



# Surveys on Patient Safety Culture™

## Findings from the 2021 Hospital 1.0 Survey Database

This overview of survey findings summarizes how hospital employees perceive 12 areas of patient safety culture based on the 2021 Surveys on Patient Safety Culture Hospital 1.0 Database.



191,977 providers and staff respondents

12 areas of patient safety culture assessed in the survey

average percent positive of all 12 areas **65%**

### Areas of strength for most hospitals

82%



**Teamwork Within Units**

82% of respondents reported that they work well together as a team

80%



**Supervisor/Manager Expectations & Actions for Promoting Patient Safety**

80% of respondents indicated that supervisors/managers consider staff suggestions and do not overlook patient safety problems

### Areas of potential for improvement for most hospitals

48%



**Handoffs and Transitions**

48% of respondents indicated that information is not lost during transfers or shift changes

49%

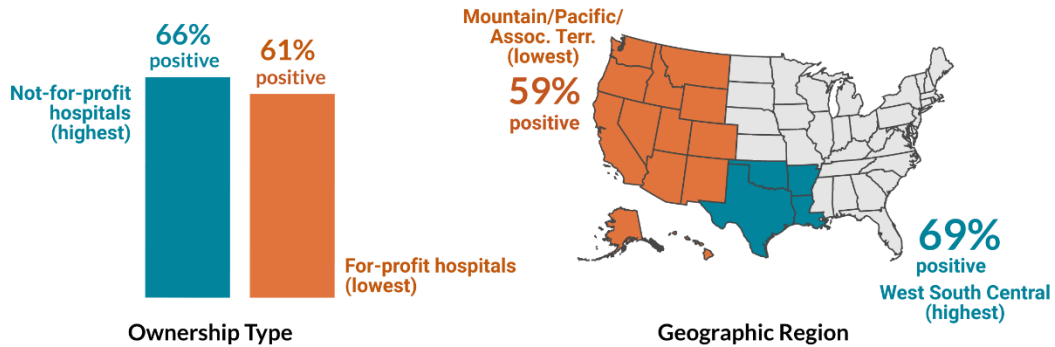


**Nonpunitive Response to Error**

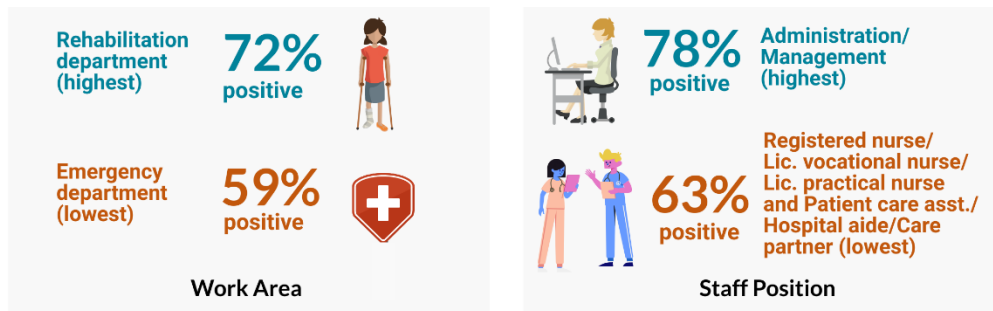
49% of respondents indicated that event reports are not held against them and that mistakes are not kept in their personnel file

## Other findings

» Highest and lowest composite measure average score by ownership and geographic region

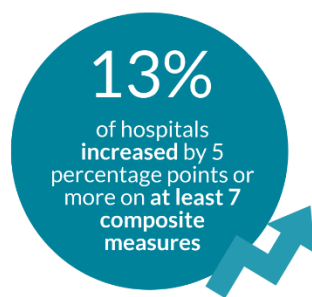


» Highest and lowest composite measure average score by work area/unit and staff position



## Trending results

» Trending results for 161 hospitals that submitted to both the 2018 and 2021 databases



## What's next? Action planning for improvement

- 1 Define your goals
- 2 Plan your initiatives
- 3 Communicate your action plan

The *Action Planning Tool for the AHRQ Surveys on Patient Safety Culture* provides step-by-step guidance on how to develop an action plan to improve patient safety culture, available at [www.ahrq.gov/sops](http://www.ahrq.gov/sops).

To view the full report: <https://www.ahrq.gov/sops/databases/hospital/index.html>

For more information on SOPS Hospital Database submission:  
<https://www.ahrq.gov/sops/databases/hospital/databases/submission.html>