

Community Pharmacy Survey on Patient Safety Culture: 2019 User Database Report

Part II

Appendix A—Overall Results by Community Pharmacy Characteristics

Appendix B—Overall Results by Respondent Characteristics

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Executive Summary

Part II—Appendixes A and B: Overall Results by Community Pharmacy and Respondent Characteristics

Appendixes A and B present data tables that show average percent positive scores on the survey composite measures and items across database community pharmacies, broken down by the following community pharmacy and respondent characteristics:

Appendix A: Overall Results by Community Pharmacy Characteristics

- Average Number of Prescriptions Filled per Week
- Geographic Region

Appendix B: Overall Results by Respondent Characteristics

- Staff Position
- Tenure in Community Pharmacy

Highlights from these results by community pharmacy and respondent characteristics are presented at the end of the main report and are also shown on the next two pages. Highlights were based on results for the 11 patient safety culture composite measures, 3 items on documenting mistakes, and an overall rating on patient safety. The bottom row of the composite-level tables shows an overall average across composite measures as a summary statistic for comparing across breakout categories.

Data Limitations

It is important to note the following limitations of this report:

- Only 331 community pharmacies are included in the database for the 2019 report, which represents less than 1 percent of the total number of community pharmacies in the United States.
- Among community pharmacies that submitted data, only 3 percent are independent, while nationally 36 percent of community pharmacies are independent.¹

¹ National Community Pharmacists Association. NCPA 2016 digest: Opportunities for community pharmacy in a changing market. <http://www.ncpa.co/pdf/digest/2016/2016-ncpa-digest-spon-cardinal.pdf>. Accessed February 28, 2019.

An additional consideration when reading this report is that the average percent positive scores on the survey's composite measures are much higher for community pharmacies participating in the 2019 database compared with patient safety culture results presented in similar database reports for hospitals, medical offices, and nursing homes.

Comparing Your Results

You can compare your community pharmacy's percent positive scores on the patient safety culture composite measures and items with the averages shown in Appendix A for community pharmacies with the same average number of prescriptions filled per week or geographic region.

To compare your community pharmacy's results with the data in Appendix B, your community pharmacy will have to compute percent positive scores on the safety culture composite measures and items broken down by staff position. You can then compare your community pharmacy's percent positive scores with the averages shown in the tables.

Highlights From Appendix A: Overall Results by Community Pharmacy Characteristics

Average Number of Prescriptions Filled per Week (Tables A-1, A-4)

- Community pharmacies with an average of *700 or fewer prescriptions filled per week* had the highest average percent positive across all 11 patient safety culture composite measures (85 percent); community pharmacies with an average of *1,501 or more prescriptions filled per week* had the lowest (74 percent).
- The highest percentage of respondents who gave their pharmacy an Overall Rating on Patient Safety of “Excellent” or “Very good” came from community pharmacies with an average of *700 or fewer prescriptions filled per week* (94 percent); community pharmacies with *1,501 or more prescriptions filled per week* had the lowest (78 percent).

Geographic Region (Tables A-5, A-8)

- Community pharmacies in the *New England/Mid-Atlantic/South Atlantic* region had the highest average percent positive (87 percent) on the Overall Perceptions of Patient Safety composite measure; community pharmacies in the *Mountain/Pacific* region had the lowest (80 percent).
 - Community pharmacies from the *New England/Mid-Atlantic/South Atlantic* region had the highest percentage of respondents who gave their pharmacy an Overall Rating on Patient Safety of “Excellent” or “Very good” (89 percent); community pharmacies from the *Mountain/Pacific* and *West Central* regions had the lowest (83 percent each).
-

Highlights From Appendix B: Overall Results by Respondent Characteristics

Staff Position (Tables B-1, B-4)

- *Pharmacists* had the highest average percent positive response across all patient safety composite measures (82 percent); *Pharmacy technicians* had the lowest (76 percent).
- *Pharmacy clerks/cashiers* had the highest percentage of respondents who gave their pharmacy an Overall Rating on Patient Safety of “Excellent” or “Very good” (92 percent); *Pharmacy student interns/externs* had the lowest (78 percent).

Tenure in Community Pharmacy (Tables B-5, B-8)

- Respondents who had worked in the community pharmacy *less than 6 months* had the highest average percent positive responses across all of the patient safety culture composite measures (84 percent); respondents who had worked in the community pharmacy *3 years to less than 6 years* had the lowest (74 percent).
 - Respondents who had worked in the community pharmacy *less than 6 months* had the highest percentage of respondents who gave their pharmacy an Overall Rating on Patient Safety of “Excellent” or “Very Good” (91 percent); respondents who had worked in the community pharmacy *3 years to less than 6 years* had the lowest (79 percent).
-

Part II

Appendix A: Overall Results by Community Pharmacy Characteristics

(1) Average Number of Prescriptions Filled per Week

Note: The number of community pharmacies and respondents by average number of prescriptions filled per week is shown in each table. However, the precise number of community pharmacies and respondents corresponding to each data cell in a table will vary because of individual nonresponse/missing data.

Table A-1. Composite-Level Average Percent Positive Response by Average Number of Prescriptions Filled per Week – 2019 Database Community Pharmacies

Patient Safety Culture Composite Measures	Average Number of Prescriptions Filled per Week		
	700 or Fewer	701-1,500	1,501 or More
<i># Community Pharmacies</i>	84	141	106
<i># Respondents</i>	439	956	762
1. Patient Counseling	98%	95%	92%
2. Communication Openness	91%	87%	84%
3. Communication About Mistakes	91%	87%	80%
4. Overall Perceptions of Patient Safety	90%	85%	75%
5. Organizational Learning—Continuous Improvement	86%	83%	77%
6. Teamwork	90%	81%	76%
7. Communication About Prescriptions Across Shifts	90%	83%	74%
8. Response to Mistakes	84%	81%	75%
9. Staff Training and Skills	87%	81%	72%
10. Physical Space and Environment	81%	74%	67%
11. Staffing, Work Pressure, and Pace	52%	45%	40%
Average Across Composite Measures	85%	80%	74%

**Table A-2. Item-Level Average Percent Positive Response by Average Number of Prescriptions Filled per Week – 2019 Database
Community Pharmacies (Page 1 of 4)**

Survey Items by Composite	Average Number of Prescriptions Filled per Week		
	700 or Fewer	701-1,500	1,501 or More
<i># Community Pharmacies</i>	84	141	106
<i># Respondents</i>	439	956	762
1. Patient Counseling			
1. We encourage patients to talk to pharmacists about their medications. (B2)	98%	96%	93%
2. Our pharmacists spend enough time talking to patients about how to use their medications. (B7)	96%	92%	89%
3. Our pharmacists tell patients important information about their new prescriptions. (B11)	98%	97%	94%
2. Communication Openness			
1. Staff ideas and suggestions are valued in this pharmacy. (B1)	86%	81%	76%
2. Staff feel comfortable asking questions when they are unsure about something. (B5)	96%	91%	89%
3. It is easy for staff to speak up to their supervisor/manager about patient safety concerns in this pharmacy. (B10)	90%	88%	87%
3. Communication About Mistakes			
1. Staff in this pharmacy discuss mistakes. (B8)	91%	85%	79%
2. When patient safety issues occur in this pharmacy, staff discuss them. (B13)	92%	88%	80%
3. In this pharmacy, we talk about ways to prevent mistakes from happening again. (B15)	91%	88%	80%

Note: The item’s survey location is shown to the right after the item text. 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 Average Number of Prescriptions Filled per Week – 2019 Database
Community Pharmacies (Page 2 of 4)**

Survey Items by Composite	Average Number of Prescriptions Filled per Week		
	700 or Fewer	701-1,500	1,501 or More
<i># Community Pharmacies</i>	84	141	106
<i># Respondents</i>	439	956	762
4. Overall Perceptions of Patient Safety			
1. This pharmacy places more emphasis on sales than on patient safety. (C3R)	83%	79%	61%
2. This pharmacy is good at preventing mistakes. (C6)	93%	85%	80%
3. The way we do things in this pharmacy reflects a strong focus on patient safety. (C9)	95%	91%	84%
5. Organizational Learning—Continuous Improvement			
1. When a mistake happens, we try to figure out what problems in the work process led to the mistake. (C2)	94%	90%	84%
2. When the same mistake keeps happening, we change the way we do things. (C5)	87%	83%	76%
3. Mistakes have led to positive changes in this pharmacy. (C10)	75%	76%	72%
6. Teamwork			
1. Staff treat each other with respect. (A2)	91%	81%	76%
2. Staff in this pharmacy clearly understand their roles and responsibilities. (A4)	89%	79%	76%
3. Staff work together as an effective team. (A9)	91%	80%	76%

Note: The item’s survey location is shown to the right after the item text. 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 Average Number of Prescriptions Filled per Week – 2019 Database
Community Pharmacies (Page 3 of 4)**

Survey Items by Composite	Average Number of Prescriptions Filled per Week		
	700 or Fewer	701-1,500	1,501 or More
<i># Community Pharmacies</i>	84	141	106
<i># Respondents</i>	439	956	762
7. Communication About Prescriptions Across Shifts			
1. We have clear expectations about exchanging important prescription information across shifts. (B4)	92%	86%	76%
2. We have standard procedures for communicating prescription information across shifts. (B6)	90%	82%	75%
3. The status of problematic prescriptions is well communicated across shifts. (B14)	89%	81%	70%
8. Response to Mistakes			
1. Staff are treated fairly when they make mistakes. (C1)	87%	81%	81%
2. This pharmacy helps staff learn from their mistakes rather than punishing them. (C4)	87%	85%	77%
3. We look at staff actions and the way we do things to understand why mistakes happen in this pharmacy. (C7)	89%	87%	79%
4. Staff feel like their mistakes are held against them. (C8R)	74%	71%	62%
9. Staff Training and Skills			
1. Technicians in this pharmacy receive the training they need to do their jobs. (A3)	90%	84%	74%
2. Staff in this pharmacy have the skills they need to do their jobs well. (A6)	92%	88%	78%
3. Staff who are new to this pharmacy receive adequate orientation. (A8)	83%	73%	65%
4. Staff get enough training from this pharmacy. (A10)	86%	79%	69%

Note: The item’s survey location is shown to the right after the item text. 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 Average Number of Prescriptions Filled per Week – 2019 Database Community Pharmacies (Page 4 of 4)

Survey Items by Composite	Average Number of Prescriptions Filled per Week		
	700 or Fewer	701-1,500	1,501 or More
<i># Community Pharmacies</i>	84	141	106
<i># Respondents</i>	439	956	762
10. Physical Space and Environment			
1. This pharmacy is well organized. (A1)	90%	86%	75%
2. This pharmacy is free of clutter. (A5)	79%	74%	70%
3. The physical layout of this pharmacy supports good workflow. (A7)	73%	62%	56%
11. Staffing, Work Pressure, and Pace			
1. Staff take adequate breaks during their shifts. (B3)	65%	67%	78%
2. We feel rushed when processing prescriptions. (B9R)	27%	22%	15%
3. We have enough staff to handle the workload. (B12)	76%	58%	45%
4. Interruptions/distractions in this pharmacy (from phone calls, faxes, customers, etc.) make it difficult for staff to work accurately. (B16R)	40%	33%	24%

Note: The item’s survey location is shown to the right after the item text. 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. Item-Level Average Percentages for Documenting Mistakes by Average Number of Prescriptions Filled per Week – 2019 Database Community Pharmacies (Page 1 of 3)

D1 . When a mistake reaches the patient and could cause harm but does not, how often is it documented?	Average Number of Prescriptions Filled per Week		
	700 or Fewer	701-1,500	1,501 or More
<i># Community Pharmacies</i>	84	141	106
<i># Respondents</i>	439	956	762
Always documented or Most of the time documented	94%	95%	93%
Always documented	78%	84%	78%
Most of the time documented	16%	12%	15%
Sometimes documented	4%	3%	5%
Rarely documented	1%	1%	1%
Never documented	1%	0%	0%

Note: Percentages may not add to 100 due to rounding. In addition, “Always” and “Most of the time” may not add to the subtotal shown due to rounding.

Table A-3. Item-Level Average Percentages for Documenting Mistakes by Average Number of Prescriptions Filled per Week – 2019 Database Community Pharmacies (Page 2 of 3)

D2 . When a mistake reaches the patient but has no potential to harm the patient, how often is it documented?	Average Number of Prescriptions Filled per Week		
	700 or Fewer	701-1,500	1,501 or More
<i># Community Pharmacies</i>	84	141	106
<i># Respondents</i>	439	956	762
Always documented or Most of the time documented	90%	92%	90%
Always documented	71%	72%	73%
Most of the time documented	19%	20%	17%
Sometimes documented	7%	6%	7%
Rarely documented	2%	1%	3%
Never documented	1%	0%	0%

Note: Percentages may not add to 100 due to rounding. In addition, “Always” and “Most of the time” may not add to the subtotal shown due to rounding.

Table A-3. Item-Level Average Percentages for Documenting Mistakes by Average Number of Prescriptions Filled per Week – 2019 Database Community Pharmacies (Page 3 of 3)

D3 . When a mistake that could have harmed the patient is corrected BEFORE the medication leaves the pharmacy, how often is it documented?	Average Number of Prescriptions Filled per Week		
	700 or Fewer	701-1,500	1,501 or More
<i># Community Pharmacies</i>	84	141	106
<i># Respondents</i>	439	956	762
Always documented or Most of the time documented	58%	59%	57%
Always documented	38%	36%	34%
Most of the time documented	21%	23%	23%
Sometimes documented	20%	17%	21%
Rarely documented	10%	14%	15%
Never documented	12%	10%	8%

Note: Percentages may not add to 100 due to rounding. In addition, “Always” and “Most of the time” may not add to the subtotal shown due to rounding.

Table A-4. Average Percentage of Respondents Giving Their Community Pharmacy an Overall Rating on Patient Safety by Average Number of Prescriptions Filled per Week – 2019 Database Community Pharmacies

Overall Rating on Patient Safety	Average Number of Prescriptions Filled per Week		
	700 or Fewer	701-1,500	1,501 or More
<i># Community Pharmacies</i>	84	141	106
<i># Respondents</i>	439	956	762
Excellent or Very good	94%	86%	78%
Excellent	55%	54%	42%
Very good	40%	32%	36%
Good	5%	11%	16%
Fair	1%	3%	4%
Poor	0%	0%	2%

Note: Percentages may not add to 100 due to rounding. In addition, “Excellent” and “Very good” may not add to the subtotal shown due to rounding.

Appendix A: Overall Results by Community Pharmacy Characteristics

(2) Geographic Region

Note 1: The number of community pharmacies and respondents by geographic region is shown in each table. However, the precise number of community pharmacies and respondents corresponding to each data cell in a table will vary because of individual nonresponse/missing data.

NOTE 2: States are categorized into geographic regions as follows:

- New England/Mid-Atlantic/South Atlantic: CT, DC, DE, FL, GA, MA, MD, ME, NC, NH, NJ, NY, PA, RI, SC, VT, VA, WV
- East Central: AL, IL, IN, KY, MI, MS, OH, TN, WI
- West Central: AR, IA, KS, LA, MN, MO, ND, NE, OK, SD, TX
- Mountain/Pacific: AK, AZ, CA, CO, HI, ID, MT, NM, NV, OR, UT, WA, WY

Table A-5. Composite-Level Average Percent Positive Response by Geographic Region – 2019 Database Community Pharmacies

Patient Safety Culture Composite Measures	Geographic Region			
	New England/ Mid-Atlantic/ South Atlantic	East Central	West Central	Mountain/Pacific
<i># Community Pharmacies</i>	30	68	125	108
<i># Respondents</i>	177	349	955	676
1. Patient Counseling	94%	95%	96%	93%
2. Communication Openness	86%	87%	87%	87%
3. Communication About Mistakes	87%	85%	86%	84%
4. Overall Perceptions of Patient Safety	87%	83%	86%	80%
5. Organizational Learning—Continuous Improvement	84%	83%	81%	81%
6. Teamwork	81%	82%	83%	79%
7. Communication About Prescriptions Across Shifts	83%	81%	84%	78%
8. Response to Mistakes	77%	83%	80%	78%
9. Staff Training and Skills	78%	80%	81%	77%
10. Physical Space and Environment	71%	74%	74%	74%
11. Staffing, Work Pressure, and Pace	46%	45%	45%	44%
Average Across Composite Measures	79%	80%	80%	78%

Table A-6. Item-Level Average Percent Positive Response by Geographic Region – 2019 Database Community Pharmacies (Page 1 of 5)

Survey Items by Composite	Geographic Region			
	New England/ Mid-Atlantic/ South Atlantic	East Central	West Central	Mountain/Pacific
# Community Pharmacies	30	68	125	108
# Respondents	177	349	955	676
1. Patient Counseling				
1. We encourage patients to talk to pharmacists about their medications. (B2)	95%	97%	97%	94%
2. Our pharmacists spend enough time talking to patients about how to use their medications. (B7)	91%	93%	93%	90%
3. Our pharmacists tell patients important information about their new prescriptions. (B11)	95%	96%	97%	95%
2. Communication Openness				
1. Staff ideas and suggestions are valued in this pharmacy. (B1)	83%	83%	79%	81%
2. Staff feel comfortable asking questions when they are unsure about something. (B5)	87%	93%	94%	90%
3. It is easy for staff to speak up to their supervisor/manager about patient safety concerns in this pharmacy. (B10)	89%	87%	88%	89%
3. Communication About Mistakes				
1. Staff in this pharmacy discuss mistakes. (B8)	84%	83%	85%	84%
2. When patient safety issues occur in this pharmacy, staff discuss them. (B13)	88%	86%	87%	85%
3. In this pharmacy, we talk about ways to prevent mistakes from happening again. (B15)	89%	86%	87%	83%

Note: The item’s survey location is shown to the right after the item text. 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 Geographic Region – 2019 Database Community Pharmacies (Page 2 of 5)

Survey Items by Composite	Geographic Region			
	New England/ Mid-Atlantic/ South Atlantic	East Central	West Central	Mountain/Pacific
<i># Community Pharmacies</i>	30	68	125	108
<i># Respondents</i>	177	349	955	676
4. Overall Perceptions of Patient Safety				
1. This pharmacy places more emphasis on sales than on patient safety. (C3R)	73%	75%	80%	68%
2. This pharmacy is good at preventing mistakes. (C6)	95%	83%	86%	84%
3. The way we do things in this pharmacy reflects a strong focus on patient safety. (C9)	93%	89%	91%	87%
5. Organizational Learning—Continuous Improvement				
1. When a mistake happens, we try to figure out what problems in the work process led to the mistake. (C2)	91%	91%	88%	88%
2. When the same mistake keeps happening, we change the way we do things. (C5)	82%	81%	81%	82%
3. Mistakes have led to positive changes in this pharmacy. (C10)	79%	77%	73%	73%
6. Teamwork				
1. Staff treat each other with respect. (A2)	80%	82%	83%	81%
2. Staff in this pharmacy clearly understand their roles and responsibilities. (A4)	83%	80%	83%	77%
3. Staff work together as an effective team. (A9)	80%	82%	84%	79%

Note: The item’s survey location is shown to the right after the item text. 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 Geographic Region – 2019 Database Community Pharmacies (Page 3 of 5)

Survey Items by Composite	Geographic Region			
	New England/ Mid-Atlantic/ South Atlantic	East Central	West Central	Mountain/Pacific
# Community Pharmacies	30	68	125	108
# Respondents	177	349	955	676
7. Communication About Prescriptions Across Shifts				
1. We have clear expectations about exchanging important prescription information across shifts. (B4)	83%	84%	87%	81%
2. We have standard procedures for communicating prescription information across shifts. (B6)	84%	81%	83%	79%
3. The status of problematic prescriptions is well communicated across shifts. (B14)	82%	77%	83%	75%
8. Response to Mistakes				
1. Staff are treated fairly when they make mistakes. (C1)	79%	86%	82%	81%
2. This pharmacy helps staff learn from their mistakes rather than punishing them. (C4)	78%	84%	85%	81%
3. We look at staff actions and the way we do things to understand why mistakes happen in this pharmacy. (C7)	83%	86%	83%	86%
4. Staff feel like their mistakes are held against them. (C8R)	67%	73%	70%	66%

Note: The item’s survey location is shown to the right after the item text. 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 Geographic Region – 2019 Database Community Pharmacies (Page 4 of 5)

Survey Items by Composite	Geographic Region			
	New England/ Mid-Atlantic/ South Atlantic	East Central	West Central	Mountain/Pacific
# Community Pharmacies	30	68	125	108
# Respondents	177	349	955	676
9. Staff Training and Skills				
1. Technicians in this pharmacy receive the training they need to do their jobs. (A3)	82%	84%	84%	79%
2. Staff in this pharmacy have the skills they need to do their jobs well. (A6)	82%	86%	90%	81%
3. Staff who are new to this pharmacy receive adequate orientation. (A8)	74%	72%	73%	72%
4. Staff get enough training from this pharmacy. (A10)	75%	77%	79%	77%
10. Physical Space and Environment				
1. This pharmacy is well organized. (A1)	82%	86%	82%	84%
2. This pharmacy is free of clutter. (A5)	77%	75%	70%	77%
3. The physical layout of this pharmacy supports good workflow. (A7)	56%	62%	69%	59%

Note: The item’s survey location is shown to the right after the item text. 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 Geographic Region – 2019 Database Community Pharmacies (Page 5 of 5)

Survey Items by Composite	Geographic Region			
	New England/ Mid-Atlantic/ South Atlantic	East Central	West Central	Mountain/Pacific
<i># Community Pharmacies</i>	30	68	125	108
<i># Respondents</i>	177	349	955	676
11. Staffing, Work Pressure, and Pace				
1. Staff take adequate breaks during their shifts. (B3)	74%	71%	66%	74%
2. We feel rushed when processing prescriptions. (B9R)	26%	22%	20%	19%
3. We have enough staff to handle the workload. (B12)	51%	56%	66%	52%
4. Interruptions/distractions in this pharmacy (from phone calls, faxes, customers, etc.) make it difficult for staff to work accurately. (B16R)	33%	32%	31%	32%

Note: The item’s survey location is shown to the right after the item text. 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. Item-Level Average Percentages for Documenting Mistakes by Geographic Region – 2019 Database Community Pharmacies
(Page 1 of 3)**

D1. When a mistake reaches the patient and could cause harm but does not, how often is it documented?	Geographic Region			
	New England/ Mid-Atlantic/ South Atlantic	East Central	West Central	Mountain/Pacific
<i># Community Pharmacies</i>	30	68	125	108
<i># Respondents</i>	177	349	955	676
Always documented or Most of the time documented	93%	98%	93%	94%
Always documented	84%	87%	76%	81%
Most of the time documented	9%	10%	18%	13%
Sometimes documented	5%	2%	5%	4%
Rarely documented	1%	0%	1%	2%
Never documented	1%	0%	1%	0%

Note: Percentages may not add to 100 due to rounding. In addition, “Always” and “Most of the time” may not add to the subtotal shown due to rounding.

**Table A-7. Item-Level Average Percentages for Documenting Mistakes by Geographic Region – 2019 Database Community Pharmacies
(Page 2 of 3)**

D2. When a mistake reaches the patient but has no potential to harm the patient, how often is it documented?	Geographic Region			
	New England/ Mid-Atlantic/ South Atlantic	East Central	West Central	Mountain/Pacific
<i># Community Pharmacies</i>	30	68	125	108
<i># Respondents</i>	177	349	955	676
Always documented or Most of the time documented	91%	95%	89%	90%
Always documented	80%	77%	67%	73%
Most of the time documented	12%	18%	22%	17%
Sometimes documented	5%	5%	8%	7%
Rarely documented	3%	1%	2%	3%
Never documented	1%	0%	1%	0%

Note: Percentages may not add to 100 due to rounding. In addition, “Always” and “Most of the time” may not add to the subtotal shown due to rounding.

**Table A-7. Item-Level Average Percentages for Documenting Mistakes by Geographic Region – 2019 Database Community Pharmacies
(Page 3 of 3)**

D3. When a mistake that could have harmed the patient is corrected BEFORE the medication leaves the pharmacy, how often is it documented?	Geographic Region			
	New England/ Mid-Atlantic/ South Atlantic	East Central	West Central	Mountain/Pacific
<i># Community Pharmacies</i>	30	68	125	108
<i># Respondents</i>	177	349	955	676
Always documented or Most of the time documented	57%	71%	52%	57%
Always documented	38%	43%	32%	35%
Most of the time documented	19%	28%	20%	22%
Sometimes documented	27%	15%	18%	21%
Rarely documented	5%	7%	18%	14%
Never documented	11%	7%	12%	8%

Note: Percentages may not add to 100 due to rounding. In addition, “Always” and “Most of the time” may not add to the subtotal shown due to rounding.

Table A-8. Average Percentage of Respondents Giving Their Community Pharmacy an Overall Rating on Patient Safety by Geographic Region – 2019 Database Community Pharmacies

Overall Rating on Patient Safety	Geographic Region			
	New England/ Mid-Atlantic/ South Atlantic	East Central	West Central	Mountain/Pacific
<i># Community Pharmacies</i>	30	68	125	108
<i># Respondents</i>	177	349	955	676
Excellent or Very good	89%	88%	83%	83%
Excellent	54%	44%	58%	48%
Very good	35%	43%	25%	34%
Good	8%	10%	12%	14%
Fair	2%	2%	4%	3%
Poor	1%	1%	1%	1%

Note: Percentages may not add to 100 due to rounding. In addition, “Excellent” and “Very good” may not add to the subtotal shown due to rounding.

Appendix B: Overall Results by Respondent Characteristics

(1) Staff Position

Note 1: Community pharmacies 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 community pharmacies and respondents by staff position is shown in each table. The number of community pharmacies is based on whether pharmacies asked respondents to indicate their staff position (not all community pharmacies asked this question). However, the precise number of community pharmacies and respondents corresponding to each data cell in the tables will vary because of individual nonresponse/missing data.

Table B-1. Composite-Level Average Percent Positive Response by Staff Position - 2019 Database Community Pharmacies

Patient Safety Culture Composite Measures	Staff Position			
	Pharmacist	Pharmacy Technician	Pharmacy Clerk/Cashier	Pharmacy Student Intern/Extern
<i># Community Pharmacies</i>	312	310	105	27
<i># Respondents</i>	753	978	292	33
1. Patient Counseling	94%	95%	98%	89%
2. Communication Openness	93%	81%	84%	90%
3. Communication About Mistakes	87%	83%	85%	85%
4. Overall Perceptions of Patient Safety	85%	80%	85%	81%
5. Organizational Learning—Continuous Improvement	88%	77%	77%	83%
6. Teamwork	87%	77%	81%	86%
7. Communication About Prescriptions Across Shifts	84%	79%	80%	83%
8. Response to Mistakes	87%	75%	75%	80%
9. Staff Training and Skills	81%	76%	83%	76%
10. Physical Space and Environment	75%	72%	76%	79%
11. Staffing, Work Pressure, and Pace	41%	46%	50%	48%
Average Across Composite Measures	82%	76%	79%	80%

Table B-2. Item-Level Average Percent Positive Response by Staff Position – 2019 Database Community Pharmacies (Page 1 of 4)

Survey Items by Composite	Staff Position			
	Pharmacist	Pharmacy Technician	Pharmacy Clerk/Cashier	Pharmacy Student Intern/Extern
# Community Pharmacies	312	310	105	27
# Respondents	753	978	292	33
1. Patient Counseling				
1. We encourage patients to talk to pharmacists about their medications. (B2)	95%	96%	98%	86%
2. Our pharmacists spend enough time talking to patients about how to use their medications. (B7)	91%	92%	96%	87%
3. Our pharmacists tell patients important information about their new prescriptions. (B11)	97%	95%	98%	94%
2. Communication Openness				
1. Staff ideas and suggestions are valued in this pharmacy. (B1)	89%	73%	72%	85%
2. Staff feel comfortable asking questions when they are unsure about something. (B5)	96%	87%	91%	93%
3. It is easy for staff to speak up to their supervisor/manager about patient safety concerns in this pharmacy. (B10)	93%	83%	88%	85%
3. Communication About Mistakes				
1. Staff in this pharmacy discuss mistakes. (B8)	87%	81%	82%	82%
2. When patient safety issues occur in this pharmacy, staff discuss them. (B13)	88%	84%	84%	89%
3. In this pharmacy, we talk about ways to prevent mistakes from happening again. (B15)	87%	84%	88%	84%

Note: The item’s survey location is shown to the right after the item text. 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 Staff Position – 2019 Database Community Pharmacies (Page 2 of 4)

Survey Items by Composite	Staff Position			
	Pharmacist	Pharmacy Technician	Pharmacy Clerk/Cashier	Pharmacy Student Intern/Extern
<i># Community Pharmacies</i>	312	310	105	27
<i># Respondents</i>	753	978	292	33
4. Overall Perceptions of Patient Safety				
1. This pharmacy places more emphasis on sales than on patient safety. (C3R)	76%	71%	80%	77%
2. This pharmacy is good at preventing mistakes. (C6)	89%	82%	85%	83%
3. The way we do things in this pharmacy reflects a strong focus on patient safety. (C9)	91%	88%	90%	83%
5. Organizational Learning—Continuous Improvement				
1. When a mistake happens, we try to figure out what problems in the work process led to the mistake. (C2)	92%	86%	87%	88%
2. When the same mistake keeps happening, we change the way we do things. (C5)	90%	75%	77%	87%
3. Mistakes have led to positive changes in this pharmacy. (C10)	82%	69%	67%	73%
6. Teamwork				
1. Staff treat each other with respect. (A2)	87%	77%	83%	89%
2. Staff in this pharmacy clearly understand their roles and responsibilities. (A4)	84%	76%	82%	81%
3. Staff work together as an effective team. (A9)	88%	77%	79%	88%

Note: The item’s survey location is shown to the right after the item text. 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 Staff Position – 2019 Database Community Pharmacies (Page 3 of 4)

Survey Items by Composite	Staff Position			
	Pharmacist	Pharmacy Technician	Pharmacy Clerk/Cashier	Pharmacy Student Intern/Extern
<i># Community Pharmacies</i>	312	310	105	27
<i># Respondents</i>	753	978	292	33
7. Communication About Prescriptions Across Shifts				
1. We have clear expectations about exchanging important prescription information across shifts. (B4)	86%	82%	82%	82%
2. We have standard procedures for communicating prescription information across shifts. (B6)	82%	80%	79%	87%
3. The status of problematic prescriptions is well communicated across shifts. (B14)	82%	77%	81%	80%
8. Response to Mistakes				
1. Staff are treated fairly when they make mistakes. (C1)	92%	75%	77%	77%
2. This pharmacy helps staff learn from their mistakes rather than punishing them. (C4)	91%	78%	79%	85%
3. We look at staff actions and the way we do things to understand why mistakes happen in this pharmacy. (C7)	90%	81%	80%	85%
4. Staff feel like their mistakes are held against them. (C8R)	74%	66%	68%	68%
9. Staff Training and Skills				
1. Technicians in this pharmacy receive the training they need to do their jobs. (A3)	84%	80%	90%	74%
2. Staff in this pharmacy have the skills they need to do their jobs well. (A6)	88%	82%	90%	85%
3. Staff who are new to this pharmacy receive adequate orientation. (A8)	73%	70%	76%	72%
4. Staff get enough training from this pharmacy. (A10)	80%	75%	79%	72%

Note: The item’s survey location is shown to the right after the item text. 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 Staff Position – 2019 Database Community Pharmacies (Page 4 of 4)

Survey Items by Composite	Staff Position			
	Pharmacist	Pharmacy Technician	Pharmacy Clerk/Cashier	Pharmacy Student Intern/Extern
<i># Community Pharmacies</i>	312	310	105	27
<i># Respondents</i>	753	978	292	33
10. Physical Space and Environment				
1. This pharmacy is well organized. (A1)	87%	81%	84%	89%
2. This pharmacy is free of clutter. (A5)	76%	71%	73%	74%
3. The physical layout of this pharmacy supports good workflow. (A7)	62%	64%	71%	73%
11. Staffing, Work Pressure, and Pace				
1. Staff take adequate breaks during their shifts. (B3)	73%	67%	61%	78%
2. We feel rushed when processing prescriptions. (B9R)	12%	26%	27%	23%
3. We have enough staff to handle the workload. (B12)	60%	54%	62%	50%
4. Interruptions/distractions in this pharmacy (from phone calls, faxes, customers, etc.) make it difficult for staff to work accurately. (B16R)	20%	37%	51%	43%

Note: The item’s survey location is shown to the right after the item text. 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. Item-Level Average Percentages for Documenting Mistakes by Staff Position – 2019 Database Pharmacies (Page 1 of 3)

D1. When a mistake reaches the patient and could cause harm but does not, how often is it documented?	Staff Position			
	Pharmacist	Pharmacy Technician	Pharmacy Clerk/Cashier	Pharmacy Student Intern/Extern
<i># Community Pharmacies</i>	312	310	105	27
<i># Respondents</i>	753	978	292	33
Always documented or Most of the time documented	95%	92%	94%	100%
Always documented	82%	79%	80%	84%
Most of the time documented	14%	13%	14%	16%
Sometimes documented	3%	5%	5%	0%
Rarely documented	1%	2%	1%	0%
Never documented	1%	1%	0%	0%

Note: Percentages may not add to 100 due to rounding. In addition, “Always” and “Most of the time” may not add to the subtotal shown due to rounding.

Table B-3. Item-Level Average Percentages for Documenting Mistakes by Staff Position – 2019 Database Pharmacies (Page 2 of 3)

D2. When a mistake reaches the patient but has no potential to harm the patient, how often is it documented?	Staff Position			
	Pharmacist	Pharmacy Technician	Pharmacy Clerk/Cashier	Pharmacy Student Intern/Extern
<i># Community Pharmacies</i>	312	310	105	27
<i># Respondents</i>	753	978	292	33
Always documented or Most of the time documented	89%	90%	93%	94%
Always documented	71%	73%	74%	83%
Most of the time documented	18%	17%	20%	11%
Sometimes documented	8%	7%	5%	6%
Rarely documented	2%	3%	1%	0%
Never documented	1%	1%	0%	0%

Note: Percentages may not add to 100 due to rounding. In addition, “Always” and “Most of the time” may not add to the subtotal shown due to rounding.

Table B-3. Item-Level Average Percentages for Documenting Mistakes by Staff Position – 2019 Database Pharmacies (Page 3 of 3)

D3. When a mistake that could have harmed the patient is corrected BEFORE the medication leaves the pharmacy, how often is it documented?	Staff Position			
	Pharmacist	Pharmacy Technician	Pharmacy Clerk/Cashier	Pharmacy Student Intern/Extern
<i># Community Pharmacies</i>	312	310	105	27
<i># Respondents</i>	753	978	292	33
Always documented or Most of the time documented	46%	62%	86%	83%
Always documented	25%	42%	62%	67%
Most of the time documented	21%	21%	24%	17%
Sometimes documented	20%	18%	10%	6%
Rarely documented	20%	10%	2%	11%
Never documented	14%	10%	2%	0%

Note: Percentages may not add to 100 due to rounding. In addition, “Always” and “Most of the time” may not add to the subtotal shown due to rounding.

Table B-4. Average Percentage of Respondents Giving Their Community Pharmacy an Overall Rating on Patient Safety by Staff Position – 2019 Database Community Pharmacies

Overall Rating on Patient Safety	Staff Position			
	Pharmacist	Pharmacy Technician	Pharmacy Clerk/Cashier	Pharmacy Student Intern/Extern
<i># Community Pharmacies</i>	312	310	105	27
<i># Respondents</i>	753	978	292	33
Excellent or Very good	85%	84%	92%	78%
Excellent	49%	48%	53%	47%
Very good	36%	35%	39%	31%
Good	11%	12%	6%	14%
Fair	2%	3%	2%	4%
Poor	1%	1%	0%	4%

Note: Percentages may not add to 100 due to rounding. In addition, “Excellent” and “Very good” may not add to the subtotal shown due to rounding.

Appendix B: Overall Results by Respondent Characteristics

(2) Tenure in Community Pharmacy

Note 1: Community pharmacies that did not ask respondents to indicate how long they have worked in the pharmacy were excluded from these breakout tables. In addition, respondents who did not answer (missing) were not included.

Note 2: The number of community pharmacies and respondents by tenure in the pharmacy is shown in each table. The number of community pharmacies is based on whether pharmacies asked respondents to indicate their tenure (not all community pharmacies asked this question). However, the precise number of community pharmacies and respondents corresponding to each data cell in the tables will vary because of individual nonresponse/missing data.

Table B-5. Composite-Level Average Percent Positive Response by Tenure - 2019 Database Community Pharmacies

Patient Safety Culture Composite Measures	Tenure					
	<6 Months	6 Months to <1 Year	1 Year to <3 Years	3 Years to <6 Years	6 Years to <12 Years	12 Years or More
<i># Community Pharmacies</i>	88	87	179	154	139	116
<i># Respondents</i>	138	123	372	284	228	210
1. Patient Counseling	96%	94%	95%	93%	94%	95%
2. Communication Openness	91%	85%	85%	83%	88%	89%
3. Communication About Mistakes	90%	83%	84%	80%	83%	87%
4. Overall Perceptions of Patient Safety	86%	80%	82%	77%	81%	83%
5. Organizational Learning—Continuous Improvement	85%	79%	81%	79%	83%	84%
6. Teamwork	85%	81%	79%	75%	80%	86%
7. Communication About Prescriptions Across Shifts	87%	79%	77%	74%	80%	85%
8. Response to Mistakes	85%	75%	77%	74%	81%	84%
9. Staff Training and Skills	85%	78%	76%	69%	80%	81%
10. Physical Space and Environment	73%	75%	73%	67%	74%	76%
11. Staffing, Work Pressure, and Pace	58%	51%	47%	38%	39%	41%
Average Across Composite Measures	84%	78%	78%	74%	78%	81%

Table B-6. Item-Level Average Percent Positive Response by Tenure – 2019 Database Community Pharmacies (Page 1 of 5)

Survey Items by Composite	Tenure					
	<6 Months	6 Months to <1 Year	1 Year to <3 Years	3 Years to <6 Years	6 Years to <12 Years	12 Years or More
# Community Pharmacies	88	87	179	154	139	116
# Respondents	138	123	372	284	228	210
1. Patient Counseling						
1. We encourage patients to talk to pharmacists about their medications. (B2)	96%	95%	95%	94%	96%	95%
2. Our pharmacists spend enough time talking to patients about how to use their medications. (B7)	95%	92%	92%	89%	91%	92%
3. Our pharmacists tell patients important information about their new prescriptions. (B11)	93%	97%	97%	94%	94%	96%
2. Communication Openness						
1. Staff ideas and suggestions are valued in this pharmacy. (B1)	90%	84%	80%	76%	82%	83%
2. Staff feel comfortable asking questions when they are unsure about something. (B5)	90%	88%	89%	87%	93%	92%
3. It is easy for staff to speak up to their supervisor/manager about patient safety concerns in this pharmacy. (B10)	90%	85%	86%	87%	88%	90%
3. Communication About Mistakes						
1. Staff in this pharmacy discuss mistakes. (B8)	89%	82%	84%	76%	85%	85%
2. When patient safety issues occur in this pharmacy, staff discuss them. (B13)	90%	88%	86%	82%	83%	85%
3. In this pharmacy, we talk about ways to prevent mistakes from happening again. (B15)	91%	81%	83%	83%	82%	90%

Note: The item’s survey location is shown to the right after the item text. 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 Tenure – 2019 Database Community Pharmacies (Page 2 of 5)

Survey Items by Composite	Tenure					
	<6 Months	6 Months to <1 Year	1 Year to <3 Years	3 Years to <6 Years	6 Years to <12 Years	12 Years or More
# Community Pharmacies	88	87	179	154	139	116
# Respondents	138	123	372	284	228	210
4. Overall Perceptions of Patient Safety						
1. This pharmacy places more emphasis on sales than on patient safety. (C3R)	80%	76%	70%	65%	70%	74%
2. This pharmacy is good at preventing mistakes. (C6)	87%	77%	86%	81%	85%	87%
3. The way we do things in this pharmacy reflects a strong focus on patient safety. (C9)	91%	88%	89%	85%	88%	87%
5. Organizational Learning—Continuous Improvement						
1. When a mistake happens, we try to figure out what problems in the work process led to the mistake. (C2)	93%	84%	86%	87%	91%	90%
2. When the same mistake keeps happening, we change the way we do things. (C5)	82%	75%	82%	78%	82%	88%
3. Mistakes have led to positive changes in this pharmacy. (C10)	80%	73%	74%	74%	76%	73%
6. Teamwork						
1. Staff treat each other with respect. (A2)	88%	82%	79%	73%	82%	86%
2. Staff in this pharmacy clearly understand their roles and responsibilities. (A4)	82%	80%	78%	75%	79%	81%
3. Staff work together as an effective team. (A9)	86%	81%	79%	76%	80%	90%

Note: The item’s survey location is shown to the right after the item text. 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 Tenure – 2019 Database Community Pharmacies (Page 3 of 5)

Survey Items by Composite	Tenure					
	<6 Months	6 Months to <1 Year	1 Year to <3 Years	3 Years to <6 Years	6 Years to <12 Years	12 Years or More
# Community Pharmacies	88	87	179	154	139	116
# Respondents	138	123	372	284	228	210
7. Communication About Prescriptions Across Shifts						
1. We have clear expectations about exchanging important prescription information across shifts. (B4)	90%	81%	80%	79%	82%	86%
2. We have standard procedures for communicating prescription information across shifts. (B6)	89%	81%	79%	74%	79%	85%
3. The status of problematic prescriptions is well communicated across shifts. (B14)	81%	79%	73%	68%	80%	85%
8. Response to Mistakes						
1. Staff are treated fairly when they make mistakes. (C1)	88%	78%	80%	77%	85%	88%
2. This pharmacy helps staff learn from their mistakes rather than punishing them. (C4)	87%	76%	80%	75%	83%	87%
3. We look at staff actions and the way we do things to understand why mistakes happen in this pharmacy. (C7)	90%	78%	83%	80%	89%	87%
4. Staff feel like their mistakes are held against them. (C8R)	76%	68%	64%	62%	67%	74%

Note: The item’s survey location is shown to the right after the item text. 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 Tenure – 2019 Database Community Pharmacies (Page 4 of 5)

Survey Items by Composite	Tenure					
	<6 Months	6 Months to <1 Year	1 Year to <3 Years	3 Years to <6 Years	6 Years to <12 Years	12 Years or More
# Community Pharmacies	88	87	179	154	139	116
# Respondents	138	123	372	284	228	210
9. Staff Training and Skills						
1. Technicians in this pharmacy receive the training they need to do their jobs. (A3)	81%	82%	77%	73%	85%	83%
2. Staff in this pharmacy have the skills they need to do their jobs well. (A6)	90%	87%	81%	76%	88%	86%
3. Staff who are new to this pharmacy receive adequate orientation. (A8)	82%	71%	70%	61%	73%	74%
4. Staff get enough training from this pharmacy. (A10)	85%	74%	76%	67%	75%	78%
10. Physical Space and Environment						
1. This pharmacy is well organized. (A1)	82%	85%	83%	76%	86%	86%
2. This pharmacy is free of clutter. (A5)	72%	74%	74%	70%	80%	78%
3. The physical layout of this pharmacy supports good workflow. (A7)	64%	68%	63%	55%	58%	64%

Note: The item’s survey location is shown to the right after the item text. 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 Tenure – 2019 Database Community Pharmacies (Page 5 of 5)

Survey Items by Composite	Tenure					
	<6 Months	6 Months to <1 Year	1 Year to <3 Years	3 Years to <6 Years	6 Years to <12 Years	12 Years or More
# Community Pharmacies	88	87	179	154	139	116
# Respondents	138	123	372	284	228	210
11. Staffing, Work Pressure, and Pace						
1. Staff take adequate breaks during their shifts. (B3)	84%	76%	74%	69%	70%	75%
2. We feel rushed when processing prescriptions. (B9R)	38%	30%	24%	15%	10%	10%
3. We have enough staff to handle the workload. (B12)	61%	62%	56%	44%	50%	59%
4. Interruptions/distractions in this pharmacy (from phone calls, faxes, customers, etc.) make it difficult for staff to work accurately. (B16R)	49%	38%	33%	23%	24%	23%

Note: The item’s survey location is shown to the right after the item text. 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. Item-Level Average Percentages for Documenting Mistakes by Tenure – 2019 Database Pharmacies (Page 1 of 3)

D1. When a mistake reaches the patient and could cause harm but does not, how often is it documented?	Tenure					
	<6 Months	6 Months to <1 Year	1 Year to <3 Years	3 Years to <6 Years	6 Years to <12 Years	12 Years or More
<i># Community Pharmacies</i>	88	87	179	154	139	116
<i># Respondents</i>	138	123	372	284	228	210
Always documented or Most of the time documented	97%	97%	94%	93%	95%	96%
Always documented	88%	83%	86%	80%	83%	88%
Most of the time documented	10%	14%	9%	14%	12%	8%
Sometimes documented	2%	3%	4%	4%	3%	3%
Rarely documented	0%	0%	1%	1%	2%	1%
Never documented	1%	0%	1%	1%	0%	0%

Note: Percentages may not add to 100 due to rounding. In addition, “Always” and “Most of the time” may not add to the subtotal shown due to rounding.

Table B-7. Item-Level Average Percentages for Documenting Mistakes by Tenure – 2019 Database Pharmacies (Page 2 of 3)

D2. When a mistake reaches the patient but has no potential to harm the patient, how often is it documented?	Tenure					
	<6 Months	6 Months to <1 Year	1 Year to <3 Years	3 Years to <6 Years	6 Years to <12 Years	12 Years or More
<i># Community Pharmacies</i>	88	87	179	154	139	116
<i># Respondents</i>	138	123	372	284	228	210
Always documented or Most of the time documented	95%	96%	91%	88%	91%	92%
Always documented	85%	75%	79%	71%	76%	78%
Most of the time documented	10%	21%	12%	18%	15%	15%
Sometimes documented	4%	4%	5%	8%	6%	6%
Rarely documented	1%	0%	2%	3%	2%	1%
Never documented	0%	0%	2%	1%	1%	0%

Note: Percentages may not add to 100 due to rounding. In addition, “Always” and “Most of the time” may not add to the subtotal shown due to rounding.

Table B-7. Item-Level Average Percentages for Documenting Mistakes by Tenure – 2019 Database Pharmacies (Page 3 of 3)

D3. When a mistake that could have harmed the patient is corrected BEFORE the medication leaves the pharmacy, how often is it documented?	Tenure					
	<6 Months	6 Months to <1 Year	1 Year to <3 Years	3 Years to <6 Years	6 Years to <12 Years	12 Years or More
<i># Community Pharmacies</i>	88	87	179	154	139	116
<i># Respondents</i>	138	123	372	284	228	210
Always documented or Most of the time documented	74%	68%	64%	52%	50%	58%
Always documented	50%	48%	41%	35%	27%	33%
Most of the time documented	24%	20%	23%	17%	23%	24%
Sometimes documented	9%	19%	17%	21%	24%	18%
Rarely documented	10%	7%	10%	14%	10%	15%
Never documented	7%	6%	9%	13%	16%	9%

Note: Percentages may not add to 100 due to rounding. In addition, “Always” and “Most of the time” may not add to the subtotal shown due to rounding.

Table B-8. Average Percentage of Respondents Giving Their Community Pharmacy an Overall Rating on Patient Safety by Tenure – 2019 Database Community Pharmacies

Overall Rating on Patient Safety	Tenure					
	<6 Months	6 Months to <1 Year	1 Year to <3 Years	3 Years to <6 Years	6 Years to <12 Years	12 Years or More
<i># Community Pharmacies</i>	88	87	179	154	139	116
<i># Respondents</i>	138	123	372	284	228	210
Excellent or Very good	91%	78%	85%	79%	84%	84%
Excellent	61%	49%	44%	42%	46%	49%
Very good	31%	29%	41%	37%	38%	35%
Good	6%	20%	11%	18%	11%	11%
Fair	1%	2%	3%	3%	4%	3%
Poor	1%	0%	1%	0%	1%	2%

Note: Percentages may not add to 100 due to rounding. In addition, “Excellent” and “Very good” may not add to the subtotal shown due to rounding.