	1%	0%

Note: Percentages may not add to 100 due to rounding. Excellent and Very Good may not add to the subtotal for Excellent or Very Good due to rounding.

**Table B-8. Average Percentage of Respondents Reporting Events in the Past 12 Months by Staff Position – 2018 Database Hospitals**

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
<i># Hospitals</i>	592	512	422	574	552	600	582	570	572
<i># Respondents</i>	23,959	18,557	1,851	21,964	6,750	126,390	38,512	17,325	16,944
<b>1 or More Events</b>	56%	37%	24%	21%	76%	67%	40%	38%	17%
<b>None</b>	44%	63%	76%	79%	24%	33%	60%	62%	83%
<b>1 to 2</b>	22%	23%	14%	15%	20%	36%	24%	28%	11%
<b>3 to 5</b>	16%	10%	6%	4%	23%	21%	10%	8%	4%
<b>6 to 10</b>	9%	2%	2%	1%	15%	6%	3%	1%	1%
<b>11 to 20</b>	6%	1%	1%	1%	10%	3%	2%	1%	1%
<b>21 or More</b>	3%	0%	0%	0%	7%	1%	1%	0%	0%

Note: Percentages may not add to 100 due to rounding. Percentages for number of events may not add to the subtotal for 1 or more events due to rounding.

## **Appendix B: 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 hospitals that asked respondents to indicate their interaction with patients (not all hospitals asked this 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 – 2018 Database Hospitals**

Patient Safety Culture Composites	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	629	627
<i># Respondents</i>	277,498	80,059
<b>1. Teamwork Within Units</b>	82%	83%
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>	79%	83%
<b>3. Organizational Learning – Continuous Improvement</b>	72%	74%
<b>4. Management Support for Patient Safety</b>	70%	79%
<b>5. Feedback &amp; Communication About Error</b>	68%	73%
<b>6. Frequency of Events Reported</b>	66%	70%
<b>7. Overall Perceptions of Patient Safety</b>	66%	70%
<b>8. Communication Openness</b>	65%	69%
<b>9. Teamwork Across Units</b>	61%	64%
<b>10. Staffing</b>	54%	53%
<b>11. Handoffs &amp; Transitions</b>	49%	44%
<b>12. Nonpunitive Response to Error</b>	47%	51%
<b>Average Across Composites</b>	65%	68%

**Table B-10. Item-Level Average Percent Positive Response by Interaction With Patients – 2018 Database Hospitals (Page 1 of 4)**

Survey Items by Composite		Interaction With Patients	
		WITH Direct Interaction	WITHOUT Direct Interaction
	<i># Hospitals</i>	629	627
	<i># Respondents</i>	277,498	80,059
<b>Teamwork Within Units</b>			
A1.	People support one another in this unit.	88%	88%
A3.	When a lot of work needs to be done quickly, we work together as a team to get the work done.	87%	88%
A4.	In this unit, people treat each other with respect.	82%	83%
A11.	When one area in this unit gets really busy, others help out.	72%	73%
<b>Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>			
B1.	My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	79%	83%
B2.	My supv/mgr seriously considers staff suggestions for improving patient safety.	80%	83%
B3R.	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	78%	82%
B4R.	My supv/mgr overlooks patient safety problems that happen over and over.	79%	82%
<b>Organizational Learning – Continuous Improvement</b>			
A6.	We are actively doing things to improve patient safety.	84%	84%
A9.	Mistakes have led to positive changes here.	62%	69%
A13.	After we make changes to improve patient safety, we evaluate their effectiveness.	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 B-10. Item-Level Average Percent Positive Response by Interaction With Patients – 2018 Database Hospitals (Page 2 of 4)**

Survey Items by Composite		Interaction With Patients	
		WITH Direct Interaction	WITHOUT Direct Interaction
	<i># Hospitals</i>	629	627
	<i># Respondents</i>	277,498	80,059
<b>Management Support for Patient Safety</b>			
F1.	Hospital management provides a work climate that promotes patient safety.	80%	88%
F8.	The actions of hospital management show that patient safety is a top priority.	74%	83%
F9R.	Hospital management seems interested in patient safety only after an adverse event happens.	58%	66%
<b>Feedback &amp; Communication About Error</b>			
C1.	We are given feedback about changes put into place based on event reports.	60%	64%
C3.	We are informed about errors that happen in this unit.	68%	74%
C5.	In this unit, we discuss ways to prevent errors from happening again.	75%	80%
<b>Frequency of Events Reported</b>			
D1.	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	61%	67%
D2.	When a mistake is made, but has no potential to harm the patient, how often is this reported?	62%	65%
D3.	When a mistake is made that could harm the patient, but does not, how often is this reported?	76%	78%

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 – 2018 Database Hospitals (Page 3 of 4)**

Survey Items by Composite		Interaction With Patients	
		WITH Direct Interaction	WITHOUT Direct Interaction
	<i># Hospitals</i>	629	627
	<i># Respondents</i>	277,498	80,059
<b>Overall Perceptions of Patient Safety</b>			
A10R.	It is just by chance that more serious mistakes don't happen around here.	62%	63%
A15.	Patient safety is never sacrificed to get more work done.	63%	70%
A17R.	We have patient safety problems in this unit.	64%	69%
A18.	Our procedures and systems are good at preventing errors from happening.	73%	76%
<b>Communication Openness</b>			
C2.	Staff will freely speak up if they see something that may negatively affect patient care.	78%	81%
C4.	Staff feel free to question the decisions or actions of those with more authority.	49%	55%
C6R.	Staff are afraid to ask questions when something does not seem right.	67%	72%
<b>Teamwork Across Units</b>			
F2R.	Hospital units do not coordinate well with each other.	48%	52%
F4.	There is good cooperation among hospital units that need to work together.	62%	65%
F6R.	It is often unpleasant to work with staff from other hospital units.	64%	62%
F10.	Hospital units work well together to provide the best care for patients.	72%	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 – 2018 Database Hospitals (Page 4 of 4)**

Survey Items by Composite		Interaction With Patients	
		WITH Direct Interaction	WITHOUT Direct Interaction
	<i># Hospitals</i>	629	627
	<i># Respondents</i>	277,498	80,059
<b>Staffing</b>			
A2.	We have enough staff to handle the workload.	51%	56%
A5R.	Staff in this unit work longer hours than is best for patient care.	49%	48%
A7R.	We use more agency/temporary staff than is best for patient care.	66%	59%
A14R.	We work in “crisis mode,” trying to do too much, too quickly.	50%	50%
<b>Handoffs &amp; Transitions</b>			
F3R.	Things “fall between the cracks” when transferring patients from one unit to another.	43%	39%
F5R.	Important patient care information is often lost during shift changes.	55%	48%
F7R.	Problems often occur in the exchange of information across hospital units.	48%	43%
F11R.	Shift changes are problematic for patients in this hospital.	49%	44%
<b>Nonpunitive Response to Error</b>			
A8R.	Staff feel like their mistakes are held against them.	53%	57%
A12R.	When an event is reported, it feels like the person is being written up, not the problem.	49%	53%
A16R.	Staff worry that mistakes they make are kept in their personnel file.	39%	42%

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 – 2018 Database Hospitals**

Work Area/Unit Patient Safety Grade	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	629	627
<i># Respondents</i>	277,498	80,059
<b>Excellent or Very Good</b>	76%	83%
<b>A = Excellent</b>	34%	40%
<b>B = Very Good</b>	43%	43%
<b>C = Acceptable</b>	18%	15%
<b>D = Poor</b>	4%	2%
<b>E = Failing</b>	1%	0%

Note: Percentages may not add to 100 due to rounding. Excellent and Very Good may not add to the subtotal for Excellent or Very Good due to rounding.

**Table B-12. Average Percentage of Respondents Reporting Events in the Past 12 Months by Interaction With Patients – 2018 Database Hospitals**

Number of Events Reported by Respondents	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	629	627
<i># Respondents</i>	277,498	80,059
<b>1 or More Events</b>	49%	31%
<b>None</b>	51%	69%
<b>1 to 2</b>	28%	14%
<b>3 to 5</b>	14%	8%
<b>6 to 10</b>	4%	4%
<b>11 to 20</b>	2%	3%
<b>21 or More</b>	1%	2%

Note: Percentages may not add to 100 due to rounding. Percentages for number of events may not add to the subtotal for 1 or more events due to rounding.

## **Appendix B: Results by Respondent Characteristics**

### **(4) Tenure in Current Work Area/Unit**

NOTE 1: Hospitals that did not ask respondents to indicate their amount of tenure in current work area/unit 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 hospitals that asked respondents to indicate their amount of tenure in current work area/unit (not all hospitals asked this 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-13. Composite-Level Average Percent Positive Response by Tenure in Current Work Area/Unit – 2018 Database Hospitals**

Patient Safety Culture Composites	Tenure in Current Work Area/Unit					
	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
<i># Hospitals</i>	574	576	574	569	562	556
<i># Respondents</i>	56,984	135,427	57,370	35,666	22,113	25,314
<b>1. Teamwork Within Units</b>	86%	82%	81%	82%	83%	84%
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>	84%	79%	78%	79%	80%	82%
<b>3. Organizational Learning – Continuous Improvement</b>	74%	72%	72%	73%	74%	76%
<b>4. Management Support for Patient Safety</b>	78%	71%	70%	72%	73%	77%
<b>5. Feedback &amp; Communication About Error</b>	75%	68%	67%	68%	69%	69%
<b>6. Frequency of Events Reported</b>	70%	66%	67%	67%	68%	69%
<b>7. Overall Perceptions of Patient Safety</b>	71%	65%	65%	66%	67%	70%
<b>8. Communication Openness</b>	70%	64%	64%	66%	67%	68%
<b>9. Teamwork Across Units</b>	68%	60%	60%	61%	64%	66%
<b>10. Staffing</b>	56%	53%	54%	54%	55%	56%
<b>11. Handoffs &amp; Transitions</b>	54%	47%	46%	46%	48%	48%
<b>12. Nonpunitive Response to Error</b>	48%	48%	48%	49%	48%	52%
<b>Average Across Composites</b>	70%	65%	64%	65%	66%	68%

**Table B-14. Item-Level Average Percent Positive Response by Tenure in Current Work Area/Unit – 2018 Database Hospitals (Page 1 of 4)**

Survey Items by Composite		Tenure in Current Work Area/Unit					
		Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
# Hospitals		574	576	574	569	562	556
# Respondents		56,984	135,427	57,370	35,666	22,113	25,314
<b>Teamwork Within Units</b>							
A1.	People support one another in this unit.	91%	87%	87%	87%	88%	90%
A3.	When a lot of work needs to be done quickly, we work together as a team to get the work done.	89%	87%	87%	88%	89%	89%
A4.	In this unit, people treat each other with respect.	86%	82%	81%	82%	83%	84%
A11.	When one area in this unit gets really busy, others help out.	79%	72%	71%	72%	72%	73%
<b>Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>							
B1.	My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	85%	79%	78%	79%	80%	81%
B2.	My supv/mgr seriously considers staff suggestions for improving patient safety.	86%	80%	79%	81%	81%	83%
B3R.	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	83%	78%	77%	78%	79%	80%
B4R.	My supv/mgr overlooks patient safety problems that happen over and over.	82%	79%	79%	80%	81%	82%
<b>Organizational Learning – Continuous Improvement</b>							
A6.	We are actively doing things to improve patient safety.	87%	83%	83%	83%	84%	85%
A9.	Mistakes have led to positive changes here.	62%	62%	64%	65%	66%	69%
A13.	After we make changes to improve patient safety, we evaluate their effectiveness.	74%	70%	69%	70%	72%	73%

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



**Table B-14. Item-Level Average Percent Positive Response by Tenure in Current Work Area/Unit – 2018 Database Hospitals (Page 2 of 4)**

Survey Items by Composite		Tenure in Current Work Area/Unit					
		Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
	<i># Hospitals</i>	574	576	574	569	562	556
	<i># Respondents</i>	56,984	135,427	57,370	35,666	22,113	25,314
<b>Management Support for Patient Safety</b>							
F1.	Hospital management provides a work climate that promotes patient safety.	88%	80%	79%	80%	82%	84%
F8.	The actions of hospital management show that patient safety is a top priority.	82%	74%	74%	75%	76%	79%
F9R.	Hospital management seems interested in patient safety only after an adverse event happens.	64%	57%	58%	59%	62%	66%
<b>Feedback &amp; Communication About Error</b>							
C1.	We are given feedback about changes put into place based on event reports.	69%	59%	58%	59%	61%	63%
C3.	We are informed about errors that happen in this unit.	76%	69%	68%	69%	69%	69%
C5.	In this unit, we discuss ways to prevent errors from happening again.	82%	75%	74%	75%	76%	77%
<b>Frequency of Events Reported</b>							
D1.	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	67%	61%	62%	62%	63%	64%
D2.	When a mistake is made, but has no potential to harm the patient, how often is this reported?	66%	62%	63%	63%	64%	65%
D3.	When a mistake is made that could harm the patient, but does not, how often is this reported?	77%	75%	75%	75%	77%	78%

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-14. Item-Level Average Percent Positive Response by Tenure in Current Work Area/Unit – 2018 Database Hospitals (Page 3 of 4)**

Survey Items by Composite		Tenure in Current Work Area/Unit					
		Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
	<i># Hospitals</i>	574	576	574	569	562	556
	<i># Respondents</i>	56,984	135,427	57,370	35,666	22,113	25,314
<b>Overall Perceptions of Patient Safety</b>							
A10R.	It is just by chance that more serious mistakes don't happen around here.	64%	61%	62%	61%	62%	65%
A15.	Patient safety is never sacrificed to get more work done.	71%	63%	63%	65%	65%	67%
A17R.	We have patient safety problems in this unit.	70%	64%	64%	65%	66%	68%
A18.	Our procedures and systems are good at preventing errors from happening.	77%	72%	72%	75%	75%	78%
<b>Communication Openness</b>							
C2.	Staff will freely speak up if they see something that may negatively affect patient care.	82%	77%	78%	79%	80%	80%
C4.	Staff feel free to question the decisions or actions of those with more authority.	53%	48%	49%	51%	52%	56%
C6R.	Staff are afraid to ask questions when something does not seem right.	75%	68%	66%	67%	67%	69%
<b>Teamwork Across Units</b>							
F2R.	Hospital units do not coordinate well with each other.	56%	47%	48%	49%	52%	54%
F4.	There is good cooperation among hospital units that need to work together.	69%	60%	60%	62%	65%	67%
F6R.	It is often unpleasant to work with staff from other hospital units.	69%	62%	62%	62%	64%	66%
F10.	Hospital units work well together to provide the best care for patients.	78%	71%	71%	72%	74%	76%

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-14. Item-Level Average Percent Positive Response by Tenure in Current Work Area/Unit – 2018 Database Hospitals (Page 4 of 4)**

Survey Items by Composite		Tenure in Current Work Area/Unit					
		Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
# Hospitals		574	576	574	569	562	556
# Respondents		56,984	135,427	57,370	35,666	22,113	25,314
<b>Staffing</b>							
A2.	We have enough staff to handle the workload.	58%	50%	51%	53%	54%	55%
A5R.	Staff in this unit work longer hours than is best for patient care.	48%	48%	50%	50%	50%	52%
A7R.	We use more agency/temporary staff than is best for patient care.	62%	64%	66%	66%	66%	68%
A14R.	We work in “crisis mode,” trying to do too much, too quickly.	56%	49%	49%	49%	49%	51%
<b>Handoffs &amp; Transitions</b>							
F3R.	Things “fall between the cracks” when transferring patients from one unit to another.	49%	41%	41%	41%	43%	43%
F5R.	Important patient care information is often lost during shift changes.	61%	53%	51%	50%	53%	53%
F7R.	Problems often occur in the exchange of information across hospital units.	53%	46%	45%	46%	49%	48%
F11R.	Shift changes are problematic for patients in this hospital.	55%	48%	46%	46%	47%	48%
<b>Nonpunitive Response to Error</b>							
A8R.	Staff feel like their mistakes are held against them.	56%	53%	54%	54%	54%	57%
A12R.	When an event is reported, it feels like the person is being written up, not the problem.	48%	49%	51%	52%	53%	56%
A16R.	Staff worry that mistakes they make are kept in their personnel file.	41%	40%	39%	39%	39%	41%

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-15. Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Tenure in Current Work Area/Unit – 2018 Database Hospitals**

Work Area/Unit Patient Safety Grade	Tenure in Current Work Area/Unit					
	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
<i># Hospitals</i>	574	576	574	569	562	556
<i># Respondents</i>	56,984	135,427	57,370	35,666	22,113	25,314
<b>Excellent or Very Good</b>	84%	76%	76%	77%	78%	79%
<b>A = Excellent</b>	41%	33%	34%	35%	35%	36%
<b>B = Very Good</b>	42%	43%	42%	42%	43%	43%
<b>C = Acceptable</b>	13%	19%	19%	18%	18%	17%
<b>D = Poor</b>	2%	4%	4%	4%	3%	3%
<b>E = Failing</b>	0%	1%	1%	1%	1%	1%

Note: Percentages may not add to 100 due to rounding. Excellent and Very Good may not add to the subtotal for Excellent or Very Good due to rounding.

**Table B-16. Average Percentage of Respondents Reporting Events in the Past 12 Months by Tenure in Current Work Area/Unit – 2018 Database Hospitals**

Number of Events Reported by Respondents	Tenure in Current Work Area/Unit					
	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
<i># Hospitals</i>	574	576	574	569	562	556
<i># Respondents</i>	56,984	135,427	57,370	35,666	22,113	25,314
<b>1 or More Events</b>	31%	48%	50%	48%	48%	48%
<b>None</b>	69%	52%	50%	52%	52%	52%
<b>1 to 2</b>	20%	26%	26%	25%	24%	26%
<b>3 to 5</b>	8%	14%	15%	14%	14%	14%
<b>6 to 10</b>	1%	4%	5%	5%	5%	5%
<b>11 to 20</b>	1%	3%	3%	3%	3%	2%
<b>21 or More</b>	0%	1%	1%	1%	1%	2%

Note: Percentages may not add to 100 due to rounding. Percentages for number of events may not add to the subtotal for 1 or more events due to rounding.

## **Part III**

### **Appendix C: Trending Results by Hospital Characteristics**

#### **(1) Bed Size**

NOTE: Results are from 306 hospitals. The number of hospitals and respondents in each bed size category is shown in each table. 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-1. Trending: Composite-Level Average Percent Positive Response by Bed Size – 2018 Database Hospitals (Page 1 of 2)**

		Bed Size								
Patient Safety Culture Composites	Database Year	6-24 Beds	25-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400-499 Beds	500+ Beds	
<i># Hospitals</i>	Both Years	11	22	55	85	57	30	17	29	
	<i># Respondents</i>	Most Recent	914	3,275	15,441	48,200	44,111	28,319	23,317	64,853
		Previous	911	3,565	14,643	42,783	41,437	25,460	22,050	61,825
<b>1. Teamwork Within Units</b>	Most Recent	84%	83%	83%	82%	82%	81%	83%	80%	
	Previous	84%	85%	83%	82%	81%	80%	81%	79%	
	Change	0%	-2%	0%	0%	1%	1%	2%	1%	
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>	Most Recent	83%	82%	82%	80%	79%	78%	79%	77%	
	Previous	82%	83%	79%	79%	78%	76%	78%	76%	
	Change	1%	-1%	3%	1%	1%	2%	1%	1%	
<b>3. Organizational Learning – Continuous Improvement</b>	Most Recent	75%	73%	74%	73%	72%	71%	73%	71%	
	Previous	72%	76%	74%	73%	71%	71%	72%	71%	
	Change	3%	-3%	0%	0%	1%	0%	1%	0%	
<b>4. Management Support for Patient Safety</b>	Most Recent	78%	78%	75%	74%	71%	70%	71%	67%	
	Previous	79%	81%	75%	74%	71%	69%	69%	67%	
	Change	-1%	-3%	0%	0%	0%	1%	2%	0%	
<b>5. Feedback &amp; Communication About Error</b>	Most Recent	71%	69%	70%	70%	69%	68%	70%	67%	
	Previous	70%	70%	69%	70%	67%	66%	69%	66%	
	Change	1%	-1%	1%	0%	2%	2%	1%	1%	
<b>6. Frequency of Events Reported</b>	Most Recent	67%	69%	68%	69%	66%	66%	67%	64%	
	Previous	67%	71%	66%	68%	64%	64%	67%	63%	
	Change	0%	-2%	2%	1%	2%	2%	0%	1%	

**Table C-1. Trending: Composite-Level Average Percent Positive Response by Bed Size – 2018 Database Hospitals (Page 2 of 2)**

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	Both Years	11	22	55	85	57	30	17	29	
	# Respondents	Most Recent	914	3,275	15,441	48,200	44,111	28,319	23,317	64,853
		Previous	911	3,565	14,643	42,783	41,437	25,460	22,050	61,825
<b>7. Overall Perceptions of Patient Safety</b>		Most Recent	73%	74%	69%	67%	64%	64%	64%	61%
		Previous	72%	74%	68%	67%	64%	62%	62%	61%
		Change	1%	0%	1%	0%	0%	2%	2%	0%
<b>8. Communication Openness</b>		Most Recent	69%	68%	67%	66%	65%	63%	64%	63%
		Previous	66%	68%	65%	65%	63%	61%	63%	62%
		Change	3%	0%	2%	1%	2%	2%	1%	1%
<b>9. Teamwork Across Units</b>		Most Recent	67%	71%	64%	62%	59%	58%	61%	56%
		Previous	69%	71%	63%	62%	58%	57%	58%	56%
		Change	-2%	0%	1%	0%	1%	1%	3%	0%
<b>10. Staffing</b>		Most Recent	64%	60%	58%	54%	51%	50%	51%	46%
		Previous	64%	64%	57%	54%	52%	50%	50%	48%
		Change	0%	-4%	1%	0%	-1%	0%	1%	-2%
<b>11. Handoffs &amp; Transitions</b>		Most Recent	57%	60%	49%	48%	45%	43%	45%	42%
		Previous	58%	60%	49%	48%	44%	43%	44%	42%
		Change	-1%	0%	0%	0%	1%	0%	1%	0%
<b>12. Nonpunitive Response to Error</b>		Most Recent	51%	54%	51%	49%	46%	42%	47%	43%
		Previous	50%	53%	47%	46%	44%	41%	44%	41%
		Change	1%	1%	4%	3%	2%	1%	3%	2%



**Table C-2. Trending: Item-Level Average Percent Positive Response by Bed Size – 2018 Database Hospitals (Page 1 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		11	22	55	85	57	30	17	29
	# Respondents	Most Recent	914	3,275	15,441	48,200	44,111	28,319	23,317	64,853
	Previous	911	3,565	14,643	42,783	41,437	25,460	22,050	61,825	
<b>Teamwork Within Units</b>										
A1.	People support one another in this unit.	Most Recent	88%	88%	88%	87%	88%	87%	88%	85%
		Previous	90%	90%	88%	87%	87%	86%	87%	85%
		Change	-2%	-2%	0%	0%	1%	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	90%	88%	89%	87%	87%	86%	87%	84%
		Previous	89%	91%	88%	87%	87%	86%	86%	85%
		Change	1%	-3%	1%	0%	0%	0%	1%	-1%
A4.	In this unit, people treat each other with respect.	Most Recent	83%	82%	82%	83%	81%	80%	82%	79%
		Previous	82%	84%	82%	81%	80%	79%	81%	78%
		Change	1%	-2%	0%	2%	1%	1%	1%	1%
A11.	When one area in this unit gets really busy, others help out.	Most Recent	75%	75%	73%	73%	72%	71%	73%	70%
		Previous	76%	76%	73%	72%	71%	70%	71%	69%
		Change	-1%	-1%	0%	1%	1%	1%	2%	1%
<b>Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>										
B1.	My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	Most Recent	79%	80%	81%	80%	80%	78%	80%	78%
		Previous	80%	81%	78%	79%	78%	76%	78%	75%
		Change	-1%	-1%	3%	1%	2%	2%	2%	3%
B2.	My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	84%	82%	83%	81%	80%	79%	80%	78%
		Previous	83%	85%	81%	80%	79%	77%	79%	77%
		Change	1%	-3%	2%	1%	1%	2%	1%	1%
B3R.	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	86%	84%	81%	80%	77%	76%	78%	76%
		Previous	81%	83%	77%	78%	76%	74%	75%	74%
		Change	<b>5%</b>	1%	4%	2%	1%	2%	3%	2%
B4R.	My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	84%	82%	82%	81%	79%	79%	79%	77%
		Previous	82%	83%	79%	79%	79%	78%	78%	77%
		Change	2%	-1%	3%	2%	0%	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-2. Trending: Item-Level Average Percent Positive Response by Bed Size – 2018 Database Hospitals (Page 2 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		11	22	55	85	57	30	17	29
	# Respondents	Most Recent	914	3,275	15,441	48,200	44,111	28,319	23,317	64,853
	Previous	911	3,565	14,643	42,783	41,437	25,460	22,050	61,825	
<b>Organizational Learning – Continuous Improvement</b>										
A6.	We are actively doing things to improve patient safety.	Most Recent	87%	84%	85%	84%	83%	84%	83%	82%
		Previous	84%	88%	85%	84%	83%	82%	82%	82%
		Change	3%	-4%	0%	0%	0%	2%	1%	0%
A9.	Mistakes have led to positive changes here.	Most Recent	66%	64%	66%	64%	63%	61%	64%	62%
		Previous	64%	68%	66%	64%	63%	62%	64%	62%
		Change	2%	-4%	0%	0%	0%	-1%	0%	0%
A13.	After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	71%	72%	72%	72%	70%	69%	71%	68%
		Previous	68%	74%	71%	72%	69%	68%	69%	68%
		Change	3%	-2%	1%	0%	1%	1%	2%	0%
<b>Management Support for Patient Safety</b>										
F1.	Hospital management provides a work climate that promotes patient safety.	Most Recent	86%	86%	83%	83%	80%	80%	80%	76%
		Previous	87%	88%	84%	83%	80%	78%	78%	77%
		Change	-1%	-2%	-1%	0%	0%	2%	2%	-1%
F8.	The actions of hospital management show that patient safety is a top priority.	Most Recent	81%	80%	78%	78%	75%	75%	76%	71%
		Previous	82%	83%	77%	77%	74%	72%	73%	72%
		Change	-1%	-3%	1%	1%	1%	3%	3%	-1%
F9R.	Hospital management seems interested in patient safety only after an adverse event happens.	Most Recent	67%	69%	63%	62%	58%	57%	58%	53%
		Previous	68%	71%	63%	62%	59%	56%	57%	53%
		Change	-1%	-2%	0%	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-2. Trending: Item-Level Average Percent Positive Response by Bed Size – 2018 Database Hospitals (Page 3 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	11	22	55	85	57	30	17	29
	# Respondents	Most Recent	914	3,275	15,441	48,200	44,111	28,319	23,317	64,853
		Previous	911	3,565	14,643	42,783	41,437	25,460	22,050	61,825
<b>Feedback &amp; Communication About Error</b>										
C1.	We are given feedback about changes put into place based on event reports.	Most Recent	61%	60%	63%	63%	62%	61%	63%	59%
		Previous	62%	62%	61%	63%	60%	59%	63%	59%
		Change	-1%	-2%	2%	0%	2%	2%	0%	0%
C3.	We are informed about errors that happen in this unit.	Most Recent	72%	71%	69%	71%	70%	70%	71%	67%
		Previous	71%	71%	69%	70%	68%	67%	70%	67%
		Change	1%	0%	0%	1%	2%	3%	1%	0%
C5.	In this unit, we discuss ways to prevent errors from happening again.	Most Recent	79%	77%	78%	77%	76%	75%	75%	73%
		Previous	78%	78%	76%	76%	74%	73%	75%	72%
		Change	1%	-1%	2%	1%	2%	2%	0%	1%
<b>Frequency of Events Reported</b>										
D1.	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	Most Recent	61%	64%	63%	65%	62%	61%	63%	60%
		Previous	61%	65%	60%	63%	59%	59%	63%	59%
		Change	0%	-1%	3%	2%	3%	2%	0%	1%
D2.	When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent	65%	65%	63%	65%	62%	62%	63%	60%
		Previous	63%	68%	63%	64%	61%	60%	63%	59%
		Change	2%	-3%	0%	1%	1%	2%	0%	1%
D3.	When a mistake is made that could harm the patient, but does not, how often is this reported?	Most Recent	76%	79%	77%	77%	75%	75%	75%	72%
		Previous	76%	80%	76%	76%	73%	73%	75%	72%
		Change	0%	-1%	1%	1%	2%	2%	0%	0%

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

**Table C-2. Trending: Item-Level Average Percent Positive Response by Bed Size – 2018 Database Hospitals (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		11	22	55	85	57	30	17	29
	# Respondents	Most Recent	914	3,275	15,441	48,200	44,111	28,319	23,317	64,853
	Previous	911	3,565	14,643	42,783	41,437	25,460	22,050	61,825	
<b>Overall Perceptions of Patient Safety</b>										
A10R. It is just by chance that more serious mistakes don't happen around here.	Most Recent		70%	72%	66%	63%	60%	59%	59%	56%
	Previous		66%	72%	65%	61%	60%	59%	58%	57%
	Change		4%	0%	1%	2%	0%	0%	1%	-1%
A15. Patient safety is never sacrificed to get more work done.	Most Recent		72%	72%	66%	65%	61%	61%	61%	59%
	Previous		73%	72%	67%	65%	61%	59%	59%	59%
	Change		-1%	0%	-1%	0%	0%	2%	2%	0%
A17R. We have patient safety problems in this unit.	Most Recent		74%	73%	68%	67%	62%	62%	62%	58%
	Previous		72%	74%	67%	66%	62%	61%	60%	59%
	Change		2%	-1%	1%	1%	0%	1%	2%	-1%
A18. Our procedures and systems are good at preventing errors from happening.	Most Recent		77%	78%	76%	74%	73%	72%	73%	70%
	Previous		78%	79%	75%	75%	72%	72%	71%	70%
	Change		-1%	-1%	1%	-1%	1%	0%	2%	0%
<b>Communication Openness</b>										
C2. Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent		82%	83%	81%	79%	78%	76%	77%	75%
	Previous		82%	82%	79%	78%	77%	75%	76%	74%
	Change		0%	1%	2%	1%	1%	1%	1%	1%
C4. Staff feel free to question the decisions or actions of those with more authority.	Most Recent		54%	51%	51%	51%	50%	48%	49%	48%
	Previous		51%	52%	49%	49%	48%	46%	48%	47%
	Change		3%	-1%	2%	2%	2%	2%	1%	1%
C6R. Staff are afraid to ask questions when something does not seem right.	Most Recent		72%	71%	70%	69%	68%	66%	67%	65%
	Previous		65%	69%	66%	66%	65%	63%	65%	63%
	Change		7%	2%	4%	3%	3%	3%	2%	2%

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

**Table C-2. Trending: Item-Level Average Percent Positive Response by Bed Size – 2018 Database Hospitals (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	11	22	55	85	57	30	17	29
	# Respondents	Most Recent	914	3,275	15,441	48,200	44,111	28,319	23,317	64,853
		Previous	911	3,565	14,643	42,783	41,437	25,460	22,050	61,825
<b>Teamwork Across Units</b>										
F2R.	Hospital units do not coordinate well with each other.	Most Recent	55%	60%	51%	50%	46%	44%	48%	42%
		Previous	58%	60%	50%	49%	45%	44%	46%	42%
		Change	-3%	0%	1%	1%	1%	0%	2%	0%
F4.	There is good cooperation among hospital units that need to work together.	Most Recent	69%	72%	64%	62%	60%	58%	61%	57%
		Previous	70%	72%	64%	62%	59%	58%	58%	57%
		Change	-1%	0%	0%	0%	1%	0%	3%	0%
F6R.	It is often unpleasant to work with staff from other hospital units.	Most Recent	65%	71%	65%	64%	61%	60%	62%	58%
		Previous	68%	70%	65%	63%	61%	59%	61%	57%
		Change	-3%	1%	0%	1%	0%	1%	1%	1%
F10.	Hospital units work well together to provide the best care for patients.	Most Recent	77%	81%	74%	73%	70%	69%	72%	66%
		Previous	79%	81%	74%	72%	69%	67%	69%	66%
		Change	-2%	0%	0%	1%	1%	2%	3%	0%
<b>Staffing</b>										
A2.	We have enough staff to handle the workload.	Most Recent	63%	57%	56%	51%	49%	49%	50%	44%
		Previous	65%	62%	55%	51%	49%	46%	47%	45%
		Change	-2%	<b>-5%</b>	1%	0%	0%	3%	3%	-1%
A5R.	Staff in this unit work longer hours than is best for patient care.	Most Recent	58%	56%	52%	48%	47%	45%	46%	43%
		Previous	59%	59%	53%	49%	49%	48%	47%	45%
		Change	-1%	-3%	-1%	-1%	-2%	-3%	-1%	-2%
A7R.	We use more agency/temporary staff than is best for patient care.	Most Recent	72%	67%	69%	65%	63%	62%	62%	57%
		Previous	73%	73%	68%	65%	65%	64%	63%	62%
		Change	-1%	<b>-6%</b>	1%	0%	-2%	-2%	-1%	<b>-5%</b>
A14R.	We work in “crisis mode,” trying to do too much, too quickly.	Most Recent	63%	60%	54%	51%	46%	45%	47%	42%
		Previous	60%	61%	52%	50%	46%	43%	45%	42%
		Change	3%	-1%	2%	1%	0%	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-2. Trending: Item-Level Average Percent Positive Response by Bed Size – 2018 Database Hospitals (Page 6 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	11	22	55	85	57	30	17	29
	# Respondents	Most Recent	914	3,275	15,441	48,200	44,111	28,319	23,317	64,853
		Previous	911	3,565	14,643	42,783	41,437	25,460	22,050	61,825
<b>Handoffs &amp; Transitions</b>										
F3R. Things “fall between the cracks” when transferring patients from one unit to another.		Most Recent	53%	57%	44%	43%	38%	36%	39%	36%
		Previous	55%	56%	44%	43%	37%	37%	39%	36%
		Change	-2%	1%	0%	0%	1%	-1%	0%	0%
F5R. Important patient care information is often lost during shift changes.		Most Recent	59%	64%	54%	55%	51%	50%	52%	50%
		Previous	65%	63%	54%	53%	51%	50%	51%	49%
		Change	<b>-6%</b>	1%	0%	2%	0%	0%	1%	1%
F7R. Problems often occur in the exchange of information across hospital units.		Most Recent	56%	59%	49%	47%	43%	41%	43%	40%
		Previous	54%	59%	48%	47%	43%	42%	43%	40%
		Change	2%	0%	1%	0%	0%	-1%	0%	0%
F11R. Shift changes are problematic for patients in this hospital.		Most Recent	59%	59%	50%	48%	46%	44%	46%	42%
		Previous	61%	60%	49%	47%	45%	43%	44%	41%
		Change	-2%	-1%	1%	1%	1%	1%	2%	1%
<b>Nonpunitive Response to Error</b>										
A8R. Staff feel like their mistakes are held against them.		Most Recent	55%	60%	58%	54%	51%	48%	52%	48%
		Previous	56%	61%	53%	51%	49%	47%	49%	46%
		Change	-1%	-1%	<b>5%</b>	3%	2%	1%	3%	2%
A12R. When an event is reported, it feels like the person is being written up, not the problem.		Most Recent	52%	56%	54%	51%	49%	46%	50%	46%
		Previous	51%	54%	49%	49%	47%	45%	48%	45%
		Change	1%	2%	<b>5%</b>	2%	2%	1%	2%	1%
A16R. Staff worry that mistakes they make are kept in their personnel file.		Most Recent	45%	47%	43%	41%	37%	34%	38%	35%
		Previous	43%	46%	38%	37%	34%	32%	35%	32%
		Change	2%	1%	<b>5%</b>	4%	3%	2%	3%	3%

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

**Table C-3. Trending: Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Bed Size – 2018 Database Hospitals**

		Bed Size							
Work Area/Unit Patient Safety Grade	Database Year	6-24 Beds	25-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400-499 Beds	500+ Beds
# Hospitals # Respondents	Both Years	11	22	55	85	57	30	17	29
	Most Recent	914	3,275	15,441	48,200	44,111	28,319	23,317	64,853
	Previous	911	3,565	14,643	42,783	41,437	25,460	22,050	61,825
<b>Excellent or Very Good</b>	Most Recent	84%	82%	80%	79%	76%	75%	75%	72%
	Previous	82%	84%	79%	76%	74%	69%	72%	70%
	Change	2%	-2%	1%	3%	2%	<b>6%</b>	3%	2%
<b>A = Excellent</b>	Most Recent	39%	41%	36%	37%	33%	32%	33%	30%
	Previous	36%	38%	35%	34%	31%	28%	31%	28%
	Change	3%	3%	1%	3%	2%	4%	2%	2%
<b>B = Very Good</b>	Most Recent	45%	41%	44%	42%	43%	43%	42%	42%
	Previous	46%	46%	45%	42%	43%	41%	41%	42%
	Change	-1%	<b>-5%</b>	-1%	0%	0%	2%	1%	0%
<b>C = Acceptable</b>	Most Recent	14%	15%	16%	17%	19%	20%	19%	22%
	Previous	15%	13%	17%	18%	20%	22%	21%	22%
	Change	-1%	2%	-1%	-1%	-1%	-2%	-2%	0%
<b>D = Poor</b>	Most Recent	2%	3%	3%	3%	4%	4%	5%	5%
	Previous	2%	2%	3%	4%	5%	6%	5%	6%
	Change	0%	1%	0%	-1%	-1%	-2%	0%	-1%
<b>E = Failing</b>	Most Recent	0%	1%	1%	1%	1%	1%	1%	1%
	Previous	0%	0%	1%	1%	1%	2%	1%	2%
	Change	0%	1%	0%	0%	0%	-1%	0%	-1%

Note: Percentages may not add to 100 due to rounding. Excellent and Very Good may not add to the subtotal for Excellent or Very Good due to rounding.

**Table C-4. Trending: Average Percentage of Respondents Reporting Events in the Past 12 Months by Bed Size – 2018 Database Hospitals**

		Bed Size							
Number of Events Reported by Respondents	Database Year	6-24 Beds	25-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400-499 Beds	500+ Beds
# Hospitals # Respondents	Both Years	11	22	55	85	57	30	17	29
	Most Recent	914	3,275	15,441	48,200	44,111	28,319	23,317	64,853
	Previous	911	3,565	14,643	42,783	41,437	25,460	22,050	61,825
<b>1 or More Events</b>	Most Recent	50%	45%	47%	44%	46%	46%	46%	44%
	Previous	45%	45%	45%	44%	45%	47%	45%	44%
	Change	<b>5%</b>	0%	2%	0%	1%	-1%	1%	0%
<b>None</b>	Most Recent	50%	55%	53%	56%	54%	54%	54%	56%
	Previous	55%	55%	55%	56%	55%	53%	55%	56%
	Change	<b>-5%</b>	0%	-2%	0%	-1%	1%	-1%	0%
<b>1 to 2</b>	Most Recent	29%	28%	26%	25%	26%	26%	25%	25%
	Previous	29%	28%	27%	26%	26%	27%	27%	27%
	Change	0%	0%	-1%	-1%	0%	-1%	-2%	-2%
<b>3 to 5</b>	Most Recent	12%	12%	13%	12%	12%	12%	13%	13%
	Previous	9%	11%	11%	11%	12%	13%	12%	11%
	Change	3%	1%	2%	1%	0%	-1%	1%	2%
<b>6 to 10</b>	Most Recent	6%	3%	4%	4%	4%	5%	5%	4%
	Previous	4%	4%	4%	4%	4%	5%	4%	4%
	Change	2%	-1%	0%	0%	0%	0%	1%	0%
<b>11 to 20</b>	Most Recent	1%	1%	2%	2%	2%	2%	2%	2%
	Previous	2%	1%	2%	2%	2%	2%	2%	1%
	Change	-1%	0%	0%	0%	0%	0%	0%	1%
<b>21 or More</b>	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. Percentages for number of events may not add to the subtotal for 1 or more events due to rounding.



## **Appendix C: Trending Results by Hospital Characteristics**

### **(2) Teaching Status and (3) Ownership**

NOTE: Results are from 306 hospitals. The number of hospitals and respondents in each teaching status or ownership category is shown in each table. 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 Teaching Status and Ownership – 2018 Database Hospitals (Page 1 of 2)**

Patient Safety Culture Composites	Database Year	Teaching Status		Ownership			
		Teaching	Nonteaching	Government	Not for Profit	For Profit	
# Hospitals	Both Years	123	183	42	238	26	
	# Respondents	Most Recent	138,009	90,421	19,705	187,330	21,395
		Previous	129,006	83,668	15,945	180,740	15,989
<b>1. Teamwork Within Units</b>	Most Recent	81%	83%	81%	82%	83%	
	Previous	81%	82%	81%	82%	81%	
	Change	0%	1%	0%	0%	2%	
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>	Most Recent	79%	81%	79%	80%	78%	
	Previous	78%	79%	77%	79%	77%	
	Change	1%	2%	2%	1%	1%	
<b>3. Organizational Learning – Continuous Improvement</b>	Most Recent	72%	74%	71%	73%	72%	
	Previous	72%	73%	71%	73%	71%	
	Change	0%	1%	0%	0%	1%	
<b>4. Management Support for Patient Safety</b>	Most Recent	71%	74%	72%	73%	72%	
	Previous	71%	74%	73%	73%	69%	
	Change	0%	0%	-1%	0%	3%	
<b>5. Feedback &amp; Communication About Error</b>	Most Recent	68%	70%	66%	70%	69%	
	Previous	67%	69%	67%	69%	66%	
	Change	1%	1%	-1%	1%	3%	
<b>6. Frequency of Events Reported</b>	Most Recent	66%	68%	65%	68%	66%	
	Previous	64%	68%	64%	67%	65%	
	Change	2%	0%	1%	1%	1%	

**Table C-5. Trending: Composite-Level Average Percent Positive Response by Teaching Status and Ownership – 2018 Database Hospitals (Page 2 of 2)**

Patient Safety Culture Composites	Database Year	Teaching Status		Ownership			
		Teaching	Nonteaching	Government	Not for Profit	For Profit	
# Hospitals	Both Years	123	183	42	238	26	
	# Respondents	Most Recent	138,009	90,421	19,705	187,330	21,395
		Previous	129,006	83,668	15,945	180,740	15,989
<b>7. Overall Perceptions of Patient Safety</b>	Most Recent	64%	68%	67%	67%	63%	
	Previous	64%	67%	67%	66%	62%	
	Change	0%	1%	0%	1%	1%	
<b>8. Communication Openness</b>	Most Recent	64%	67%	63%	66%	64%	
	Previous	63%	65%	62%	65%	61%	
	Change	1%	2%	1%	1%	3%	
<b>9. Teamwork Across Units</b>	Most Recent	59%	63%	61%	62%	64%	
	Previous	59%	62%	62%	61%	60%	
	Change	0%	1%	-1%	1%	4%	
<b>10. Staffing</b>	Most Recent	50%	56%	56%	54%	52%	
	Previous	51%	56%	55%	54%	51%	
	Change	-1%	0%	1%	0%	1%	
<b>11. Handoffs &amp; Transitions</b>	Most Recent	44%	50%	46%	47%	51%	
	Previous	45%	49%	48%	47%	47%	
	Change	-1%	1%	-2%	0%	4%	
<b>12. Nonpunitive Response to Error</b>	Most Recent	45%	49%	46%	49%	45%	
	Previous	43%	46%	44%	46%	43%	
	Change	2%	3%	2%	3%	2%	

**Table C-6. Trending: Item-Level Average Percent Positive Response by Teaching Status and Ownership – 2018 Database Hospitals (Page 1 of 6)**

Survey Items by Composite		Database Year	Teaching Status		Ownership		
			Teaching	Nonteaching	Government	Not for Profit	For Profit
# Hospitals	Both Years		123	183	42	238	26
	# Respondents	Most Recent	138,009	90,421	19,705	187,330	21,395
	Previous	129,006	83,668	15,945	180,740	15,989	
<b>Teamwork Within Units</b>							
A1.	People support one another in this unit.	Most Recent	87%	88%	86%	87%	88%
		Previous	87%	88%	86%	88%	86%
		Change	0%	0%	0%	-1%	2%
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%	88%	87%	87%	87%
		Previous	86%	88%	87%	87%	85%
		Change	0%	0%	0%	0%	2%
A4.	In this unit, people treat each other with respect.	Most Recent	81%	82%	80%	82%	83%
		Previous	80%	81%	79%	81%	82%
		Change	1%	1%	1%	1%	1%
A11.	When one area in this unit gets really busy, others help out.	Most Recent	71%	73%	71%	73%	72%
		Previous	70%	73%	71%	72%	70%
		Change	1%	0%	0%	1%	2%
<b>Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>							
B1.	My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	Most Recent	79%	81%	77%	80%	80%
		Previous	77%	79%	76%	79%	78%
		Change	2%	2%	1%	1%	2%
B2.	My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	80%	82%	79%	81%	80%
		Previous	79%	81%	78%	80%	78%
		Change	1%	1%	1%	1%	2%
B3R.	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	77%	80%	79%	80%	76%
		Previous	76%	77%	77%	77%	76%
		Change	1%	3%	2%	3%	0%
B4R.	My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	79%	81%	80%	81%	76%
		Previous	78%	79%	78%	80%	76%
		Change	1%	2%	2%	1%	0%

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

**Table C-6. Trending: Item-Level Average Percent Positive Response by Teaching Status and Ownership – 2018 Database Hospitals (Page 2 of 6)**

Survey Items by Composite		Database Year	Teaching Status		Ownership		
			Teaching	Nonteaching	Government	Not for Profit	For Profit
# Hospitals	Both Years		123	183	42	238	26
	# Respondents	Most Recent	138,009	90,421	19,705	187,330	21,395
	Previous	129,006	83,668	15,945	180,740	15,989	
<b>Organizational Learning – Continuous Improvement</b>							
A6.	We are actively doing things to improve patient safety.	Most Recent	83%	84%	83%	84%	85%
		Previous	83%	84%	83%	84%	82%
		Change	0%	0%	0%	0%	3%
A9.	Mistakes have led to positive changes here.	Most Recent	63%	64%	63%	64%	62%
		Previous	64%	64%	63%	64%	63%
		Change	-1%	0%	0%	0%	-1%
A13.	After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	69%	72%	69%	71%	70%
		Previous	69%	71%	68%	71%	69%
		Change	0%	1%	1%	0%	1%
<b>Management Support for Patient Safety</b>							
F1.	Hospital management provides a work climate that promotes patient safety.	Most Recent	80%	83%	82%	82%	82%
		Previous	80%	83%	82%	82%	78%
		Change	0%	0%	0%	0%	4%
F8.	The actions of hospital management show that patient safety is a top priority.	Most Recent	75%	78%	75%	77%	76%
		Previous	75%	77%	76%	76%	73%
		Change	0%	1%	-1%	1%	3%
F9R.	Hospital management seems interested in patient safety only after an adverse event happens.	Most Recent	58%	62%	59%	61%	57%
		Previous	59%	62%	60%	61%	55%
		Change	-1%	0%	-1%	0%	2%

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

**Table C-6. Trending: Item-Level Average Percent Positive Response by Teaching Status and Ownership – 2018 Database Hospitals (Page 3 of 6)**

Survey Items by Composite		Database Year	Teaching Status		Ownership		
			Teaching	Nonteaching	Government	Not for Profit	For Profit
# Hospitals	Both Years		123	183	42	238	26
	# Respondents	Most Recent	138,009	90,421	19,705	187,330	21,395
	Previous	129,006	83,668	15,945	180,740	15,989	
<b>Feedback &amp; Communication About Error</b>							
C1.	We are given feedback about changes put into place based on event reports.	Most Recent	60%	63%	56%	63%	61%
		Previous	60%	62%	58%	62%	58%
		Change	0%	1%	-2%	1%	3%
C3.	We are informed about errors that happen in this unit.	Most Recent	69%	71%	67%	70%	69%
		Previous	67%	70%	68%	69%	67%
		Change	2%	1%	-1%	1%	2%
C5.	In this unit, we discuss ways to prevent errors from happening again.	Most Recent	75%	77%	74%	77%	75%
		Previous	74%	76%	74%	76%	72%
		Change	1%	1%	0%	1%	3%
<b>Frequency of Events Reported</b>							
D1.	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	Most Recent	61%	64%	59%	63%	63%
		Previous	59%	62%	58%	62%	61%
		Change	2%	2%	1%	1%	2%
D2.	When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent	61%	64%	61%	64%	62%
		Previous	60%	64%	60%	63%	62%
		Change	1%	0%	1%	1%	0%
D3.	When a mistake is made that could harm the patient, but does not, how often is this reported?	Most Recent	74%	77%	75%	76%	74%
		Previous	74%	76%	74%	76%	73%
		Change	0%	1%	1%	0%	1%

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

**Table C-6. Trending: Item-Level Average Percent Positive Response by Teaching Status and Ownership – 2018 Database Hospitals (Page 4 of 6)**

Survey Items by Composite		Database Year	Teaching Status		Ownership		
			Teaching	Nonteaching	Government	Not for Profit	For Profit
# Hospitals	Both Years		123	183	42	238	26
	# Respondents	Most Recent	138,009	90,421	19,705	187,330	21,395
	Previous	129,006	83,668	15,945	180,740	15,989	
<b>Overall Perceptions of Patient Safety</b>							
A10R. It is just by chance that more serious mistakes don't happen around here.	Most Recent		60%	64%	63%	63%	59%
	Previous		60%	63%	61%	62%	58%
	Change		0%	1%	2%	1%	1%
A15. Patient safety is never sacrificed to get more work done.	Most Recent		62%	66%	66%	64%	61%
	Previous		62%	66%	67%	64%	59%
	Change		0%	0%	-1%	0%	2%
A17R. We have patient safety problems in this unit.	Most Recent		62%	67%	66%	65%	61%
	Previous		62%	66%	66%	65%	61%
	Change		0%	1%	0%	0%	0%
A18. Our procedures and systems are good at preventing errors from happening.	Most Recent		72%	75%	73%	74%	72%
	Previous		72%	75%	74%	74%	71%
	Change		0%	0%	-1%	0%	1%
<b>Communication Openness</b>							
C2. Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent		77%	80%	77%	79%	76%
	Previous		76%	79%	77%	78%	74%
	Change		1%	1%	0%	1%	2%
C4. Staff feel free to question the decisions or actions of those with more authority.	Most Recent		49%	51%	46%	51%	51%
	Previous		48%	49%	46%	49%	47%
	Change		1%	2%	0%	2%	4%
C6R. Staff are afraid to ask questions when something does not seem right.	Most Recent		67%	69%	66%	69%	66%
	Previous		65%	66%	64%	66%	63%
	Change		2%	3%	2%	3%	3%

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

**Table C-6. Trending: Item-Level Average Percent Positive Response by Teaching Status and Ownership – 2018 Database Hospitals (Page 5 of 6)**

Survey Items by Composite		Database Year	Teaching Status		Ownership		
			Teaching	Nonteaching	Government	Not for Profit	For Profit
	<i># Hospitals</i>	Both Years	123	183	42	238	26
	<i># Respondents</i>	Most Recent	138,009	90,421	19,705	187,330	21,395
		Previous	129,006	83,668	15,945	180,740	15,989
<b>Teamwork Across Units</b>							
F2R.	Hospital units do not coordinate well with each other.	Most Recent	46%	51%	48%	49%	52%
		Previous	46%	50%	50%	48%	47%
		Change	0%	1%	-2%	1%	<b>5%</b>
F4.	There is good cooperation among hospital units that need to work together.	Most Recent	59%	64%	63%	62%	65%
		Previous	60%	63%	63%	62%	61%
		Change	-1%	1%	0%	0%	4%
F6R.	It is often unpleasant to work with staff from other hospital units.	Most Recent	62%	64%	62%	63%	65%
		Previous	61%	64%	62%	63%	64%
		Change	1%	0%	0%	0%	1%
F10.	Hospital units work well together to provide the best care for patients.	Most Recent	70%	74%	72%	72%	74%
		Previous	70%	73%	73%	71%	69%
		Change	0%	1%	-1%	1%	<b>5%</b>
<b>Staffing</b>							
A2.	We have enough staff to handle the workload.	Most Recent	48%	54%	55%	51%	54%
		Previous	48%	53%	55%	51%	46%
		Change	0%	1%	0%	0%	<b>8%</b>
A5R.	Staff in this unit work longer hours than is best for patient care.	Most Recent	45%	51%	50%	49%	46%
		Previous	47%	52%	51%	50%	48%
		Change	-2%	-1%	-1%	-1%	-2%
A7R.	We use more agency/temporary staff than is best for patient care.	Most Recent	62%	66%	65%	65%	61%
		Previous	65%	67%	65%	66%	64%
		Change	-3%	-1%	0%	-1%	-3%
A14R.	We work in “crisis mode,” trying to do too much, too quickly.	Most Recent	46%	53%	53%	50%	48%
		Previous	46%	51%	50%	49%	45%
		Change	0%	2%	3%	1%	3%

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



**Table C-6. Trending: Item-Level Average Percent Positive Response by Teaching Status and Ownership – 2018 Database Hospitals (Page 6 of 6)**

Survey Items by Composite		Database Year	Teaching Status		Ownership		
			Teaching	Nonteaching	Government	Not for Profit	For Profit
# Hospitals	# Respondents	Both Years	123	183	42	238	26
		Most Recent	138,009	90,421	19,705	187,330	21,395
		Previous	129,006	83,668	15,945	180,740	15,989
<b>Handoffs &amp; Transitions</b>							
F3R. Things “fall between the cracks” when transferring patients from one unit to another.		Most Recent	39%	45%	42%	42%	45%
		Previous	39%	44%	43%	42%	41%
		Change	0%	1%	-1%	0%	4%
F5R. Important patient care information is often lost during shift changes.		Most Recent	52%	55%	52%	54%	56%
		Previous	52%	54%	53%	53%	53%
		Change	0%	1%	-1%	1%	3%
F7R. Problems often occur in the exchange of information across hospital units.		Most Recent	43%	49%	46%	46%	49%
		Previous	44%	48%	47%	46%	46%
		Change	-1%	1%	-1%	0%	3%
F11R. Shift changes are problematic for patients in this hospital.		Most Recent	45%	50%	46%	48%	53%
		Previous	45%	49%	48%	47%	49%
		Change	0%	1%	-2%	1%	4%
<b>Nonpunitive Response to Error</b>							
A8R. Staff feel like their mistakes are held against them.		Most Recent	50%	55%	52%	54%	51%
		Previous	48%	53%	50%	51%	49%
		Change	2%	2%	2%	3%	2%
A12R. When an event is reported, it feels like the person is being written up, not the problem.		Most Recent	49%	52%	48%	51%	47%
		Previous	47%	49%	46%	49%	46%
		Change	2%	3%	2%	2%	1%
A16R. Staff worry that mistakes they make are kept in their personnel file.		Most Recent	37%	41%	38%	40%	37%
		Previous	34%	38%	36%	37%	35%
		Change	3%	3%	2%	3%	2%

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

**Table C-7. Trending: Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Teaching Status and Ownership – 2018 Database Hospitals**

		Teaching Status		Ownership			
Work Area/Unit Patient Safety Grade	Database Year	Teaching	Nonteaching	Government	Not for Profit	For Profit	
# Hospitals	Both Years	123	183	42	238	26	
	# Respondents	Most Recent	138,009	90,421	19,705	187,330	21,395
		Previous	129,006	83,668	15,945	180,740	15,989
<b>Excellent or Very Good</b>	Most Recent	76%	79%	77%	78%	77%	
	Previous	73%	78%	73%	77%	72%	
	Change	3%	1%	4%	1%	<b>5%</b>	
<b>A = Excellent</b>	Most Recent	33%	37%	33%	35%	36%	
	Previous	30%	35%	31%	33%	30%	
	Change	3%	2%	2%	2%	<b>6%</b>	
<b>B = Very Good</b>	Most Recent	43%	42%	44%	43%	41%	
	Previous	43%	43%	42%	43%	42%	
	Change	0%	-1%	2%	0%	-1%	
<b>C = Acceptable</b>	Most Recent	19%	17%	19%	17%	18%	
	Previous	20%	18%	19%	18%	21%	
	Change	-1%	-1%	0%	-1%	-3%	
<b>D = Poor</b>	Most Recent	4%	3%	4%	4%	4%	
	Previous	5%	4%	6%	4%	6%	
	Change	-1%	-1%	-2%	0%	-2%	
<b>E = Failing</b>	Most Recent	1%	1%	1%	1%	1%	
	Previous	2%	1%	2%	1%	1%	
	Change	-1%	0%	-1%	0%	0%	

Note: Percentages may not add to 100 due to rounding. Excellent and Very Good may not add to the subtotal for Excellent or Very Good due to rounding.

**Table C-8. Trending: Average Percent Positive of Respondents Reporting Events in the Past 12 Months by Teaching Status and Ownership – 2018 Database Hospitals**

		Teaching Status		Ownership		
Number of Events Reported by Respondents	Database Year	Teaching	Nonteaching	Government	Not for Profit	For Profit
<i># Hospitals</i>	Both Years	123	183	42	238	26
	<i># Respondents</i>					
	Most Recent	138,009	90,421	19,705	187,330	21,395
	Previous	129,006	83,668	15,945	180,740	15,989
<b>1 or More Events</b>	Most Recent	45%	45%	45%	45%	47%
	Previous	46%	44%	45%	44%	48%
	Change	-1%	1%	0%	1%	-1%
<b>None</b>	Most Recent	55%	55%	55%	55%	53%
	Previous	54%	56%	55%	56%	52%
	Change	1%	-1%	0%	-1%	1%
<b>1 to 2</b>	Most Recent	26%	26%	27%	26%	26%
	Previous	27%	26%	27%	27%	26%
	Change	-1%	0%	0%	-1%	0%
<b>3 to 5</b>	Most Recent	13%	12%	12%	12%	13%
	Previous	12%	11%	11%	11%	13%
	Change	1%	1%	1%	1%	0%
<b>6 to 10</b>	Most Recent	4%	4%	4%	4%	5%
	Previous	4%	4%	5%	4%	5%
	Change	0%	0%	-1%	0%	0%
<b>11 to 20</b>	Most Recent	2%	2%	2%	2%	2%
	Previous	2%	2%	2%	2%	2%
	Change	0%	0%	0%	0%	0%
<b>21 or More</b>	Most Recent	1%	1%	1%	1%	1%
	Previous	1%	1%	1%	1%	1%
	Change	0%	0%	0%	0%	0%

Note: Percentages may not add to 100 due to rounding. Percentages for number of events may not add to the subtotal for 1 or more events due to rounding.

## Appendix C: Trending Results by Hospital Characteristics

### (4) Geographic Region

NOTE 1: Results are from 306 hospitals. The number of hospitals and respondents in each geographic region is shown in each table. 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 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-9. Trending: Composite-Level Average Percent Positive Response by Geographic Region – 2018 Database Hospitals (Page 1 of 2)**

Patient Safety Culture Composites		Geographic Region									
		Database Year	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Hospitals	Both Years	15	26	100	68	19	15	23	18	22	
	# Respondents	Most Recent	10,227	30,119	79,294	41,230	11,398	7,329	17,500	12,695	18,638
		Previous	8,251	32,056	75,243	35,458	8,231	8,206	19,405	10,363	15,461
<b>1. Teamwork Within Units</b>	Most Recent	81%	78%	83%	83%	83%	81%	79%	84%	79%	
	Previous	79%	77%	83%	82%	83%	82%	81%	83%	80%	
	Change	2%	1%	0%	1%	0%	-1%	-2%	1%	-1%	
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>	Most Recent	78%	76%	82%	81%	80%	80%	80%	79%	74%	
	Previous	74%	73%	81%	78%	80%	79%	79%	78%	76%	
	Change	4%	3%	1%	3%	0%	1%	1%	1%	-2%	
<b>3. Organizational Learning – Continuous Improvement</b>	Most Recent	67%	69%	76%	73%	73%	71%	71%	72%	69%	
	Previous	66%	68%	76%	72%	74%	74%	72%	69%	71%	
	Change	1%	1%	0%	1%	-1%	-3%	-1%	3%	-2%	
<b>4. Management Support for Patient Safety</b>	Most Recent	69%	67%	76%	74%	73%	73%	72%	70%	69%	
	Previous	68%	65%	76%	73%	73%	76%	72%	69%	70%	
	Change	1%	2%	0%	1%	0%	-3%	0%	1%	-1%	
<b>5. Feedback &amp; Communication About Error</b>	Most Recent	62%	67%	73%	68%	69%	66%	70%	67%	66%	
	Previous	59%	64%	72%	68%	70%	67%	70%	66%	67%	
	Change	3%	3%	1%	0%	-1%	-1%	0%	1%	-1%	
<b>6. Frequency of Events Reported</b>	Most Recent	62%	68%	70%	65%	68%	63%	68%	65%	67%	
	Previous	60%	64%	69%	65%	68%	64%	68%	65%	67%	
	Change	2%	4%	1%	0%	0%	-1%	0%	0%	0%	

**Table C-9. Trending: Composite-Level Average Percent Positive Response by Geographic Region – 2018 Database Hospitals (Page 2 of 2)**

		Geographic Region								
Patient Safety Culture Composites	Database Year	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Hospitals	Both Years	15	26	100	68	19	15	23	18	22
# Respondents	Most Recent	10,227	30,119	79,294	41,230	11,398	7,329	17,500	12,695	18,638
	Previous	8,251	32,056	75,243	35,458	8,231	8,206	19,405	10,363	15,461
<b>7. Overall Perceptions of Patient Safety</b>	Most Recent	64%	61%	67%	69%	68%	69%	66%	64%	60%
	Previous	63%	61%	68%	67%	68%	71%	66%	62%	61%
	Change	1%	0%	-1%	2%	0%	-2%	0%	2%	-1%
<b>8. Communication Openness</b>	Most Recent	64%	64%	68%	65%	66%	67%	65%	66%	60%
	Previous	62%	61%	66%	63%	64%	65%	65%	63%	61%
	Change	2%	3%	2%	2%	2%	2%	0%	3%	-1%
<b>9. Teamwork Across Units</b>	Most Recent	56%	54%	64%	63%	62%	62%	62%	62%	59%
	Previous	54%	54%	64%	60%	63%	64%	61%	62%	60%
	Change	2%	0%	0%	3%	-1%	-2%	1%	0%	-1%
<b>10. Staffing</b>	Most Recent	51%	47%	54%	57%	58%	58%	54%	54%	47%
	Previous	54%	47%	55%	56%	58%	60%	53%	53%	47%
	Change	-3%	0%	-1%	1%	0%	-2%	1%	1%	0%
<b>11. Handoffs &amp; Transitions</b>	Most Recent	40%	40%	50%	49%	49%	49%	50%	45%	44%
	Previous	40%	40%	50%	46%	50%	50%	48%	46%	44%
	Change	0%	0%	0%	3%	-1%	-1%	2%	-1%	0%
<b>12. Nonpunitive Response to Error</b>	Most Recent	48%	42%	49%	49%	50%	52%	48%	46%	41%
	Previous	45%	40%	48%	44%	46%	51%	44%	43%	40%
	Change	3%	2%	1%	<b>5%</b>	4%	1%	4%	3%	1%

**Table C-10. Trending: Item-Level Average Percent Positive Response by Geographic Region – 2018 Database Hospitals (Page 1 of 6)**

Survey Items by Composite		Database Year	Geographic Region								
			New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Hospitals	Both Years		15	26	100	68	19	15	23	18	22
# Respondents	Most Recent		10,227	30,119	79,294	41,230	11,398	7,329	17,500	12,695	18,638
	Previous		8,251	32,056	75,243	35,458	8,231	8,206	19,405	10,363	15,461
<b>Teamwork Within Units</b>											
A1.	People support one another in this unit.	Most Recent	88%	84%	89%	88%	88%	86%	83%	89%	85%
		Previous	86%	83%	89%	88%	89%	88%	86%	88%	86%
		Change	2%	1%	0%	0%	-1%	-2%	-3%	1%	-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%	84%	88%	89%	88%	87%	84%	88%	83%
		Previous	85%	83%	88%	88%	89%	88%	86%	86%	84%
		Change	2%	1%	0%	1%	-1%	-1%	-2%	2%	-1%
A4.	In this unit, people treat each other with respect.	Most Recent	80%	76%	83%	83%	82%	78%	79%	85%	80%
		Previous	79%	74%	83%	80%	83%	80%	81%	83%	81%
		Change	1%	2%	0%	3%	-1%	-2%	-2%	2%	-1%
A11.	When one area in this unit gets really busy, others help out.	Most Recent	70%	69%	74%	74%	73%	72%	69%	74%	68%
		Previous	68%	67%	73%	73%	72%	73%	71%	73%	69%
		Change	2%	2%	1%	1%	1%	-1%	-2%	1%	-1%
<b>Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>											
B1.	My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	Most Recent	76%	76%	83%	79%	78%	79%	79%	79%	77%
		Previous	71%	72%	82%	77%	77%	77%	79%	78%	78%
		Change	5%	4%	1%	2%	1%	2%	0%	1%	-1%
B2.	My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	79%	77%	83%	81%	80%	80%	80%	83%	76%
		Previous	76%	74%	83%	79%	80%	81%	80%	81%	78%
		Change	3%	3%	0%	2%	0%	-1%	0%	2%	-2%
B3R.	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	77%	75%	80%	81%	79%	80%	80%	78%	73%
		Previous	75%	71%	80%	76%	78%	79%	76%	75%	74%
		Change	2%	4%	0%	5%	1%	1%	4%	3%	-1%
B4R.	My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	78%	77%	82%	82%	83%	80%	81%	78%	72%
		Previous	76%	74%	82%	79%	83%	79%	79%	76%	74%
		Change	2%	3%	0%	3%	0%	1%	2%	2%	-2%

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

**Table C-10. Trending: Item-Level Average Percent Positive Response by Geographic Region – 2018 Database Hospitals (Page 2 of 6)**

Survey Items by Composite		Database Year	Geographic Region								
			New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Hospitals	Both Years		15	26	100	68	19	15	23	18	22
# Respondents	Most Recent		10,227	30,119	79,294	41,230	11,398	7,329	17,500	12,695	18,638
	Previous		8,251	32,056	75,243	35,458	8,231	8,206	19,405	10,363	15,461
<b>Organizational Learning – Continuous Improvement</b>											
A6.	We are actively doing things to improve patient safety.	Most Recent	78%	81%	86%	85%	85%	83%	82%	85%	82%
		Previous	78%	79%	86%	84%	85%	85%	84%	82%	82%
		Change	0%	2%	0%	1%	0%	-2%	-2%	3%	0%
A9.	Mistakes have led to positive changes here.	Most Recent	61%	59%	66%	64%	63%	64%	62%	64%	60%
		Previous	61%	58%	68%	62%	64%	69%	63%	61%	63%
		Change	0%	1%	-2%	2%	-1%	-5%	-1%	3%	-3%
A13.	After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	63%	67%	75%	71%	73%	66%	70%	67%	66%
		Previous	59%	66%	75%	69%	72%	69%	71%	66%	68%
		Change	4%	1%	0%	2%	1%	-3%	-1%	1%	-2%
<b>Management Support for Patient Safety</b>											
F1.	Hospital management provides a work climate that promotes patient safety.	Most Recent	78%	76%	84%	83%	83%	84%	81%	79%	80%
		Previous	76%	74%	84%	82%	84%	84%	82%	78%	80%
		Change	2%	2%	0%	1%	-1%	0%	-1%	1%	0%
F8.	The actions of hospital management show that patient safety is a top priority.	Most Recent	72%	71%	79%	78%	77%	75%	75%	74%	75%
		Previous	71%	69%	79%	76%	75%	78%	75%	73%	75%
		Change	1%	2%	0%	2%	2%	-3%	0%	1%	0%
F9R.	Hospital management seems interested in patient safety only after an adverse event happens.	Most Recent	58%	55%	64%	62%	61%	61%	60%	56%	54%
		Previous	58%	53%	65%	61%	60%	65%	58%	57%	56%
		Change	0%	2%	-1%	1%	1%	-4%	2%	-1%	-2%

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



**Table C-10. Trending: Item-Level Average Percent Positive Response by Geographic Region – 2018 Database Hospitals (Page 3 of 6)**

Survey Items by Composite		Database Year	Geographic Region								
			New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Hospitals	Both Years		15	26	100	68	19	15	23	18	22
# Respondents	Most Recent		10,227	30,119	79,294	41,230	11,398	7,329	17,500	12,695	18,638
	Previous		8,251	32,056	75,243	35,458	8,231	8,206	19,405	10,363	15,461
<b>Feedback &amp; Communication About Error</b>											
C1.	We are given feedback about changes put into place based on event reports.	Most Recent	51%	58%	67%	61%	61%	58%	63%	59%	58%
		Previous	50%	54%	66%	61%	62%	59%	62%	57%	59%
		Change	1%	4%	1%	0%	-1%	-1%	1%	2%	-1%
C3.	We are informed about errors that happen in this unit.	Most Recent	62%	70%	74%	68%	71%	66%	70%	68%	67%
		Previous	58%	66%	72%	67%	72%	66%	72%	68%	68%
		Change	4%	4%	2%	1%	-1%	0%	-2%	0%	-1%
C5.	In this unit, we discuss ways to prevent errors from happening again.	Most Recent	73%	73%	79%	76%	76%	75%	76%	75%	73%
		Previous	68%	70%	78%	74%	76%	76%	76%	74%	73%
		Change	5%	3%	1%	2%	0%	-1%	0%	1%	0%
<b>Frequency of Events Reported</b>											
D1.	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	Most Recent	55%	63%	67%	59%	62%	58%	64%	61%	64%
		Previous	53%	59%	65%	57%	62%	59%	63%	61%	64%
		Change	2%	4%	2%	2%	0%	-1%	1%	0%	0%
D2.	When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent	57%	64%	66%	60%	64%	58%	64%	60%	63%
		Previous	56%	61%	65%	61%	64%	60%	65%	61%	64%
		Change	1%	3%	1%	-1%	0%	-2%	-1%	-1%	-1%
D3.	When a mistake is made that could harm the patient, but does not, how often is this reported?	Most Recent	74%	76%	77%	76%	78%	74%	75%	73%	75%
		Previous	71%	73%	76%	76%	78%	74%	76%	73%	75%
		Change	3%	3%	1%	0%	0%	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 Geographic Region – 2018 Database Hospitals (Page 4 of 6)**

Survey Items by Composite		Database Year	Geographic Region								
			New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Hospitals	Both Years		15	26	100	68	19	15	23	18	22
# Respondents	Most Recent		10,227	30,119	79,294	41,230	11,398	7,329	17,500	12,695	18,638
	Previous		8,251	32,056	75,243	35,458	8,231	8,206	19,405	10,363	15,461
<b>Overall Perceptions of Patient Safety</b>											
A10R. It is just by chance that more serious mistakes don't happen around here.	Most Recent		62%	56%	63%	67%	64%	68%	61%	61%	54%
	Previous		61%	55%	63%	64%	64%	70%	58%	59%	53%
	Change		1%	1%	0%	3%	0%	-2%	3%	2%	1%
A15. Patient safety is never sacrificed to get more work done.	Most Recent		63%	61%	65%	65%	67%	66%	64%	61%	61%
	Previous		62%	61%	65%	64%	65%	67%	65%	60%	64%
	Change		1%	0%	0%	1%	2%	-1%	-1%	1%	-3%
A17R. We have patient safety problems in this unit.	Most Recent		62%	59%	65%	69%	67%	69%	68%	62%	58%
	Previous		61%	59%	66%	67%	68%	70%	65%	61%	57%
	Change		1%	0%	-1%	2%	-1%	-1%	3%	1%	1%
A18. Our procedures and systems are good at preventing errors from happening.	Most Recent		70%	68%	76%	77%	74%	74%	73%	73%	68%
	Previous		68%	69%	77%	75%	75%	76%	74%	70%	70%
	Change		2%	-1%	-1%	2%	-1%	-2%	-1%	3%	-2%
<b>Communication Openness</b>											
C2. Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent		77%	78%	80%	79%	79%	80%	77%	78%	73%
	Previous		74%	75%	80%	78%	78%	78%	78%	76%	74%
	Change		3%	3%	0%	1%	1%	2%	-1%	2%	-1%
C4. Staff feel free to question the decisions or actions of those with more authority.	Most Recent		48%	50%	53%	48%	49%	52%	50%	51%	48%
	Previous		45%	45%	52%	46%	48%	50%	50%	48%	49%
	Change		3%	5%	1%	2%	1%	2%	0%	3%	-1%
C6R. Staff are afraid to ask questions when something does not seem right.	Most Recent		67%	65%	70%	69%	69%	69%	69%	69%	60%
	Previous		66%	63%	68%	63%	66%	67%	67%	65%	60%
	Change		1%	2%	2%	6%	3%	2%	2%	4%	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 Geographic Region – 2018 Database Hospitals (Page 5 of 6)**

Survey Items by Composite		Database Year	Geographic Region								
			New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Hospitals	Both Years		15	26	100	68	19	15	23	18	22
# Respondents	Most Recent		10,227	30,119	79,294	41,230	11,398	7,329	17,500	12,695	18,638
	Previous		8,251	32,056	75,243	35,458	8,231	8,206	19,405	10,363	15,461
<b>Teamwork Across Units</b>											
F2R.	Hospital units do not coordinate well with each other.	Most Recent	38%	39%	52%	51%	50%	50%	51%	48%	46%
		Previous	37%	40%	52%	48%	51%	52%	49%	49%	45%
		Change	1%	-1%	0%	3%	-1%	-2%	2%	-1%	1%
F4.	There is good cooperation among hospital units that need to work together.	Most Recent	55%	54%	65%	63%	64%	63%	62%	63%	60%
		Previous	54%	54%	64%	60%	64%	65%	62%	62%	62%
		Change	1%	0%	1%	3%	0%	-2%	0%	1%	-2%
F6R.	It is often unpleasant to work with staff from other hospital units.	Most Recent	61%	57%	66%	64%	62%	62%	63%	64%	61%
		Previous	61%	57%	65%	62%	63%	64%	61%	64%	63%
		Change	0%	0%	1%	2%	-1%	-2%	2%	0%	-2%
F10.	Hospital units work well together to provide the best care for patients.	Most Recent	68%	65%	74%	74%	73%	73%	71%	72%	70%
		Previous	66%	64%	74%	71%	73%	74%	72%	71%	70%
		Change	2%	1%	0%	3%	0%	-1%	-1%	1%	0%
<b>Staffing</b>											
A2.	We have enough staff to handle the workload.	Most Recent	50%	43%	51%	54%	57%	57%	52%	53%	47%
		Previous	53%	43%	51%	53%	52%	60%	52%	52%	49%
		Change	-3%	0%	0%	1%	<b>5%</b>	-3%	0%	1%	-2%
A5R.	Staff in this unit work longer hours than is best for patient care.	Most Recent	46%	41%	49%	51%	53%	54%	50%	49%	39%
		Previous	50%	44%	51%	53%	55%	56%	47%	50%	42%
		Change	-4%	-3%	-2%	-2%	-2%	-2%	3%	-1%	-3%
A7R.	We use more agency/temporary staff than is best for patient care.	Most Recent	63%	62%	63%	69%	68%	68%	63%	65%	58%
		Previous	65%	60%	67%	69%	74%	70%	62%	63%	55%
		Change	-2%	2%	-4%	0%	<b>-6%</b>	-2%	1%	2%	3%
A14R.	We work in “crisis mode,” trying to do too much, too quickly.	Most Recent	46%	41%	52%	52%	54%	53%	53%	48%	43%
		Previous	47%	41%	51%	50%	50%	53%	50%	46%	43%
		Change	-1%	0%	1%	2%	4%	0%	3%	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 Geographic Region – 2018 Database Hospitals (Page 6 of 6)**

Survey Items by Composite		Database Year	Geographic Region								
			New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Hospitals	Both Years		15	26	100	68	19	15	23	18	22
# Respondents	Most Recent		10,227	30,119	79,294	41,230	11,398	7,329	17,500	12,695	18,638
	Previous		8,251	32,056	75,243	35,458	8,231	8,206	19,405	10,363	15,461
<b>Handoffs &amp; Transitions</b>											
F3R. Things “fall between the cracks” when transferring patients from one unit to another.	Most Recent		34%	34%	45%	43%	44%	45%	44%	39%	39%
	Previous		34%	34%	45%	40%	46%	45%	44%	40%	39%
	Change		0%	0%	0%	3%	-2%	0%	0%	-1%	0%
F5R. Important patient care information is often lost during shift changes.	Most Recent		47%	48%	56%	55%	54%	54%	55%	51%	51%
	Previous		48%	48%	56%	52%	55%	55%	53%	53%	50%
	Change		-1%	0%	0%	3%	-1%	-1%	2%	-2%	1%
F7R. Problems often occur in the exchange of information across hospital units.	Most Recent		39%	39%	49%	48%	48%	49%	48%	44%	43%
	Previous		40%	39%	49%	45%	49%	49%	47%	45%	43%
	Change		-1%	0%	0%	3%	-1%	0%	1%	-1%	0%
F11R. Shift changes are problematic for patients in this hospital.	Most Recent		39%	40%	51%	49%	48%	48%	51%	48%	44%
	Previous		39%	39%	51%	47%	51%	49%	47%	49%	45%
	Change		0%	1%	0%	2%	-3%	-1%	4%	-1%	-1%
<b>Nonpunitive Response to Error</b>											
A8R. Staff feel like their mistakes are held against them.	Most Recent		54%	46%	55%	54%	55%	58%	54%	54%	46%
	Previous		51%	44%	54%	50%	52%	57%	50%	49%	45%
	Change		3%	2%	1%	4%	3%	1%	4%	5%	1%
A12R. When an event is reported, it feels like the person is being written up, not the problem.	Most Recent		51%	46%	53%	51%	52%	54%	50%	47%	44%
	Previous		49%	44%	51%	46%	48%	54%	45%	46%	43%
	Change		2%	2%	2%	5%	4%	0%	5%	1%	1%
A16R. Staff worry that mistakes they make are kept in their personnel file.	Most Recent		40%	33%	41%	40%	42%	45%	41%	38%	32%
	Previous		36%	31%	39%	35%	39%	43%	38%	34%	30%
	Change		4%	2%	2%	5%	3%	2%	3%	4%	2%

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

**Table C-11. Trending: Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Geographic Region – 2018 Database Hospitals**

Work Area/Unit Patient Safety Grade	Database Year	Geographic Region								
		New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Hospitals # Respondents	Both Years	15	26	100	68	19	15	23	18	22
	Most Recent	10,227	30,119	79,294	41,230	11,398	7,329	17,500	12,695	18,638
	Previous	8,251	32,056	75,243	35,458	8,231	8,206	19,405	10,363	15,461
<b>Excellent or Very Good</b>	Most Recent	77%	72%	78%	81%	78%	80%	78%	76%	72%
	Previous	74%	69%	77%	78%	77%	81%	77%	74%	67%
	Change	3%	3%	1%	3%	1%	-1%	1%	2%	<b>5%</b>
<b>A = Excellent</b>	Most Recent	32%	30%	38%	35%	35%	33%	37%	33%	31%
	Previous	28%	27%	37%	31%	35%	33%	34%	32%	28%
	Change	4%	3%	1%	4%	0%	0%	3%	1%	3%
<b>B = Very Good</b>	Most Recent	45%	42%	40%	46%	42%	47%	42%	43%	42%
	Previous	46%	42%	41%	46%	42%	48%	43%	43%	39%
	Change	-1%	0%	-1%	0%	0%	-1%	-1%	0%	3%
<b>C = Acceptable</b>	Most Recent	18%	22%	17%	15%	18%	16%	18%	18%	22%
	Previous	21%	24%	18%	18%	19%	16%	19%	20%	20%
	Change	-3%	-2%	-1%	-3%	-1%	0%	-1%	-2%	2%
<b>D = Poor</b>	Most Recent	4%	5%	4%	3%	3%	3%	3%	4%	4%
	Previous	5%	6%	4%	4%	3%	3%	4%	5%	9%
	Change	-1%	-1%	0%	-1%	0%	0%	-1%	-1%	<b>-5%</b>
<b>E = Failing</b>	Most Recent	1%	1%	1%	1%	1%	1%	1%	1%	1%
	Previous	1%	1%	1%	1%	1%	1%	1%	1%	3%
	Change	0%	0%	0%	0%	0%	0%	0%	0%	-2%

Note: Percentages may not add to 100 due to rounding. Excellent and Very Good may not add to the subtotal for Excellent or Very Good due to rounding.

**Table C-12. Trending: Average Percentage of Respondents Reporting Events in the Past 12 Months by Geographic Region – 2018 Database Hospitals**

		Geographic Region								
Number of Events Reported by Respondents	Database Year	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
<i># Hospitals</i>	Both Years	15	26	100	68	19	15	23	18	22
<i># Respondents</i>	Most Recent	10,227	30,119	79,294	41,230	11,398	7,329	17,500	12,695	18,638
	Previous	8,251	32,056	75,243	35,458	8,231	8,206	19,405	10,363	15,461
<b>1 or More Events</b>	Most Recent	43%	45%	44%	48%	44%	50%	41%	50%	43%
	Previous	47%	44%	44%	46%	40%	49%	39%	48%	48%
	Change	-4%	1%	0%	2%	4%	1%	2%	2%	<b>-5%</b>
<b>None</b>	Most Recent	57%	55%	56%	52%	56%	50%	59%	50%	57%
	Previous	53%	56%	56%	54%	60%	51%	61%	52%	52%
	Change	4%	-1%	0%	-2%	-4%	-1%	-2%	-2%	<b>5%</b>
<b>1 to 2</b>	Most Recent	26%	24%	24%	29%	26%	27%	24%	27%	27%
	Previous	28%	24%	26%	28%	25%	29%	23%	27%	28%
	Change	-2%	0%	-2%	1%	1%	-2%	1%	0%	-1%
<b>3 to 5</b>	Most Recent	11%	13%	13%	12%	12%	14%	11%	13%	11%
	Previous	12%	11%	11%	11%	9%	13%	10%	13%	12%
	Change	-1%	2%	2%	1%	3%	1%	1%	0%	-1%
<b>6 to 10</b>	Most Recent	4%	5%	4%	4%	4%	6%	4%	6%	4%
	Previous	4%	5%	4%	4%	4%	5%	3%	5%	5%
	Change	0%	0%	0%	0%	0%	1%	1%	1%	-1%
<b>11 to 20</b>	Most Recent	2%	2%	2%	2%	1%	2%	2%	2%	1%
	Previous	1%	2%	2%	2%	1%	2%	1%	2%	2%
	Change	1%	0%	0%	0%	0%	0%	1%	0%	-1%
<b>21 or More</b>	Most Recent	1%	2%	1%	1%	1%	1%	1%	2%	1%
	Previous	1%	1%	1%	1%	1%	1%	1%	1%	1%
	Change	0%	1%	0%	0%	0%	0%	0%	1%	0%

Note: Percentages may not add to 100 due to rounding. Percentages for number of events may not add to the subtotal for 1 or more events due to rounding.

## **Part III**

### **Appendix D: Trending Results by Respondent Characteristics**

#### **(1) Work Area/Unit**

NOTE 1: Results are from 306 hospitals. The number of hospitals and respondents in each work area/unit category is shown in each table. 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: 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 – 2018 Database Hospitals (Page 1 of 2)

Patient Safety Culture Composites	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	46	245	229	236	225	190	71	221	99	242	214	247
# Respondents	Most Recent	1,156	13,662	15,024	8,852	25,244	8,868	4,428	5,933	4,486	11,035	8,299	21,382
	Previous	1,107	11,923	13,428	9,156	22,712	8,070	3,668	5,846	4,546	10,275	7,257	20,889
<b>1. Teamwork Within Units</b>	Most Recent	81%	81%	86%	76%	81%	84%	87%	79%	80%	81%	88%	79%
	Previous	81%	80%	85%	76%	81%	83%	85%	78%	79%	82%	87%	78%
	Change	0%	1%	1%	0%	0%	1%	2%	1%	1%	-1%	1%	1%
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>	Most Recent	78%	76%	78%	77%	80%	77%	78%	81%	77%	79%	84%	77%
	Previous	78%	74%	75%	77%	77%	77%	79%	79%	76%	77%	83%	75%
	Change	0%	2%	3%	0%	3%	0%	-1%	2%	1%	2%	1%	2%
<b>3. Organizational Learning – Continuous Improvement</b>	Most Recent	70%	68%	71%	70%	74%	73%	72%	78%	70%	72%	77%	73%
	Previous	71%	67%	71%	71%	73%	72%	73%	77%	69%	73%	75%	72%
	Change	-1%	1%	0%	-1%	1%	1%	-1%	1%	1%	-1%	2%	1%
<b>4. Management Support for Patient Safety</b>	Most Recent	60%	63%	63%	73%	69%	69%	67%	75%	68%	74%	78%	69%
	Previous	59%	64%	61%	75%	67%	70%	70%	74%	67%	74%	77%	68%
	Change	1%	-1%	2%	-2%	2%	-1%	-3%	1%	1%	0%	1%	1%
<b>5. Feedback &amp; Communication About Error</b>	Most Recent	63%	63%	65%	65%	70%	66%	67%	73%	66%	69%	75%	68%
	Previous	66%	61%	63%	65%	67%	65%	66%	72%	65%	68%	74%	66%
	Change	-3%	2%	2%	0%	3%	1%	1%	1%	1%	1%	1%	2%
<b>6. Frequency of Events Reported</b>	Most Recent	57%	61%	63%	71%	68%	68%	68%	67%	69%	66%	68%	68%
	Previous	59%	59%	61%	72%	65%	66%	69%	64%	67%	65%	69%	67%
	Change	-2%	2%	2%	-1%	3%	2%	-1%	3%	2%	1%	-1%	1%



Table D-1. Trending: Composite-Level Average Percent Positive Response by Work Area/Unit – 2018 Database Hospitals (Page 2 of 2)

Patient Safety Culture Composites	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	46	245	229	236	225	190	71	221	99	242	214	247
# Respondents	Most Recent	1,156	13,662	15,024	8,852	25,244	8,868	4,428	5,933	4,486	11,035	8,299	21,382
	Previous	1,107	11,923	13,428	9,156	22,712	8,070	3,668	5,846	4,546	10,275	7,257	20,889
<b>7. Overall Perceptions of Patient Safety</b>	Most Recent	61%	55%	59%	68%	61%	64%	65%	69%	61%	74%	79%	66%
	Previous	63%	55%	58%	69%	60%	63%	66%	68%	58%	74%	78%	65%
	Change	-2%	0%	1%	-1%	1%	1%	-1%	1%	3%	0%	1%	1%
<b>8. Communication Openness</b>	Most Recent	65%	62%	64%	62%	64%	64%	66%	69%	62%	66%	74%	65%
	Previous	69%	59%	61%	61%	60%	64%	65%	68%	59%	64%	72%	63%
	Change	-4%	3%	3%	1%	4%	0%	1%	1%	3%	2%	2%	2%
<b>9. Teamwork Across Units</b>	Most Recent	52%	50%	59%	57%	60%	60%	62%	61%	55%	63%	65%	57%
	Previous	52%	50%	58%	56%	59%	60%	61%	61%	54%	62%	65%	57%
	Change	0%	0%	1%	1%	1%	0%	1%	0%	1%	1%	0%	0%
<b>10. Staffing</b>	Most Recent	52%	45%	51%	49%	49%	57%	59%	59%	54%	60%	62%	53%
	Previous	59%	47%	52%	52%	49%	58%	59%	59%	52%	61%	62%	53%
	Change	-7%	-2%	-1%	-3%	0%	-1%	0%	0%	2%	-1%	0%	0%
<b>11. Handoffs &amp; Transitions</b>	Most Recent	39%	49%	51%	40%	46%	56%	52%	36%	45%	50%	43%	44%
	Previous	38%	50%	51%	38%	45%	57%	53%	35%	42%	48%	43%	43%
	Change	1%	-1%	0%	2%	1%	-1%	-1%	1%	3%	2%	0%	1%
<b>12. Nonpunitive Response to Error</b>	Most Recent	44%	40%	44%	40%	46%	47%	46%	56%	48%	46%	63%	47%
	Previous	42%	37%	40%	39%	42%	43%	44%	53%	45%	43%	60%	44%
	Change	2%	3%	4%	1%	4%	4%	2%	3%	3%	3%	3%	3%

Table D-2. Trending: Item-Level Average Percent Positive Response by Work Area/Unit – 2018 Database Hospitals (Page 1 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		46	245	229	236	225	190	71	221	99	242	214	247
	# Respondents	Most Recent	1,156	13,662	15,024	8,852	25,244	8,868	4,428	5,933	4,486	11,035	8,299	21,382
	Previous	1,107	11,923	13,428	9,156	22,712	8,070	3,668	5,846	4,546	10,275	7,257	20,889	
<b>Teamwork Within Units</b>														
A1.	People support one another in this unit.	Most Recent	88%	86%	90%	81%	88%	90%	91%	83%	85%	87%	92%	86%
		Previous	89%	86%	90%	82%	89%	89%	91%	83%	83%	88%	92%	85%
		Change	-1%	0%	0%	-1%	-1%	1%	0%	0%	2%	-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	88%	88%	91%	82%	84%	91%	92%	83%	84%	88%	91%	87%
		Previous	88%	86%	91%	82%	84%	91%	90%	83%	83%	89%	91%	87%
		Change	0%	2%	0%	0%	0%	0%	2%	0%	1%	-1%	0%	0%
A4.	In this unit, people treat each other with respect.	Most Recent	81%	78%	83%	74%	83%	82%	86%	76%	79%	82%	90%	76%
		Previous	81%	77%	82%	74%	82%	81%	85%	75%	77%	83%	89%	75%
		Change	0%	1%	1%	0%	1%	1%	1%	1%	2%	-1%	1%	1%
A11.	When one area in this unit gets really busy, others help out.	Most Recent	66%	71%	80%	66%	71%	72%	78%	72%	73%	68%	80%	67%
		Previous	66%	70%	78%	66%	70%	73%	74%	70%	72%	69%	78%	66%
		Change	0%	1%	2%	0%	1%	-1%	4%	2%	1%	-1%	2%	1%
<b>Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>														
B1.	My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	Most Recent	76%	77%	77%	74%	81%	77%	76%	78%	78%	77%	82%	77%
		Previous	77%	76%	75%	73%	77%	77%	77%	77%	76%	75%	81%	74%
		Change	-1%	1%	2%	1%	4%	0%	-1%	1%	2%	2%	1%	3%
B2.	My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	79%	76%	79%	75%	81%	77%	78%	81%	79%	80%	86%	78%
		Previous	81%	76%	76%	76%	78%	78%	80%	79%	76%	78%	85%	77%
		Change	-2%	0%	3%	-1%	3%	-1%	-2%	2%	3%	2%	1%	1%
B3R.	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	76%	73%	77%	80%	78%	76%	79%	83%	76%	79%	83%	75%
		Previous	75%	71%	74%	80%	75%	74%	78%	81%	76%	77%	81%	73%
		Change	1%	2%	3%	0%	3%	2%	1%	2%	0%	2%	2%	2%
B4R.	My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	80%	77%	78%	77%	79%	77%	77%	82%	77%	82%	86%	79%
		Previous	81%	76%	76%	79%	77%	77%	79%	79%	76%	80%	85%	78%
		Change	-1%	1%	2%	-2%	2%	0%	-2%	3%	1%	2%	1%	1%

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

Table D-2. Trending: Item-Level Average Percent Positive Response by Work Area/Unit – 2018 Database Hospitals (Page 2 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		46	245	229	236	225	190	71	221	99	242	214	247
	# Respondents	Most Recent	1,156	13,662	15,024	8,852	25,244	8,868	4,428	5,933	4,486	11,035	8,299	21,382
	Previous	1,107	11,923	13,428	9,156	22,712	8,070	3,668	5,846	4,546	10,275	7,257	20,889	
<b>Organizational Learning – Continuous Improvement</b>														
A6.	We are actively doing things to improve patient safety.	Most Recent	84%	78%	83%	81%	85%	84%	86%	89%	82%	85%	91%	85%
		Previous	86%	79%	83%	81%	85%	84%	85%	88%	80%	86%	90%	84%
		Change	-2%	-1%	0%	0%	0%	0%	1%	1%	2%	-1%	1%	1%
A9.	Mistakes have led to positive changes here.	Most Recent	60%	59%	60%	64%	63%	65%	61%	76%	60%	62%	64%	64%
		Previous	63%	58%	61%	65%	62%	63%	64%	76%	59%	63%	61%	64%
		Change	-3%	1%	-1%	-1%	1%	2%	-3%	0%	1%	-1%	3%	0%
A13.	After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	65%	66%	71%	66%	74%	71%	70%	70%	69%	70%	77%	70%
		Previous	66%	65%	69%	67%	72%	69%	72%	68%	68%	69%	75%	69%
		Change	-1%	1%	2%	-1%	2%	2%	-2%	2%	1%	1%	2%	1%
<b>Management Support for Patient Safety</b>														
F1.	Hospital management provides a work climate that promotes patient safety.	Most Recent	68%	73%	72%	81%	77%	78%	77%	83%	77%	83%	87%	79%
		Previous	71%	73%	69%	83%	75%	78%	80%	81%	75%	83%	87%	78%
		Change	-3%	0%	3%	-2%	2%	0%	-3%	2%	2%	0%	0%	1%
F8.	The actions of hospital management show that patient safety is a top priority.	Most Recent	62%	68%	67%	77%	73%	72%	72%	79%	72%	78%	81%	73%
		Previous	61%	67%	65%	78%	72%	73%	73%	77%	69%	78%	80%	72%
		Change	1%	1%	2%	-1%	1%	-1%	-1%	2%	3%	0%	1%	1%
F9R.	Hospital management seems interested in patient safety only after an adverse event happens.	Most Recent	49%	50%	51%	62%	58%	58%	53%	61%	55%	61%	65%	56%
		Previous	44%	51%	50%	63%	55%	58%	58%	62%	56%	61%	65%	56%
		Change	<b>5%</b>	-1%	1%	-1%	3%	0%	<b>-5%</b>	-1%	-1%	0%	0%	0%

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

Table D-2. Trending: Item-Level Average Percent Positive Response by Work Area/Unit – 2018 Database Hospitals (Page 3 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		46	245	229	236	225	190	71	221	99	242	214	247
# Respondents	Most Recent		1,156	13,662	15,024	8,852	25,244	8,868	4,428	5,933	4,486	11,035	8,299	21,382
	Previous		1,107	11,923	13,428	9,156	22,712	8,070	3,668	5,846	4,546	10,275	7,257	20,889
<b>Feedback &amp; Communication About Error</b>														
C1.	We are given feedback about changes put into place based on event reports.	Most Recent	55%	57%	59%	56%	63%	59%	59%	63%	57%	61%	68%	60%
		Previous	58%	57%	57%	56%	60%	59%	61%	63%	59%	60%	66%	57%
		Change	-3%	0%	2%	0%	3%	0%	-2%	0%	-2%	1%	2%	3%
C3.	We are informed about errors that happen in this unit.	Most Recent	62%	62%	65%	67%	70%	64%	66%	76%	68%	71%	74%	69%
		Previous	62%	60%	62%	68%	67%	64%	64%	75%	65%	70%	74%	67%
		Change	0%	2%	3%	-1%	3%	0%	2%	1%	3%	1%	0%	2%
C5.	In this unit, we discuss ways to prevent errors from happening again.	Most Recent	72%	68%	73%	72%	76%	75%	78%	79%	74%	76%	84%	76%
		Previous	78%	67%	71%	71%	73%	73%	73%	78%	72%	75%	81%	74%
		Change	<b>-6%</b>	1%	2%	1%	3%	2%	<b>5%</b>	1%	2%	1%	3%	2%
<b>Frequency of Events Reported</b>														
D1.	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	Most Recent	52%	55%	57%	67%	63%	62%	63%	59%	64%	60%	65%	64%
		Previous	55%	53%	54%	67%	58%	59%	62%	54%	63%	59%	65%	63%
		Change	-3%	2%	3%	0%	<b>5%</b>	3%	1%	<b>5%</b>	1%	1%	0%	1%
D2.	When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent	52%	58%	59%	66%	64%	63%	64%	64%	65%	61%	62%	65%
		Previous	54%	56%	58%	67%	62%	63%	67%	60%	64%	61%	64%	64%
		Change	-2%	2%	1%	-1%	2%	0%	-3%	4%	1%	0%	-2%	1%
D3.	When a mistake is made that could harm the patient, but does not, how often is this reported?	Most Recent	66%	70%	73%	81%	76%	78%	78%	79%	77%	77%	77%	76%
		Previous	68%	69%	72%	81%	74%	77%	79%	77%	75%	75%	77%	76%
		Change	-2%	1%	1%	0%	2%	1%	-1%	2%	2%	2%	0%	0%

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

**Table D-2. Trending: Item-Level Average Percent Positive Response by Work Area/Unit – 2018 Database Hospitals (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		46	245	229	236	225	190	71	221	99	242	214	247
	# Respondents	Most Recent	1,156	13,662	15,024	8,852	25,244	8,868	4,428	5,933	4,486	11,035	8,299	21,382
	Previous	1,107	11,923	13,428	9,156	22,712	8,070	3,668	5,846	4,546	10,275	7,257	20,889	
<b>Overall Perceptions of Patient Safety</b>														
A10R. It is just by chance that more serious mistakes don't happen around here.	Most Recent		61%	53%	59%	60%	58%	61%	62%	66%	60%	69%	76%	63%
	Previous		64%	53%	58%	61%	57%	61%	64%	64%	56%	68%	75%	61%
	Change		-3%	0%	1%	-1%	1%	0%	-2%	2%	4%	1%	1%	2%
A15. Patient safety is never sacrificed to get more work done.	Most Recent		53%	52%	52%	68%	56%	56%	61%	67%	63%	71%	78%	60%
	Previous		52%	52%	51%	69%	55%	56%	61%	66%	60%	72%	78%	60%
	Change		1%	0%	1%	-1%	1%	0%	0%	1%	3%	-1%	0%	0%
A17R. We have patient safety problems in this unit.	Most Recent		59%	51%	56%	69%	57%	63%	62%	68%	53%	77%	79%	66%
	Previous		63%	50%	56%	70%	55%	62%	63%	66%	50%	75%	78%	65%
	Change		-4%	1%	0%	-1%	2%	1%	-1%	2%	3%	2%	1%	1%
A18. Our procedures and systems are good at preventing errors from happening.	Most Recent		71%	65%	71%	76%	73%	75%	75%	77%	69%	79%	82%	75%
	Previous		72%	65%	69%	77%	72%	72%	77%	76%	67%	79%	82%	73%
	Change		-1%	0%	2%	-1%	1%	3%	-2%	1%	2%	0%	0%	2%
<b>Communication Openness</b>														
C2. Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent		78%	73%	76%	74%	76%	80%	79%	79%	75%	80%	86%	80%
	Previous		81%	72%	76%	74%	73%	79%	80%	77%	73%	80%	86%	79%
	Change		-3%	1%	0%	0%	3%	1%	-1%	2%	2%	0%	0%	1%
C4. Staff feel free to question the decisions or actions of those with more authority.	Most Recent		51%	47%	48%	45%	49%	47%	50%	54%	48%	47%	58%	49%
	Previous		56%	44%	45%	43%	45%	47%	47%	54%	44%	46%	55%	47%
	Change		-5%	3%	3%	2%	4%	0%	3%	0%	4%	1%	3%	2%
C6R. Staff are afraid to ask questions when something does not seem right.	Most Recent		66%	65%	67%	66%	69%	66%	70%	73%	64%	69%	77%	66%
	Previous		71%	61%	64%	65%	62%	65%	68%	72%	59%	67%	76%	63%
	Change		-5%	4%	3%	1%	7%	1%	2%	1%	5%	2%	1%	3%

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

Table D-2. Trending: Item-Level Average Percent Positive Response by Work Area/Unit – 2018 Database Hospitals (Page 5 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		46	245	229	236	225	190	71	221	99	242	214	247
	# Respondents	Most Recent	1,156	13,662	15,024	8,852	25,244	8,868	4,428	5,933	4,486	11,035	8,299	21,382
	Previous	1,107	11,923	13,428	9,156	22,712	8,070	3,668	5,846	4,546	10,275	7,257	20,889	
<b>Teamwork Across Units</b>														
F2R.	Hospital units do not coordinate well with each other.	Most Recent	35%	38%	44%	45%	45%	47%	48%	48%	41%	51%	52%	44%
		Previous	37%	39%	43%	43%	45%	48%	46%	47%	39%	50%	51%	43%
		Change	-2%	-1%	1%	2%	0%	-1%	2%	1%	2%	1%	1%	1%
F4.	There is good cooperation among hospital units that need to work together.	Most Recent	51%	48%	58%	58%	58%	61%	61%	60%	54%	65%	66%	58%
		Previous	53%	49%	57%	58%	58%	60%	63%	61%	53%	64%	66%	57%
		Change	-2%	-1%	1%	0%	0%	1%	-2%	-1%	1%	1%	0%	1%
F6R.	It is often unpleasant to work with staff from other hospital units.	Most Recent	58%	52%	66%	55%	65%	62%	67%	62%	60%	63%	69%	59%
		Previous	60%	52%	65%	55%	64%	62%	66%	64%	60%	61%	68%	59%
		Change	-2%	0%	1%	0%	1%	0%	1%	-2%	0%	2%	1%	0%
F10.	Hospital units work well together to provide the best care for patients.	Most Recent	64%	60%	68%	70%	69%	70%	72%	71%	63%	74%	75%	69%
		Previous	60%	60%	67%	69%	68%	71%	70%	71%	63%	72%	75%	67%
		Change	4%	0%	1%	1%	1%	-1%	2%	0%	0%	2%	0%	2%
<b>Staffing</b>														
A2.	We have enough staff to handle the workload.	Most Recent	52%	38%	47%	40%	44%	53%	54%	51%	48%	55%	57%	52%
		Previous	61%	37%	46%	44%	42%	52%	54%	51%	44%	55%	59%	51%
		Change	<b>-9%</b>	1%	1%	-4%	2%	1%	0%	0%	4%	0%	-2%	1%
A5R.	Staff in this unit work longer hours than is best for patient care.	Most Recent	43%	46%	47%	49%	45%	52%	55%	61%	49%	59%	55%	44%
		Previous	49%	48%	49%	54%	47%	53%	55%	60%	50%	61%	56%	46%
		Change	<b>-6%</b>	-2%	-2%	<b>-5%</b>	-2%	-1%	0%	1%	-1%	-2%	-1%	-2%
A7R.	We use more agency/temporary staff than is best for patient care.	Most Recent	65%	60%	62%	64%	62%	72%	69%	71%	65%	73%	71%	66%
		Previous	70%	63%	68%	66%	65%	76%	74%	71%	66%	73%	71%	69%
		Change	<b>-5%</b>	-3%	<b>-6%</b>	-2%	-3%	-4%	<b>-5%</b>	0%	-1%	0%	0%	-3%
A14R.	We work in "crisis mode," trying to do too much, too quickly.	Most Recent	48%	37%	48%	43%	44%	52%	57%	52%	51%	54%	65%	48%
		Previous	55%	37%	45%	43%	42%	51%	54%	52%	47%	53%	63%	46%
		Change	<b>-7%</b>	0%	3%	0%	2%	1%	3%	0%	4%	1%	2%	2%

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

Table D-2. Trending: Item-Level Average Percent Positive Response by Work Area/Unit – 2018 Database Hospitals (Page 6 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		46	245	229	236	225	190	71	221	99	242	214	247
	# Respondents	Most Recent	1,156	13,662	15,024	8,852	25,244	8,868	4,428	5,933	4,486	11,035	8,299	21,382
	Previous	1,107	11,923	13,428	9,156	22,712	8,070	3,668	5,846	4,546	10,275	7,257	20,889	
<b>Handoffs &amp; Transitions</b>														
F3R. Things “fall between the cracks” when transferring patients from one unit to another.	Most Recent		35%	44%	41%	29%	39%	47%	44%	25%	36%	47%	39%	41%
	Previous		32%	45%	40%	27%	37%	49%	43%	24%	35%	46%	39%	40%
	Change		3%	-1%	1%	2%	2%	-2%	1%	1%	1%	1%	0%	1%
F5R. Important patient care information is often lost during shift changes.	Most Recent		46%	59%	60%	49%	53%	65%	60%	42%	55%	55%	47%	52%
	Previous		46%	59%	59%	46%	53%	65%	62%	41%	51%	52%	47%	50%
	Change		0%	0%	1%	3%	0%	0%	-2%	1%	4%	3%	0%	2%
F7R. Problems often occur in the exchange of information across hospital units.	Most Recent		40%	46%	47%	39%	45%	50%	46%	37%	40%	50%	46%	44%
	Previous		37%	48%	46%	37%	44%	52%	50%	37%	38%	47%	45%	43%
	Change		3%	-2%	1%	2%	1%	-2%	-4%	0%	2%	3%	1%	1%
F11R. Shift changes are problematic for patients in this hospital.	Most Recent		37%	48%	58%	42%	48%	65%	57%	40%	49%	47%	40%	41%
	Previous		36%	48%	57%	40%	46%	64%	58%	39%	45%	47%	41%	40%
	Change		1%	0%	1%	2%	2%	1%	-1%	1%	4%	0%	-1%	1%
<b>Nonpunitive Response to Error</b>														
A8R. Staff feel like their mistakes are held against them.	Most Recent		51%	46%	49%	45%	52%	52%	53%	60%	52%	51%	67%	51%
	Previous		46%	43%	45%	45%	46%	49%	49%	57%	50%	48%	64%	48%
	Change		<b>5%</b>	3%	4%	0%	<b>6%</b>	3%	4%	3%	2%	3%	3%	3%
A12R. When an event is reported, it feels like the person is being written up, not the problem.	Most Recent		43%	42%	47%	44%	49%	51%	48%	61%	51%	50%	65%	50%
	Previous		45%	39%	44%	43%	45%	47%	47%	56%	50%	46%	64%	47%
	Change		-2%	3%	3%	1%	4%	4%	1%	<b>5%</b>	1%	4%	1%	3%
A16R. Staff worry that mistakes they make are kept in their personnel file.	Most Recent		39%	33%	35%	31%	37%	37%	39%	48%	41%	37%	57%	38%
	Previous		36%	29%	31%	29%	33%	33%	35%	46%	36%	33%	52%	36%
	Change		3%	4%	4%	2%	4%	4%	4%	2%	<b>5%</b>	4%	<b>5%</b>	2%

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

**Table D-3. Trending: Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Work Area/Unit – 2018 Database Hospitals**

Work Area/Unit Patient Safety Grade	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 # Respondents	Both Years	46	245	229	236	225	190	71	221	99	242	214	247
	Most Recent	1,156	13,662	15,024	8,852	25,244	8,868	4,428	5,933	4,486	11,035	8,299	21,382
	Previous	1,107	11,923	13,428	9,156	22,712	8,070	3,668	5,846	4,546	10,275	7,257	20,889
<b>Excellent or Very Good</b>	Most Recent	75%	66%	73%	75%	72%	76%	78%	78%	70%	82%	87%	77%
	Previous	76%	63%	68%	74%	68%	74%	77%	75%	65%	80%	86%	75%
	Change	-1%	3%	<b>5%</b>	1%	4%	2%	1%	3%	<b>5%</b>	2%	1%	2%
<b>A = Excellent</b>	Most Recent	38%	23%	28%	31%	27%	32%	32%	35%	27%	42%	48%	35%
	Previous	37%	21%	25%	30%	24%	30%	30%	33%	25%	40%	43%	33%
	Change	1%	2%	3%	1%	3%	2%	2%	2%	2%	2%	<b>5%</b>	2%
<b>B = Very Good</b>	Most Recent	37%	43%	45%	43%	46%	44%	46%	43%	43%	40%	39%	42%
	Previous	38%	42%	44%	44%	44%	43%	47%	43%	40%	40%	42%	42%
	Change	-1%	1%	1%	-1%	2%	1%	-1%	0%	3%	0%	-3%	0%
<b>C = Acceptable</b>	Most Recent	19%	25%	20%	20%	22%	19%	18%	17%	21%	15%	11%	18%
	Previous	18%	27%	23%	20%	25%	19%	17%	19%	23%	16%	11%	19%
	Change	1%	-2%	-3%	0%	-3%	0%	1%	-2%	-2%	-1%	0%	-1%
<b>D = Poor</b>	Most Recent	4%	7%	5%	4%	5%	5%	3%	3%	8%	3%	2%	4%
	Previous	5%	8%	6%	5%	6%	6%	4%	5%	9%	3%	2%	5%
	Change	-1%	-1%	-1%	-1%	-1%	-1%	-1%	-2%	-1%	0%	0%	-1%
<b>E = Failing</b>	Most Recent	1%	2%	1%	1%	1%	1%	1%	1%	1%	0%	0%	1%
	Previous	1%	2%	2%	1%	1%	1%	2%	1%	2%	1%	1%	1%
	Change	0%	0%	-1%	0%	0%	0%	-1%	0%	-1%	-1%	-1%	0%

Note: Percentages may not add to 100 due to rounding. Excellent and Very Good may not add to the subtotal for Excellent or Very Good due to rounding.



**Table D-4. Trending: Average Percentage of Respondents Reporting Events in the Past 12 Months by Work Area/Unit – 2018 Database Hospitals**

		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 # Respondents	Both Years	46	245	229	236	225	190	71	221	99	242	214	247
	Most Recent	1,156	13,662	15,024	8,852	25,244	8,868	4,428	5,933	4,486	11,035	8,299	21,382
	Previous	1,107	11,923	13,428	9,156	22,712	8,070	3,668	5,846	4,546	10,275	7,257	20,889
<b>1 or More Events</b>	Most Recent	48%	50%	62%	51%	54%	58%	57%	58%	50%	46%	41%	53%
	Previous	48%	50%	63%	52%	56%	54%	57%	57%	50%	46%	40%	51%
	Change	0%	0%	-1%	-1%	-2%	4%	0%	1%	0%	0%	1%	2%
<b>None</b>	Most Recent	52%	50%	38%	49%	46%	42%	43%	42%	50%	54%	59%	47%
	Previous	52%	50%	37%	48%	44%	46%	43%	43%	50%	54%	60%	49%
	Change	0%	0%	1%	1%	2%	-4%	0%	-1%	0%	0%	-1%	-2%
<b>1 to 2</b>	Most Recent	32%	28%	35%	23%	30%	35%	32%	19%	26%	30%	31%	30%
	Previous	32%	29%	37%	25%	33%	35%	36%	21%	27%	32%	30%	30%
	Change	0%	-1%	-2%	-2%	-3%	0%	-4%	-2%	-1%	-2%	1%	0%
<b>3 to 5</b>	Most Recent	11%	14%	19%	14%	16%	16%	18%	17%	16%	11%	7%	15%
	Previous	12%	12%	17%	14%	16%	14%	15%	16%	15%	10%	7%	15%
	Change	-1%	2%	2%	0%	0%	2%	3%	1%	1%	1%	0%	0%
<b>6 to 10</b>	Most Recent	3%	5%	5%	7%	5%	4%	5%	11%	6%	3%	2%	5%
	Previous	4%	5%	6%	6%	5%	4%	5%	10%	6%	3%	2%	5%
	Change	-1%	0%	-1%	1%	0%	0%	0%	1%	0%	0%	0%	0%
<b>11 to 20</b>	Most Recent	1%	2%	2%	4%	2%	2%	2%	7%	2%	1%	0%	2%
	Previous	1%	2%	2%	4%	2%	1%	1%	7%	2%	1%	1%	2%
	Change	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	-1%	0%
<b>21 or More</b>	Most Recent	0%	1%	1%	3%	1%	0%	1%	5%	1%	1%	0%	1%
	Previous	0%	1%	1%	3%	0%	0%	0%	4%	1%	0%	0%	1%
	Change	0%	0%	0%	0%	1%	0%	1%	1%	0%	1%	0%	0%

Note: Percentages may not add to 100 due to rounding. Percentages for number of events may not add to the subtotal for 1 or more events due to rounding.

## **Appendix D: Trending Results by Respondent Characteristics**

### **(2) Staff Position**

NOTE 1: Results are from 306 hospitals. The number of hospitals and respondents in each staff position category is shown in each table. 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: 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 – 2018 Database Hospitals (Page 1 of 2)

Patient Safety Culture Composites	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	275	169	48	259	184	300	279	263	250	
	# Respondents	Most Recent	14,967	12,260	473	13,270	3,387	78,435	23,635	10,432	9,709
		Previous	13,851	10,475	933	11,622	3,193	72,513	22,033	9,142	9,538
<b>1. Teamwork Within Units</b>	Most Recent	90%	85%	84%	77%	80%	83%	78%	86%	82%	
	Previous	90%	85%	85%	77%	80%	83%	78%	87%	80%	
	Change	0%	0%	-1%	0%	0%	0%	0%	-1%	2%	
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>	Most Recent	91%	79%	83%	78%	81%	78%	78%	81%	83%	
	Previous	90%	79%	82%	77%	80%	77%	77%	81%	81%	
	Change	1%	0%	1%	1%	1%	1%	1%	0%	2%	
<b>3. Organizational Learning – Continuous Improvement</b>	Most Recent	85%	71%	71%	74%	77%	73%	72%	72%	74%	
	Previous	84%	71%	75%	74%	77%	73%	71%	72%	73%	
	Change	1%	0%	-4%	0%	0%	0%	1%	0%	1%	
<b>4. Management Support for Patient Safety</b>	Most Recent	87%	70%	77%	74%	72%	66%	75%	74%	78%	
	Previous	87%	69%	75%	73%	72%	66%	73%	74%	77%	
	Change	0%	1%	2%	1%	0%	0%	1%	0%	1%	
<b>5. Feedback &amp; Communication About Error</b>	Most Recent	82%	63%	70%	73%	71%	66%	68%	70%	74%	
	Previous	82%	63%	71%	72%	71%	65%	68%	69%	72%	
	Change	0%	0%	-1%	1%	0%	1%	0%	1%	2%	
<b>6. Frequency of Events Reported</b>	Most Recent	75%	58%	64%	71%	60%	67%	68%	60%	73%	
	Previous	74%	58%	59%	70%	57%	66%	67%	62%	71%	
	Change	1%	0%	5%	1%	3%	1%	1%	-2%	2%	

Table D-5. Trending: Composite-Level Average Percent Positive Response by Staff Position – 2018 Database Hospitals (Page 2 of 2)

Patient Safety Culture Composites	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 # Respondents	Both Years	275	169	48	259	184	300	279	263	250
	Most Recent	14,967	12,260	473	13,270	3,387	78,435	23,635	10,432	9,709
	Previous	13,851	10,475	933	11,622	3,193	72,513	22,033	9,142	9,538
<b>7. Overall Perceptions of Patient Safety</b>	Most Recent	78%	65%	72%	63%	67%	61%	71%	73%	69%
	Previous	78%	65%	68%	62%	66%	61%	70%	73%	68%
	Change	0%	0%	4%	1%	1%	0%	1%	0%	1%
<b>8. Communication Openness</b>	Most Recent	80%	69%	68%	61%	70%	64%	64%	70%	65%
	Previous	80%	66%	68%	59%	69%	63%	62%	69%	63%
	Change	0%	3%	0%	2%	1%	1%	2%	1%	2%
<b>9. Teamwork Across Units</b>	Most Recent	71%	63%	69%	61%	60%	58%	60%	66%	63%
	Previous	71%	62%	66%	61%	60%	58%	59%	66%	61%
	Change	0%	1%	3%	0%	0%	0%	1%	0%	2%
<b>10. Staffing</b>	Most Recent	63%	52%	55%	47%	59%	53%	54%	60%	54%
	Previous	63%	54%	52%	47%	60%	55%	55%	61%	52%
	Change	0%	-2%	3%	0%	-1%	-2%	-1%	-1%	2%
<b>11. Handoffs &amp; Transitions</b>	Most Recent	50%	45%	43%	52%	34%	48%	46%	46%	50%
	Previous	50%	45%	39%	52%	34%	48%	44%	45%	48%
	Change	0%	0%	4%	0%	0%	0%	2%	1%	2%
<b>12. Nonpunitive Response to Error</b>	Most Recent	68%	45%	55%	40%	59%	48%	44%	56%	44%
	Previous	65%	42%	49%	37%	56%	45%	41%	53%	41%
	Change	3%	3%	6%	3%	3%	3%	3%	3%	3%

**Table D-6. Trending: Item-Level Average Percent Positive Response by Staff Position – 2018 Database Hospitals (Page 1 of 6)**

Survey Items by Composite		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	275	169	48	259	184	300	279	263	250	
# Respondents	Most Recent	14,967	12,260	473	13,270	3,387	78,435	23,635	10,432	9,709	
	Previous	13,851	10,475	933	11,622	3,193	72,513	22,033	9,142	9,538	
<b>Teamwork Within Units</b>											
A1.	People support one another in this unit.	Most Recent	95%	91%	89%	83%	86%	89%	84%	91%	86%
		Previous	94%	91%	91%	82%	86%	89%	84%	92%	86%
		Change	1%	0%	-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%	88%	89%	80%	84%	88%	85%	89%	87%
		Previous	94%	89%	88%	80%	85%	88%	85%	90%	86%
		Change	0%	-1%	1%	0%	-1%	0%	0%	-1%	1%
A4.	In this unit, people treat each other with respect.	Most Recent	91%	88%	83%	76%	79%	83%	77%	87%	80%
		Previous	90%	88%	83%	75%	78%	82%	77%	87%	78%
		Change	1%	0%	0%	1%	1%	1%	0%	0%	2%
A11.	When one area in this unit gets really busy, others help out.	Most Recent	82%	73%	77%	69%	70%	73%	67%	78%	74%
		Previous	81%	72%	77%	68%	71%	72%	68%	78%	72%
		Change	1%	1%	0%	1%	-1%	1%	-1%	0%	2%
<b>Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>											
B1.	My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	Most Recent	91%	77%	82%	80%	78%	78%	75%	79%	83%
		Previous	89%	77%	81%	78%	77%	77%	74%	79%	81%
		Change	2%	0%	1%	2%	1%	1%	1%	0%	2%
B2.	My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	92%	83%	86%	79%	81%	79%	77%	83%	84%
		Previous	92%	83%	86%	79%	80%	79%	77%	84%	82%
		Change	0%	0%	0%	0%	1%	0%	0%	-1%	2%
B3R.	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	90%	76%	80%	78%	82%	76%	80%	80%	82%
		Previous	88%	75%	78%	75%	82%	75%	77%	79%	79%
		Change	2%	1%	2%	3%	0%	1%	3%	1%	3%
B4R.	My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	91%	80%	83%	76%	82%	78%	80%	84%	82%
		Previous	89%	80%	80%	76%	81%	78%	79%	82%	81%
		Change	2%	0%	3%	0%	1%	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).

Table D-6. Trending: Item-Level Average Percent Positive Response by Staff Position – 2018 Database Hospitals (Page 2 of 6)

Survey Items by Composite		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)
# Hospitals	Both Years	275	169	48	259	184	300	279	263	250
	# Respondents	14,967	12,260	473	13,270	3,387	78,435	23,635	10,432	9,709
	Previous	13,851	10,475	933	11,622	3,193	72,513	22,033	9,142	9,538
<b>Organizational Learning – Continuous Improvement</b>										
A6. We are actively doing things to improve patient safety.	Most Recent	91%	84%	84%	86%	88%	83%	83%	86%	86%
	Previous	90%	84%	86%	86%	88%	84%	83%	86%	85%
	Change	1%	0%	-2%	0%	0%	-1%	0%	0%	1%
A9. Mistakes have led to positive changes here.	Most Recent	81%	66%	57%	61%	78%	63%	63%	60%	63%
	Previous	82%	65%	66%	61%	78%	62%	63%	61%	63%
	Change	-1%	1%	<b>-9%</b>	0%	0%	1%	0%	-1%	0%
A13. After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	82%	63%	73%	76%	65%	72%	68%	70%	73%
	Previous	80%	63%	75%	75%	65%	71%	68%	70%	73%
	Change	2%	0%	-2%	1%	0%	1%	0%	0%	0%
<b>Management Support for Patient Safety</b>										
F1. Hospital management provides a work climate that promotes patient safety.	Most Recent	93%	79%	87%	83%	80%	74%	83%	84%	87%
	Previous	93%	78%	85%	83%	79%	75%	83%	84%	86%
	Change	0%	1%	2%	0%	1%	-1%	0%	0%	1%
F8. The actions of hospital management show that patient safety is a top priority.	Most Recent	90%	73%	81%	79%	77%	69%	77%	77%	82%
	Previous	90%	72%	80%	78%	75%	69%	77%	77%	81%
	Change	0%	1%	1%	1%	2%	0%	0%	0%	1%
F9R. Hospital management seems interested in patient safety only after an adverse event happens.	Most Recent	77%	57%	62%	60%	59%	55%	61%	61%	65%
	Previous	77%	58%	62%	59%	61%	55%	61%	61%	64%
	Change	0%	-1%	0%	1%	-2%	0%	0%	0%	1%

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

Table D-6. Trending: Item-Level Average Percent Positive by Staff Position – 2018 Database Hospitals (Page 3 of 6)

Survey Items by Composite		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)
# Hospitals	Both Years	275	169	48	259	184	300	279	263	250
# Respondents	Most Recent	14,967	12,260	473	13,270	3,387	78,435	23,635	10,432	9,709
	Previous	13,851	10,475	933	11,622	3,193	72,513	22,033	9,142	9,538
<b>Feedback &amp; Communication About Error</b>										
C1. We are given feedback about changes put into place based on event reports.	Most Recent	75%	54%	64%	65%	62%	60%	59%	63%	67%
	Previous	75%	55%	65%	65%	62%	59%	59%	63%	64%
	Change	0%	-1%	-1%	0%	0%	1%	0%	0%	3%
C3. We are informed about errors that happen in this unit.	Most Recent	82%	61%	68%	75%	74%	65%	71%	70%	76%
	Previous	82%	61%	70%	73%	74%	64%	70%	68%	74%
	Change	0%	0%	-2%	2%	0%	1%	1%	2%	2%
C5. In this unit, we discuss ways to prevent errors from happening again.	Most Recent	89%	74%	79%	78%	77%	74%	74%	77%	80%
	Previous	89%	73%	77%	77%	78%	73%	73%	76%	78%
	Change	0%	1%	2%	1%	-1%	1%	1%	1%	2%
<b>Frequency of Events Reported</b>										
D1. When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	Most Recent	71%	53%	60%	70%	48%	60%	64%	57%	71%
	Previous	70%	53%	58%	68%	45%	58%	62%	58%	68%
	Change	1%	0%	2%	2%	3%	2%	2%	-1%	3%
D2. When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent	71%	51%	54%	67%	55%	64%	64%	54%	69%
	Previous	69%	52%	54%	67%	52%	63%	63%	56%	68%
	Change	2%	-1%	0%	0%	3%	1%	1%	-2%	1%
D3. When a mistake is made that could harm the patient, but does not, how often is this reported?	Most Recent	84%	69%	78%	76%	75%	76%	78%	70%	80%
	Previous	82%	69%	69%	76%	73%	76%	77%	71%	77%
	Change	2%	0%	9%	0%	2%	0%	1%	-1%	3%

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

Table D-6. Trending: Item-Level Average Percent Positive by Staff Position – 2018 Database Hospitals (Page 4 of 6)

Survey Items by Composite		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)
# Hospitals	Both Years	275	169	48	259	184	300	279	263	250
	# Respondents	14,967	12,260	473	13,270	3,387	78,435	23,635	10,432	9,709
	Previous	13,851	10,475	933	11,622	3,193	72,513	22,033	9,142	9,538
<b>Overall Perceptions of Patient Safety</b>										
A10R. It is just by chance that more serious mistakes don't happen around here.	Most Recent	76%	67%	65%	53%	65%	62%	64%	71%	60%
	Previous	76%	66%	65%	51%	66%	61%	63%	70%	58%
	Change	0%	1%	0%	2%	-1%	1%	1%	1%	2%
A15. Patient safety is never sacrificed to get more work done.	Most Recent	76%	60%	72%	64%	62%	54%	70%	69%	71%
	Previous	76%	61%	66%	63%	60%	55%	70%	71%	70%
	Change	0%	-1%	<b>6%</b>	1%	2%	-1%	0%	-2%	1%
A17R. We have patient safety problems in this unit.	Most Recent	77%	62%	73%	62%	65%	57%	72%	73%	70%
	Previous	77%	63%	67%	61%	65%	57%	71%	74%	70%
	Change	0%	-1%	<b>6%</b>	1%	0%	0%	1%	-1%	0%
A18. Our procedures and systems are good at preventing errors from happening.	Most Recent	82%	73%	78%	74%	74%	72%	77%	77%	76%
	Previous	82%	71%	75%	73%	75%	72%	77%	78%	75%
	Change	0%	2%	3%	1%	-1%	0%	0%	-1%	1%
<b>Communication Openness</b>										
C2. Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent	88%	78%	79%	76%	79%	77%	78%	83%	80%
	Previous	88%	75%	81%	75%	77%	76%	78%	83%	78%
	Change	0%	3%	-2%	1%	2%	1%	0%	0%	2%
C4. Staff feel free to question the decisions or actions of those with more authority.	Most Recent	73%	59%	52%	43%	55%	49%	46%	54%	47%
	Previous	72%	55%	54%	42%	56%	47%	45%	52%	46%
	Change	1%	4%	-2%	1%	-1%	2%	1%	2%	1%
C6R. Staff are afraid to ask questions when something does not seem right.	Most Recent	80%	71%	73%	65%	75%	67%	67%	72%	69%
	Previous	79%	68%	70%	61%	74%	64%	65%	71%	65%
	Change	1%	3%	3%	4%	1%	3%	2%	1%	4%

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



Table D-6. Trending: Item-Level Average Percent Positive by Staff Position – 2018 Database Hospitals (Page 5 of 6)

Survey Items by Composite		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	275	169	48	259	184	300	279	263	250	
# Respondents	Most Recent	14,967	12,260	473	13,270	3,387	78,435	23,635	10,432	9,709	
	Previous	13,851	10,475	933	11,622	3,193	72,513	22,033	9,142	9,538	
<b>Teamwork Across Units</b>											
F2R.	Hospital units do not coordinate well with each other.	Most Recent	61%	50%	54%	49%	48%	45%	48%	53%	52%
		Previous	61%	49%	52%	48%	46%	45%	46%	52%	50%
		Change	0%	1%	2%	1%	2%	0%	2%	1%	2%
F4.	There is good cooperation among hospital units that need to work together.	Most Recent	73%	63%	72%	62%	58%	57%	61%	67%	64%
		Previous	72%	62%	69%	61%	59%	58%	60%	68%	62%
		Change	1%	1%	3%	1%	-1%	-1%	1%	-1%	2%
F6R.	It is often unpleasant to work with staff from other hospital units.	Most Recent	70%	66%	74%	61%	64%	62%	59%	71%	64%
		Previous	70%	67%	66%	62%	67%	62%	59%	70%	61%
		Change	0%	-1%	<b>8%</b>	-1%	-3%	0%	0%	1%	3%
F10.	Hospital units work well together to provide the best care for patients.	Most Recent	81%	73%	77%	74%	69%	68%	72%	75%	75%
		Previous	80%	70%	77%	72%	69%	67%	71%	76%	73%
		Change	1%	3%	0%	2%	0%	1%	1%	-1%	2%
<b>Staffing</b>											
A2.	We have enough staff to handle the workload.	Most Recent	66%	53%	53%	42%	51%	49%	48%	55%	52%
		Previous	66%	56%	54%	41%	52%	49%	49%	55%	48%
		Change	0%	-3%	-1%	1%	-1%	0%	-1%	0%	4%
A5R.	Staff in this unit work longer hours than is best for patient care.	Most Recent	57%	47%	47%	40%	63%	49%	52%	56%	46%
		Previous	58%	48%	46%	41%	62%	52%	55%	58%	47%
		Change	-1%	-1%	1%	-1%	1%	-3%	-3%	-2%	-1%
A7R.	We use more agency/temporary staff than is best for patient care.	Most Recent	70%	55%	63%	60%	73%	68%	68%	72%	63%
		Previous	70%	60%	59%	61%	74%	72%	68%	72%	63%
		Change	0%	<b>-5%</b>	4%	-1%	-1%	-4%	0%	0%	0%
A14R.	We work in "crisis mode," trying to do too much, too quickly.	Most Recent	59%	52%	56%	47%	51%	46%	50%	58%	54%
		Previous	58%	52%	50%	45%	51%	46%	49%	58%	52%
		Change	1%	0%	<b>6%</b>	2%	0%	0%	1%	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 by Staff Position – 2018 Database Hospitals (Page 6 of 6)

Survey Items by Composite		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)
# Hospitals	Both Years	275	169	48	259	184	300	279	263	250
	# Respondents	14,967	12,260	473	13,270	3,387	78,435	23,635	10,432	9,709
	Previous	13,851	10,475	933	11,622	3,193	72,513	22,033	9,142	9,538
<b>Handoffs &amp; Transitions</b>										
F3R. Things “fall between the cracks” when transferring patients from one unit to another.	Most Recent	45%	43%	38%	49%	22%	41%	40%	40%	46%
	Previous	46%	42%	33%	48%	22%	42%	38%	40%	44%
	Change	-1%	1%	<b>5%</b>	1%	0%	-1%	2%	0%	2%
F5R. Important patient care information is often lost during shift changes.	Most Recent	55%	49%	45%	61%	40%	55%	53%	48%	57%
	Previous	55%	48%	40%	60%	39%	55%	51%	49%	54%
	Change	0%	1%	<b>5%</b>	1%	1%	0%	2%	-1%	3%
F7R. Problems often occur in the exchange of information across hospital units.	Most Recent	51%	46%	47%	48%	36%	46%	45%	48%	50%
	Previous	51%	45%	44%	49%	35%	46%	43%	47%	48%
	Change	0%	1%	3%	-1%	1%	0%	2%	1%	2%
F11R. Shift changes are problematic for patients in this hospital.	Most Recent	50%	44%	44%	52%	37%	49%	47%	47%	47%
	Previous	50%	44%	37%	51%	38%	50%	44%	45%	45%
	Change	0%	0%	<b>7%</b>	1%	-1%	-1%	3%	2%	2%
<b>Nonpunitive Response to Error</b>										
A8R. Staff feel like their mistakes are held against them.	Most Recent	73%	51%	61%	46%	62%	53%	49%	61%	50%
	Previous	70%	49%	54%	42%	59%	51%	46%	59%	47%
	Change	3%	2%	<b>7%</b>	4%	3%	2%	3%	2%	3%
A12R. When an event is reported, it feels like the person is being written up, not the problem.	Most Recent	74%	48%	57%	41%	64%	52%	47%	57%	46%
	Previous	72%	46%	50%	38%	62%	50%	44%	55%	43%
	Change	2%	2%	<b>7%</b>	3%	2%	2%	3%	2%	3%
A16R. Staff worry that mistakes they make are kept in their personnel file.	Most Recent	56%	35%	49%	33%	51%	39%	36%	49%	35%
	Previous	52%	32%	42%	30%	47%	36%	33%	46%	33%
	Change	4%	3%	<b>7%</b>	3%	4%	3%	3%	3%	2%

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

**Table D-7. Trending: Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Staff Position – 2018 Database Hospitals**

		Staff Position									
Work Area/Unit Patient Safety Grade	Database Year	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary	
# Hospitals	Both Years	275	169	48	259	184	300	279	263	250	
	# Respondents	Most Recent	14,967	12,260	473	13,270	3,387	78,435	23,635	10,432	9,709
		Previous	13,851	10,475	933	11,622	3,193	72,513	22,033	9,142	9,538
<b>Excellent or Very Good</b>	Most Recent	90%	77%	81%	76%	76%	72%	80%	81%	82%	
	Previous	88%	75%	80%	73%	74%	71%	77%	79%	79%	
	Change	2%	2%	1%	3%	2%	1%	3%	2%	3%	
<b>A = Excellent</b>	Most Recent	49%	34%	38%	35%	33%	28%	38%	39%	40%	
	Previous	46%	34%	31%	32%	29%	27%	36%	38%	35%	
	Change	3%	0%	<b>7%</b>	3%	4%	1%	2%	1%	<b>5%</b>	
<b>B = Very Good</b>	Most Recent	41%	43%	42%	41%	43%	44%	41%	42%	42%	
	Previous	41%	42%	49%	41%	45%	44%	41%	42%	44%	
	Change	0%	1%	<b>-7%</b>	0%	-2%	0%	0%	0%	-2%	
<b>C = Acceptable</b>	Most Recent	9%	18%	16%	19%	18%	21%	17%	15%	15%	
	Previous	10%	19%	17%	20%	20%	22%	18%	16%	17%	
	Change	-1%	-1%	-1%	-1%	-2%	-1%	-1%	-1%	-2%	
<b>D = Poor</b>	Most Recent	1%	4%	2%	4%	5%	6%	3%	4%	2%	
	Previous	2%	5%	3%	5%	5%	6%	4%	4%	3%	
	Change	-1%	-1%	-1%	-1%	0%	0%	-1%	0%	-1%	
<b>E = Failing</b>	Most Recent	0%	1%	1%	1%	1%	1%	1%	1%	1%	
	Previous	1%	1%	0%	1%	1%	1%	1%	1%	1%	
	Change	-1%	0%	1%	0%	0%	0%	0%	0%	0%	

Note: Percentages may not add to 100 due to rounding. Excellent and Very Good may not add to the subtotal for Excellent or Very Good due to rounding.

**Table D-8. Trending: Average Percentage of Respondents Reporting Events in the Past 12 Months by Staff Position – 2018 Database Hospitals**

		Staff Position								
Number of Events Reported by Respondents	Database Year	Admin/ Mgmt	Attending/ Physician/Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/LVN/LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
# Hospitals # Respondents	Both Years	275	169	48	259	184	300	279	263	250
	Most Recent	14,967	12,260	473	13,270	3,387	78,435	23,635	10,432	9,709
	Previous	13,851	10,475	933	11,622	3,193	72,513	22,033	9,142	9,538
<b>1 or More Events</b>	Most Recent	52%	36%	27%	20%	78%	69%	42%	38%	17%
	Previous	50%	35%	23%	20%	76%	67%	41%	38%	16%
	Change	2%	1%	4%	0%	2%	2%	1%	0%	1%
<b>None</b>	Most Recent	48%	64%	73%	80%	22%	31%	58%	62%	83%
	Previous	50%	65%	77%	80%	24%	33%	59%	62%	84%
	Change	-2%	-1%	-4%	0%	-2%	-2%	-1%	0%	-1%
<b>1 to 2</b>	Most Recent	21%	25%	18%	15%	22%	38%	26%	29%	12%
	Previous	21%	23%	15%	15%	25%	39%	26%	30%	12%
	Change	0%	2%	3%	0%	-3%	-1%	0%	-1%	0%
<b>3 to 5</b>	Most Recent	16%	8%	6%	3%	23%	21%	10%	7%	3%
	Previous	15%	8%	4%	3%	21%	19%	9%	6%	3%
	Change	1%	0%	2%	0%	2%	2%	1%	1%	0%
<b>6 to 10</b>	Most Recent	8%	2%	1%	1%	16%	6%	4%	1%	1%
	Previous	9%	2%	2%	1%	15%	6%	3%	1%	1%
	Change	-1%	0%	-1%	0%	1%	0%	1%	0%	0%
<b>11 to 20</b>	Most Recent	4%	1%	1%	1%	10%	3%	2%	0%	1%
	Previous	3%	1%	1%	0%	9%	2%	2%	0%	0%
	Change	1%	0%	0%	1%	1%	1%	0%	0%	1%
<b>21 or More</b>	Most Recent	3%	0%	0%	0%	7%	1%	1%	0%	0%
	Previous	3%	0%	0%	0%	6%	1%	1%	0%	0%
	Change	0%	0%	0%	0%	1%	0%	0%	0%	0%

Note: Percentages may not add to 100 due to rounding. Percentages for number of events may not add to the subtotal for 1 or more events due to rounding.

## **Appendix D: Trending Results by Respondent Characteristics**

### **(3) Interaction With Patients**

NOTE 1: Results are from 306 hospitals. The number of hospitals and respondents in each interaction with patients category is shown in each table. 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: Respondents who did not answer (missing) are not included.

**Table D-9. Trending: Composite-Level Average Percent Positive Response by Interaction With Patients – 2018 Database Hospitals (Page 1 of 2)**

Patient Safety Culture Composites		Database Year	Interaction With Patients	
			WITH Direct Interaction	WITHOUT Direct Interaction
	<i># Hospitals</i>	Both Years	304	291
	<i># Respondents</i>	Most Recent	162,777	47,239
		Previous	149,516	44,513
<b>1. Teamwork Within Units</b>		Most Recent	82%	83%
		Previous	82%	82%
		Change	0%	1%
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>		Most Recent	79%	83%
		Previous	78%	81%
		Change	1%	2%
<b>3. Organizational Learning – Continuous Improvement</b>		Most Recent	73%	75%
		Previous	73%	74%
		Change	0%	1%
<b>4. Management Support for Patient Safety</b>		Most Recent	71%	80%
		Previous	71%	79%
		Change	0%	1%
<b>5. Feedback &amp; Communication About Error</b>		Most Recent	69%	73%
		Previous	68%	72%
		Change	1%	1%
<b>6. Frequency of Events Reported</b>		Most Recent	67%	71%
		Previous	66%	69%
		Change	1%	2%

**Table D-9. Trending: Composite-Level Average Percent Positive Response by Interaction With Patients – 2018 Database Hospitals (Page 2 of 2)**

Patient Safety Culture Composites		Database Year	Interaction With Patients	
			WITH Direct Interaction	WITHOUT Direct Interaction
# Hospitals	Both Years		304	291
	# Respondents	Most Recent	162,777	47,239
		Previous	149,516	44,513
<b>7. Overall Perceptions of Patient Safety</b>		Most Recent	66%	70%
		Previous	66%	69%
		Change	0%	1%
<b>8. Communication Openness</b>		Most Recent	65%	69%
		Previous	63%	67%
		Change	2%	2%
<b>9. Teamwork Across Units</b>		Most Recent	61%	64%
		Previous	61%	63%
		Change	0%	1%
<b>10. Staffing</b>		Most Recent	54%	54%
		Previous	55%	53%
		Change	-1%	1%
<b>11. Handoffs &amp; Transitions</b>		Most Recent	49%	44%
		Previous	48%	42%
		Change	1%	2%
<b>12. Nonpunitive Response to Error</b>		Most Recent	47%	52%
		Previous	45%	49%
		Change	2%	3%

**Table D-10. Trending: Item-Level Average Percent Positive Response by Interaction With Patients – 2018 Database Hospitals (Page 1 of 6)**

Survey Items by Composite		Database Year	Interaction With Patients	
			WITH Direct Interaction	WITHOUT Direct Interaction
# Hospitals # Respondents		Both Years	304	291
		Most Recent	162,777	47,239
		Previous	149,516	44,513
<b>Teamwork Within Units</b>				
A1.	People support one another in this unit.	Most Recent	88%	87%
		Previous	88%	87%
		Change	0%	0%
A3.	When a lot of work needs to be done quickly, we work together as a team to get the work done.	Most Recent	87%	88%
		Previous	87%	88%
		Change	0%	0%
A4.	In this unit, people treat each other with respect.	Most Recent	82%	82%
		Previous	81%	81%
		Change	1%	1%
A11.	When one area in this unit gets really busy, others help out.	Most Recent	72%	73%
		Previous	72%	72%
		Change	0%	1%
<b>Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>				
B1.	My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	Most Recent	79%	84%
		Previous	77%	82%
		Change	2%	2%
B2.	My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	80%	84%
		Previous	79%	83%
		Change	1%	1%
B3R.	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	78%	83%
		Previous	76%	80%
		Change	2%	3%
B4R.	My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	80%	83%
		Previous	79%	81%
		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 – 2018 Database Hospitals (Page 2 of 6)**

Survey Items by Composite		Database Year	Interaction With Patients	
			WITH Direct Interaction	WITHOUT Direct Interaction
	<i># Hospitals</i>	Both Years	304	291
	<i># Respondents</i>	Most Recent	162,777	47,239
		Previous	149,516	44,513
<b>Organizational Learning – Continuous Improvement</b>				
A6.	We are actively doing things to improve patient safety.	Most Recent	84%	84%
		Previous	84%	83%
		Change	0%	1%
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%	71%
		Previous	71%	70%
		Change	0%	1%
<b>Management Support for Patient Safety</b>				
F1.	Hospital management provides a work climate that promotes patient safety.	Most Recent	80%	88%
		Previous	80%	88%
		Change	0%	0%
F8.	The actions of hospital management show that patient safety is a top priority.	Most Recent	75%	84%
		Previous	74%	83%
		Change	1%	1%
F9R.	Hospital management seems interested in patient safety only after an adverse event happens.	Most Recent	59%	68%
		Previous	59%	68%
		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 – 2018 Database Hospitals (Page 3 of 6)**

Survey Items by Composite		Database Year	Interaction With Patients	
			WITH Direct Interaction	WITHOUT Direct Interaction
	<i># Hospitals</i>	Both Years	304	291
	<i># Respondents</i>	Most Recent	162,777	47,239
		Previous	149,516	44,513
<b>Feedback &amp; Communication About Error</b>				
C1.	We are given feedback about changes put into place based on event reports.	Most Recent	61%	65%
		Previous	61%	65%
		Change	0%	0%
C3.	We are informed about errors that happen in this unit.	Most Recent	69%	75%
		Previous	68%	74%
		Change	1%	1%
C5.	In this unit, we discuss ways to prevent errors from happening again.	Most Recent	76%	80%
		Previous	74%	79%
		Change	2%	1%
<b>Frequency of Events Reported</b>				
D1.	When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	Most Recent	62%	68%
		Previous	60%	65%
		Change	2%	3%
D2.	When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent	63%	66%
		Previous	62%	65%
		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%	79%
		Previous	75%	77%
		Change	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-10. Trending: Item-Level Average Percent Positive Response by Interaction With Patients – 2018 Database Hospitals (Page 4 of 6)**

Survey Items by Composite		Database Year	Interaction With Patients	
			WITH Direct Interaction	WITHOUT Direct Interaction
# Hospitals # Respondents		Both Years	304	291
		Most Recent	162,777	47,239
		Previous	149,516	44,513
<b>Overall Perceptions of Patient Safety</b>				
A10R.	It is just by chance that more serious mistakes don't happen around here.	Most Recent	63%	64%
		Previous	62%	63%
		Change	1%	1%
A15.	Patient safety is never sacrificed to get more work done.	Most Recent	63%	70%
		Previous	63%	70%
		Change	0%	0%
A17R.	We have patient safety problems in this unit.	Most Recent	64%	70%
		Previous	64%	69%
		Change	0%	1%
A18.	Our procedures and systems are good at preventing errors from happening.	Most Recent	74%	76%
		Previous	74%	75%
		Change	0%	1%
<b>Communication Openness</b>				
C2.	Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent	78%	81%
		Previous	77%	79%
		Change	1%	2%
C4.	Staff feel free to question the decisions or actions of those with more authority.	Most Recent	49%	56%
		Previous	47%	54%
		Change	2%	2%
C6R.	Staff are afraid to ask questions when something does not seem right.	Most Recent	68%	72%
		Previous	65%	69%
		Change	3%	3%

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

**Table D-10. Trending: Item-Level Average Percent Positive Response by Interaction With Patients – 2018 Database Hospitals (Page 5 of 6)**

Survey Items by Composite		Database Year	Interaction With Patients	
			WITH Direct Interaction	WITHOUT Direct Interaction
# Hospitals # Respondents		Both Years	304	291
		Most Recent	162,777	47,239
		Previous	149,516	44,513
<b>Teamwork Across Units</b>				
F2R.	Hospital units do not coordinate well with each other.	Most Recent	48%	53%
		Previous	48%	51%
		Change	0%	2%
F4.	There is good cooperation among hospital units that need to work together.	Most Recent	61%	65%
		Previous	61%	64%
		Change	0%	1%
F6R.	It is often unpleasant to work with staff from other hospital units.	Most Recent	64%	63%
		Previous	63%	61%
		Change	1%	2%
F10.	Hospital units work well together to provide the best care for patients.	Most Recent	71%	76%
		Previous	71%	74%
		Change	0%	2%
<b>Staffing</b>				
A2.	We have enough staff to handle the workload.	Most Recent	50%	57%
		Previous	51%	54%
		Change	-1%	3%
A5R.	Staff in this unit work longer hours than is best for patient care.	Most Recent	49%	49%
		Previous	51%	49%
		Change	-2%	0%
A7R.	We use more agency/temporary staff than is best for patient care.	Most Recent	66%	61%
		Previous	68%	60%
		Change	-2%	1%
A14R.	We work in “crisis mode,” trying to do too much, too quickly.	Most Recent	50%	51%
		Previous	49%	49%
		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 – 2018 Database Hospitals (Page 6 of 6)**

Survey Items by Composite		Database Year	Interaction With Patients	
			WITH Direct Interaction	WITHOUT Direct Interaction
# Hospitals # Respondents		Both Years	304	291
		Most Recent	162,777	47,239
		Previous	149,516	44,513
<b>Handoffs &amp; Transitions</b>				
F3R. Things “fall between the cracks” when transferring patients from one unit to another.	Most Recent	43%	38%	
	Previous	43%	36%	
	Change	0%	2%	
F5R. Important patient care information is often lost during shift changes.	Most Recent	55%	49%	
	Previous	55%	47%	
	Change	0%	2%	
F7R. Problems often occur in the exchange of information across hospital units.	Most Recent	47%	44%	
	Previous	47%	42%	
	Change	0%	2%	
F11R. Shift changes are problematic for patients in this hospital.	Most Recent	49%	44%	
	Previous	49%	42%	
	Change	0%	2%	
<b>Nonpunitive Response to Error</b>				
A8R. Staff feel like their mistakes are held against them.	Most Recent	53%	58%	
	Previous	50%	55%	
	Change	3%	3%	
A12R. When an event is reported, it feels like the person is being written up, not the problem.	Most Recent	50%	55%	
	Previous	48%	52%	
	Change	2%	3%	
A16R. Staff worry that mistakes they make are kept in their personnel file.	Most Recent	39%	43%	
	Previous	36%	40%	
	Change	3%	3%	

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

**Table D-11. Trending: Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Interaction With Patients – 2018 Database Hospitals**

Work Area/Unit Patient Safety Grade		Database Year	Interaction With Patients	
			WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	Both Years		304	291
	<i># Respondents</i>	Most Recent	162,777	47,239
		Previous	149,516	44,513
<b>Excellent or Very Good</b>	Most Recent		77%	83%
	Previous		75%	80%
	Change		2%	3%
<b>A = Excellent</b>	Most Recent		34%	41%
	Previous		32%	38%
	Change		2%	3%
<b>B = Very Good</b>	Most Recent		43%	42%
	Previous		43%	43%
	Change		0%	-1%
<b>C = Acceptable</b>	Most Recent		18%	15%
	Previous		19%	16%
	Change		-1%	-1%
<b>D = Poor</b>	Most Recent		4%	2%
	Previous		5%	3%
	Change		-1%	-1%
<b>E = Failing</b>	Most Recent		1%	0%
	Previous		1%	1%
	Change		0%	-1%

Note: Percentages may not add to 100 due to rounding. Excellent and Very Good may not add to the subtotal for Excellent or Very Good due to rounding.

**Table D-12. Trending: Average Percent Positive of Respondents Reporting Events in the Past 12 Months by Interaction With Patients – 2018 Database Hospitals**

Number of Events Reported by Respondents		Database Year	Interaction With Patients	
			WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	Both Years		304	291
	<i># Respondents</i>	Most Recent	162,777	47,239
	Previous	149,516	44,513	
<b>1 or More Events</b>	Most Recent		50%	31%
	Previous		49%	30%
	Change		1%	1%
<b>None</b>	Most Recent		50%	69%
	Previous		51%	70%
	Change		-1%	-1%
<b>1 to 2</b>	Most Recent		29%	15%
	Previous		30%	15%
	Change		-1%	0%
<b>3 to 5</b>	Most Recent		14%	9%
	Previous		12%	8%
	Change		2%	1%
<b>6 to 10</b>	Most Recent		4%	4%
	Previous		4%	4%
	Change		0%	0%
<b>11 to 20</b>	Most Recent		2%	2%
	Previous		2%	2%
	Change		0%	0%
<b>21 or More</b>	Most Recent		1%	2%
	Previous		1%	1%
	Change		0%	1%

Note: Percentages may not add to 100 due to rounding. Percentages for number of events may not add to the subtotal for 1 or more events due to rounding.

## **Appendix D: Trending Results by Respondent Characteristics**

### **(4) Tenure in Current Work Area/Unit**

NOTE 1: Results are from 306 hospitals. The number of hospitals and respondents in each tenure in current work area/unit category is shown in each table. 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: Respondents who did not answer (missing) are not included.



Table D-13. Trending: Composite-Level Average Percent Positive Response by Tenure in Current Work Area/Unit – 2018 Database Hospitals (Page 1 of 2)

Patient Safety Culture Composites		Database Year	Tenure in Current Work Area/Unit					
			Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
	<i># Hospitals</i>	Both Years	268	275	271	254	242	239
	<i># Respondents</i>	Most Recent	34,572	78,870	34,823	21,162	13,019	13,919
		Previous	27,830	69,902	38,236	20,722	10,533	13,648
<b>1. Teamwork Within Units</b>		Most Recent	86%	82%	81%	82%	82%	84%
		Previous	86%	81%	81%	82%	83%	84%
		Change	0%	1%	0%	0%	-1%	0%
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>		Most Recent	84%	80%	79%	79%	80%	81%
		Previous	84%	78%	77%	78%	79%	80%
		Change	0%	2%	2%	1%	1%	1%
<b>3. Organizational Learning – Continuous Improvement</b>		Most Recent	75%	72%	72%	74%	75%	77%
		Previous	74%	72%	72%	73%	75%	77%
		Change	1%	0%	0%	1%	0%	0%
<b>4. Management Support for Patient Safety</b>		Most Recent	79%	71%	71%	73%	74%	77%
		Previous	78%	71%	71%	73%	74%	77%
		Change	1%	0%	0%	0%	0%	0%
<b>5. Feedback &amp; Communication About Error</b>		Most Recent	76%	68%	67%	68%	69%	70%
		Previous	75%	68%	67%	67%	69%	70%
		Change	1%	0%	0%	1%	0%	0%
<b>6. Frequency of Events Reported</b>		Most Recent	70%	67%	66%	68%	68%	69%
		Previous	68%	66%	66%	67%	68%	68%
		Change	2%	1%	0%	1%	0%	1%

**Table D-13. Trending: Composite-Level Average Percent Positive Response by Tenure in Current Work Area/Unit – 2018 Database Hospitals (Page 2 of 2)**

Patient Safety Culture Composites		Database Year	Tenure in Current Work Area/Unit					
			Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
	<i># Hospitals</i>	Both Years	268	275	271	254	242	239
	<i># Respondents</i>	Most Recent	34,572	78,870	34,823	21,162	13,019	13,919
		Previous	27,830	69,902	38,236	20,722	10,533	13,648
<b>7. Overall Perceptions of Patient Safety</b>		Most Recent	71%	65%	65%	66%	68%	70%
		Previous	70%	65%	65%	66%	67%	69%
		Change	1%	0%	0%	0%	1%	1%
<b>8. Communication Openness</b>		Most Recent	71%	64%	64%	66%	67%	68%
		Previous	70%	63%	63%	64%	65%	68%
		Change	1%	1%	1%	2%	2%	0%
<b>9. Teamwork Across Units</b>		Most Recent	68%	60%	60%	62%	63%	66%
		Previous	66%	59%	59%	61%	62%	65%
		Change	2%	1%	1%	1%	1%	1%
<b>10. Staffing</b>		Most Recent	55%	53%	54%	55%	55%	56%
		Previous	56%	53%	54%	55%	56%	56%
		Change	-1%	0%	0%	0%	-1%	0%
<b>11. Handoffs &amp; Transitions</b>		Most Recent	54%	47%	45%	46%	48%	48%
		Previous	53%	46%	45%	46%	46%	48%
		Change	1%	1%	0%	0%	2%	0%
<b>12. Nonpunitive Response to Error</b>		Most Recent	48%	48%	48%	48%	49%	50%
		Previous	46%	45%	45%	45%	47%	48%
		Change	2%	3%	3%	3%	2%	2%

**Table D-14. Trending: Item-Level Average Percent Positive Response by Tenure in Current Work Area/Unit – 2018 Database Hospitals (Page 1 of 6)**

Survey Items by Composite		Database Year	Tenure in Current Work Area/Unit					
			Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
# Hospitals	Both Years		268	275	271	254	242	239
	# Respondents	Most Recent	34,572	78,870	34,823	21,162	13,019	13,919
	Previous	27,830	69,902	38,236	20,722	10,533	13,648	
<b>Teamwork Within Units</b>								
A1.	People support one another in this unit.	Most Recent	91%	87%	86%	87%	88%	89%
		Previous	90%	87%	87%	87%	88%	90%
		Change	1%	0%	-1%	0%	0%	-1%
A3.	When a lot of work needs to be done quickly, we work together as a team to get the work done.	Most Recent	90%	86%	87%	88%	88%	90%
		Previous	89%	86%	87%	88%	88%	90%
		Change	1%	0%	0%	0%	0%	0%
A4.	In this unit, people treat each other with respect.	Most Recent	86%	81%	81%	81%	82%	83%
		Previous	86%	80%	80%	80%	83%	84%
		Change	0%	1%	1%	1%	-1%	-1%
A11.	When one area in this unit gets really busy, others help out.	Most Recent	79%	72%	71%	71%	71%	73%
		Previous	78%	71%	69%	71%	71%	73%
		Change	1%	1%	2%	0%	0%	0%
<b>Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>								
B1.	My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures.	Most Recent	86%	80%	78%	79%	80%	80%
		Previous	85%	78%	77%	77%	78%	79%
		Change	1%	2%	1%	2%	2%	1%
B2.	My supv/mgr seriously considers staff suggestions for improving patient safety.	Most Recent	86%	80%	79%	80%	81%	83%
		Previous	85%	79%	78%	79%	81%	82%
		Change	1%	1%	1%	1%	0%	1%
B3R.	Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts.	Most Recent	83%	79%	78%	77%	79%	81%
		Previous	82%	76%	75%	75%	77%	78%
		Change	1%	3%	3%	2%	2%	3%
B4R.	My supv/mgr overlooks patient safety problems that happen over and over.	Most Recent	83%	80%	80%	80%	81%	83%
		Previous	82%	78%	78%	79%	80%	83%
		Change	1%	2%	2%	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 D-14. Trending: Item-Level Average Percent Positive Response by Tenure in Current Work Area/Unit – 2018 Database Hospitals (Page 2 of 6)**

Survey Items by Composite		Database Year	Tenure in Current Work Area/Unit					
			Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
# Hospitals	Both Years		268	275	271	254	242	239
	# Respondents	Most Recent	34,572	78,870	34,823	21,162	13,019	13,919
	Previous	27,830	69,902	38,236	20,722	10,533	13,648	
<b>Organizational Learning – Continuous Improvement</b>								
A6.	We are actively doing things to improve patient safety.	Most Recent	88%	84%	83%	84%	85%	87%
		Previous	87%	84%	83%	84%	85%	86%
		Change	1%	0%	0%	0%	0%	1%
A9.	Mistakes have led to positive changes here.	Most Recent	62%	63%	64%	66%	68%	71%
		Previous	62%	63%	65%	66%	68%	70%
		Change	0%	0%	-1%	0%	0%	1%
A13.	After we make changes to improve patient safety, we evaluate their effectiveness.	Most Recent	75%	70%	69%	71%	72%	74%
		Previous	73%	70%	69%	70%	71%	74%
		Change	2%	0%	0%	1%	1%	0%
<b>Management Support for Patient Safety</b>								
F1.	Hospital management provides a work climate that promotes patient safety.	Most Recent	88%	81%	79%	81%	82%	84%
		Previous	87%	80%	79%	81%	82%	84%
		Change	1%	1%	0%	0%	0%	0%
F8.	The actions of hospital management show that patient safety is a top priority.	Most Recent	83%	75%	75%	76%	78%	81%
		Previous	81%	74%	74%	76%	77%	80%
		Change	2%	1%	1%	0%	1%	1%
F9R.	Hospital management seems interested in patient safety only after an adverse event happens.	Most Recent	65%	58%	59%	61%	63%	68%
		Previous	64%	58%	59%	61%	64%	68%
		Change	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).

**Table D-14. Trending: Item-Level Average Percent Positive Response by Tenure in Current Work Area/Unit – 2018 Database Hospitals (Page 3 of 6)**

Survey Items by Composite		Database Year	Tenure in Current Work Area/Unit					
			Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
# Hospitals	Both Years		268	275	271	254	242	239
	# Respondents	Most Recent	34,572	78,870	34,823	21,162	13,019	13,919
		Previous	27,830	69,902	38,236	20,722	10,533	13,648
<b>Feedback &amp; Communication About Error</b>								
C1. We are given feedback about changes put into place based on event reports.	Most Recent		70%	61%	59%	60%	62%	64%
	Previous		69%	60%	60%	60%	61%	65%
	Change		1%	1%	-1%	0%	1%	-1%
C3. We are informed about errors that happen in this unit.	Most Recent		76%	70%	68%	69%	69%	69%
	Previous		75%	69%	67%	67%	70%	69%
	Change		1%	1%	1%	2%	-1%	0%
C5. In this unit, we discuss ways to prevent errors from happening again.	Most Recent		82%	75%	75%	75%	77%	78%
	Previous		80%	74%	74%	75%	76%	77%
	Change		2%	1%	1%	0%	1%	1%
<b>Frequency of Events Reported</b>								
D1. When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported?	Most Recent		67%	62%	62%	63%	63%	64%
	Previous		64%	60%	61%	62%	62%	62%
	Change		3%	2%	1%	1%	1%	2%
D2. When a mistake is made, but has no potential to harm the patient, how often is this reported?	Most Recent		66%	62%	62%	64%	64%	64%
	Previous		64%	62%	62%	63%	64%	64%
	Change		2%	0%	0%	1%	0%	0%
D3. When a mistake is made that could harm the patient, but does not, how often is this reported?	Most Recent		78%	75%	74%	76%	77%	78%
	Previous		76%	74%	75%	75%	77%	78%
	Change		2%	1%	-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 D-14. Trending: Item-Level Average Percent Positive Response by Tenure in Current Work Area/Unit – 2018 Database Hospitals (Page 4 of 6)**

Survey Items by Composite		Database Year	Tenure in Current Work Area/Unit					
			Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
# Hospitals	Both Years		268	275	271	254	242	239
	# Respondents	Most Recent	34,572	78,870	34,823	21,162	13,019	13,919
		Previous	27,830	69,902	38,236	20,722	10,533	13,648
<b>Overall Perceptions of Patient Safety</b>								
A10R. It is just by chance that more serious mistakes don't happen around here.	Most Recent		65%	62%	62%	62%	64%	66%
	Previous		65%	61%	60%	62%	62%	65%
	Change		0%	1%	2%	0%	2%	1%
A15. Patient safety is never sacrificed to get more work done.	Most Recent		70%	63%	62%	64%	65%	67%
	Previous		70%	62%	62%	64%	64%	67%
	Change		0%	1%	0%	0%	1%	0%
A17R. We have patient safety problems in this unit.	Most Recent		70%	64%	64%	65%	66%	68%
	Previous		69%	64%	63%	65%	66%	67%
	Change		1%	0%	1%	0%	0%	1%
A18. Our procedures and systems are good at preventing errors from happening.	Most Recent		77%	73%	73%	75%	76%	79%
	Previous		77%	72%	73%	75%	76%	78%
	Change		0%	1%	0%	0%	0%	1%
<b>Communication Openness</b>								
C2. Staff will freely speak up if they see something that may negatively affect patient care.	Most Recent		82%	77%	77%	79%	80%	81%
	Previous		82%	76%	77%	78%	79%	82%
	Change		0%	1%	0%	1%	1%	-1%
C4. Staff feel free to question the decisions or actions of those with more authority.	Most Recent		54%	48%	49%	51%	52%	54%
	Previous		53%	47%	48%	50%	53%	54%
	Change		1%	1%	1%	1%	-1%	0%
C6R. Staff are afraid to ask questions when something does not seem right.	Most Recent		76%	68%	66%	67%	68%	69%
	Previous		74%	65%	63%	64%	65%	67%
	Change		2%	3%	3%	3%	3%	2%

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

**Table D-14. Trending: Item-Level Average Percent Positive Response by Tenure in Current Work Area/Unit – 2018 Database Hospitals (Page 5 of 6)**

Survey Items by Composite		Database Year	Tenure in Current Work Area/Unit					
			Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
# Hospitals	Both Years		268	275	271	254	242	239
	# Respondents	Most Recent	34,572	78,870	34,823	21,162	13,019	13,919
		Previous	27,830	69,902	38,236	20,722	10,533	13,648
<b>Teamwork Across Units</b>								
F2R. Hospital units do not coordinate well with each other.	Most Recent		56%	46%	48%	50%	52%	54%
	Previous		54%	46%	46%	49%	50%	53%
	Change		2%	0%	2%	1%	2%	1%
F4. There is good cooperation among hospital units that need to work together.	Most Recent		68%	60%	60%	63%	64%	67%
	Previous		67%	59%	60%	63%	63%	67%
	Change		1%	1%	0%	0%	1%	0%
F6R. It is often unpleasant to work with staff from other hospital units.	Most Recent		68%	62%	61%	62%	64%	67%
	Previous		68%	62%	60%	62%	63%	66%
	Change		0%	0%	1%	0%	1%	1%
F10. Hospital units work well together to provide the best care for patients.	Most Recent		78%	70%	71%	72%	73%	76%
	Previous		77%	69%	69%	71%	72%	75%
	Change		1%	1%	2%	1%	1%	1%
<b>Staffing</b>								
A2. We have enough staff to handle the workload.	Most Recent		57%	49%	51%	53%	53%	54%
	Previous		57%	48%	50%	52%	53%	54%
	Change		0%	1%	1%	1%	0%	0%
A5R. Staff in this unit work longer hours than is best for patient care.	Most Recent		48%	48%	50%	50%	51%	52%
	Previous		49%	49%	51%	52%	53%	52%
	Change		-1%	-1%	-1%	-2%	-2%	0%
A7R. We use more agency/temporary staff than is best for patient care.	Most Recent		61%	64%	66%	67%	66%	68%
	Previous		63%	65%	68%	68%	69%	68%
	Change		-2%	-1%	-2%	-1%	-3%	0%
A14R. We work in “crisis mode,” trying to do too much, too quickly.	Most Recent		56%	50%	48%	49%	50%	50%
	Previous		55%	48%	47%	48%	49%	49%
	Change		1%	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-14. Trending: Item-Level Average Percent Positive Response by Tenure in Current Work Area/Unit – 2018 Database Hospitals (Page 6 of 6)**

Survey Items by Composite		Database Year	Tenure in Current Work Area/Unit					
			Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
# Hospitals	Both Years		268	275	271	254	242	239
	# Respondents	Most Recent	34,572	78,870	34,823	21,162	13,019	13,919
		Previous	27,830	69,902	38,236	20,722	10,533	13,648
<b>Handoffs &amp; Transitions</b>								
F3R. Things “fall between the cracks” when transferring patients from one unit to another.	Most Recent		49%	41%	40%	42%	42%	43%
	Previous		48%	40%	40%	42%	41%	42%
	Change		1%	1%	0%	0%	1%	1%
F5R. Important patient care information is often lost during shift changes.	Most Recent		61%	54%	51%	51%	54%	54%
	Previous		60%	53%	50%	52%	52%	53%
	Change		1%	1%	1%	-1%	2%	1%
F7R. Problems often occur in the exchange of information across hospital units.	Most Recent		52%	46%	45%	46%	47%	48%
	Previous		52%	45%	44%	46%	45%	48%
	Change		0%	1%	1%	0%	2%	0%
F11R. Shift changes are problematic for patients in this hospital.	Most Recent		55%	47%	45%	46%	47%	49%
	Previous		54%	47%	45%	46%	46%	47%
	Change		1%	0%	0%	0%	1%	2%
<b>Nonpunitive Response to Error</b>								
A8R. Staff feel like their mistakes are held against them.	Most Recent		55%	53%	53%	54%	54%	56%
	Previous		54%	51%	50%	50%	52%	54%
	Change		1%	2%	3%	4%	2%	2%
A12R. When an event is reported, it feels like the person is being written up, not the problem.	Most Recent		48%	50%	52%	52%	54%	56%
	Previous		47%	48%	49%	50%	52%	53%
	Change		1%	2%	3%	2%	2%	3%
A16R. Staff worry that mistakes they make are kept in their personnel file.	Most Recent		40%	40%	40%	39%	39%	40%
	Previous		38%	37%	36%	35%	37%	36%
	Change		2%	3%	4%	4%	2%	4%

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



**Table D-15. Trending: Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Tenure in Current Work Area/Unit – 2018 Database Hospitals**

Work Area/Unit Patient Safety Grade	Database Year	Tenure in Current Work Area/Unit						
		Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More	
# Hospitals	Both Years	268	275	271	254	242	239	
	# Respondents	Most Recent	34,572	78,870	34,823	21,162	13,019	13,919
		Previous	27,830	69,902	38,236	20,722	10,533	13,648
<b>Excellent or Very Good</b>	Most Recent	84%	76%	76%	77%	79%	80%	
	Previous	82%	74%	74%	76%	77%	79%	
	Change	2%	2%	2%	1%	2%	1%	
<b>A = Excellent</b>	Most Recent	42%	34%	34%	35%	36%	37%	
	Previous	39%	32%	32%	33%	34%	35%	
	Change	3%	2%	2%	2%	2%	2%	
<b>B = Very Good</b>	Most Recent	42%	43%	42%	42%	43%	43%	
	Previous	42%	42%	42%	43%	43%	44%	
	Change	0%	1%	0%	-1%	0%	-1%	
<b>C = Acceptable</b>	Most Recent	14%	19%	19%	18%	17%	16%	
	Previous	15%	20%	20%	18%	19%	17%	
	Change	-1%	-1%	-1%	0%	-2%	-1%	
<b>D = Poor</b>	Most Recent	2%	4%	4%	4%	3%	3%	
	Previous	3%	5%	5%	5%	4%	3%	
	Change	-1%	-1%	-1%	-1%	-1%	0%	
<b>E = Failing</b>	Most Recent	0%	1%	1%	1%	1%	1%	
	Previous	1%	1%	1%	1%	1%	1%	
	Change	-1%	0%	0%	0%	0%	0%	

Note: Percentages may not add to 100 due to rounding. Excellent and Very Good may not add to the subtotal for Excellent or Very Good due to rounding.

**Table D-16. Trending: Average Percentage of Respondents Reporting Events in the Past 12 Months by Tenure in Current Work Area/Unit – 2018 Database Hospitals**

		Tenure in Current Work Area/Unit					
Number of Events Reported by Respondents	Database Year	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
# Hospitals # Respondents	Both Years	268	275	271	254	242	239
	Most Recent	34,572	78,870	34,823	21,162	13,019	13,919
	Previous	27,830	69,902	38,236	20,722	10,533	13,648
<b>1 or More Events</b>	Most Recent	31%	48%	50%	49%	47%	49%
	Previous	31%	46%	48%	47%	47%	47%
	Change	0%	2%	2%	2%	0%	2%
<b>None</b>	Most Recent	69%	52%	50%	51%	53%	51%
	Previous	69%	54%	52%	53%	53%	53%
	Change	0%	-2%	-2%	-2%	0%	-2%
<b>1 to 2</b>	Most Recent	21%	28%	26%	27%	25%	26%
	Previous	21%	28%	27%	27%	26%	27%
	Change	0%	0%	-1%	0%	-1%	-1%
<b>3 to 5</b>	Most Recent	7%	13%	15%	13%	13%	13%
	Previous	7%	12%	12%	13%	12%	12%
	Change	0%	1%	3%	0%	1%	1%
<b>6 to 10</b>	Most Recent	2%	4%	6%	5%	5%	5%
	Previous	2%	4%	5%	5%	5%	5%
	Change	0%	0%	1%	0%	0%	0%
<b>11 to 20</b>	Most Recent	1%	2%	2%	3%	2%	2%
	Previous	1%	1%	2%	2%	2%	2%
	Change	0%	1%	0%	1%	0%	0%
<b>21 or More</b>	Most Recent	0%	1%	1%	1%	1%	2%
	Previous	0%	1%	1%	1%	1%	2%
	Change	0%	0%	0%	0%	0%	0%

Note: Percentages may not add to 100 due to rounding. Percentages for number of events may not add to the subtotal for 1 or more events due to rounding.