



Surveys on Patient Safety Culture™

Pilot Study Results From the AHRQ Surveys on Patient Safety Culture™ (SOPS®) Workplace Safety Supplemental Item Set for Nursing Homes

Prepared for:

Agency for Healthcare Research and Quality
U.S. Department of Health and Human Services
5600 Fishers Lane
Rockville, MD 20857
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Contract No. HHSP233201500026I/HHSP23337004T

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AHRQ Publication No. 23-0021

January 2023



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Suggested Citation:

Hare R, Yount N, Sorra, J, et al. Pilot Study Results From the AHRQ Surveys on Patient Safety Culture™ (SOPS®) Workplace Safety Supplemental Item Set for Nursing Homes. (Prepared by Westat, Rockville, MD, under Contract No. HHSP233201500026I/HHSP23337004T.) Rockville, MD: Agency for Healthcare Research and Quality; January 2023. AHRQ Publication No. 23-0021.

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

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Purpose and Use of This Report

The AHRQ Surveys on Patient Safety Culture™ (SOPS®) Workplace Safety Supplemental Item Set for Nursing Homes assesses staff perceptions of the extent to which their organizational culture supports workplace safety for staff. The supplemental item set was designed to be administered toward the end of the SOPS Nursing Home Survey, just before the background questions.

This report provides results from 48 U.S. nursing homes that participated in a pilot study of the SOPS Workplace Safety Supplemental Items from July to September 2022.

When comparing your nursing home's results against the pilot results in this document, keep in mind that these results are from a very small number of nursing homes and will provide only a general indication of how your nursing home compares with other nursing homes in the United States. The data summarized here were not derived from a statistically representative sample of U.S. nursing homes.

Data from the SOPS Workplace Safety Supplemental Item Set for Nursing Homes can be submitted to the AHRQ SOPS Nursing Home Database. For more information on the SOPS Workplace Safety Supplemental Item Set for Nursing Homes, visit the AHRQ website at <https://www.ahrq.gov/sops/surveys/nursing-home/supplemental-items/workplace-safety.html>. For information on data submission for the SOPS Nursing Home Database, visit <https://www.ahrq.gov/sops/databases/nursing-home/databases/submission.html>.

Survey Development and Pilot Study

Background

A survey development team at Westat developed the Workplace Safety Supplemental Item Set for Nursing Homes under contract with AHRQ. The team reviewed the literature on workplace safety in nursing homes, interviewed nursing home and workplace safety experts, and identified key survey topics. They then drafted survey items for review by the SOPS Technical Expert Panel (TEP) and nursing home workplace safety subject matter experts (SMEs). Similar to the Workplace Safety Supplemental Item Set for Hospital SOPS, this supplemental item set covers key topics such as protection from workplace hazards; moving, transferring, or lifting residents; and supervisor and management support for workplace safety.

The development team conducted iterative cognitive testing of the draft survey items with 27 nursing home staff in English and 4 in Spanish to ensure that the questions were relevant, as well as easy to understand and answer. The TEP and SMEs also reviewed the draft items and provided input at various stages of the development process.

The team conducted a pilot study of the workplace safety supplemental item set in 48 U.S. nursing homes from July to September 2022. The supplemental item set was administered toward the end of the SOPS Nursing Home Survey, just before the background questions. The team then analyzed the pilot data to examine the psychometric properties of the supplemental items (e.g., reliability using Cronbach’s alpha, factor structure), with the goal of including only the best items.

The final supplemental item set had acceptable psychometric properties. Table 1 shows the Cronbach’s alpha reliability for each composite measure; reliabilities near 0.70 or above are considered acceptable.

The SOPS Workplace Safety Supplemental Item Set includes 18 survey items grouped into six composite measures (a composite measure consists of two to four survey items that assess the same area of workplace safety culture), described in Table 1. The survey items use a 5-point agreement scale (“Strongly disagree” to “Strongly agree”) or frequency scale (“Never” to “Always”) and include a “Does Not Apply or Don’t Know” response option.

In addition to items that make up these composite measures, the item set includes three single-item measures that ask staff (1) if they can report workplace safety concerns without fear of negative consequences, (2) the extent to which staff are feeling symptoms of burnout, and (3) their overall rating on workplace safety for their nursing home. Lastly, the item set includes two background items about job satisfaction and intent to leave the nursing home.

Table 1. SOPS Workplace Safety for Nursing Homes Composite Measures

Nursing Home Workplace Safety Composite Measure	Definition: The extent to which...	Number of Items	Reliability (Cronbach's Alpha)
Protection From Workplace Hazards	Procedures are in place to protect staff from workplace hazards; staff are provided with appropriate personal protective equipment (PPE), use PPE appropriately, and clean their hands when helping residents with personal care.	4	0.84
Moving, Transferring, or Lifting Residents	Equipment or assistive devices are available and in good working condition, and staff use them when needed.	3	0.84
Addressing Inappropriate Resident Behavior Toward Staff	There are good procedures to keep staff safe from inappropriate resident behavior, staff are trained to identify triggers that could lead to inappropriate resident behavior, and staff are trained on how to de-escalate situations when residents are agitated.	3	0.90
Interactions Among Staff	Staff are rude to, or bully, other staff.	2	0.82
Supervisor Support for Workplace Safety	Supervisors encourage staff to report their concerns about workplace safety, listen to staff suggestions about workplace safety, and can be trusted to keep staff safe.	3	0.93
Management Support for Workplace Safety	Management shows that workplace safety is a top priority, provides adequate resources for staff safety, and takes action when staff report workplace safety concerns.	3	0.94

Pilot Study Response Rate Statistics

Table 2 shows the number of participating nursing homes, respondents, and surveys distributed, as well as response rate information for the pilot study.

Table 2. Pilot Study Response Rate Statistics

Overall Response Rate Information	Statistic
Number of pilot study nursing homes	48
Number of respondents	2,515
Number of surveys distributed	6,279
Overall response rate	40%
Average Response Rate Information	Statistic
Average number of respondents per nursing home (range: 10 to 149)	52
Average number of surveys distributed per nursing home (range: 24 to 712)	131
Average nursing home response rate (range: 5% to 92%)	50%

Pilot Study Nursing Home Characteristics

This section presents the characteristics (bed size, ownership, and geographic region) of the pilot study nursing homes.

To provide some context, the characteristics of the pilot study nursing homes are compared with those of nursing homes included in the Centers for Medicare & Medicaid Services (CMS) Nursing Home Compare database.ⁱ

Table 3. Pilot Study Nursing Home Characteristics

Bed Size	CMS Compare Nursing Homes (n = 15,190)		Pilot Study Nursing Homes (n = 48)	
	Number	Percent	Number	Percent
1-49 beds	1,835	12%	8	17%
50-99 beds	5,804	38%	12	25%
100-199 beds	6,677	44%	22	46%
200 beds or more	874	6%	6	13%
Nursing Home Ownership	Number	Percent	Number	Percent
Government (Federal and non-Federal)	959	6%	6	13%
Nongovernment (not for profit)	3,477	23%	26	54%
Investor owned (for profit)	10,754	71%	16	33%
Census Region	Number	Percent	Number	Percent
Northeast	2,494	16%	13	27%
South	5,390	35%	16	33%
Midwest	4,955	33%	16	33%
West	2,351	15%	3	6%

Note: Percentages may not add to 100 due to rounding. States are categorized into regions as follows:

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

ⁱ CMS Nursing Home Compare data were obtained from Nursing Home Compare, available at: <https://data.medicare.gov/data/nursing-home-compare> (accessed August 31, 2022).

Pilot Study Respondent Characteristics

This section describes the characteristics of the respondents within the pilot study nursing homes.

Table 4. Pilot Study Respondent Characteristics

Respondent Characteristic	Respondents	
	Number	Percent
Intent To Leave Nursing Home (Workplace Safety Background Item)		
No	1,672	71%
Yes, to retire	116	5%
Yes, to take another job in another nursing home	69	3%
Yes, to take another job within healthcare	194	8%
Yes, to take another job outside of healthcare	118	5%
Yes, other	202	9%
Total	2,371	100%
Missing	144	--
Overall total	2,515	--
Job Satisfaction (Workplace Safety Background Item)	Number	Percent
Very Dissatisfied	75	3%
Dissatisfied	167	7%
Neither Satisfied nor Dissatisfied	480	20%
Satisfied	1,178	49%
Very Satisfied	521	22%
Total	2,421	100%
Missing	94	--
Overall Total	2,515	--
Job Title in Nursing Home	Number	Percent
Administrator/Manager	258	11%
Physician (M.D., D.O.)	5	<1%
Other Provider	3	<1%
Licensed Nurse	400	17%
Nursing Assistant/Aide	685	30%
Direct Care Staff	245	11%
Administrative Support Staff	199	9%
Support Staff	439	19%
Other	56	2%
Total	2,290	100%
Missing	225	--
Overall total	2,515	--

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

Table 4. Pilot Study Respondent Characteristics (Continued)

Work Area	Number	Percent
Many different areas/no specific area or unit	1,131	51%
Alzheimer's/Dementia Unit	151	7%
Rehab Unit	103	5%
Skilled Nursing Unit	376	17%
Other Area or Unit	466	21%
Total	2,227	100%
Missing	288	--
Overall Total	2,515	--
Interaction With Residents	Number	Percent
YES, I work directly with residents most of the time	1,545	66%
NO, I do NOT work directly with residents most of the time	795	34%
Total	2,340	100%
Missing	175	--
Overall total	2,515	--
Hours Worked per Week in Nursing Home	Number	Percent
15 or fewer	106	5%
16 to 24	212	9%
25 to 40	1,257	54%
More than 40	769	33%
Total	2,344	100%
Missing	171	--
Overall total	2,515	--
Shift Worked Most Often	Number	Percent
Days	1,676	74%
Evenings	336	15%
Nights	268	12%
Total	2,280	100%
Missing	235	--
Overall total	2,515	--
Tenure in Nursing Home	Number	Percent
Less than 1 year	481	21%
1 to 2 years	411	18%
3 to 5 years	436	19%
6 to 10 years	398	17%
11 years or more	602	26%
Total	2,328	100%
Missing	187	--
Overall total	2,515	--
Staffing Agency Status	Number	Percent
Paid by a staffing agency	130	6%
Not paid by a staffing agency	2,198	94%
Total	2,328	100%
Missing	187	--
Overall Total	2,515	--

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

Composite Measure and Item Results

Composite Measure and Item Charts

This section provides results for the nursing home workplace safety composite measures and items. The methods for calculating the percent positive scores for the composite measures and items are described in Appendix B: Explanation of Calculations.

Composite Measure Results

Chart 1 shows the average percent positive response for each of the six workplace safety composite measures. The workplace safety composite measures are shown in order from the highest average percent positive response to the lowest:

- The composite measure with the highest average percent positive response (87 percent) was *Moving, Transferring, or Lifting Residents*.
- The composite measure with the lowest average percent positive response (57 percent) was *Interactions Among Staff*.

Item Results

Chart 2 shows the average percent positive response for each of the 18 composite measure survey items. The items are grouped by the workplace safety composite measure they are intended to measure. Within each composite measure, the items are presented in the order in which they appear in the survey:

- The item with the highest average percent positive response (93 percent) was: “*Staff are provided with the appropriate personal protective equipment (PPE).*”
- The item with the lowest average percent positive response (47 percent) was: “*Staff are rude to other staff in this nursing home.*”

Chart 2 also provides the average percentages of respondents answering “Does Not Apply or Don’t Know” (NA/DK) and those who did not answer/left the item missing (MI) for each item. Appendix B describes how these percentages are calculated.

Chart 1. SOPS Workplace Safety Composite Measure Results – Average Percent Positive Response – 2023 Pilot Study Nursing Homes

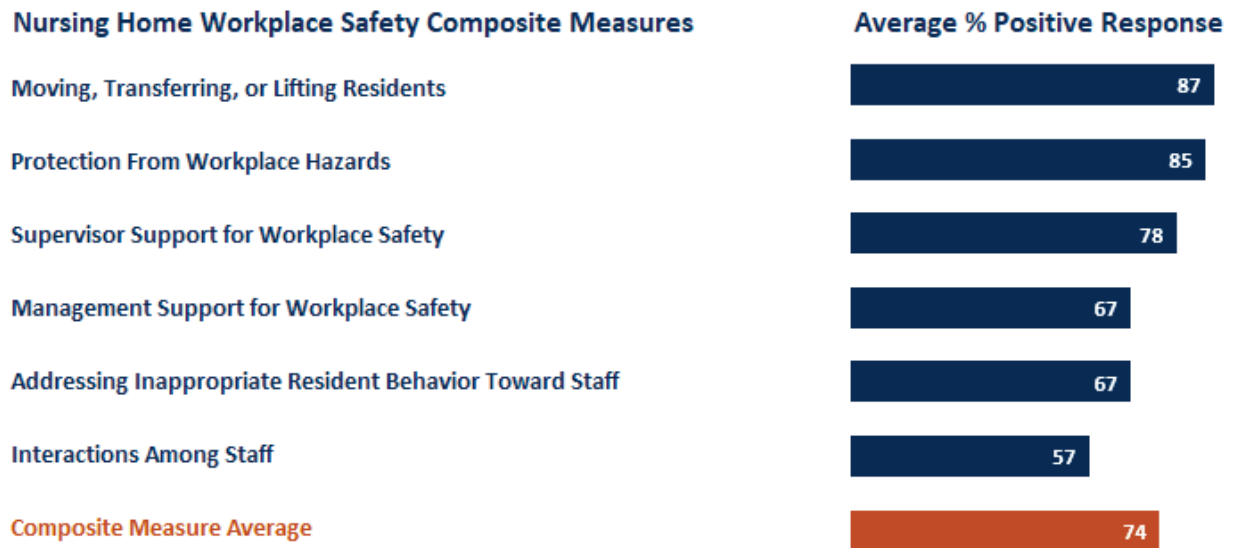


Chart 2. SOPS Workplace Safety Item Results – Average Percent Positive Response – 2023 Pilot Study Nursing Homes

1. Moving, Transferring, or Lifting Residents

Equipment or assistive devices are available when needed to help move, transfer, or lift residents. (Item WPB1) (NA/DK/MI = 16%)

Equipment and assistive devices are in good working condition when needed to help move, transfer, or lift residents. (Item WPB2) (NA/DK/MI = 17%)

Staff use equipment or assistive devices when needed to help move, transfer, or lift residents. (Item WPB3) (NA/DK/MI = 16%)

Average % Positive Response
(Always/Most of the Time)



2. Protection From Workplace Hazards

There are good procedures to protect staff from contagious diseases, body fluids, or hazardous materials. (Item WPA1) (NA/DK/MI = 5%)

Staff are provided with the appropriate personal protective equipment (PPE). (Item WPA2) (NA/DK/MI = 3%)

Staff use PPE appropriately. (Item WPA3) (NA/DK/MI = 5%)

Staff clean their hands before and after helping residents with personal care. (Item WPA4) (NA/DK/MI = 9%)

Average % Positive Response
(Strongly Agree/Agree)



3. Supervisor Support for Workplace Safety

My supervisor encourages staff to report their concerns about workplace safety. (Item WPE1) (NA/DK/MI = 7%)

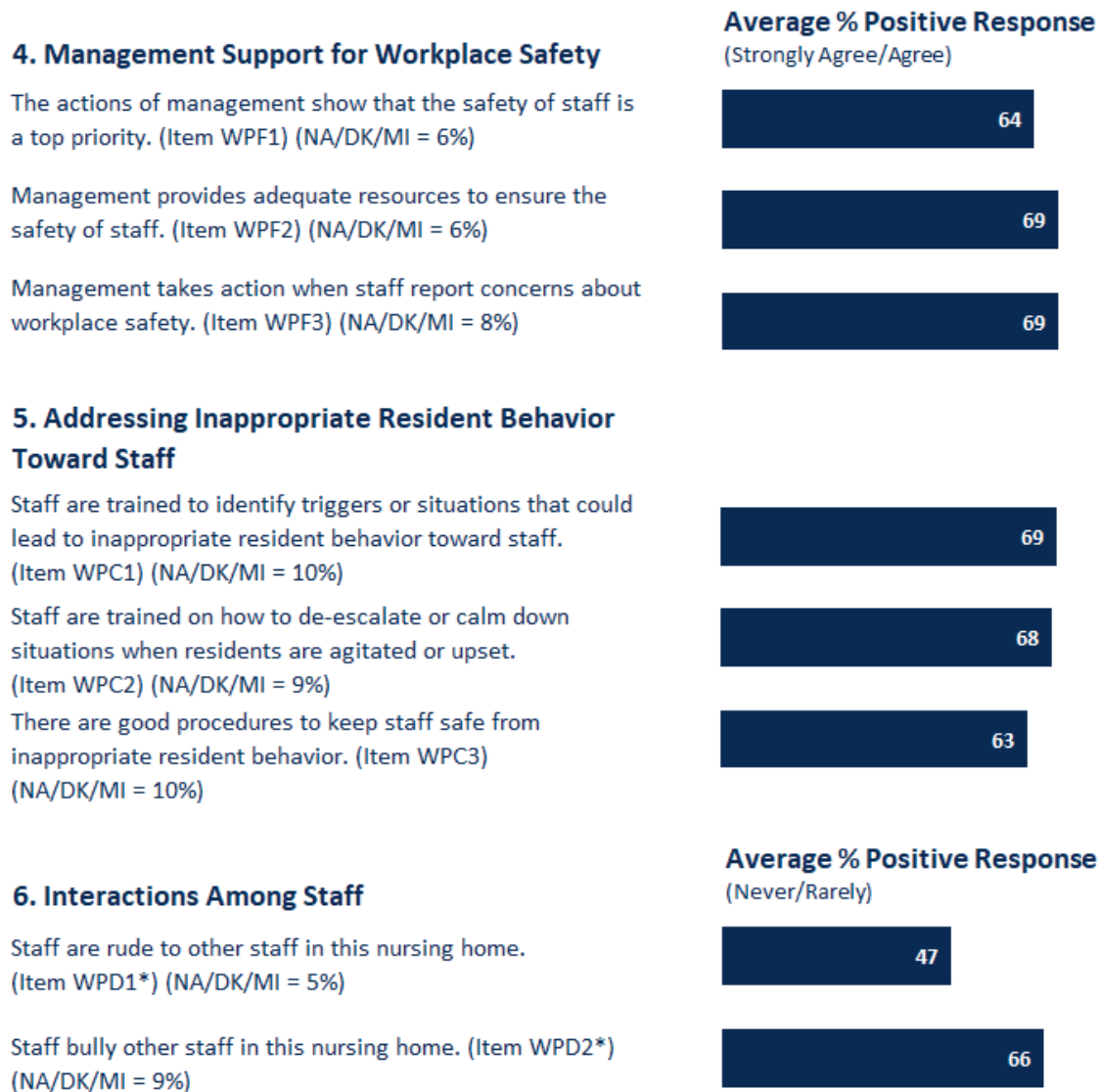
My supervisor listens to staff ideas and suggestions about workplace safety. (Item WPE2) (NA/DK/MI = 7%)

My supervisor can be trusted to do the right thing to keep staff safe. (Item WPE3) (NA/DK/MI = 6%)



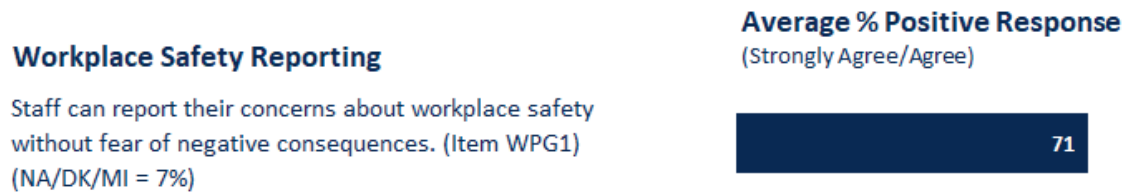
Note: (1) The item’s survey location is shown in parentheses after the item text; (2) NA/DK/MI = percentage of respondents selecting “Does Not Apply or Don’t Know” and those who did not answer the item; (3) The item average percent positive scores do not include NA/DK/MI responses.

Chart 2. SOPS Workplace Safety Item Results – Average Percent Positive Response – 2023 Pilot Study Nursing Homes (continued)



Note: (1) The item’s survey location is shown in parentheses after the item text. An * indicates a negatively worded item, where the % Strongly Disagree/Disagree or % Never/Rarely indicates a positive response; (2) NA/DK/MI = percentage of respondents selecting “Does Not Apply or Don’t Know” and those who did not answer the item; (3) The item average percent positive scores do not include NA/DK/MI responses.

Chart 3. SOPS Workplace Safety Item Results – Average Percent Positive Response to Single Item About Workplace Safety Reporting – 2023 Pilot Study Nursing Homes

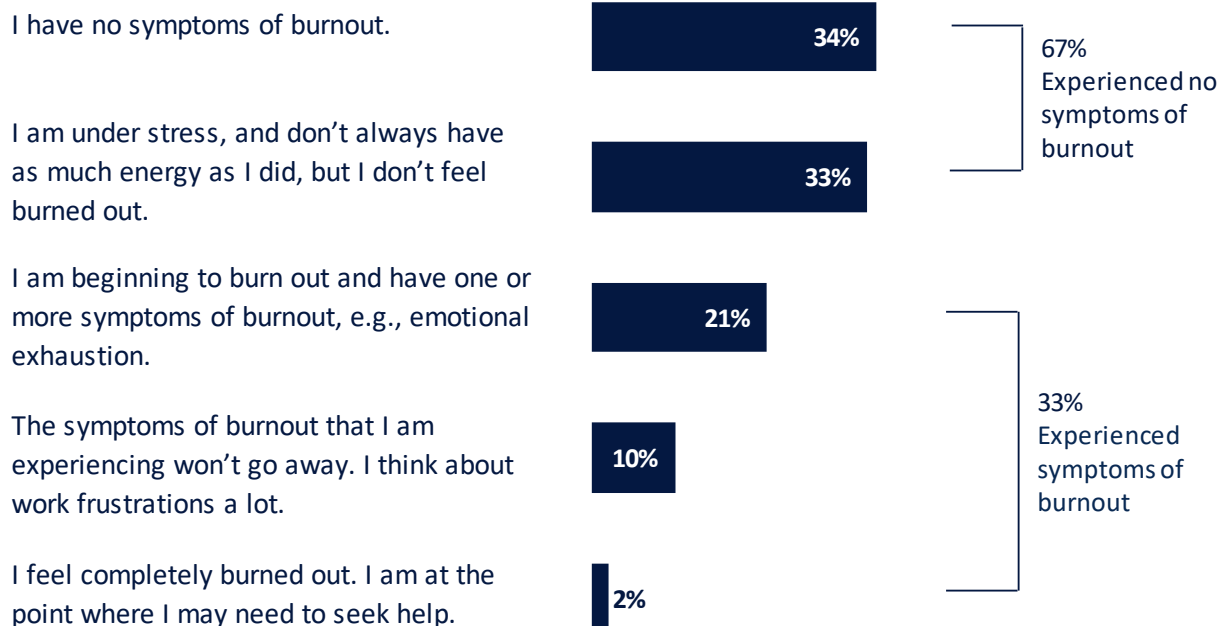


Note: (1) The item’s survey location is shown in parentheses after the item text; (2) NA/DK/MI = percentage of respondents selecting “Does Not Apply or Don’t Know” and those who did not answer the item; (3) The item average percent positive scores do not include NA/DK/MI responses.

Chart 4. SOPS Workplace Safety Item Results – Average Percentage of Respondents Reporting Work Stress/Burnout – 2023 Pilot Study Nursing Homes

Work Stress/Burnout

Using your own definition of “burnout,” please select one of the answers below. (Item WPH1) (MI = 6%)

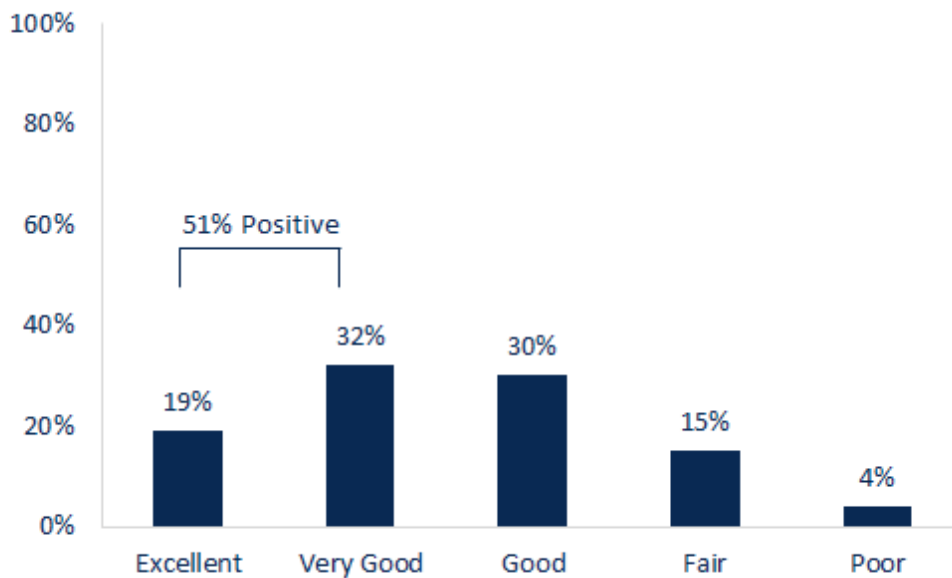


Note: (1) The Work Stress/Burnout item was adapted from Dr. Mark Linzer’s Mini-Z 2.0 survey tool (<https://www.professionalworklife.com/mini-z-survey>); (2) MI = percentage of respondents who did not answer the item; (3) Percentages indicate the average percent response for each response option.

Chart 5. SOPS Workplace Safety Item Results – Average Overall Rating on Workplace Safety for Staff – 2023 Pilot Study Nursing Homes

Overall Rating on Workplace Safety for Staff

How would you rate your nursing home on workplace safety for staff? (Item WPI1) (MI = 4%)



Note: (1) MI = percentage of respondents who did not answer the item; (2) Percentages indicate the average percent response for each response option.

Appendix A: Results by Respondent Characteristics

Appendix A presents data tables showing the average percent positive scores on the SOPS Workplace Safety Supplemental Item Set for Nursing Homes composite measures and items across 48 nursing homes. Scores are provided by the following respondent characteristics:

- Job Satisfaction
- Intent To Leave
- Job Title
- Work Area
- Interaction With Residents
- Shift Worked Most Often
- Tenure in Nursing Home

Comparing Your Results

To compare your nursing home's SOPS Workplace Safety Supplemental Item Set results with the data in Appendix A, your nursing home will have to compute percent positive scores on the composite measures and items by job satisfaction, intent to leave, job title, work area, interaction with residents, shift worked most often, and tenure in nursing home.

Appendix A: Results by Respondent Characteristics

(1) Job Satisfaction

Note 1: Respondents who did not answer the job satisfaction item (missing) were not included.

Note 2: Each table shows the number of nursing homes and respondents by job satisfaction. However, the precise number of nursing homes and respondents corresponding to each cell in the tables will vary because of individual nonresponse/missing data.

Table A-1. Composite Measure Average Percent Positive Response by Job Satisfaction – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results

Workplace Safety Composite Measures	Job Satisfaction		
	Very Dissatisfied/ Dissatisfied	Neither Satisfied nor Dissatisfied	Very Satisfied/ Satisfied
<i># Nursing Homes</i>	41	47	48
<i># Respondents</i>	242	480	1,699
1. Moving, Transferring, or Lifting Residents	70%	81%	92%
2. Protection From Workplace Hazards	69%	74%	91%
3. Supervisor Support for Workplace Safety	58%	53%	87%
4. Management Support for Workplace Safety	41%	35%	80%
5. Addressing Inappropriate Resident Behavior Toward Staff	51%	42%	77%
6. Interactions Among Staff	32%	41%	64%
Composite Measure Average	54%	55%	82%

Table A-2. Item Average Percent Positive Response by Job Satisfaction – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results (Page 1 of 3)

Survey Items by Workplace Safety Composite Measure	Job Satisfaction		
	Very Dissatisfied/ Dissatisfied	Neither Satisfied nor Dissatisfied	Very Satisfied/ Satisfied
<i># Nursing Homes</i>	41	47	48
<i># Respondents</i>	242	480	1,699
1. Moving, Transferring, or Lifting Residents	% Always/Most of the Time		
Equipment or assistive devices are available when needed to help move, transfer, or lift residents. (Item WPB1)	67%	81%	91%
Equipment and assistive devices are in good working condition when needed to help move, transfer, or lift residents. (Item WPB2)	62%	71%	89%
Staff use equipment or assistive devices when needed to help move, transfer, or lift residents. (Item WPB3)	82%	91%	95%
2. Protection From Workplace Hazards	% Strongly Agree/Agree		
There are good procedures to protect staff from contagious diseases, body fluids, or hazardous materials. (Item WPA1)	74%	81%	96%
Staff are provided with the appropriate personal protective equipment (PPE). (Item WPA2)	83%	87%	98%
Staff use PPE appropriately. (Item WPA3)	54%	59%	83%
Staff clean their hands before and after helping residents with personal care. (Item WPA4)	65%	70%	89%

Note: The item’s survey location is shown after the item text.

Table A-2. Item Average Percent Positive Response by Job Satisfaction – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results (Page 2 of 3)

Survey Items by Workplace Safety Composite Measure	Job Satisfaction		
	Very Dissatisfied/ Dissatisfied	Neither Satisfied nor Dissatisfied	Very Satisfied/ Satisfied
<i># Nursing Homes</i>	41	47	48
<i># Respondents</i>	242	480	1,699
3. Supervisor Support for Workplace Safety	% Strongly Agree/Agree		
My supervisor encourages staff to report their concerns about workplace safety. (Item WPE1)	60%	57%	89%
My supervisor listens to staff ideas and suggestions about workplace safety. (Item WPE2)	52%	47%	84%
My supervisor can be trusted to do the right thing to keep staff safe. (Item WPE3)	63%	55%	89%
4. Management Support for Workplace Safety	% Strongly Agree/Agree		
The actions of management show that the safety of staff is a top priority. (Item WPF1)	40%	29%	77%
Management provides adequate resources to ensure the safety of staff. (Item WPF2)	44%	37%	81%
Management takes action when staff report concerns about workplace safety. (Item WPF3)	40%	37%	82%

Note: The item’s survey location is shown after the item text.

Table A-2. Item Average Percent Positive Response by Job Satisfaction – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results (Page 3 of 3)

Survey Items by Workplace Safety Composite Measure	Job Satisfaction		
	Very Dissatisfied/ Dissatisfied	Neither Satisfied nor Dissatisfied	Very Satisfied/ Satisfied
# Nursing Homes	41	47	48
# Respondents	242	480	1,699
5. Addressing Inappropriate Resident Behavior Toward Staff	% Strongly Agree/Agree		
Staff are trained to identify triggers or situations that could lead to inappropriate resident behavior toward staff. (Item WPC1)	55%	49%	78%
Staff are trained on how to de-escalate or calm down situations when residents are agitated or upset. (Item WPC2)	51%	44%	78%
There are good procedures to keep staff safe from inappropriate resident behavior. (Item WPC3)	50%	34%	74%
6. Interactions Among Staff	% Never/Rarely		
Staff are rude to other staff in this nursing home. (Item WPD1*)	21%	30%	55%
Staff bully other staff in this nursing home. (Item WPD2*)	43%	51%	73%

Note: The item’s survey location is shown after the item text. An * denotes a negatively worded item, where the % Never/Rarely indicates a positive response.

Table A-3. Single Item Measure Average Percent Positive Response by Job Satisfaction – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results

Workplace Safety Single Item	Job Satisfaction		
	Very Dissatisfied/ Dissatisfied	Neither Satisfied nor Dissatisfied	Very Satisfied/ Satisfied
<i># Nursing Homes</i>	41	47	48
<i># Respondents</i>	242	480	1,699
Workplace Safety Reporting	% Strongly Agree/Agree		
Staff can report their concerns about workplace safety without fear of negative consequences. (Item WPG1)	49%	44%	81%

Note: The item’s survey location is shown after the item text.

Table A-4. Average Percentage of Respondents Reporting Work Stress/Burnout by Job Satisfaction – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results

Work Stress/Burnout (Item WPH1)	Job Satisfaction		
	Very Dissatisfied/ Dissatisfied	Neither Satisfied nor Dissatisfied	Very Satisfied/ Satisfied
<i># Nursing Homes</i>	41	47	48
<i># Respondents</i>	242	480	1,699
Using your own definition of “burnout,” please select one of the answers below:			
Experienced no symptoms of burnout. (Two response options below combined)	35%	46%	78%
I have no symptoms of burnout.	17%	16%	42%
I am under stress, and don’t always have as much energy as I did, but I don’t feel burned out.	18%	30%	36%
Experienced one or more symptoms of burnout. (Three response options below combined)	65%	54%	22%
I am beginning to burn out and have one or more symptoms of burnout, e.g., emotional exhaustion.	21%	37%	16%
The symptoms of burnout that I am experiencing won’t go away. I think about work frustrations a lot.	33%	15%	4%
I feel completely burned out. I am at the point where I may need to seek help.	11%	2%	1%

Note: "Experienced no symptoms of burnout" and "Experienced one or more symptoms of burnout" may not equal the sum of the separate response option percentages due to rounding.

Table A-5. Average Percentage of Respondents Giving Their Nursing Home an Overall Rating on Workplace Safety by Job Satisfaction – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results

Workplace Safety Rating	Job Satisfaction		
	Very Dissatisfied/ Dissatisfied	Neither Satisfied nor Dissatisfied	Very Satisfied/ Satisfied
<i># Nursing Homes</i>	41	47	48
<i># Respondents</i>	242	480	1,699
How would you rate your nursing home on workplace safety for staff? (Item WPI1)			
Excellent or Very Good	19%	18%	63%
Excellent	7%	3%	25%
Very Good	12%	16%	38%
Good	37%	40%	28%
Fair	25%	35%	8%
Poor	19%	6%	1%

Note: (1) The item’s survey location is shown after the item text; (2) Percentages may not add to 100 due to rounding; (3) “Excellent or Very Good” may not equal the sum of the separate response option percentages due to rounding.

Appendix A: Results by Respondent Characteristics

(2) Intent To Leave

Note 1: Respondents who did not answer the intent to leave item (missing) were not included.

Note 2: Each table shows the number of nursing homes and respondents by intent to leave their nursing home. However, the precise number of nursing homes and respondents corresponding to each cell in the tables will vary because of individual nonresponse/missing data.

Note 3: Respondents who selected intent to leave as “Yes, to take another job within healthcare,” “Yes, to take another job outside of healthcare,” and “Yes, other” are combined into the “Yes, other” category.

Table A-6. Composite Measure Average Percent Positive Response by Intent To Leave – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results

Workplace Safety Composite Measures	Intent To Leave			
	NO	YES, to retire	YES, to take another job in another nursing home	YES, other
<i># Nursing Homes</i>	48	41	30	48
<i># Respondents</i>	1,672	116	69	514
1. Moving, Transferring, or Lifting Residents	90%	85%	71%	81%
2. Protection From Workplace Hazards	89%	86%	66%	78%
3. Supervisor Support for Workplace Safety	83%	71%	54%	63%
4. Management Support for Workplace Safety	75%	64%	31%	51%
5. Addressing Inappropriate Resident Behavior Toward Staff	74%	61%	42%	53%
6. Interactions Among Staff	62%	62%	34%	45%
Composite Measure Average	79%	71%	49%	63%

Table A-7. Item Average Percent Positive Response by Intent To Leave – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results (Page 1 of 3)

Survey Items by Workplace Safety Composite Measure	Intent To Leave			
	NO	YES, to retire	YES, to take another job in another nursing home	YES, other
# Nursing Homes	48	41	30	48
# Respondents	1,672	116	69	514
1. Moving, Transferring, or Lifting Residents	% Always/Most of the Time			
Equipment or assistive devices are available when needed to help move, transfer, or lift residents. (Item WPB1)	90%	85%	69%	80%
Equipment and assistive devices are in good working condition when needed to help move, transfer, or lift residents. (Item WPB2)	87%	81%	62%	76%
Staff use equipment or assistive devices when needed to help move, transfer, or lift residents. (Item WPB3)	94%	89%	79%	88%
2. Protection From Workplace Hazards	% Strongly Agree/Agree			
There are good procedures to protect staff from contagious diseases, body fluids, or hazardous materials. (Item WPA1)	94%	89%	80%	86%
Staff are provided with the appropriate personal protective equipment (PPE). (Item WPA2)	96%	94%	77%	91%
Staff use PPE appropriately. (Item WPA3)	80%	77%	51%	64%
Staff clean their hands before and after helping residents with personal care. (Item WPA4)	87%	84%	55%	72%

Note: The item’s survey location is shown after the item text.

Table A-7. Item Average Percent Positive Response by Intent To Leave – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results (Page 2 of 3)

Survey Items by Workplace Safety Composite Measure	Intent To Leave			
	NO	YES, to retire	YES, to take another job in another nursing home	YES, other
# Nursing Homes	48	41	30	48
# Respondents	1,672	116	69	514
3. Supervisor Support for Workplace Safety	% Strongly Agree/Agree			
My supervisor encourages staff to report their concerns about workplace safety. (Item WPE1)	85%	79%	56%	65%
My supervisor listens to staff ideas and suggestions about workplace safety. (Item WPE2)	80%	61%	48%	58%
My supervisor can be trusted to do the right thing to keep staff safe. (Item WPE3)	85%	71%	57%	67%
4. Management Support for Workplace Safety	% Strongly Agree/Agree			
The actions of management show that the safety of staff is a top priority. (Item WPF1)	71%	58%	21%	47%
Management provides adequate resources to ensure the safety of staff. (Item WPF2)	76%	63%	39%	54%
Management takes action when staff report concerns about workplace safety. (Item WPF3)	77%	69%	32%	53%

Note: The item’s survey location is shown after the item text.

Table A-7. Item Average Percent Positive Response by Intent To Leave – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results (Page 3 of 3)

Survey Items by Workplace Safety Composite Measure	Intent To Leave			
	NO	YES, to retire	YES, to take another job in another nursing home	YES, other
<i># Nursing Homes</i>	48	41	30	48
<i># Respondents</i>	1,672	116	69	514
5. Addressing Inappropriate Resident Behavior Toward Staff	% Strongly Agree/Agree			
Staff are trained to identify triggers or situations that could lead to inappropriate resident behavior toward staff. (Item WPC1)	76%	61%	46%	58%
Staff are trained on how to de-escalate or calm down situations when residents are agitated or upset. (Item WPC2)	76%	66%	39%	53%
There are good procedures to keep staff safe from inappropriate resident behavior. (Item WPC3)	71%	57%	40%	47%
6. Interactions Among Staff	% Never/Rarely			
Staff are rude to other staff in this nursing home. (Item WPD1*)	53%	55%	21%	33%
Staff bully other staff in this nursing home. (Item WPD2*)	71%	68%	45%	55%

Note: The item’s survey location is shown after the item text. An * denotes a negatively worded item, where the % Never/Rarely indicates a positive response.

Table A-8. Single Item Measure Average Percent Positive Response by Intent To Leave – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results

Workplace Safety Single Item	Intent To Leave			
	NO	YES, to retire	YES, to take another job in another nursing home	YES, other
<i># Nursing Homes</i>	48	41	30	48
<i># Respondents</i>	1,672	116	69	514
Workplace Safety Reporting	% Strongly Agree/Agree			
Staff can report their concerns about workplace safety without fear of negative consequences. (Item WPG1)	77%	68%	44%	57%

Note: The item’s survey location is shown after the item text.

Table A-9. Average Percentage of Respondents Reporting Work Stress/Burnout by Intent To Leave – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results

Work Stress/Burnout (Item WPH1)	Intent To Leave			
	NO	YES, to retire	YES, to take another job in another nursing home	YES, other
<i># Nursing Homes</i>	48	41	30	48
<i># Respondents</i>	1,672	116	69	514
Using your own definition of “burnout,” please select one of the answers below:				
Experienced no symptoms of burnout. (Two response options below combined)	78%	77%	40%	37%
I have no symptoms of burnout.	42%	38%	13%	13%
I am under stress, and don’t always have as much energy as I did, but I don’t feel burned out.	36%	39%	27%	24%
Experienced one or more symptoms of burnout. (Three response options below combined)	22%	23%	60%	63%
I am beginning to burn out and have one or more symptoms of burnout, e.g., emotional exhaustion.	16%	15%	32%	36%
The symptoms of burnout that I am experiencing won’t go away. I think about work frustrations a lot.	5%	5%	17%	21%
I feel completely burned out. I am at the point where I may need to seek help.	1%	3%	11%	5%

Note: "Experienced no symptoms of burnout" and "Experienced one or more symptoms of burnout" may not equal the sum of the separate response option percentages due to rounding.

Table A-10. Average Percentage of Respondents Giving Their Nursing Home an Overall Rating on Workplace Safety by Intent To Leave – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results

Workplace Safety Rating	Intent To Leave			
	NO	YES, to retire	YES, to take another job in another nursing home	YES, other
<i># Nursing Homes</i>	48	41	30	48
<i># Respondents</i>	1,672	116	69	514
How would you rate your nursing home on workplace safety for staff? (Item WPI1)				
Excellent or Very Good	59%	42%	22%	31%
Excellent	24%	15%	0%	6%
Very Good	35%	27%	22%	25%
Good	28%	34%	23%	38%
Fair	11%	21%	41%	26%
Poor	2%	3%	14%	6%

Note: (1) The item’s survey location is shown after the item text; (2) Percentages may not add to 100 due to rounding; (3) “Excellent or Very Good” may not equal the sum of the separate response option percentages due to rounding.

Appendix A: Results by Respondent Characteristics

(3) Job Title

Note 1: Respondents who selected “Other” or who did not answer the job title item (missing) were not included.

Note 2: Each table shows the number of nursing homes and respondents by job title in their nursing home. However, the precise number of nursing homes and respondents corresponding to each cell in the tables will vary because of individual nonresponse/missing data.

Note 3: The survey job titles are as follows. Results for Physician (M.D., D.O.) and Other Provider are not presented due to the low number of respondents.

- Admin/Manager: Executive Director/Administrator, Medical Director, Director of Nursing/Nursing Supervisor, Department Head, Unit Manager/Charge Nurse, Assistant Director/Assistant Manager, Minimum Data Set (MDS) Coordinator/Resident Nurse Assessment Coordinator (RNAC)
- Admin Support Staff: Administrative Assistant, Admissions, Billing/Insurance, Secretary, Human Resources, Medical Records
- Direct Care Staff: Activities Staff Member, Dietitian/Nutritionist, Medication Technician, Pastoral Care/Chaplain, Pharmacist, Physical/Occupational/Speech/Respiratory Therapist, Podiatrist, Social Worker
- Licensed Nurse: Registered Nurse (RN), Licensed Practical Nurse (LPN), Wound Care Nurse
- Nursing Asst/Aide: Certified Nursing Assistant (CNA), Geriatric Nursing Assistant (GNA), Nursing Aide/Nursing Assistant
- Support Staff: Drivers, Food Service/Dietary, Housekeeping, Laundry Service, Maintenance, Security

Table A-11. Composite Measure Average Percent Positive Response by Job Title – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results

Workplace Safety Composite Measures	Job Title					
	Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/Aide	Support Staff
<i># Nursing Homes</i>	45	42	48	48	47	42
<i># Respondents</i>	258	199	245	400	685	439
1. Moving, Transferring, or Lifting Residents	94%	95%	86%	88%	83%	90%
2. Protection From Workplace Hazards	87%	89%	83%	85%	87%	86%
3. Supervisor Support for Workplace Safety	91%	87%	82%	72%	72%	84%
4. Management Support for Workplace Safety	84%	80%	71%	58%	59%	72%
5. Addressing Inappropriate Resident Behavior Toward Staff	69%	77%	63%	58%	68%	73%
6. Interactions Among Staff	61%	61%	61%	54%	54%	59%
Composite Measure Average	81%	82%	74%	69%	71%	77%

Table A-12. Item Average Percent Positive Response by Job Title – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results (Page 1 of 3)

Survey Items by Workplace Safety Composite Measure	Job Title					
	Admin/Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/Aide	Support Staff
# Nursing Homes	45	42	48	48	47	42
# Respondents	258	199	245	400	685	439
1. Moving, Transferring, or Lifting Residents	% Always/Most of the Time					
Equipment or assistive devices are available when needed to help move, transfer, or lift residents. (Item WPB1)	94%	93%	82%	88%	84%	89%
Equipment and assistive devices are in good working condition when needed to help move, transfer, or lift residents. (Item WPB2)	91%	95%	83%	83%	76%	88%
Staff use equipment or assistive devices when needed to help move, transfer, or lift residents. (Item WPB3)	96%	96%	92%	92%	90%	92%
2. Protection From Workplace Hazards	% Strongly Agree/Agree					
There are good procedures to protect staff from contagious diseases, body fluids, or hazardous materials. (Item WPA1)	96%	94%	90%	93%	90%	90%
Staff are provided with the appropriate personal protective equipment (PPE). (Item WPA2)	98%	98%	95%	93%	92%	95%
Staff use PPE appropriately. (Item WPA3)	69%	79%	68%	70%	81%	76%
Staff clean their hands before and after helping residents with personal care. (Item WPA4)	87%	86%	78%	84%	83%	85%

Note: The item’s survey location is shown after the item text.

Table A-12. Item Average Percent Positive Response by Job Title – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results (Page 2 of 3)

Survey Items by Workplace Safety Composite Measure	Job Title					
	Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/Aide	Support Staff
# Nursing Homes	45	42	48	48	47	42
# Respondents	258	199	245	400	685	439
3. Supervisor Support for Workplace Safety	% Strongly Agree/Agree					
My supervisor encourages staff to report their concerns about workplace safety. (Item WPE1)	93%	88%	84%	75%	75%	86%
My supervisor listens to staff ideas and suggestions about workplace safety. (Item WPE2)	89%	86%	78%	66%	66%	81%
My supervisor can be trusted to do the right thing to keep staff safe. (Item WPE3)	90%	89%	83%	74%	75%	86%
4. Management Support for Workplace Safety	% Strongly Agree/Agree					
The actions of management show that the safety of staff is a top priority. (Item WPF1)	81%	75%	69%	55%	55%	70%
Management provides adequate resources to ensure the safety of staff. (Item WPF2)	85%	86%	71%	58%	61%	73%
Management takes action when staff report concerns about workplace safety. (Item WPF3)	86%	78%	72%	61%	62%	72%

Note: The item’s survey location is shown after the item text.

Table A-12. Item Average Percent Positive Response by Job Title – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results (Page 3 of 3)

Survey Items by Workplace Safety Composite Measure	Job Title					
	Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/Aide	Support Staff
# Nursing Homes	45	42	48	48	47	42
# Respondents	258	199	245	400	685	439
5. Addressing Inappropriate Resident Behavior Toward Staff	% Strongly Agree/Agree					
Staff are trained to identify triggers or situations that could lead to inappropriate resident behavior toward staff. (Item WPC1)	70%	81%	62%	60%	69%	74%
Staff are trained on how to de-escalate or calm down situations when residents are agitated or upset. (Item WPC2)	65%	80%	66%	61%	71%	75%
There are good procedures to keep staff safe from inappropriate resident behavior. (Item WPC3)	71%	73%	62%	55%	64%	70%
6. Interactions Among Staff	% Never/Rarely					
Staff are rude to other staff in this nursing home. (Item WPD1*)	52%	54%	49%	44%	47%	49%
Staff bully other staff in this nursing home. (Item WPD2*)	69%	68%	71%	64%	62%	68%

Note: The item’s survey location is shown after the item text. An * denotes a negatively worded item, where the % Never/Rarely indicates a positive response.

Table A-13. Single Item Measure Average Percent Positive Response by Job Title – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results

Workplace Safety Single Item	Job Title					
	Admin/Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/Aide	Support Staff
<i># Nursing Homes</i>	45	42	48	48	47	42
<i># Respondents</i>	258	199	245	400	685	439
Workplace Safety Reporting	% Strongly Agree/Agree					
Staff can report their concerns about workplace safety without fear of negative consequences. (Item WPG1)	87%	86%	73%	69%	63%	71%

Note: The item’s survey location is shown after the item text.

Table A-14. Average Percentage of Respondents Reporting Work Stress/Burnout by Job Title – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results

Work Stress/Burnout (Item WPH1)	Job Title					
	Admin/Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/Aide	Support Staff
<i># Nursing Homes</i>	45	42	48	48	47	42
<i># Respondents</i>	258	199	245	400	685	439
Using your own definition of “burnout,” please select one of the answers below:						
Experienced no symptoms of burnout. (Two response options below combined)	58%	72%	65%	63%	63%	76%
I have no symptoms of burnout.	21%	38%	36%	22%	33%	44%
I am under stress, and don’t always have as much energy as I did, but I don’t feel burned out.	37%	33%	29%	41%	30%	32%
Experienced one or more symptoms of burnout. (Three response options below combined)	42%	28%	35%	37%	37%	24%
I am beginning to burn out and have one or more symptoms of burnout, e.g., emotional exhaustion.	25%	18%	22%	25%	25%	14%
The symptoms of burnout that I am experiencing won’t go away. I think about work frustrations a lot.	14%	10%	11%	11%	10%	5%
I feel completely burned out. I am at the point where I may need to seek help.	2%	0%	2%	1%	2%	4%

Note: "Experienced no symptoms of burnout" and "Experienced one or more symptoms of burnout" may not equal the sum of the separate response option percentages due to rounding.

Table A-15. Average Percentage of Respondents Giving Their Nursing Home an Overall Rating on Workplace Safety by Job Title – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results

Workplace Safety Rating	Job Title					
	Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/Aide	Support Staff
<i># Nursing Homes</i>	45	42	48	48	47	42
<i># Respondents</i>	258	199	245	400	685	439
How would you rate your nursing home on workplace safety for staff? (Item WPI1)						
Excellent or Very Good	66%	62%	56%	47%	45%	49%
Excellent	27%	26%	24%	10%	15%	19%
Very Good	39%	36%	32%	37%	30%	31%
Good	25%	32%	25%	31%	33%	33%
Fair	7%	5%	16%	17%	17%	16%
Poor	2%	0%	3%	5%	6%	2%

Note: (1) The item’s survey location is shown after the item text; (2) Percentages may not add to 100 due to rounding; (3) “Excellent or Very Good” may not equal the sum of the separate response option percentages due to rounding.

Appendix A: Results by Respondent Characteristics

(4) Work Area

Note 1: Respondents who selected “Other” or who did not answer the work area item (missing) were not included.

Note 2: Each table shows the number of nursing homes and respondents by work area in their nursing home. However, the precise number of nursing homes and respondents corresponding to each cell in the tables will vary because of individual nonresponse/missing data.

Table A-16. Composite Measure Average Percent Positive Response by Work Area – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results

Workplace Safety Composite Measures	Work Area			
	Alzheimer's/ Dementia Unit	Many/No Specific Unit	Rehab Unit	Skilled Nursing Unit
<i># Nursing Homes</i>	32	48	28	46
<i># Respondents</i>	151	1,131	103	376
1. Moving, Transferring, or Lifting Residents	81%	87%	85%	86%
2. Protection From Workplace Hazards	85%	84%	86%	88%
3. Supervisor Support for Workplace Safety	64%	79%	79%	75%
4. Management Support for Workplace Safety	55%	68%	72%	64%
5. Addressing Inappropriate Resident Behavior Toward Staff	66%	66%	67%	64%
6. Interactions Among Staff	51%	55%	62%	56%
Composite Measure Average	66%	73%	76%	72%

Table A-17. Item Average Percent Positive Response by Work Area – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results (Page 1 of 3)

Survey Items by Workplace Safety Composite Measure	Work Area			
	Alzheimer's/ Dementia Unit	Many/No Specific Unit	Rehab Unit	Skilled Nursing Unit
<i># Nursing Homes</i>	32	48	28	46
<i># Respondents</i>	151	1,131	103	376
1. Moving, Transferring, or Lifting Residents	% Always/Most of the Time			
Equipment or assistive devices are available when needed to help move, transfer, or lift residents. (Item WPB1)	78%	87%	80%	87%
Equipment and assistive devices are in good working condition when needed to help move, transfer, or lift residents. (Item WPB2)	74%	81%	82%	78%
Staff use equipment or assistive devices when needed to help move, transfer, or lift residents. (Item WPB3)	92%	92%	90%	94%
2. Protection From Workplace Hazards	% Strongly Agree/Agree			
There are good procedures to protect staff from contagious diseases, body fluids, or hazardous materials. (Item WPA1)	88%	90%	90%	93%
Staff are provided with the appropriate personal protective equipment (PPE). (Item WPA2)	87%	94%	98%	94%
Staff use PPE appropriately. (Item WPA3)	77%	74%	72%	77%
Staff clean their hands before and after helping residents with personal care. (Item WPA4)	90%	81%	82%	86%

Note: The item's survey location is shown after the item text.

Table A-17. Item Average Percent Positive Response by Work Area – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results (Page 2 of 3)

Survey Items by Workplace Safety Composite Measure	Work Area			
	Alzheimer's/ Dementia Unit	Many/No Specific Unit	Rehab Unit	Skilled Nursing Unit
<i># Nursing Homes</i>	32	48	28	46
<i># Respondents</i>	151	1,131	103	376
3. Supervisor Support for Workplace Safety	% Strongly Agree/Agree			
My supervisor encourages staff to report their concerns about workplace safety. (Item WPE1)	66%	81%	79%	80%
My supervisor listens to staff ideas and suggestions about workplace safety. (Item WPE2)	57%	74%	74%	70%
My supervisor can be trusted to do the right thing to keep staff safe. (Item WPE3)	67%	80%	85%	77%
4. Management Support for Workplace Safety	% Strongly Agree/Agree			
The actions of management show that the safety of staff is a top priority. (Item WPF1)	52%	64%	69%	63%
Management provides adequate resources to ensure the safety of staff. (Item WPF2)	58%	69%	74%	65%
Management takes action when staff report concerns about workplace safety. (Item WPF3)	54%	72%	76%	65%

Note: The item's survey location is shown after the item text.

Table A-17. Item Average Percent Positive Response by Work Area – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results (Page 3 of 3)

Survey Items by Workplace Safety Composite Measure	Work Area			
	Alzheimer's/ Dementia Unit	Many/No Specific Unit	Rehab Unit	Skilled Nursing Unit
<i># Nursing Homes</i>	32	48	28	46
<i># Respondents</i>	151	1,131	103	376
5. Addressing Inappropriate Resident Behavior Toward Staff	% Strongly Agree/Agree			
Staff are trained to identify triggers or situations that could lead to inappropriate resident behavior toward staff. (Item WPC1)	66%	68%	71%	65%
Staff are trained on how to de-escalate or calm down situations when residents are agitated or upset. (Item WPC2)	72%	67%	67%	68%
There are good procedures to keep staff safe from inappropriate resident behavior. (Item WPC3)	59%	63%	60%	59%
6. Interactions Among Staff	% Never/Rarely			
Staff are rude to other staff in this nursing home. (Item WPD1*)	37%	45%	53%	47%
Staff bully other staff in this nursing home. (Item WPD2*)	65%	64%	69%	65%

Note: The item's survey location is shown after the item text. An * denotes a negatively worded item, where the % Never/Rarely indicates a positive response.

Table A-18. Single Item Measure Average Percent Positive Response by Work Area – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results

Workplace Safety Single Item	Work Area			
	Alzheimer's/ Dementia Unit	Many/No Specific Unit	Rehab Unit	Skilled Nursing Unit
<i># Nursing Homes</i>	32	48	28	46
<i># Respondents</i>	151	1,131	103	376
Workplace Safety Reporting	% Strongly Agree/Agree			
Staff can report their concerns about workplace safety without fear of negative consequences. (Item WPG1)	56%	70%	78%	70%

Note: The item's survey location is shown after the item text.

Table A-19. Average Percentage of Respondents Reporting Work Stress/Burnout by Work Area – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results

Work Stress/Burnout (Item WPH1)	Work Area			
	Alzheimer's/ Dementia Unit	Many/No Specific Unit	Rehab Unit	Skilled Nursing Unit
<i># Nursing Homes</i>	32	48	28	46
<i># Respondents</i>	151	1,131	103	376
Using your own definition of “burnout,” please select one of the answers below:				
Experienced no symptoms of burnout. (Two response options below combined)	68%	67%	65%	67%
I have no symptoms of burnout.	38%	31%	28%	30%
I am under stress, and don’t always have as much energy as I did, but I don’t feel burned out.	30%	36%	37%	37%
Experienced one or more symptoms of burnout. (Three response options below combined)	32%	33%	35%	33%
I am beginning to burn out and have one or more symptoms of burnout, e.g., emotional exhaustion.	23%	21%	25%	20%
The symptoms of burnout that I am experiencing won’t go away. I think about work frustrations a lot.	9%	10%	7%	11%
I feel completely burned out. I am at the point where I may need to seek help.	0%	2%	3%	2%

Note: "Experienced no symptoms of burnout" and "Experienced one or more symptoms of burnout" may not equal the sum of the separate response option percentages due to rounding.

Table A-20. Average Percentage of Respondents Giving Their Nursing Home an Overall Rating on Workplace Safety by Work Area – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results

Workplace Safety Rating	Work Area			
	Alzheimer's/ Dementia Unit	Many/No Specific Unit	Rehab Unit	Skilled Nursing Unit
<i># Nursing Homes</i>	32	48	28	46
<i># Respondents</i>	151	1,131	103	376
How would you rate your nursing home on workplace safety for staff? (Item WPI1)				
Excellent or Very Good	46%	49%	48%	48%
Excellent	18%	17%	14%	17%
Very Good	29%	32%	35%	31%
Good	24%	31%	34%	35%
Fair	25%	16%	17%	14%
Poor	4%	3%	1%	4%

Note: (1) The item's survey location is shown after the item text; (2) Percentages may not add to 100 due to rounding; (3) "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding.

Appendix A: Results by Respondent Characteristics

(5) Interaction With Residents

Note 1: Respondents who did not answer the interaction with residents item (missing) were not included.

Note 2: Each table shows the number of nursing homes and respondents by interaction with residents in their nursing home. However, the precise number of nursing homes and respondents corresponding to each cell in the tables will vary because of individual nonresponse/missing data.

Table A-21. Composite Measure Average Percent Positive Response by Interaction With Residents – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results

Workplace Safety Composite Measure	Interaction With Residents	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Nursing Homes</i>	48	48
<i># Respondents</i>	1,545	795
1. Moving, Transferring, or Lifting Residents	85%	93%
2. Protection From Workplace Hazards	85%	86%
3. Supervisor Support for Workplace Safety	76%	85%
4. Management Support for Workplace Safety	63%	77%
5. Addressing Inappropriate Resident Behavior Toward Staff	64%	70%
6. Interactions Among Staff	56%	60%
Composite Measure Average	71%	78%

Table A-22. Item Average Percent Positive Response by Interaction With Residents – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results (Page 1 of 3)

Survey Items by Workplace Safety Composite Measure	Interaction With Residents	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Nursing Homes</i>	48	48
<i># Respondents</i>	1,545	795
1. Moving, Transferring, or Lifting Residents	% Always/Most of the Time	
Equipment or assistive devices are available when needed to help move, transfer, or lift residents. (Item WPB1)	84%	93%
Equipment and assistive devices are in good working condition when needed to help move, transfer, or lift residents. (Item WPB2)	79%	92%
Staff use equipment or assistive devices when needed to help move, transfer, or lift residents. (Item WPB3)	92%	94%
2. Protection From Workplace Hazards	% Strongly Agree/Agree	
There are good procedures to protect staff from contagious diseases, body fluids, or hazardous materials. (Item WPA1)	90%	93%
Staff are provided with the appropriate personal protective equipment (PPE). (Item WPA2)	92%	97%
Staff use PPE appropriately. (Item WPA3)	75%	72%
Staff clean their hands before and after helping residents with personal care. (Item WPA4)	82%	84%

Note: The item’s survey location is shown after the item text.

Table A-22. Item Average Percent Positive Response by Interaction With Residents – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results (Page 2 of 3)

Survey Items by Workplace Safety Composite Measure	Interaction With Residents	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Nursing Homes</i>	48	48
<i># Respondents</i>	1,545	795
3. Supervisor Support for Workplace Safety	% Strongly Agree/Agree	
My supervisor encourages staff to report their concerns about workplace safety. (Item WPE1)	78%	85%
My supervisor listens to staff ideas and suggestions about workplace safety. (Item WPE2)	71%	82%
My supervisor can be trusted to do the right thing to keep staff safe. (Item WPE3)	78%	86%
4. Management Support for Workplace Safety	% Strongly Agree/Agree	
The actions of management show that the safety of staff is a top priority. (Item WPF1)	59%	74%
Management provides adequate resources to ensure the safety of staff. (Item WPF2)	64%	79%
Management takes action when staff report concerns about workplace safety. (Item WPF3)	65%	78%

Note: The item’s survey location is shown after the item text.

Table A-22. Item Average Percent Positive Response by Interaction With Residents – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results (Page 3 of 3)

Survey Items by Workplace Safety Composite Measure	Interaction With Residents	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Nursing Homes</i>	48	48
<i># Respondents</i>	1,545	795
5. Addressing Inappropriate Resident Behavior Toward Staff	% Strongly Agree/Agree	
Staff are trained to identify triggers or situations that could lead to inappropriate resident behavior toward staff. (Item WPC1)	66%	72%
Staff are trained on how to de-escalate or calm down situations when residents are agitated or upset. (Item WPC2)	66%	71%
There are good procedures to keep staff safe from inappropriate resident behavior. (Item WPC3)	60%	68%
6. Interactions Among Staff	% Never/Rarely	
Staff are rude to other staff in this nursing home. (Item WPD1*)	47%	49%
Staff bully other staff in this nursing home. (Item WPD2*)	65%	70%

Note: The item’s survey location is shown after the item text. An * denotes a negatively worded item, where the % Never/Rarely indicates a positive response.

Table A-23. Single Item Measure Average Percent Positive Response by Interaction With Residents – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results

Workplace Safety Single Item	Interaction With Residents	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Nursing Homes</i>	48	48
<i># Respondents</i>	1,545	795
Workplace Safety Reporting	% Strongly Agree/Agree	
Staff can report their concerns about workplace safety without fear of negative consequences. (Item WPG1)	67%	78%

Note: The item’s survey location is shown after the item text.

Table A-24. Average Percentage of Respondents Reporting Work Stress/Burnout by Interaction With Residents – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results

Work Stress/Burnout (Item WPH1)	Interaction With Residents	
	WITH Direct Interaction	WITHOUT Direct Interaction
# Nursing Homes	48	48
# Respondents	1,545	795
Using your own definition of “burnout,” please select one of the answers below:		
Experienced no symptoms of burnout. (Two response options below combined)	65%	68%
I have no symptoms of burnout.	32%	35%
I am under stress, and don’t always have as much energy as I did, but I don’t feel burned out.	33%	33%
Experienced one or more symptoms of burnout. (Three response options below combined)	35%	32%
I am beginning to burn out and have one or more symptoms of burnout, e.g., emotional exhaustion.	23%	19%
The symptoms of burnout that I am experiencing won’t go away. I think about work frustrations a lot.	10%	11%
I feel completely burned out. I am at the point where I may need to seek help.	3%	3%

Note: "Experienced no symptoms of burnout" and "Experienced one or more symptoms of burnout" may not equal the sum of the separate response option percentages due to rounding.

Table A-25. Average Percentage of Respondents Giving Their Nursing Home an Overall Rating on Workplace Safety by Interaction With Residents – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results

Workplace Safety Rating	Interaction With Residents	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Nursing Homes</i>	48	48
<i># Respondents</i>	1,545	795
How would you rate your nursing home on workplace safety for staff? (Item WPI1)		
Excellent or Very Good	48%	59%
Excellent	16%	23%
Very Good	32%	36%
Good	31%	28%
Fair	17%	12%
Poor	5%	2%

Note: (1) The item’s survey location is shown after the item text; (2) Percentages may not add to 100 due to rounding; (3) “Excellent or Very Good” may not equal the sum of the separate response option percentages due to rounding.

Appendix A: Results by Respondent Characteristics

(6) Shift Worked Most Often

Note 1: Respondents who did not answer the shift work most often item (missing) were not included.

Note 2: Each table shows the number of nursing homes and respondents by shift worked most often in their nursing home. However, the precise number of nursing homes and respondents corresponding to each cell in the tables will vary because of individual nonresponse/missing data.

Table A-26. Composite Measure Average Percent Positive Response by Shift Worked Most Often – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results

Workplace Safety Composite Measures	Shift Worked Most Often		
	Days	Evenings	Nights
<i># Nursing Homes</i>	48	45	45
<i># Respondents</i>	1,676	336	268
1. Moving, Transferring, or Lifting Residents	88%	88%	86%
2. Protection From Workplace Hazards	86%	86%	84%
3. Supervisor Support for Workplace Safety	81%	74%	72%
4. Management Support for Workplace Safety	70%	63%	60%
5. Addressing Inappropriate Resident Behavior Toward Staff	68%	64%	67%
6. Interactions Among Staff	58%	58%	59%
Composite Measure Average	75%	73%	70%

Table A-27. Item Average Percent Positive Response by Shift Worked Most Often – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results (Page 1 of 3)

Survey Items by Workplace Safety Composite Measure	Shift Worked Most Often		
	Days	Evenings	Nights
<i># Nursing Homes</i>	48	45	45
<i># Respondents</i>	1,676	336	268
1. Moving, Transferring, or Lifting Residents	% Always/Most of the Time		
Equipment or assistive devices are available when needed to help move, transfer, or lift residents. (Item WPB1)	88%	87%	85%
Equipment and assistive devices are in good working condition when needed to help move, transfer, or lift residents. (Item WPB2)	83%	85%	81%
Staff use equipment or assistive devices when needed to help move, transfer, or lift residents. (Item WPB3)	93%	91%	91%
2. Protection From Workplace Hazards	% Strongly Agree/Agree		
There are good procedures to protect staff from contagious diseases, body fluids, or hazardous materials. (Item WPA1)	91%	89%	89%
Staff are provided with the appropriate personal protective equipment (PPE). (Item WPA2)	94%	94%	89%
Staff use PPE appropriately. (Item WPA3)	75%	79%	76%
Staff clean their hands before and after helping residents with personal care. (Item WPA4)	84%	80%	82%

Note: The item’s survey location is shown after the item text.

Table A-27. Item Average Percent Positive Response by Shift Worked Most Often – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results (Page 2 of 3)

Survey Items by Workplace Safety Composite Measure	Shift Worked Most Often		
	Days	Evenings	Nights
<i># Nursing Homes</i>	48	45	45
<i># Respondents</i>	1,676	336	268
3. Supervisor Support for Workplace Safety	% Strongly Agree/Agree		
My supervisor encourages staff to report their concerns about workplace safety. (Item WPE1)	83%	75%	73%
My supervisor listens to staff ideas and suggestions about workplace safety. (Item WPE2)	76%	71%	68%
My supervisor can be trusted to do the right thing to keep staff safe. (Item WPE3)	82%	77%	73%
4. Management Support for Workplace Safety	% Strongly Agree/Agree		
The actions of management show that the safety of staff is a top priority. (Item WPF1)	67%	61%	58%
Management provides adequate resources to ensure the safety of staff. (Item WPF2)	71%	64%	60%
Management takes action when staff report concerns about workplace safety. (Item WPF3)	72%	63%	61%

Note: The item’s survey location is shown after the item text.

Table A-27. Item Average Percent Positive Response by Shift Worked Most Often – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results (Page 3 of 3)

Survey Items by Workplace Safety Composite Measure	Shift Worked Most Often		
	Days	Evenings	Nights
# Nursing Homes	48	45	45
# Respondents	1,676	336	268
5. Addressing Inappropriate Resident Behavior Toward Staff	% Strongly Agree/Agree		
Staff are trained to identify triggers or situations that could lead to inappropriate resident behavior toward staff. (Item WPC1)	70%	66%	71%
Staff are trained on how to de-escalate or calm down situations when residents are agitated or upset. (Item WPC2)	69%	66%	71%
There are good procedures to keep staff safe from inappropriate resident behavior. (Item WPC3)	66%	60%	60%
6. Interactions Among Staff	% Never/Rarely		
Staff are rude to other staff in this nursing home. (Item WPD1*)	49%	51%	50%
Staff bully other staff in this nursing home. (Item WPD2*)	67%	66%	66%

Note: The item’s survey location is shown after the item text. An * denotes a negatively worded item, where the % Never/Rarely indicates a positive response.

Table A-28. Single Item Measure Average Percent Positive Response by Shift Worked Most Often – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results

Workplace Safety Single Item	Shift Worked Most Often		
	Days	Evenings	Nights
<i># Nursing Homes</i>	48	45	45
<i># Respondents</i>	1,676	336	268
Workplace Safety Reporting	% Strongly Agree/Agree		
Staff can report their concerns about workplace safety without fear of negative consequences. (Item WPG1)	73%	69%	65%

Note: The item’s survey location is shown after the item text.

Table A-29. Average Percentage of Respondents Reporting Work Stress/Burnout by Shift Worked Most Often – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results

Work Stress/Burnout (Item WPH1)	Shift Worked Most Often		
	Days	Evenings	Nights
<i># Nursing Homes</i>	48	45	45
<i># Respondents</i>	1,676	336	268
Using your own definition of “burnout,” please select one of the answers below:			
Experienced no symptoms of burnout. (Two response options below combined)	67%	71%	69%
I have no symptoms of burnout.	33%	36%	39%
I am under stress, and don’t always have as much energy as I did, but I don’t feel burned out.	34%	35%	30%
Experienced one or more symptoms of burnout. (Three response options below combined)	33%	29%	31%
I am beginning to burn out and have one or more symptoms of burnout, e.g., emotional exhaustion.	21%	20%	22%
The symptoms of burnout that I am experiencing won’t go away. I think about work frustrations a lot.	10%	6%	8%
I feel completely burned out. I am at the point where I may need to seek help.	2%	3%	1%

Note: "Experienced no symptoms of burnout" and "Experienced one or more symptoms of burnout" may not equal the sum of the separate response option percentages due to rounding.

Table A-30. Average Percentage of Respondents Giving Their Nursing Home an Overall Rating on Workplace Safety by Shift Worked Most Often – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results

Overall Workplace Safety Rating	Shift Worked Most Often		
	Days	Evenings	Nights
<i># Nursing Homes</i>	48	45	45
<i># Respondents</i>	1,676	336	268
How would you rate your nursing home on workplace safety for staff? (Item WPI1)			
Excellent or Very Good	54%	45%	48%
Excellent	19%	17%	18%
Very Good	35%	28%	29%
Good	29%	32%	31%
Fair	13%	22%	15%
Poor	3%	1%	6%

Note: (1) The item’s survey location is shown after the item text; (2) Percentages may not add to 100 due to rounding; (3) “Excellent or Very Good” may not equal the sum of the separate response option percentages due to rounding.

Appendix A: Results by Respondent Characteristics

(7) Tenure in Nursing Home

Note 1: Respondents who did not answer the tenure in nursing home item (missing) were not included.

Note 2: Each table shows the number of nursing homes and respondents by tenure in the nursing home. However, the precise number of nursing homes and respondents corresponding to each cell in the tables will vary because of individual nonresponse/missing data.

Table A-31. Composite Measure Average Percent Positive Response by Tenure in Nursing Home – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results

Workplace Safety Composite Measures	Tenure in Nursing Home				
	Less Than 1 Year	1-2 Years	3-5 Years	6-10 Years	11 Years or More
<i># Nursing Homes</i>	47	47	47	47	47
<i># Respondents</i>	481	411	436	398	602
1. Moving, Transferring, or Lifting Residents	88%	91%	85%	89%	87%
2. Protection From Workplace Hazards	87%	85%	82%	86%	87%
3. Supervisor Support for Workplace Safety	85%	81%	77%	79%	75%
4. Management Support for Workplace Safety	75%	68%	64%	68%	66%
5. Addressing Inappropriate Resident Behavior Toward Staff	70%	65%	65%	65%	68%
6. Interactions Among Staff	62%	61%	57%	60%	54%
Composite Measure Average	78%	75%	72%	75%	73%

Table A-32. Item Average Percent Positive Response by Tenure in Nursing Home – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results (Page 1 of 3)

Survey Items by Workplace Safety Composite Measure	Tenure in Nursing Home				
	Less Than 1 Year	1-2 Years	3-5 Years	6-10 Years	11 Years or More
<i># Nursing Homes</i>	47	47	47	47	47
<i># Respondents</i>	481	411	436	398	602
1. Moving, Transferring, or Lifting Residents	% Always/Most of the Time				
Equipment or assistive devices are available when needed to help move, transfer, or lift residents. (Item WPB1)	87%	91%	86%	87%	89%
Equipment and assistive devices are in good working condition when needed to help move, transfer, or lift residents. (Item WPB2)	86%	87%	77%	84%	83%
Staff use equipment or assistive devices when needed to help move, transfer, or lift residents. (Item WPB3)	92%	96%	91%	96%	89%
2. Protection From Workplace Hazards	% Strongly Agree/Agree				
There are good procedures to protect staff from contagious diseases, body fluids, or hazardous materials. (Item WPA1)	93%	91%	90%	90%	91%
Staff are provided with the appropriate personal protective equipment (PPE). (Item WPA2)	94%	93%	92%	94%	96%
Staff use PPE appropriately. (Item WPA3)	77%	73%	69%	75%	78%
Staff clean their hands before and after helping residents with personal care. (Item WPA4)	86%	83%	76%	86%	82%

Note: The item’s survey location is shown after the item text.

Table A-32. Item Average Percent Positive Response by Tenure in Nursing Home – 2023 SOPS Workplace Safety Item Set for Nursing Homes Pilot Results (Page 2 of 3)

Survey Items by Workplace Safety Composite Measure	Tenure in Nursing Home				
	Less Than 1 Year	1-2 Years	3-5 Years	6-10 Years	11 Years or More
<i># Nursing Homes</i>	47	47	47	47	47
<i># Respondents</i>	481	411	436	398	602
3. Supervisor Support for Workplace Safety	% Strongly Agree/Agree				
My supervisor encourages staff to report their concerns about workplace safety. (Item WPE1)	87%	83%	78%	81%	79%
My supervisor listens to staff ideas and suggestions about workplace safety. (Item WPE2)	83%	76%	74%	76%	67%
My supervisor can be trusted to do the right thing to keep staff safe. (Item WPE3)	83%	84%	79%	79%	79%
4. Management Support for Workplace Safety	% Strongly Agree/Agree				
The actions of management show that the safety of staff is a top priority. (Item WPF1)	70%	66%	63%	64%	63%
Management provides adequate resources to ensure the safety of staff. (Item WPF2)	76%	70%	64%	71%	69%
Management takes action when staff report concerns about workplace safety. (Item WPF3)	78%	70%	64%	71%	67%

Note: The item’s survey location is shown after the item text.

Table A-32. Item Average Percent Positive Response by Tenure in Nursing Home – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results (Page 3 of 3)

Survey Items by Workplace Safety Composite Measure	Tenure in Nursing Home				
	Less Than 1 Year	1-2 Years	3-5 Years	6-10 Years	11 Years or More
# Nursing Homes	47	47	47	47	47
# Respondents	481	411	436	398	602
5. Addressing Inappropriate Resident Behavior Toward Staff	% Strongly Agree/Agree				
Staff are trained to identify triggers or situations that could lead to inappropriate resident behavior toward staff. (Item WPC1)	72%	68%	67%	69%	70%
Staff are trained on how to de-escalate or calm down situations when residents are agitated or upset. (Item WPC2)	68%	65%	67%	65%	70%
There are good procedures to keep staff safe from inappropriate resident behavior. (Item WPC3)	69%	62%	60%	62%	65%
6. Interactions Among Staff	% Never/Rarely				
Staff are rude to other staff in this nursing home. (Item WPD1*)	51%	53%	49%	48%	43%
Staff bully other staff in this nursing home. (Item WPD2*)	71%	69%	65%	71%	64%

Note: The item’s survey location is shown after the item text. An * denotes a negatively worded item, where the % Never/Rarely indicates a positive response.

Table A-33. Single Item Measure Average Percent Positive Response by Tenure in Nursing Home – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results

Workplace Safety Single Item	Tenure in Nursing Home				
	Less Than 1 Year	1-2 Years	3-5 Years	6-10 Years	11 Years or More
<i># Nursing Homes</i>	47	47	47	47	47
<i># Respondents</i>	481	411	436	398	602
Workplace Safety Reporting	% Strongly Agree/Agree				
Staff can report their concerns about workplace safety without fear of negative consequences. (Item WPG1)	76%	70%	69%	69%	71%

Note: The item’s survey location is shown after the item text.

Table A-34. Average Percentage of Respondents Reporting Work Stress/Burnout by Tenure in Nursing Home – 2023 SOPS Workplace Safety Supplemental Item Set for Nursing Homes Pilot Results

Work Stress/Burnout (Item WPH1)	Tenure in Nursing Home				
	Less Than 1 Year	1-2 Years	3-5 Years	6-10 Years	11 Years or More
<i># Nursing Homes</i>	47	47	47	47	47
<i># Respondents</i>	481	411	436	398	602
Using your own definition of “burnout,” please select one of the answers below:					
Experienced no symptoms of burnout. (Two response options below combined)	75%	66%	64%	67%	64%
I have no symptoms of burnout.	40%	33%	28%	32%	35%
I am under stress, and don’t always have as much energy as I did, but I don’t feel burned out.	35%	33%	35%	35%	28%
Experienced one or more symptoms of burnout. (Three response options below combined)	25%	34%	36%	33%	36%
I am beginning to burn out and have one or more symptoms of burnout, e.g., emotional exhaustion.	14%	20%	20%	22%	26%
The symptoms of burnout that I am experiencing won’t go away. I think about work frustrations a lot.	7%	12%	13%	8%	9%
I feel completely burned out. I am at the point where I may need to seek help.	3%	2%	3%	3%	1%

Note: "Experienced no symptoms of burnout" and "Experienced one or more symptoms of burnout" may not equal the sum of the separate response option percentages due to rounding.

Table A-35. SOPS Workplace Safety Item Results – Average Percent Response on Overall Rating by Tenure in Nursing Home

Overall Workplace Safety Rating	Tenure in Nursing Home				
	Less Than 1 Year	1-2 Years	3-5 Years	6-10 Years	11 Years or More
<i># Nursing Homes</i>	47	47	47	47	47
<i># Respondents</i>	481	411	436	398	602
How would you rate your nursing home on workplace safety for staff? (Item WPI1)					
Excellent or Very Good	57%	54%	48%	52%	49%
Excellent	26%	20%	17%	17%	16%
Very Good	31%	34%	31%	35%	32%
Good	28%	27%	32%	28%	34%
Fair	12%	17%	15%	15%	15%
Poor	3%	2%	5%	4%	3%

Note: (1) The item’s survey location is shown after the item text; (2) Percentages may not add to 100 due to rounding; (3) “Excellent or Very Good” may not equal the sum of the separate response option percentages due to rounding.

Appendix B: Explanation of Calculations

This section provides additional detail regarding how various statistics presented in this report were calculated.

Calculation of Percent Positive Scores

Most of the items in the SOPS Workplace Safety Supplemental Item Set for Nursing Homes ask respondents to answer using 5-point response options in terms of agreement (Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree) or frequency (Always, Most of the Time, Sometimes, Rarely, and Never). Two of the six composite measures use the frequency response scale (*Moving, Transferring, or Lifting Residents* and *Interactions Among Staff*) while the other four composite measures use the agreement response scale. The single item about workplace safety reporting also uses the agreement response scale.

These survey items also include a “Does Not Apply or Don’t Know” response option. In addition, each survey item has some missing data from respondents who simply did not answer the question. “Does Not Apply or Don’t Know” and missing responses are excluded when calculating percentages of response to the survey items.

The Work Stress/Burnout item uses a 5-point response scale ranging from “*I have no symptoms of burnout*” to “*I feel completely burned out. I am at the point where I may need to seek help.*”

The Overall Rating on Workplace Safety for Staff item uses a 5-point scale ranging from “Poor” to “Excellent” (*Poor, Fair, Good, Very Good, Excellent*).

Item Percent Positive Response

The survey includes both positively worded items (e.g., “There are good procedures to protect staff from contagious diseases, body fluids, or hazardous materials”) and negatively worded items (e.g., “Staff are rude to other staff in this nursing home”). Calculating the item percent positive response is different for positively and negatively worded items:

- **For positively worded items**, the percent positive response is the combined percentage of respondents within a nursing home who answered “Strongly Agree” or “Agree,” or “Always” or “Most of the time,” depending on the response options used for the item.

For example, for the item “There are good procedures to protect staff from contagious diseases, body fluids, or hazardous materials,” if 50 percent of respondents within a nursing home answered “Strongly Agree” and 25 percent answered “Agree,” the item percent positive response for that nursing home would be $50\% + 25\% = 75\%$ positive.

- **For negatively worded items**, the percent positive response is the combined percentage of respondents within a nursing home who answered “Never” or “Rarely.” Keep in mind that a negative answer to a negatively worded item indicates a positive response.

For example, for the item “Staff are rude to other staff in this nursing home,” if 45 percent of respondents within a nursing home answered “Never” and 20 percent answered “Rarely,” the item percent positive response would be 65% positive (i.e., 65 percent of respondents *do not* believe there is a problem with staff being rude to other staff).

Single Item Percent Positive Response

Percent positive scores for Work Stress/Burnout and Overall Workplace Safety Rating items were calculated differently. For Work Stress/Burnout, the percent positive response “Experienced no symptoms of burnout” includes the two responses: “I have no symptoms of burnout” and “I am under stress, and don’t always have as much energy as I did, but I don’t feel burned out.” For the Overall Workplace Safety Rating, the percent positive response includes “Excellent” and “Very Good.”

Composite Measure Percent Positive Response

The six workplace safety culture composite measures are composed of two to four survey items. We calculated composite measure scores for each nursing home by averaging the unrounded percent positive response on the items within a composite measure. For example, for a three-item composite measure, if the item percent positive responses were 45.8 percent, 56.8 percent, and 48.1 percent, the nursing home’s composite measure percent positive response would be the average of these three percentages, or 50.2 percent positive, displayed as rounded to 50 percent.

Item and Composite Measure Percent Positive Scores Example

Table B1 on the next page shows an example of computing a percent positive score and the calculation of the “Does Not Apply or Don’t Know” and Missing percentages for the composite measure *Supervisor Support for Workplace Safety*.

Table B1. Example of Computing Item and Composite Measure Percent Positive Scores and Item Percent “Does Not Apply or Don’t Know” and Missing for the SOPS Workplace Safety Supplemental Item Set for Nursing Homes

Three Items Measuring “Supervisor Support for Workplace Safety”	Calculation of Percent Positive			Calculation of Percent NA/DK/MI		
	# of “Strongly Agree” and “Agree” Responses	Total # of Responses to the Item (Excluding “Does Not Apply or Don’t Know” and Missing Responses)	Percent Positive Response	Total # of NA/DK/MI Responses	Total # of Respondents in Nursing Home	Percent NA/DK/MI
“My supervisor encourages staff to report their concerns about workplace safety.”	110	240	110/240 = 45.8%	50	290	50/290 = 17%
“My supervisor listens to staff ideas and suggestions about workplace safety.”	142	250	142/250 = 56.8%	40	290	40/290 = 14%
“My supervisor can be trusted to do the right thing to keep staff safe.”	125	260	125/260 = 48.1%	30	290	30/290 = 10%
Composite Measure Percent Positive Score = (45.8% + 56.8% + 48.1%) / 3 = 50%				--	--	--

Average Percent Positive Scores

We calculated the pilot study average percent positive scores for each of the six workplace safety composite measures and survey items by averaging the nursing home-level percent positive scores of all nursing homes in the pilot study. Because the percent positive is displayed as an overall average, scores from each nursing home are weighted equally in their contribution to the calculation of the average.

The *Composite Measure Average* is calculated by averaging the average percent positive response of all six composite measures.