

# Survey on Patient Safety Culture™ (SOPS®) Hospital Survey 1.0: 2021 User Database Report

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

### Appendix B—Results by Respondent Characteristics

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

### Appendix D—Trending Results by Respondent Characteristics

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# Executive Summary

## Part II—Appendixes A and B: Results by Hospital 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 hospitals broken down by the following hospital and respondent characteristics:

### Appendix A: Results by Hospital Characteristics

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- Bed size
- Teaching status
- Ownership
- Geographic region

### Appendix B: Results by Respondent Characteristics

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

Highlights from these results by select hospital and respondent characteristics are presented at the end of the main report and are also shown on the next three pages. Highlights are based on results for the 12 patient safety culture composite measures, patient safety grade, and number of events reported. The bottom row of the composite measure tables presents the composite measure average as a summary statistic for comparing breakout categories.

## Data Limitations

This report has the following limitations:

- The database for the 2021 report includes 320 hospitals, which represent only about 5 percent of all hospitals in the United States. For additional details about data limitations, refer to Part I of the report.

## Comparing Your Results

You can compare your hospital's percent positive scores on the SOPS Hospital 1.0 composite measures and items with the averages shown in Appendix A for hospitals that are similar to yours in terms of bed size, teaching status, ownership, and geographic region.

To compare your hospital's results with the averages in Appendix B, your hospital will have to compute percent positive scores on the SOPS Hospital 1.0 composite measures and items broken down by work area/unit, staff position, interaction with patients, and tenure in current work area/unit.

## Highlights From Appendix A: Results by Hospital Characteristics

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

- Hospitals with the smallest bed size (*6–24 beds*) had the highest Composite Measure Average score (74 percent positive); larger hospitals (*200–299, 300–399, and 400–499 beds*) had the lowest (62 percent positive).
- Hospitals with the smallest bed size (*6–24 beds*) had the highest percentage of respondents who gave their work area/unit a patient safety grade of “Excellent” or “Very Good” (86 percent); hospitals with *400–499 beds* had the lowest (71 percent).
- Hospitals with *200–299 beds* had the highest percentage of respondents reporting one or more events in the past year (50 percent); hospitals with *400–499 beds* had the lowest (45 percent).

### Teaching Status and Ownership (Table A-5, A-7, A-8)

- *Nonteaching* hospitals and *Teaching* hospitals had less than a 5 percentage point difference on the Composite Measure Average.
- *Not-for-profit* hospitals had the highest Composite Measure Average score (66 percent positive); *For-profit* hospitals had the lowest (61 percent positive).
- *Not-for-profit* hospitals had the highest percentage of respondents who gave their work area/unit a patient safety grade of “Excellent” or “Very Good” (78 percent); *For profit* hospitals had the lowest (70 percent).
- *For-profit* hospitals had the highest percentage of respondents reporting one or more events in the past year (51 percent); *Government hospitals* had the lowest (44 percent).

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

- *West South Central* hospitals had the highest Composite Measure Average score (69 percent positive); *Mountain/Pacific/Associated Territories* hospitals had the lowest (59 percent positive).
- *West South Central* hospitals had the highest percentage of respondents who gave their work area/unit a patient safety grade of “Excellent” or “Very Good” (81 percent); *Mountain/Pacific/Associated Territories* hospitals had the lowest (69 percent).
- *Mountain/Pacific/Associated Territories* and *East North Central* hospitals had the highest percentage of respondents who reported one or more events in the past year (51 percent); *East South Central* hospitals had the lowest (42 percent).



## Highlights From Appendix B: Results by Respondent Characteristics

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

- Respondents in *Rehabilitation* had the highest Composite Measure Average score (72 percent positive); *Emergency* had the lowest (59 percent positive).
- *Rehabilitation* had the highest percentage of respondents who gave their work area/unit a patient safety grade of “Excellent” or “Very Good” (89 percent); *Emergency* had the lowest (63 percent).
- *ICU (Any Type)* had the highest percentage of respondents reporting one or more events in the past year (65 percent); *Anesthesiology* had the lowest (35 percent).

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

- *Administration/Management* had the highest Composite Measure Average score (78 percent positive); *Patient Care Asst./Hospital Aide/Care Partner* and *RN/LVN/LPN* had the lowest (63 percent positive).
- *Administration/Management* had the highest percentage of respondents who gave their work area/unit a patient safety grade of “Excellent” or “Very Good” (90 percent); *RN/LVN/LPN* had the lowest (70 percent).
- *Pharmacists* had the highest percentage of respondents reporting one or more events in the past year (80 percent); *Unit Assistants/Clerks/Secretaries* had the lowest (18 percent).

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

- Respondents *without direct patient interaction* had a higher Composite Measure Average score (69 percent positive); respondents *with direct patient interaction* had a lower score (64 percent positive)
- Respondents *without direct patient interaction* had a higher percentage of respondents who gave their work area/unit a patient safety grade of “Excellent” or “Very Good” (84 percent) than respondents *with direct patient interaction* (74 percent).
- Respondents *with direct patient interaction* had a higher percentage of respondents reporting one or more events in the past year (51 percent) than respondents *without direct patient interaction* (33 percent).

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

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

- Respondents who have worked *21 years or more* in their current work area/unit had the highest Composite Measure Average score (70 percent positive); respondents who have worked *1 to 5 years* had the lowest (64 percent positive).
  - Respondents who have worked *less than 1 year* and *21 years or more* in their current work area/unit had the highest percentage of respondents who gave their work area/unit a patient safety grade of “Excellent” or “Very Good” (81 percent); respondents who have worked *1 to 5 years* had the lowest (74 percent).
  - Respondents who have worked *6 to 10 years* in their current work area/unit had the highest percentage of respondents reporting one or more events in the past year (52 percent); respondents with *less than 1 year* had the lowest (34 percent).
-

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

Appendixes C and D present data trends over time for the 161 hospitals (of the 320 total database hospitals) that administered the survey and submitted their data to both the 2018 and 2021 databases. Average percent positive scores across hospitals from the most recent and previous administrations are shown for the survey composite measures and items, broken down by the following characteristics:

## Appendix C: Trending Results by Hospital Characteristics

- Bed size
- Teaching status
- Ownership
- Geographic region

## Appendix D: Trending Results by Respondent Characteristics

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

Tables 1 and 2 below show examples of the statistics presented in this appendix. The tables provide the average percentage of respondents who answered positively among the trending hospitals for the hospitals’ most recent survey administration (top row) and their previous administration (middle row). The change over time (Most Recent score minus Previous score) is shown in the bottom row. The change is a positive number if the score from the most recent administration shows an increase, and a negative number if the score from the most recent administration shows a decline. Changes in scores of 5 percentage points or more, whether positive or negative, are shown in bold in the tables.

**Table 1. Example of Increase in Average Score Over Time (Positive Change)**

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

**Table 2. Example of Decrease in Average Score Over Time (Negative Change)**

Most Recent	85%
Previous	90%
Change	<b>-5%</b>

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

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

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### **Bed Size** (Table C-4)

- Hospitals with *6-49 beds* and those with *100-199 beds* increased by 5 percentage points for respondents who reported 1 or more events in the past year.

### **Teaching Status and Ownership** (Tables C-5 to C-8 )

- There were no increases in average percent positive scores of 5 percentage points or more by teaching status and ownership.

### **Geographic Region** (Tables C-9, C-12)

- *West North Central* hospitals had the greatest increase (5 percentage points) on the *Handoffs & Transitions* composite measure.
  - *New England/Mid Atlantic* hospitals had the largest increase (9 percentage points) for respondents who reported 1 or more events in the past year.
- 

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

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

- *Psychiatry/Mental Health* increased by 5 percentage points on the *Nonpunitive Response to Error* composite measure.
- *Anesthesiology* increased by 5 percentage points on *Supervisor/Manager Expectations Promoting Patient Safety* and *Organizational Learning – Continuous Improvement*.
- *Obstetrics, Pharmacy, and Psychiatry/Mental Health* had the largest increase (6 percentage points) for respondents who reported 1 or more events in the past year.

### **Staff Position** (Tables D-5, D-8)

- *Respiratory, Physical, Occupational, or Speech Therapists* increased 5 percentage points (61 percent to 66 percent) on the *Frequency of Events Reported* composite measure.
- *Technician (e.g., EKG, Lab, Radiology) and Unit Assistant/Clerk/Secretary* had the largest increase (6 percentage points) for respondents who reported 1 or more events in the past year.

### **Interaction With Patients** (Tables D-9 to D-12)

- There were no increases in average percent positive scores of 5 percentage points or more by interaction with patients.

### **Tenure in Current Work Area/Unit** (Table D-16)

- Respondents who have worked *less than 1 year* in their work area/unit had the largest increase (5 percentage points) for respondents who reported 1 or more events in the past year.
-

## Part II

# Appendix A: Results by Hospital Characteristics

### (1) Bed Size

**Note:** The number of hospitals and respondents in each bed size category is shown in each table. However, the precise number of hospitals and respondents corresponding to each data cell in a table will vary because hospitals may have omitted a specific survey item and because of individual nonresponse/missing data.

**Table A-1. Composite Measure Average Percent Positive Response by Bed Size – 2021 SOPS Hospital 1.0 Database**

SOPS Composite Measures	Bed Size							
	6-24 Beds	25-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400-499 Beds	500+ Beds
<i># Hospitals</i>	17	61	52	69	59	24	12	26
<i># Respondents</i>	1,657	8,797	14,213	31,581	40,246	23,606	14,289	57,588
<b>1. Teamwork Within Units</b>	87%	84%	82%	81%	81%	81%	80%	82%
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>	85%	83%	81%	80%	78%	79%	78%	79%
<b>3. Organizational Learning – Continuous Improvement</b>	76%	74%	72%	70%	69%	69%	70%	73%
<b>4. Management Support for Patient Safety</b>	78%	75%	71%	68%	65%	65%	65%	66%
<b>5. Feedback &amp; Communication About Error</b>	75%	72%	68%	68%	68%	69%	66%	69%
<b>6. Frequency of Events Reported</b>	74%	71%	69%	66%	67%	67%	65%	66%
<b>7. Communication Openness</b>	72%	69%	67%	65%	64%	65%	63%	64%
<b>8. Overall Perceptions of Patient Safety</b>	78%	72%	67%	64%	62%	62%	61%	63%
<b>9. Teamwork Across Units</b>	74%	69%	61%	58%	55%	56%	57%	58%
<b>10. Staffing</b>	66%	62%	55%	51%	49%	48%	50%	49%
<b>11. Nonpunitive Response to Error</b>	58%	53%	50%	48%	45%	45%	45%	46%
<b>12. Handoffs &amp; Transitions</b>	66%	56%	48%	43%	43%	41%	43%	44%
<b>Composite Measure Average</b>	74%	70%	66%	64%	62%	62%	62%	63%

**Table A-2. Item Average Percent Positive Response by Bed Size – 2021 SOPS Hospital 1.0 Database (Page 1 of 5)**

Survey Items by SOPS Composite Measure	Bed Size							
	6-24 Beds	25-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400-499 Beds	500+ Beds
<i># Hospitals</i>	17	61	52	69	59	24	12	26
<i># Respondents</i>	1,657	8,797	14,213	31,581	40,246	23,606	14,289	57,588
<b>1. Teamwork Within Units</b>	% Agree/Strongly Agree							
People support one another in this unit. (Item A1)	92%	88%	87%	86%	86%	87%	85%	87%
When a lot of work needs to be done quickly, we work together as a team to get the work done. (Item A3)	92%	89%	87%	86%	86%	86%	85%	87%
In this unit, people treat each other with respect. (Item A4)	86%	84%	82%	81%	80%	80%	79%	81%
When one area in this unit gets really busy, others help out. (Item A11)	77%	76%	72%	71%	71%	70%	71%	73%
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>	% Agree/Strongly Agree							
My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures. (Item B1)	83%	82%	80%	80%	78%	80%	77%	79%
My supv/mgr seriously considers staff suggestions for improving patient safety. (Item B2)	85%	83%	81%	80%	78%	79%	78%	80%
% Disagree/Strongly Disagree								
Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts. (Item B3*)	86%	84%	81%	79%	77%	77%	77%	77%
My supv/mgr overlooks patient safety problems that happen over and over. (Item B4*)	86%	83%	81%	79%	78%	78%	78%	78%
<b>3. Organizational Learning – Continuous Improvement</b>	% Agree/Strongly Agree							
We are actively doing things to improve patient safety. (Item A6)	87%	85%	82%	81%	80%	80%	80%	82%
Mistakes have led to positive changes here. (Item A9)	64%	63%	63%	61%	59%	59%	61%	65%
After we make changes to improve patient safety, we evaluate their effectiveness. (Item A13)	77%	73%	70%	69%	68%	67%	70%	71%

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



**Table A-2. Item Average Percent Positive Response by Bed Size – 2021 SOPS Hospital 1.0 Database (Page 2 of 5)**

Survey Items by SOPS Composite Measure	Bed Size							
	6-24 Beds	25-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400-499 Beds	500+ Beds
<i># Hospitals</i>	17	61	52	69	59	24	12	26
<i># Respondents</i>	1,657	8,797	14,213	31,581	40,246	23,606	14,289	57,588
<b>4. Management Support for Patient Safety</b>	% Agree/Strongly Agree							
Hospital management provides a work climate that promotes patient safety. (Item F1)	86%	84%	79%	77%	74%	75%	74%	76%
The actions of hospital management show that patient safety is a top priority. (Item F8)	80%	79%	74%	71%	69%	69%	69%	71%
	% Disagree/Strongly Disagree							
Hospital management seems interested in patient safety only after an adverse event happens. (Item F9*)	69%	63%	59%	55%	52%	52%	52%	52%
<b>5. Feedback &amp; Communication About Error</b>	% Most of the time/Always							
We are given feedback about changes put into place based on event reports. (Item C1)	67%	62%	60%	60%	60%	62%	59%	61%
We are informed about errors that happen in this unit. (Item C3)	75%	74%	68%	68%	70%	70%	66%	70%
In this unit, we discuss ways to prevent errors from happening again. (Item C5)	82%	79%	76%	75%	75%	76%	73%	76%
<b>6. Frequency of Events Reported</b>	% Most of the time/Always							
When a mistake is made, but is <u>caught and corrected before affecting the patient</u> , how often is this reported? (Item D1)	69%	66%	64%	61%	62%	62%	60%	62%
When a mistake is made, but has <u>no potential to harm the patient</u> , how often is this reported? (Item D2)	70%	67%	64%	62%	63%	63%	61%	62%
When a mistake is made that <u>could harm the patient</u> , but does not, how often is this reported? (Item D3)	82%	80%	78%	76%	76%	76%	73%	75%

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

**Table A-2. Item Average Percent Positive Response by Bed Size – 2021 SOPS Hospital 1.0 Database (Page 3 of 5)**

Survey Items by SOPS Composite Measure	Bed Size							
	6-24 Beds	25-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400-499 Beds	500+ Beds
<i># Hospitals</i>	17	61	52	69	59	24	12	26
<i># Respondents</i>	1,657	8,797	14,213	31,581	40,246	23,606	14,289	57,588
<b>7. Communication Openness</b>	% Most of the time/Always							
Staff will freely speak up if they see something that may negatively affect patient care. (Item C2)	84%	82%	79%	78%	78%	78%	76%	77%
Staff feel free to question the decisions or actions of those with more authority. (Item C4)	56%	53%	51%	49%	48%	50%	48%	49%
	% Rarely/Never							
Staff are afraid to ask questions when something does not seem right. (Item C6*)	76%	72%	70%	68%	66%	67%	65%	67%
<b>8. Overall Perceptions of Patient Safety</b>	% Agree/Strongly Agree							
Patient safety is never sacrificed to get more work done. (Item A15)	75%	73%	65%	61%	59%	59%	59%	59%
Our procedures and systems are good at preventing errors from happening. (Item A18)	84%	77%	74%	73%	71%	71%	71%	74%
	% Disagree/Strongly Disagree							
It is just by chance that more serious mistakes don't happen around here. (Item A10*)	73%	66%	61%	59%	57%	56%	56%	57%
We have patient safety problems in this unit. (Item A17*)	79%	73%	66%	63%	61%	61%	59%	60%

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

**Table A-2. Item Average Percent Positive Response by Bed Size – 2021 SOPS Hospital 1.0 Database (Page 4 of 5)**

Survey Items by SOPS Composite Measure	Bed Size							
	6-24 Beds	25-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400-499 Beds	500+ Beds
<i># Hospitals</i>	17	61	52	69	59	24	12	26
<i># Respondents</i>	1,657	8,797	14,213	31,581	40,246	23,606	14,289	57,588
<b>9. Teamwork Across Units</b>	% Agree/Strongly Agree							
There is good cooperation among hospital units that need to work together. (Item F4)	73%	70%	61%	58%	55%	56%	56%	58%
Hospital units work well together to provide the best care for patients. (Item F10)	84%	79%	72%	68%	66%	66%	67%	69%
	% Disagree/Strongly Disagree							
Hospital units do not coordinate well with each other. (Item F2*)	64%	58%	48%	45%	42%	42%	43%	44%
It is often unpleasant to work with staff from other hospital units. (Item F6*)	73%	70%	64%	61%	58%	58%	60%	60%
<b>10. Staffing</b>	% Agree/Strongly Agree							
We have enough staff to handle the workload. (Item A2)	64%	59%	53%	47%	45%	44%	47%	45%
	% Disagree/Strongly Disagree							
Staff in this unit work longer hours than is best for patient care. (Item A5*)	58%	57%	51%	48%	45%	43%	46%	44%
We use more agency/temporary staff than is best for patient care. (Item A7*)	77%	70%	65%	61%	62%	61%	61%	61%
We work in “crisis mode” trying to do too much, too quickly. (Item A14*)	65%	61%	52%	48%	44%	43%	45%	44%

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

**Table A-2. Item Average Percent Positive Response by Bed Size – 2021 SOPS Hospital Database (Page 5 of 5)**

Survey Items by SOPS Composite Measure	Bed Size							
	6-24 Beds	25-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400-499 Beds	500+ Beds
<i># Hospitals</i>	17	61	52	69	59	24	12	26
<i># Respondents</i>	1,657	8,797	14,213	31,581	40,246	23,606	14,289	57,588
<b>11. Nonpunitive Response to Error</b>	% Disagree/Strongly Disagree							
Staff feel like their mistakes are held against them. (Item A8*)	64%	60%	56%	54%	51%	51%	50%	51%
When an event is reported, it feels like the person is being written up, not the problem. (Item A12*)	58%	54%	52%	49%	48%	47%	47%	49%
Staff worry that mistakes they make are kept in their personnel file. (Item A16*)	51%	45%	42%	40%	37%	37%	37%	39%
<b>12. Handoffs &amp; Transitions</b>	% Disagree/Strongly Disagree							
Things “fall between the cracks” when transferring patients from one unit to another. (Item F3*)	63%	52%	42%	38%	35%	35%	36%	37%
Important patient care information is often lost during shift changes. (Item F5*)	67%	58%	52%	49%	50%	48%	50%	51%
Problems often occur in the exchange of information across hospital units. (Item F7*)	64%	56%	47%	42%	41%	40%	41%	42%
Shift changes are problematic for patients in this hospital. (Item F11*)	69%	58%	49%	44%	44%	42%	44%	46%

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

**Table A-3. Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Bed Size – 2021 SOPS Hospital 1.0 Database**

Work Area/Unit Patient Safety Grade	Bed Size							
	6-24 Beds	25-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400-499 Beds	500+ Beds
<i># Hospitals</i>	17	61	52	69	59	24	12	26
<i># Respondents</i>	1,657	8,797	14,213	31,581	40,246	23,606	14,289	57,588
<b>Please give your work area/unit in this hospital an overall grade on patient safety. (Item E1)</b>								
Excellent or Very Good	86%	82%	78%	74%	73%	74%	71%	73%
A = Excellent	45%	41%	36%	35%	32%	32%	31%	32%
B = Very Good	41%	42%	42%	40%	41%	42%	39%	41%
C = Acceptable	11%	15%	18%	19%	20%	20%	22%	20%
D = Poor	2%	3%	4%	5%	5%	5%	6%	5%
E = Failing	1%	0%	1%	1%	1%	1%	1%	1%

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

**Table A-4. Average Percentage of Respondents Reporting Events in the Past 12 Months by Bed Size – 2021 SOPS Hospital 1.0 Database**

Number of Events Reported by Respondents	Bed Size							
	6-24 Beds	25-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400-499 Beds	500+ Beds
<i># Hospitals</i>	17	61	52	69	59	24	12	26
<i># Respondents</i>	1,657	8,797	14,213	31,581	40,246	23,606	14,289	57,588
<b>In the past 12 months, how many event reports have you filled out and submitted? (Item G1)</b>								
1 or more events	46%	47%	47%	47%	50%	46%	45%	47%
None	54%	53%	53%	53%	50%	54%	55%	53%
1 to 2	27%	27%	27%	27%	28%	27%	26%	27%
3 to 5	13%	12%	12%	13%	14%	12%	12%	12%
6 to 10	4%	4%	5%	5%	5%	5%	4%	5%
11 to 20	1%	2%	2%	2%	2%	2%	1%	2%
21 or more	1%	1%	1%	1%	1%	1%	1%	1%

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

# Appendix A: Results by Hospital Characteristics

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

**Note:** The number of hospitals and respondents in each teaching status and ownership category is shown in each table. However, the precise number of hospitals and respondents corresponding to each data cell in a table will vary because hospitals may have omitted a specific survey item and because of individual nonresponse/missing data.

**Table A-5. Composite Measure Average Percent Positive Response by Teaching Status and Ownership– 2021 SOPS Hospital 1.0 Database**

SOPS Composite Measures	Teaching Status and Ownership				
	Teaching	Nonteaching	Government	Not for Profit	For Profit
<i># Hospitals</i>	119	201	48	232	40
<i># Respondents</i>	108,863	83,114	28,926	152,381	10,670
<b>1. Teamwork Within Units</b>	82%	82%	82%	83%	78%
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>	79%	81%	80%	81%	77%
<b>3. Organizational Learning – Continuous Improvement</b>	71%	72%	73%	72%	66%
<b>4. Management Support for Patient Safety</b>	67%	70%	71%	70%	62%
<b>5. Feedback &amp; Communication About Error</b>	68%	70%	68%	70%	64%
<b>6. Frequency of Events Reported</b>	66%	69%	66%	69%	68%
<b>7. Communication Openness</b>	64%	67%	63%	67%	64%
<b>8. Overall Perceptions of Patient Safety</b>	64%	68%	65%	67%	60%
<b>9. Teamwork Across Units</b>	58%	62%	62%	62%	54%
<b>10. Staffing</b>	51%	56%	54%	55%	49%
<b>11. Nonpunitive Response to Error</b>	47%	50%	47%	50%	46%
<b>12. Handoffs &amp; Transitions</b>	44%	49%	48%	48%	44%
<b>Composite Measure Average</b>	63%	66%	65%	66%	61%



**Table A-6. Item Average Percent Positive Response by Teaching Status and Ownership– 2021 SOPS Hospital 1.0 Database (Page 1 of 5)**

Survey Items by SOPS Composite Measure	Teaching Status and Ownership				
	Teaching	Nonteaching	Government	Not for Profit	For Profit
<i># Hospitals</i>	119	201	48	232	40
<i># Respondents</i>	108,863	83,114	28,926	152,381	10,670
<b>1. Teamwork Within Units</b>	% Agree/Strongly Agree				
People support one another in this unit. (Item A1)	87%	87%	86%	88%	85%
When a lot of work needs to be done quickly, we work together as a team to get the work done. (Item A3)	87%	87%	87%	88%	84%
In this unit, people treat each other with respect. (Item A4)	81%	82%	81%	83%	78%
When one area in this unit gets really busy, others help out. (Item A11)	72%	73%	73%	74%	66%
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>	% Agree/Strongly Agree				
My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures. (Item B1)	79%	80%	79%	81%	77%
My supv/mgr seriously considers staff suggestions for improving patient safety. (Item B2)	80%	81%	80%	81%	76%
% Disagree/Strongly Disagree					
Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts. (Item B3*)	78%	81%	80%	80%	76%
My supv/mgr overlooks patient safety problems that happen over and over. (Item B4*)	79%	81%	79%	81%	77%
<b>3. Organizational Learning – Continuous Improvement</b>	% Agree/Strongly Agree				
We are actively doing things to improve patient safety. (Item A6)	81%	83%	83%	83%	78%
Mistakes have led to positive changes here. (Item A9)	62%	62%	64%	63%	56%
After we make changes to improve patient safety, we evaluate their effectiveness. (Item A13)	69%	71%	71%	71%	64%

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

**Table A-6. Item Average Percent Positive Response by Teaching Status and Ownership – 2021 SOPS Hospital 1.0 Database (Page 2 of 5)**

Survey Items by SOPS Composite Measure	Teaching Status and Ownership				
	Teaching	Nonteaching	Government	Not for Profit	For Profit
# Hospitals	119	201	48	232	40
# Respondents	108,863	83,114	28,926	152,381	10,670
<b>4. Management Support for Patient Safety</b>	% Agree/Strongly Agree				
Hospital management provides a work climate that promotes patient safety. (Item F1)	77%	79%	80%	79%	71%
The actions of hospital management show that patient safety is a top priority. (Item F8)	71%	74%	74%	74%	65%
	% Disagree/Strongly Disagree				
Hospital management seems interested in patient safety only after an adverse event happens. (Item F9*)	54%	58%	58%	58%	50%
<b>5. Feedback &amp; Communication About Error</b>	% Most of the time/Always				
We are given feedback about changes put into place based on event reports. (Item C1)	60%	61%	61%	62%	54%
We are informed about errors that happen in this unit. (Item C3)	68%	71%	69%	71%	67%
In this unit, we discuss ways to prevent errors from happening again. (Item C5)	75%	77%	75%	77%	72%
<b>6. Frequency of Events Reported</b>	% Most of the time/Always				
When a mistake is made, but is <u>caught and corrected before affecting the patient</u> , how often is this reported? (Item D1)	61%	64%	62%	64%	62%
When a mistake is made, but has <u>no potential to harm the patient</u> , how often is this reported? (Item D2)	62%	65%	62%	64%	64%
When a mistake is made that <u>could harm the patient</u> , but does not, how often is this reported? (Item D3)	75%	78%	75%	78%	77%

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

**Table A-6. Item Average Percent Positive Response by Teaching Status and Ownership – 2021 SOPS Hospital 1.0 Database (Page 3 of 5)**

Survey Items by SOPS Composite Measure	Teaching Status and Ownership				
	Teaching	Nonteaching	Government	Not for Profit	For Profit
<i># Hospitals</i>	119	201	48	232	40
<i># Respondents</i>	108,863	83,114	28,926	152,381	10,670
<b>7. Communication Openness</b>	% Most of the time/Always				
Staff will freely speak up if they see something that may negatively affect patient care. (Item C2)	78%	80%	76%	80%	77%
Staff feel free to question the decisions or actions of those with more authority. (Item C4)	48%	51%	48%	51%	49%
	% Rarely/Never				
Staff are afraid to ask questions when something does not seem right. (Item C6*)	67%	70%	66%	70%	66%
<b>8. Overall Perceptions of Patient Safety</b>	% Agree/Strongly Agree				
Patient safety is never sacrificed to get more work done. (Item A15)	61%	66%	64%	65%	59%
Our procedures and systems are good at preventing errors from happening. (Item A18)	72%	75%	73%	75%	67%
	% Disagree/Strongly Disagree				
It is just by chance that more serious mistakes don't happen around here. (Item A10*)	59%	62%	60%	62%	55%
We have patient safety problems in this unit. (Item A17*)	62%	67%	64%	67%	60%

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

**Table A-6. Item Average Percent Positive Response by Teaching Status and Ownership – 2021 SOPS Hospital 1.0 Database (Page 4 of 5)**

Survey Items by SOPS Composite Measure	Teaching Status and Ownership				
	Teaching	Nonteaching	Government	Not for Profit	For Profit
<i># Hospitals</i>	119	201	48	232	40
<i># Respondents</i>	108,863	83,114	28,926	152,381	10,670
<b>9. Teamwork Across Units</b>	% Agree/Strongly Agree				
There is good cooperation among hospital units that need to work together. (Item F4)	58%	62%	61%	62%	54%
Hospital units work well together to provide the best care for patients. (Item F10)	69%	72%	73%	72%	64%
	% Disagree/Strongly Disagree				
Hospital units do not coordinate well with each other. (Item F2*)	45%	50%	48%	49%	42%
It is often unpleasant to work with staff from other hospital units. (Item F6*)	61%	64%	64%	64%	57%
<b>10. Staffing</b>	% Agree/Strongly Agree				
We have enough staff to handle the workload. (Item A2)	48%	52%	52%	51%	44%
	% Disagree/Strongly Disagree				
Staff in this unit work longer hours than is best for patient care. (Item A5*)	46%	51%	50%	50%	44%
We use more agency/temporary staff than is best for patient care. (Item A7*)	62%	66%	64%	65%	63%
We work in “crisis mode” trying to do too much, too quickly. (Item A14*)	47%	53%	51%	52%	44%

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

**Table A-6. Item Average Percent Positive Response by Teaching Status and Ownership – 2021 SOPS Hospital 1.0 Database (Page 5 of 5)**

Survey Items by SOPS Composite Measure	Teaching Status and Ownership				
	Teaching	Nonteaching	Government	Not for Profit	For Profit
<i># Hospitals</i>	119	201	48	232	40
<i># Respondents</i>	108,863	83,114	28,926	152,381	10,670
<b>11. Nonpunitive Response to Error</b>	% Disagree/Strongly Disagree				
Staff feel like their mistakes are held against them. (Item A8*)	52%	56%	53%	56%	52%
When an event is reported, it feels like the person is being written up, not the problem. (Item A12*)	49%	51%	50%	51%	47%
Staff worry that mistakes they make are kept in their personnel file. (Item A16*)	39%	42%	39%	42%	38%
<b>12. Handoffs &amp; Transitions</b>	% Disagree/Strongly Disagree				
Things “fall between the cracks” when transferring patients from one unit to another. (Item F3*)	38%	44%	42%	42%	37%
Important patient care information is often lost during shift changes. (Item F5*)	50%	54%	53%	53%	49%
Problems often occur in the exchange of information across hospital units. (Item F7*)	43%	48%	46%	47%	43%
Shift changes are problematic for patients in this hospital. (Item F11*)	45%	51%	50%	49%	45%

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

**Table A-7. Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Teaching Status and Ownership – 2021 SOPS Hospital 1.0 Database**

Work Area/Unit Patient Safety Grade	Teaching Status and Ownership				
	Teaching	Nonteaching	Government	Not for Profit	For Profit
<i># Hospitals</i>	119	201	48	232	40
<i># Respondents</i>	108,863	83,114	28,926	152,381	10,670
<b>Please give your work area/unit in this hospital an overall grade on patient safety. (Item E1)</b>					
Excellent or Very Good	75%	78%	77%	78%	70%
A = Excellent	33%	37%	34%	37%	31%
B = Very Good	42%	40%	42%	41%	39%
C = Acceptable	19%	17%	18%	17%	22%
D = Poor	5%	4%	4%	4%	7%
E = Failing	1%	1%	1%	1%	1%

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

**Table A-8. Average Percentage of Respondents Reporting Events in the Past 12 Months by Teaching Status and Ownership – 2021 SOPS Hospital 1.0 Database**

Number of Events Reported by Respondents	Teaching Status and Ownership				
	Teaching	Nonteaching	Government	Not for Profit	For Profit
<i># Hospitals</i>	119	201	48	232	40
<i># Respondents</i>	108,863	83,114	28,926	152,381	10,670
<b>In the past 12 months, how many event reports have you filled out and submitted? (Item G1)</b>					
1 or more events	48%	47%	44%	47%	51%
None	52%	53%	56%	53%	49%
1 to 2	27%	27%	26%	27%	29%
3 to 5	13%	12%	12%	13%	13%
6 to 10	5%	5%	4%	5%	6%
11 to 20	2%	2%	2%	2%	2%
21 or more	1%	1%	1%	1%	1%

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

# Appendix A: Results by Hospital Characteristics

## (4) Geographic Region

**Note 1:** The number of hospitals and respondents in each geographic region is shown in each table. However, the precise number of hospitals and respondents corresponding to each data cell in a table will vary because hospitals may have omitted a specific survey item and because of individual nonresponse/missing data.

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

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



**Table A-9. Composite Measure Average Percent Positive Response by Geographic Region – 2021 SOPS Hospital 1.0 Database**

SOPS Composite Measures	Geographic Region						
	New England/ Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain/Pacific
<i># Hospitals</i>	36	106	68	19	25	49	17
<i># Respondents</i>	20,028	80,912	31,672	14,290	15,100	23,851	6,124
<b>1. Teamwork Within Units</b>	80%	83%	81%	83%	82%	84%	80%
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>	77%	82%	79%	82%	79%	82%	76%
<b>3. Organizational Learning – Continuous Improvement</b>	67%	74%	69%	72%	70%	75%	64%
<b>4. Management Support for Patient Safety</b>	64%	72%	68%	71%	70%	73%	62%
<b>5. Feedback &amp; Communication About Error</b>	62%	73%	67%	71%	66%	73%	62%
<b>6. Frequency of Events Reported</b>	63%	70%	66%	71%	65%	72%	63%
<b>7. Communication Openness</b>	64%	67%	65%	67%	64%	69%	61%
<b>8. Overall Perceptions of Patient Safety</b>	61%	66%	67%	67%	67%	71%	58%
<b>9. Teamwork Across Units</b>	56%	63%	59%	61%	59%	66%	55%
<b>10. Staffing</b>	50%	53%	55%	54%	54%	58%	48%
<b>11. Nonpunitive Response to Error</b>	48%	49%	49%	47%	48%	51%	44%
<b>12. Handoffs &amp; Transitions</b>	41%	49%	46%	46%	46%	54%	40%
<b>Composite Measure Average</b>	61%	67%	64%	66%	64%	69%	59%

**Table A-10. Item Average Percent Positive Response by Geographic Region – 2021 SOPS Hospital 1.0 Database (Page 1 of 5)**

Survey Items by SOPS Composite Measure	Geographic Region						
	New England/ Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain/ Pacific
<i># Hospitals</i>	36	106	68	19	25	49	17
<i># Respondents</i>	20,028	80,912	31,672	14,290	15,100	23,851	6,124
<b>1. Teamwork Within Units</b>	% Agree/Strongly Agree						
People support one another in this unit. (Item A1)	85%	87%	86%	88%	87%	89%	86%
When a lot of work needs to be done quickly, we work together as a team to get the work done. (Item A3)	85%	87%	87%	88%	88%	89%	85%
In this unit, people treat each other with respect. (Item A4)	79%	83%	81%	83%	80%	84%	79%
When one area in this unit gets really busy, others help out. (Item A11)	70%	74%	71%	72%	73%	75%	69%
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>	% Agree/Strongly Agree						
My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures. (Item B1)	77%	82%	78%	81%	78%	82%	76%
My supv/mgr seriously considers staff suggestions for improving patient safety. (Item B2)	78%	82%	79%	82%	78%	82%	76%
% Disagree/Strongly Disagree							
Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts. (Item B3*)	78%	81%	79%	82%	78%	82%	77%
My supv/mgr overlooks patient safety problems that happen over and over. (Item B4*)	76%	82%	81%	83%	80%	82%	74%
<b>3. Organizational Learning – Continuous Improvement</b>	% Agree/Strongly Agree						
We are actively doing things to improve patient safety. (Item A6)	78%	84%	81%	84%	82%	85%	76%
Mistakes have led to positive changes here. (Item A9)	58%	65%	59%	60%	60%	65%	56%
After we make changes to improve patient safety, we evaluate their effectiveness. (Item A13)	64%	74%	67%	71%	69%	75%	60%

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

**Table A-10. Item Average Percent Positive Response by Geographic Region – 2021 SOPS Hospital 1.0 Database (Page 2 of 5)**

Survey Items by SOPS Composite Measure	Geographic Region						
	New England/ Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain/ Pacific
<i># Hospitals</i>	36	106	68	19	25	49	17
<i># Respondents</i>	20,028	80,912	31,672	14,290	15,100	23,851	6,124
<b>4. Management Support for Patient Safety</b>	% Agree/Strongly Agree						
Hospital management provides a work climate that promotes patient safety. (Item F1)	72%	80%	76%	82%	79%	82%	72%
The actions of hospital management show that patient safety is a top priority. (Item F8)	67%	76%	71%	75%	74%	77%	64%
	% Disagree/Strongly Disagree						
Hospital management seems interested in patient safety only after an adverse event happens. (Item F9*)	52%	59%	57%	57%	56%	61%	49%
<b>5. Feedback &amp; Communication About Error</b>	% Most of the time/Always						
We are given feedback about changes put into place based on event reports. (Item C1)	52%	66%	59%	62%	56%	65%	52%
We are informed about errors that happen in this unit. (Item C3)	63%	73%	68%	74%	67%	76%	63%
In this unit, we discuss ways to prevent errors from happening again. (Item C5)	71%	79%	75%	78%	74%	79%	71%
<b>6. Frequency of Events Reported</b>	% Most of the time/Always						
When a mistake is made, but is <u>caught and corrected before affecting the patient</u> , how often is this reported? (Item D1)	57%	66%	60%	67%	59%	67%	58%
When a mistake is made, but has <u>no potential to harm the patient</u> , how often is this reported? (Item D2)	59%	67%	61%	67%	61%	68%	57%
When a mistake is made that <u>could harm the patient</u> , but does not, how often is this reported? (Item D3)	74%	78%	76%	79%	76%	81%	73%

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

**Table A-10. Item Average Percent Positive Response by Geographic Region – 2021 SOPS Hospital 1.0 Database (Page 3 of 5)**

Survey Items by SOPS Composite Measure	Geographic Region						
	New England/ Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain/ Pacific
<i># Hospitals</i>	36	106	68	19	25	49	17
<i># Respondents</i>	20,028	80,912	31,672	14,290	15,100	23,851	6,124
<b>7. Communication Openness</b>	% Most of the time/Always						
Staff will freely speak up if they see something that may negatively affect patient care. (Item C2)	77%	80%	79%	79%	79%	81%	73%
Staff feel free to question the decisions or actions of those with more authority. (Item C4)	49%	51%	48%	51%	47%	55%	47%
	% Rarely/Never						
Staff are afraid to ask questions when something does not seem right. (Item C6*)	67%	69%	68%	70%	67%	72%	63%
<b>8. Overall Perceptions of Patient Safety</b>	% Agree/Strongly Agree						
Patient safety is never sacrificed to get more work done. (Item A15)	61%	64%	62%	65%	64%	69%	58%
Our procedures and systems are good at preventing errors from happening. (Item A18)	68%	76%	73%	74%	74%	79%	64%
	% Disagree/Strongly Disagree						
It is just by chance that more serious mistakes don't happen around here. (Item A10*)	58%	60%	63%	60%	63%	63%	54%
We have patient safety problems in this unit. (Item A17*)	58%	65%	68%	67%	68%	71%	57%

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

**Table A-10. Item Average Percent Positive Response by Geographic Region – 2021 SOPS Hospital 1.0 Database (Page 4 of 5)**

Survey Items by SOPS Composite Measure	Geographic Region						
	New England/ Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain/ Pacific
<i># Hospitals</i>	36	106	68	19	25	49	17
<i># Respondents</i>	20,028	80,912	31,672	14,290	15,100	23,851	6,124
<b>9. Teamwork Across Units</b>	% Agree/Strongly Agree						
There is good cooperation among hospital units that need to work together. (Item F4)	56%	63%	58%	62%	60%	67%	55%
Hospital units work well together to provide the best care for patients. (Item F10)	67%	73%	70%	71%	71%	76%	64%
	% Disagree/Strongly Disagree						
Hospital units do not coordinate well with each other. (Item F2*)	42%	50%	46%	48%	46%	56%	41%
It is often unpleasant to work with staff from other hospital units. (Item F6*)	60%	65%	62%	62%	59%	66%	58%
<b>10. Staffing</b>	% Agree/Strongly Agree						
We have enough staff to handle the workload. (Item A2)	45%	51%	49%	49%	49%	56%	46%
	% Disagree/Strongly Disagree						
Staff in this unit work longer hours than is best for patient care. (Item A5*)	48%	48%	51%	50%	50%	52%	47%
We use more agency/temporary staff than is best for patient care. (Item A7*)	61%	62%	68%	65%	65%	68%	54%
We work in “crisis mode” trying to do too much, too quickly. (Item A14*)	46%	51%	50%	51%	51%	56%	43%

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

**Table A-10. Item Average Percent Positive Response by Geographic Region – 2021 SOPS Hospital 1.0 Database (Page 5 of 5)**

Survey Items by SOPS Composite Measure	Geographic Region						
	New England/ Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain/ Pacific
<i># Hospitals</i>	36	106	68	19	25	49	17
<i># Respondents</i>	20,028	80,912	31,672	14,290	15,100	23,851	6,124
<b>11. Nonpunitive Response to Error</b>	% Disagree/Strongly Disagree						
Staff feel like their mistakes are held against them. (Item A8*)	54%	54%	54%	53%	55%	58%	51%
When an event is reported, it feels like the person is being written up, not the problem. (Item A12*)	51%	52%	51%	49%	48%	51%	45%
Staff worry that mistakes they make are kept in their personnel file. (Item A16*)	39%	41%	41%	40%	41%	44%	36%
<b>12. Handoffs &amp; Transitions</b>	% Disagree/Strongly Disagree						
Things “fall between the cracks” when transferring patients from one unit to another. (Item F3*)	35%	43%	40%	42%	40%	49%	34%
Important patient care information is often lost during shift changes. (Item F5*)	46%	55%	52%	51%	50%	58%	45%
Problems often occur in the exchange of information across hospital units. (Item F7*)	40%	48%	45%	45%	45%	53%	38%
Shift changes are problematic for patients in this hospital. (Item F11*)	41%	50%	48%	47%	49%	56%	43%

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

**Table A-11. Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Geographic Region – 2021 SOPS Hospital 1.0 Database**

Work Area/Unit Patient Safety Grade	Geographic Region						
	New England/ Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain/ Pacific
<i># Hospitals</i>	36	106	68	19	25	49	17
<i># Respondents</i>	20,028	80,912	31,672	14,290	15,100	23,851	6,124
<b>Please give your work area/unit in this hospital an overall grade on patient safety. (Item E1)</b>							
Excellent or Very Good	70%	77%	77%	80%	78%	81%	69%
A = Excellent	29%	38%	33%	37%	35%	41%	28%
B = Very Good	41%	39%	43%	43%	42%	40%	41%
C = Acceptable	22%	18%	18%	16%	17%	15%	23%
D = Poor	6%	4%	4%	4%	4%	4%	6%
E = Failing	1%	1%	1%	1%	1%	1%	2%

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

**Table A-12. Average Percentage of Respondents Reporting Events in the Past 12 Months by Geographic Region – 2021 SOPS Hospital 1.0 Database**

Number of Events Reported by Respondents	Geographic Region						
	New England/ Mid-Atlantic	South Atlantic	East North	East South Central	West North Central	West South Central	Mountain/ Pacific
<i># Hospitals</i>	36	106	68	19	25	49	17
<i># Respondents</i>	20,028	80,912	31,672	14,290	15,100	23,851	6,124
<b>In the past 12 months, how many event reports have you filled out and submitted? (Item G1)</b>							
1 or more events	50%	45%	51%	42%	48%	46%	51%
None	50%	55%	49%	58%	52%	54%	49%
1 to 2	28%	25%	29%	24%	29%	26%	30%
3 to 5	14%	12%	14%	11%	12%	13%	13%
6 to 10	5%	5%	5%	4%	4%	5%	5%
11 to 20	2%	2%	2%	2%	2%	2%	2%
21 or more	1%	1%	1%	1%	1%	1%	1%

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



## Part II

# Appendix B: Results by Respondent Characteristics

### (1) Work Area/Unit

**Note 1:** Hospitals that did not ask respondents to indicate their work area/unit were excluded from these breakout tables. In addition, respondents who selected “Many different work areas/No specific work area” or “Other” or who did not answer (missing) were not included.

**Note 2:** The number of hospitals and respondents in each work area/unit is shown. The number of hospitals is based on hospitals that asked respondents to indicate their work area/unit. However, the precise number of hospitals and respondents corresponding to each data cell in the tables will vary because hospitals may have omitted a specific survey item and because of individual nonresponse/missing data.

**Table B-1. Composite Measure Average Percent Positive Response by Work Area/Unit – 2021 SOPS Hospital 1.0 Database**

SOPS Composite Measures	Work Area/Unit											
	Anes- thesi- ology	Emer- gency	ICU (Any Type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery
<i># Hospitals</i>	126	292	238	285	293	175	150	296	159	295	287	292
<i># Respondents</i>	1,280	12,749	12,187	7,786	22,254	7,528	4,115	6,659	4,393	10,846	8,505	19,398
<b>1. Teamwork Within Units</b>	84%	80%	86%	77%	82%	84%	86%	81%	77%	85%	89%	80%
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>	81%	75%	76%	78%	80%	77%	79%	83%	77%	81%	86%	79%
<b>3. Organizational Learning – Continuous Improvement</b>	72%	64%	68%	69%	71%	71%	73%	79%	65%	73%	76%	72%
<b>4. Management Support for Patient Safety</b>	65%	59%	56%	70%	64%	64%	68%	74%	63%	73%	74%	67%
<b>5. Feedback &amp; Communication About Error</b>	66%	62%	64%	66%	67%	65%	67%	75%	64%	71%	75%	69%
<b>6. Frequency of Events Reported</b>	65%	61%	64%	71%	67%	67%	69%	68%	65%	67%	70%	70%
<b>7. Communication Openness</b>	70%	61%	62%	63%	63%	64%	65%	73%	63%	70%	75%	68%
<b>8. Overall Perceptions of Patient Safety</b>	67%	54%	56%	69%	60%	62%	65%	73%	58%	75%	80%	68%
<b>9. Teamwork Across Units</b>	57%	51%	57%	57%	59%	57%	61%	63%	52%	65%	65%	59%
<b>10. Staffing</b>	53%	47%	49%	51%	48%	57%	58%	63%	51%	60%	66%	54%
<b>11. Nonpunitive Response to Error</b>	46%	40%	42%	43%	46%	46%	48%	61%	49%	52%	66%	50%
<b>12. Handoffs &amp; Transitions</b>	43%	51%	50%	39%	46%	54%	49%	37%	39%	51%	42%	46%
<b>Composite Measure Average</b>	64%	59%	61%	63%	63%	64%	66%	69%	60%	69%	72%	65%

**Table B-2. Item Average Percent Positive Response by Work Area/Unit – 2021 SOPS Hospital 1.0 Database (Page 1 of 6)**

Survey Items by SOPS Composite Measure	Work Area/Unit											
	Anes- thesi- ology	Emer- gency	ICU (Any Type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery
<i># Hospitals</i>	126	292	238	285	293	175	150	296	159	295	287	292
<i># Respondents</i>	1,280	12,749	12,187	7,786	22,254	7,528	4,115	6,659	4,393	10,846	8,505	19,398
<b>1. Teamwork Within Units</b>	% Agree/Strongly Agree											
People support one another in this unit. (Item A1)	88%	85%	91%	81%	88%	90%	92%	85%	82%	90%	93%	86%
When a lot of work needs to be done quickly, we work together as a team to get the work done. (Item A3)	89%	87%	91%	81%	84%	92%	92%	86%	83%	91%	91%	88%
In this unit, people treat each other with respect. (Item A4)	85%	78%	83%	76%	84%	82%	83%	79%	75%	85%	91%	78%
When one area in this unit gets really busy, others help out. (Item A11)	72%	70%	79%	68%	70%	73%	76%	72%	68%	72%	81%	69%
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>	% Agree/Strongly Agree											
My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures. (Item B1)	79%	75%	77%	74%	80%	78%	77%	80%	78%	79%	84%	78%
My supv/mgr seriously considers staff suggestions for improving patient safety. (Item B2)	81%	75%	77%	75%	80%	77%	78%	82%	78%	81%	88%	79%
% Disagree/Strongly Disagree												
Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts. (Item B3*)	82%	75%	76%	82%	79%	77%	79%	86%	77%	82%	85%	78%
My supv/mgr overlooks patient safety problems that happen over and over. (Item B4*)	80%	75%	75%	79%	79%	77%	80%	83%	76%	83%	88%	80%

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

**Table B-2. Item Average Percent Positive Response by Work Area/Unit – 2021 SOPS Hospital 1.0 Database (Page 2 of 6)**

Survey Items by SOPS Composite Measure	Work Area/Unit											
	Anes- thesi- ology	Emer- gency	ICU (Any Type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery
<i># Hospitals</i>	126	292	238	285	293	175	150	296	159	295	287	292
<i># Respondents</i>	1,280	12,749	12,187	7,786	22,254	7,528	4,115	6,659	4,393	10,846	8,505	19,398
<b>3. Organizational Learning – Continuous Improvement</b>	% Agree/Strongly Agree											
We are actively doing things to improve patient safety. (Item A6)	83%	75%	79%	78%	82%	82%	83%	89%	79%	84%	90%	84%
Mistakes have led to positive changes here. (Item A9)	63%	54%	57%	63%	60%	62%	62%	76%	51%	63%	63%	62%
After we make changes to improve patient safety, we evaluate their effectiveness. (Item A13)	69%	62%	68%	65%	72%	70%	74%	72%	64%	71%	75%	71%
<b>4. Management Support for Patient Safety</b>	% Agree/Strongly Agree											
Hospital management provides a work climate that promotes patient safety. (Item F1)	75%	67%	63%	80%	72%	74%	78%	81%	73%	83%	85%	77%
The actions of hospital management show that patient safety is a top priority. (Item F8)	67%	63%	60%	73%	68%	67%	71%	78%	67%	76%	77%	70%
	% Disagree/Strongly Disagree											
Hospital management seems interested in patient safety only after an adverse event happens. (Item F9*)	53%	47%	45%	58%	52%	50%	55%	64%	48%	60%	60%	55%
<b>5. Feedback &amp; Communication About Error</b>	% Most of the time/Always											
We are given feedback about changes put into place based on event reports. (Item C1)	57%	55%	58%	56%	59%	58%	58%	65%	58%	61%	67%	60%
We are informed about errors that happen in this unit. (Item C3)	64%	62%	64%	70%	68%	63%	67%	78%	63%	74%	74%	71%
In this unit, we discuss ways to prevent errors from happening again. (Item C5)	77%	68%	71%	72%	75%	74%	76%	82%	72%	78%	84%	77%

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

**Table B-2. Item Average Percent Positive Response by Work Area/Unit – 2021 SOPS Hospital 1.0 Database (Page 3 of 6)**

Survey Items by SOPS Composite Measure	Work Area/Unit											
	Anes- thesi- ology	Emer- gency	ICU (Any Type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery
# Hospitals	126	292	238	285	293	175	150	296	159	295	287	292
# Respondents	1,280	12,749	12,187	7,786	22,254	7,528	4,115	6,659	4,393	10,846	8,505	19,398
<b>6. Frequency of Events Reported</b>	% Most of the time/Always											
When a mistake is made, but is <u>caught and corrected before affecting the patient</u> , how often is this reported? (Item D1)	61%	55%	57%	65%	61%	61%	63%	59%	61%	60%	66%	66%
When a mistake is made, but has <u>no potential to harm the patient</u> , how often is this reported? (Item D2)	60%	57%	60%	66%	62%	63%	65%	64%	61%	62%	64%	66%
When a mistake is made that <u>could harm the patient</u> , but does not, how often is this reported? (Item D3)	75%	71%	75%	81%	77%	76%	79%	80%	74%	79%	79%	78%
<b>7. Communication Openness</b>	% Most of the time/Always											
Staff will freely speak up if they see something that may negatively affect patient care. (Item C2)	81%	74%	76%	76%	76%	79%	79%	83%	76%	84%	88%	83%
Staff feel free to question the decisions or actions of those with more authority. (Item C4)	58%	45%	45%	46%	47%	47%	48%	61%	47%	52%	58%	51%
	% Rarely/Never											
Staff are afraid to ask questions when something does not seem right. (Item C6*)	72%	64%	66%	67%	67%	65%	67%	76%	65%	74%	79%	69%

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

**Table B-2. Item Average Percent Positive Response by Work Area/Unit – 2021 SOPS Hospital 1.0 Database (Page 4 of 6)**

Survey Items by SOPS Composite Measure	Work Area/Unit											
	Anes- thesi- ology	Emer- gency	ICU (Any Type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery
# Hospitals	126	292	238	285	293	175	150	296	159	295	287	292
# Respondents	1,280	12,749	12,187	7,786	22,254	7,528	4,115	6,659	4,393	10,846	8,505	19,398
<b>8. Overall Perceptions of Patient Safety</b>	% Agree/Strongly Agree											
Patient safety is never sacrificed to get more work done. (Item A15)	61%	51%	50%	69%	55%	53%	64%	70%	62%	73%	79%	64%
Our procedures and systems are good at preventing errors from happening. (Item A18)	77%	64%	68%	76%	73%	73%	75%	80%	64%	80%	83%	76%
	% Disagree/Strongly Disagree											
It is just by chance that more serious mistakes don't happen around here. (Item A10*)	62%	52%	54%	60%	58%	59%	60%	69%	54%	68%	76%	62%
We have patient safety problems in this unit. (Item A17*)	69%	50%	53%	70%	55%	61%	61%	73%	51%	77%	82%	69%
<b>9. Teamwork Across Units</b>	% Agree/Strongly Agree											
There is good cooperation among hospital units that need to work together. (Item F4)	60%	50%	55%	57%	57%	57%	60%	61%	51%	67%	64%	60%
Hospital units work well together to provide the best care for patients. (Item F10)	66%	61%	66%	70%	68%	68%	75%	73%	60%	75%	74%	69%
	% Disagree/Strongly Disagree											
Hospital units do not coordinate well with each other. (Item F2*)	41%	38%	41%	45%	44%	42%	44%	51%	38%	53%	51%	46%
It is often unpleasant to work with staff from other hospital units. (Item F6*)	59%	53%	64%	57%	65%	59%	63%	68%	58%	63%	69%	62%

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

**Table B-2. Item Average Percent Positive Response by Work Area/Unit – 2021 SOPS Hospital 1.0 Database (Page 5 of 6)**

Survey Items by SOPS Composite Measure	Work Area/Unit											
	Anes- thesi- ology	Emer- gency	ICU (Any Type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery
<i># Hospitals</i>	126	292	238	285	293	175	150	296	159	295	287	292
<i># Respondents</i>	1,280	12,749	12,187	7,786	22,254	7,528	4,115	6,659	4,393	10,846	8,505	19,398
<b>10. Staffing</b>	% Agree/Strongly Agree											
We have enough staff to handle the workload. (Item A2)	56%	40%	43%	42%	41%	51%	53%	55%	42%	54%	61%	51%
	% Disagree/Strongly Disagree											
Staff in this unit work longer hours than is best for patient care. (Item A5*)	44%	47%	48%	50%	46%	53%	53%	63%	48%	57%	61%	47%
We use more agency/temporary staff than is best for patient care. (Item A7*)	61%	61%	61%	66%	62%	73%	71%	75%	63%	74%	74%	68%
We work in “crisis mode” trying to do too much, too quickly. (Item A14*)	51%	38%	44%	46%	44%	51%	53%	59%	49%	56%	69%	51%
<b>11. Nonpunitive Response to Error</b>	% Disagree/Strongly Disagree											
Staff feel like their mistakes are held against them. (Item A8*)	51%	46%	47%	51%	51%	52%	54%	65%	53%	59%	72%	55%
When an event is reported, it feels like the person is being written up, not the problem. (Item A12*)	49%	41%	45%	44%	49%	49%	48%	64%	53%	53%	67%	52%
Staff worry that mistakes they make are kept in their personnel file. (Item A16*)	39%	32%	35%	33%	37%	38%	41%	54%	40%	45%	60%	42%

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

**Table B-2. Item Average Percent Positive Response by Work Area/Unit – 2021 SOPS Hospital 1.0 Database (Page 6 of 6)**

Survey Items by SOPS Composite Measure	Work Area/Unit											
	Anes- thesi- ology	Emer- gency	ICU (Any Type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery
<i># Hospitals</i>	126	292	238	285	293	175	150	296	159	295	287	292
<i># Respondents</i>	1,280	12,749	12,187	7,786	22,254	7,528	4,115	6,659	4,393	10,846	8,505	19,398
<b>12. Handoffs &amp; Transitions</b>	% Disagree/Strongly Disagree											
Things “fall between the cracks” when transferring patients from one unit to another. (Item F3*)	37%	45%	37%	29%	39%	43%	44%	28%	30%	48%	38%	43%
Important patient care information is often lost during shift changes. (Item F5*)	50%	59%	58%	46%	52%	63%	56%	41%	47%	55%	44%	52%
Problems often occur in the exchange of information across hospital units. (Item F7*)	45%	48%	46%	39%	45%	47%	43%	39%	36%	50%	44%	47%
Shift changes are problematic for patients in this hospital. (Item F11*)	40%	50%	58%	43%	49%	63%	51%	41%	44%	51%	41%	43%

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



**Table B-3. Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Work Area/Unit – 2021 SOPS Hospital 1.0 Database**

Work Area/Unit Patient Safety Grade	Work Area/Unit											
	Anes- thesi- ology	Emer- gency	ICU (Any Type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery
# Hospitals	126	292	238	285	293	175	150	296	159	295	287	292
# Respondents	1,280	12,749	12,187	7,786	22,254	7,528	4,115	6,659	4,393	10,846	8,505	19,398
<b>Please give your work area/unit in this hospital an overall grade on patient safety. (Item E1)</b>												
Excellent or Very Good	82%	63%	68%	75%	69%	74%	74%	79%	65%	84%	89%	79%
A = Excellent	41%	23%	25%	34%	28%	30%	34%	39%	26%	43%	49%	37%
B = Very Good	41%	40%	43%	40%	41%	44%	40%	41%	39%	41%	40%	42%
C = Acceptable	16%	26%	23%	20%	24%	20%	22%	17%	26%	13%	9%	17%
D = Poor	2%	8%	7%	4%	6%	5%	3%	3%	8%	3%	2%	4%
E = Failing	0%	2%	2%	1%	1%	1%	0%	1%	2%	0%	0%	1%

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

**Table B-4. Average Percentage of Respondents Reporting Events in the Past 12 Months by Work Area/Unit – 2021 SOPS Hospital 1.0 Database**

Number of Events Reported by Respondents	Work Area/Unit											
	Anes- thesi- ology	Emer- gency	ICU (Any Type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery
<i># Hospitals</i>	126	292	238	285	293	175	150	296	159	295	287	292
<i># Respondents</i>	1,280	12,749	12,187	7,786	22,254	7,528	4,115	6,659	4,393	10,846	8,505	19,398
<b>In the past 12 months, how many event reports have you filled out and submitted? (Item G1)</b>												
1 or more events	35%	56%	65%	53%	58%	59%	55%	59%	48%	47%	41%	52%
None	65%	44%	35%	47%	42%	41%	45%	41%	52%	53%	59%	48%
1 to 2	22%	29%	36%	28%	32%	36%	36%	22%	26%	32%	31%	30%
3 to 5	7%	15%	20%	14%	17%	17%	12%	15%	14%	10%	7%	15%
6 to 10	4%	7%	6%	6%	6%	5%	4%	10%	6%	3%	2%	5%
11 to 20	1%	3%	2%	3%	2%	2%	3%	6%	2%	1%	0%	1%
21 or more	0%	1%	0%	2%	0%	0%	0%	5%	1%	0%	0%	1%

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

# Appendix B: Results by Respondent Characteristics

## (2) Staff Position

**Note 1:** Hospitals that did not ask respondents to indicate their staff position were excluded from these breakout tables. In addition, respondents who selected “Other” or who did not answer (missing) were not included.

**Note 2:** The number of hospitals and respondents in each staff position is shown. The number of hospitals is based on hospitals that asked respondents to indicate their staff position (not all hospitals asked this question). However, the precise number of hospitals and respondents corresponding to each data cell in the tables will vary because hospitals may have omitted a specific survey item and because of individual nonresponse/missing data.

**Table B-5. Composite Measure Average Percent Positive Response by Staff Position – 2021 SOPS Hospital 1.0 Database**

SOPS Composite Measures	Staff Position									
	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary	
<i># Hospitals</i>	319	256	213	315	286	319	313	308	305	
<i># Respondents</i>	12,592	7,264	887	12,452	3,731	65,193	19,612	9,956	6,878	
<b>1. Teamwork Within Units</b>	91%	86%	82%	77%	84%	83%	80%	86%	81%	
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>	91%	80%	83%	78%	85%	78%	79%	83%	82%	
<b>3. Organizational Learning – Continuous Improvement</b>	85%	72%	71%	71%	80%	70%	71%	72%	72%	
<b>4. Management Support for Patient Safety</b>	85%	69%	76%	70%	73%	61%	71%	71%	74%	
<b>5. Feedback &amp; Communication About Error</b>	83%	65%	69%	71%	75%	66%	69%	71%	73%	
<b>6. Frequency of Events Reported</b>	76%	60%	63%	71%	64%	67%	68%	65%	73%	
<b>7. Communication Openness</b>	82%	71%	67%	61%	76%	64%	66%	70%	66%	
<b>8. Overall Perceptions of Patient Safety</b>	79%	67%	69%	61%	74%	60%	71%	73%	68%	
<b>9. Teamwork Across Units</b>	72%	63%	66%	60%	65%	57%	60%	66%	61%	
<b>10. Staffing</b>	65%	54%	52%	46%	66%	54%	55%	62%	53%	
<b>11. Nonpunitive Response to Error</b>	70%	46%	50%	39%	66%	48%	47%	56%	45%	
<b>12. Handoffs &amp; Transitions</b>	52%	48%	43%	50%	37%	48%	46%	46%	50%	
<b>Composite Measure Average</b>	78%	65%	66%	63%	70%	63%	65%	68%	67%	

**Table B-6. Item Average Percent Positive Response by Staff Position – 2021 SOPS Hospital 1.0 Database (Page 1 of 6)**

Survey Items by SOPS Composite Measure	Staff Position									
	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary	
<i># Hospitals</i>	319	256	213	315	286	319	313	308	305	
<i># Respondents</i>	12,592	7,264	887	12,452	3,731	65,193	19,612	9,956	6,878	
<b>1. Teamwork Within Units</b>	% Agree/Strongly Agree									
People support one another in this unit. (Item A1)	94%	91%	87%	83%	89%	89%	85%	91%	85%	
When a lot of work needs to be done quickly, we work together as a team to get the work done. (Item A3)	94%	88%	86%	80%	89%	89%	85%	89%	86%	
In this unit, people treat each other with respect. (Item A4)	91%	89%	80%	77%	83%	83%	80%	86%	79%	
When one area in this unit gets really busy, others help out. (Item A11)	83%	74%	73%	68%	75%	72%	68%	78%	72%	
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>	% Agree/Strongly Agree									
My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures. (Item B1)	90%	79%	83%	79%	82%	78%	76%	82%	82%	
My supv/mgr seriously considers staff suggestions for improving patient safety. (Item B2)	92%	83%	84%	77%	85%	78%	79%	85%	81%	
% Disagree/Strongly Disagree										
Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts. (Item B3*)	90%	78%	80%	78%	88%	77%	80%	82%	83%	
My supv/mgr overlooks patient safety problems that happen over and over. (Item B4*)	91%	81%	84%	76%	86%	78%	81%	84%	82%	

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

**Table B-6. Item Average Percent Positive Response by Staff Position – 2021 SOPS Hospital 1.0 Database (Page 2 of 6)**

Survey Items by SOPS Composite Measure	Staff Position									
	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary	
<i># Hospitals</i>	319	256	213	315	286	319	313	308	305	
<i># Respondents</i>	12,592	7,264	887	12,452	3,731	65,193	19,612	9,956	6,878	
<b>3. Organizational Learning – Continuous Improvement</b>	% Agree/Strongly Agree									
We are actively doing things to improve patient safety. (Item A6)	90%	83%	82%	82%	90%	81%	82%	85%	84%	
Mistakes have led to positive changes here. (Item A9)	82%	64%	62%	58%	79%	60%	62%	60%	58%	
After we make changes to improve patient safety, we evaluate their effectiveness. (Item A13)	83%	68%	70%	74%	70%	70%	68%	72%	73%	
<b>4. Management Support for Patient Safety</b>	% Agree/Strongly Agree									
Hospital management provides a work climate that promotes patient safety. (Item F1)	92%	77%	87%	79%	80%	70%	81%	80%	83%	
The actions of hospital management show that patient safety is a top priority. (Item F8)	88%	72%	81%	75%	75%	64%	75%	74%	79%	
	% Disagree/Strongly Disagree									
Hospital management seems interested in patient safety only after an adverse event happens. (Item F9*)	75%	58%	59%	55%	65%	50%	56%	58%	61%	
<b>5. Feedback &amp; Communication About Error</b>	% Most of the time/Always									
We are given feedback about changes put into place based on event reports. (Item C1)	75%	59%	63%	63%	66%	58%	59%	63%	65%	
We are informed about errors that happen in this unit. (Item C3)	83%	63%	70%	73%	78%	65%	72%	71%	76%	
In this unit, we discuss ways to prevent errors from happening again. (Item C5)	90%	74%	75%	76%	82%	74%	76%	79%	79%	

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

**Table B-6. Item Average Percent Positive Response by Staff Position – 2021 SOPS Hospital 1.0 Database (Page 3 of 6)**

Survey Items by SOPS Composite Measure	Staff Position									
	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary	
<i># Hospitals</i>	319	256	213	315	286	319	313	308	305	
<i># Respondents</i>	12,592	7,264	887	12,452	3,731	65,193	19,612	9,956	6,878	
<b>6. Frequency of Events Reported</b>	% Most of the time/Always									
When a mistake is made, but is <u>caught and corrected before affecting the patient</u> , how often is this reported? (Item D1)	71%	55%	60%	69%	52%	60%	63%	60%	71%	
When a mistake is made, but has <u>no potential to harm the patient</u> , how often is this reported? (Item D2)	71%	55%	55%	67%	59%	64%	63%	59%	69%	
When a mistake is made that <u>could harm the patient</u> , but does not, how often is this reported? (Item D3)	85%	71%	74%	76%	80%	77%	79%	75%	80%	
<b>7. Communication Openness</b>	% Most of the time/Always									
Staff will freely speak up if they see something that may negatively affect patient care. (Item C2)	89%	78%	79%	75%	83%	77%	80%	84%	81%	
Staff feel free to question the decisions or actions of those with more authority. (Item C4)	74%	62%	51%	42%	66%	48%	48%	54%	49%	
	% Rarely/Never									
Staff are afraid to ask questions when something does not seem right. (Item C6*)	82%	73%	71%	65%	79%	67%	69%	73%	69%	

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

**Table B-6. Item Average Percent Positive Response by Staff Position – 2021 SOPS Hospital 1.0 Database (Page 4 of 6)**

Survey Items by SOPS Composite Measure	Staff Position									
	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary	
<i># Hospitals</i>	319	256	213	315	286	319	313	308	305	
<i># Respondents</i>	12,592	7,264	887	12,452	3,731	65,193	19,612	9,956	6,878	
<b>8. Overall Perceptions of Patient Safety</b>	% Agree/Strongly Agree									
Patient safety is never sacrificed to get more work done. (Item A15)	77%	62%	69%	63%	68%	53%	70%	70%	72%	
Our procedures and systems are good at preventing errors from happening. (Item A18)	84%	75%	74%	70%	80%	72%	78%	78%	75%	
% Disagree/Strongly Disagree										
It is just by chance that more serious mistakes don't happen around here. (Item A10*)	77%	67%	60%	50%	74%	59%	63%	69%	58%	
We have patient safety problems in this unit. (Item A17*)	78%	65%	72%	61%	74%	57%	73%	75%	68%	
<b>9. Teamwork Across Units</b>	% Agree/Strongly Agree									
There is good cooperation among hospital units that need to work together. (Item F4)	73%	64%	65%	60%	63%	56%	61%	66%	61%	
Hospital units work well together to provide the best care for patients. (Item F10)	80%	70%	79%	73%	71%	67%	72%	76%	73%	
% Disagree/Strongly Disagree										
Hospital units do not coordinate well with each other. (Item F2*)	63%	51%	54%	48%	53%	44%	47%	51%	48%	
It is often unpleasant to work with staff from other hospital units. (Item F6*)	73%	67%	67%	59%	74%	62%	59%	71%	61%	

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



**Table B-6. Item Average Percent Positive Response by Staff Position – 2021 SOPS Hospital 1.0 Database (Page 5 of 6)**

Survey Items by SOPS Composite Measure	Staff Position									
	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary	
<i># Hospitals</i>	319	256	213	315	286	319	313	308	305	
<i># Respondents</i>	12,592	7,264	887	12,452	3,731	65,193	19,612	9,956	6,878	
<b>10. Staffing</b>	% Agree/Strongly Agree									
We have enough staff to handle the workload. (Item A2)	67%	58%	48%	40%	58%	48%	48%	58%	49%	
	% Disagree/Strongly Disagree									
Staff in this unit work longer hours than is best for patient care. (Item A5*)	58%	48%	47%	40%	69%	51%	52%	59%	47%	
We use more agency/temporary staff than is best for patient care. (Item A7*)	71%	57%	63%	57%	77%	68%	68%	72%	62%	
We work in “crisis mode” trying to do too much, too quickly. (Item A14*)	63%	54%	50%	46%	60%	47%	51%	60%	54%	
<b>11. Nonpunitive Response to Error</b>	% Disagree/Strongly Disagree									
Staff feel like their mistakes are held against them. (Item A8*)	75%	53%	56%	45%	70%	53%	54%	62%	52%	
When an event is reported, it feels like the person is being written up, not the problem. (Item A12*)	76%	48%	48%	38%	71%	52%	48%	57%	45%	
Staff worry that mistakes they make are kept in their personnel file. (Item A16*)	58%	37%	45%	33%	58%	40%	40%	49%	37%	

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

**Table B-6. Item Average Percent Positive Response by Staff Position – 2021 SOPS Hospital 1.0 Database (Page 6 of 6)**

Survey Items by SOPS Composite Measure	Staff Position									
	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary	
<i># Hospitals</i>	319	256	213	315	286	319	313	308	305	
<i># Respondents</i>	12,592	7,264	887	12,452	3,731	65,193	19,612	9,956	6,878	
<b>12. Handoffs &amp; Transitions</b>	% Disagree/Strongly Disagree									
Things “fall between the cracks” when transferring patients from one unit to another. (Item F3*)	48%	45%	42%	45%	26%	41%	40%	39%	46%	
Important patient care information is often lost during shift changes. (Item F5*)	56%	52%	44%	57%	41%	54%	51%	49%	56%	
Problems often occur in the exchange of information across hospital units. (Item F7*)	53%	47%	43%	45%	40%	47%	44%	47%	49%	
Shift changes are problematic for patients in this hospital. (Item F11*)	52%	48%	41%	52%	40%	51%	48%	49%	48%	

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

**Table B-7. Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Staff Position – 2021 SOPS Hospital 1.0 Database**

Work Area/Unit Patient Safety Grade	Staff Position								
	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
<i># Hospitals</i>	319	256	213	315	286	319	313	308	305
<i># Respondents</i>	12,592	7,264	887	12,452	3,731	65,193	19,612	9,956	6,878
<b>Please give your work area/unit in this hospital an overall grade on patient safety. (Item E1).</b>									
Excellent or Very Good	90%	80%	79%	73%	81%	70%	79%	83%	79%
A = Excellent	50%	40%	35%	31%	40%	28%	38%	42%	39%
B = Very Good	39%	39%	44%	41%	41%	42%	41%	40%	41%
C = Acceptable	9%	15%	18%	21%	15%	22%	17%	13%	17%
D = Poor	1%	5%	3%	5%	4%	6%	3%	3%	3%
E = Failing	0%	1%	0%	1%	1%	1%	1%	1%	1%

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

**Table B-8. Average Percentage of Respondents Reporting Events in the Past 12 Months by Staff Position – 2021 SOPS Hospital 1.0 Database**

Number of Events Reported by Respondents	Staff Position								
	Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
<i># Hospitals</i>	319	256	213	315	286	319	313	308	305
<i># Respondents</i>	12,592	7,264	887	12,452	3,731	65,193	19,612	9,956	6,878
<b>In the past 12 months, how many event reports have you filled out and submitted? (Item G1)</b>									
1 or more events	59%	34%	27%	24%	80%	70%	43%	41%	18%
None	41%	66%	73%	76%	20%	30%	57%	59%	82%
1 to 2	23%	22%	18%	19%	26%	38%	29%	32%	13%
3 to 5	19%	8%	6%	4%	22%	21%	10%	7%	3%
6 to 10	10%	2%	1%	1%	16%	8%	3%	2%	1%
11 to 20	5%	1%	1%	0%	9%	3%	1%	0%	0%
21 or more	2%	0%	0%	0%	7%	1%	1%	0%	0%

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

# Appendix B: Results by Respondent Characteristics

## (3) Interaction With Patients

**Note 1:** Hospitals that did not ask respondents to indicate their interaction with patients were excluded from these breakout tables. In addition, respondents who did not answer (missing) were not included.

**Note 2:** The number of hospitals and respondents is shown in each table. The number of hospitals is based on hospitals that asked respondents to indicate their interaction with patients (not all hospitals asked this question). However, the precise number of hospitals and respondents corresponding to each data cell in the tables will vary because hospitals may have omitted a specific survey item and because of individual nonresponse/missing data.

**Table B-9. Composite Measure Average Percent Positive Response by Interaction With Patients – 2021 SOPS Hospital 1.0 Database**

SOPS Composite Measures		Interaction With Patients	
		WITH Direct Interaction	WITHOUT Direct Interaction
	<i># Hospitals</i>	291	291
	<i># Respondents</i>	127,839	37,102
<b>1. Teamwork Within Units</b>		82%	84%
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>		79%	84%
<b>3. Organizational Learning – Continuous Improvement</b>		71%	75%
<b>4. Management Support for Patient Safety</b>		67%	78%
<b>5. Feedback &amp; Communication About Error</b>		68%	75%
<b>6. Frequency of Events Reported</b>		67%	72%
<b>7. Communication Openness</b>		65%	70%
<b>8. Overall Perceptions of Patient Safety</b>		65%	71%
<b>9. Teamwork Across Units</b>		60%	64%
<b>10. Staffing</b>		54%	55%
<b>11. Nonpunitive Response to Error</b>		48%	53%
<b>12. Handoffs &amp; Transitions</b>		47%	43%
	<b>Composite Measure Average</b>	64%	69%

**Table B-10. Item Average Percent Positive Response by Interaction With Patients – 2021 SOPS Hospital Database (Page 1 of 5)**

Survey Items by SOPS Composite Measure	Interaction With Patients		
	WITH Direct Interaction	WITHOUT Direct Interaction	
	# Hospitals # Respondents	291 127,839	291 37,102
<b>1. Teamwork Within Units</b>	% Agree/Strongly Agree		
People support one another in this unit. (Item A1)	87%	88%	
When a lot of work needs to be done quickly, we work together as a team to get the work done. (Item A3)	87%	88%	
In this unit, people treat each other with respect. (Item A4)	81%	83%	
When one area in this unit gets really busy, others help out. (Item A11)	72%	75%	
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>	% Agree/Strongly Agree		
My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures. (Item B1)	79%	84%	
My supv/mgr seriously considers staff suggestions for improving patient safety. (Item B2)	80%	85%	
	% Disagree/Strongly Disagree		
Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts. (Item B3*)	79%	83%	
My supv/mgr overlooks patient safety problems that happen over and over. (Item B4*)	79%	83%	
<b>3. Organizational Learning – Continuous Improvement</b>	% Agree/Strongly Agree		
We are actively doing things to improve patient safety. (Item A6)	82%	84%	
Mistakes have led to positive changes here. (Item A9)	61%	69%	
After we make changes to improve patient safety, we evaluate their effectiveness. (Item A13)	70%	72%	

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

**Table B-10. Item Average Percent Positive Response by Interaction With Patients – 2021 SOPS Hospital 1.0 Database (Page 2 of 5)**

Survey Items by SOPS Composite Measure	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
	<i># Hospitals</i>	291
	<i># Respondents</i>	127,839
<b>4. Management Support for Patient Safety</b>	% Agree/Strongly Agree	
Hospital management provides a work climate that promotes patient safety. (Item F1)	76%	86%
The actions of hospital management show that patient safety is a top priority. (Item F8)	70%	82%
	% Disagree/Strongly Disagree	
Hospital management seems interested in patient safety only after an adverse event happens. (Item F9*)	54%	66%
<b>5. Feedback &amp; Communication About Error</b>	% Most of the time/Always	
We are given feedback about changes put into place based on event reports. (Item C1)	60%	67%
We are informed about errors that happen in this unit. (Item C3)	69%	76%
In this unit, we discuss ways to prevent errors from happening again. (Item C5)	75%	82%
<b>6. Frequency of Events Reported</b>	% Most of the time/Always	
When a mistake is made, but is <u>caught and corrected before affecting the patient</u> , how often is this reported? (Item D1)	62%	68%
When a mistake is made, but has <u>no potential to harm the patient</u> , how often is this reported? (Item D2)	63%	68%
When a mistake is made that <u>could harm the patient</u> , but does not, how often is this reported? (Item D3)	76%	80%

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



**Table B-10. Item Average Percent Positive Response by Interaction With Patients – 2021 SOPS Hospital 1.0 Database (Page 3 of 5)**

Survey Items by SOPS Composite Measure	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
	<i># Hospitals</i>	291
	<i># Respondents</i>	127,839
<b>7. Communication Openness</b>	% Most of the time/Always	
Staff will freely speak up if they see something that may negatively affect patient care. (Item C2)	79%	82%
Staff feel free to question the decisions or actions of those with more authority. (Item C4)	49%	57%
	% Rarely/Never	
Staff are afraid to ask questions when something does not seem right. (Item C6*)	68%	72%
<b>8. Overall Perceptions of Patient Safety</b>	% Agree/Strongly Agree	
Patient safety is never sacrificed to get more work done. (Item A15)	62%	71%
Our procedures and systems are good at preventing errors from happening. (Item A18)	73%	77%
	% Disagree/Strongly Disagree	
It is just by chance that more serious mistakes don't happen around here. (Item A10*)	60%	64%
We have patient safety problems in this unit. (Item A17*)	63%	71%

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

**Table B-10. Item Average Percent Positive Response by Interaction With Patients – 2021 SOPS Hospital 1.0 Database (Page 4 of 5)**

Survey Items by SOPS Composite Measure	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
	# Hospitals 291	291
	# Respondents 127,839	37,102
<b>9. Teamwork Across Units</b>	% Agree/Strongly Agree	
There is good cooperation among hospital units that need to work together. (Item F4)	59%	64%
Hospital units work well together to provide the best care for patients. (Item F10)	70%	75%
	% Disagree/Strongly Disagree	
Hospital units do not coordinate well with each other. (Item F2*)	46%	52%
It is often unpleasant to work with staff from other hospital units. (Item F6*)	63%	64%
<b>10. Staffing</b>	% Agree/Strongly Agree	
We have enough staff to handle the workload. (Item A2)	49%	56%
	% Disagree/Strongly Disagree	
Staff in this unit work longer hours than is best for patient care. (Item A5*)	50%	48%
We use more agency/temporary staff than is best for patient care. (Item A7*)	65%	62%
We work in “crisis mode” trying to do too much, too quickly. (Item A14*)	50%	53%

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

**Table B-10. Item Average Percent Positive Response by Interaction With Patients – 2021 SOPS Hospital 1.0 Database (Page 5 of 5)**

Survey Items by SOPS Composite Measure	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	291	291
<i># Respondents</i>	127,839	37,102
<b>11. Nonpunitive Response to Error</b>	% Disagree/Strongly Disagree	
Staff feel like their mistakes are held against them. (Item A8*)	53%	59%
When an event is reported, it feels like the person is being written up, not the problem. (Item A12*)	50%	56%
Staff worry that mistakes they make are kept in their personnel file. (Item A16*)	40%	44%
<b>12. Handoffs &amp; Transitions</b>	% Disagree/Strongly Disagree	
Things “fall between the cracks” when transferring patients from one unit to another. (Item F3*)	41%	38%
Important patient care information is often lost during shift changes. (Item F5*)	53%	47%
Problems often occur in the exchange of information across hospital units. (Item F7*)	46%	43%
Shift changes are problematic for patients in this hospital. (Item F11*)	49%	44%

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

**Table B-11. Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Interaction With Patients – 2021 SOPS Hospital 1.0 Database**

Work Area/Unit Patient Safety Grade	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	291	291
<i># Respondents</i>	127,839	37,102
<b>Please give your work area/unit in this hospital an overall grade on patient safety. (Item E1)</b>		
Excellent or Very Good	74%	84%
A = Excellent	33%	42%
B = Very Good	41%	41%
C = Acceptable	19%	14%
D = Poor	5%	2%
E = Failing	1%	0%

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

**Table B-12. Average Percentage of Respondents Reporting Events in the Past 12 Months by Interaction With Patients – 2021 SOPS Hospital 1.0 Database**

Number of Events Reported by Respondents		Interaction With Patients	
		WITH Direct Interaction	WITHOUT Direct Interaction
	<i># Hospitals</i>	291	291
	<i># Respondents</i>	127,839	37,102
<b>In the past 12 months, how many event reports have you filled out and submitted? (Item G1)</b>			
1 or more events		51%	33%
None		49%	67%
1 to 2		30%	16%
3 to 5		14%	9%
6 to 10		5%	4%
11 to 20		2%	2%
21 or more		1%	2%

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

# Appendix B: Results by Respondent Characteristics

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

**Note 1:** Hospitals that did not ask respondents to indicate their amount of tenure in current work area/unit were excluded from these breakout tables. In addition, respondents who did not answer (missing) were not included.

**Note 2:** The number of hospitals and respondents is shown in each table. The number of hospitals is based on hospitals that asked respondents to indicate their amount of tenure in current work area/unit (not all hospitals asked this question). However, the precise number of hospitals and respondents corresponding to each data cell in the tables will vary because hospitals may have omitted a specific survey item and because of individual nonresponse/missing data.

**Table B-13. Composite Measure Average Percent Positive Response by Tenure in Current Work Area/Unit – 2021 SOPS Hospital 1.0 Database**

SOPS Composite Measures	Tenure in Current Work Area/Unit						
	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More	
	<i># Hospitals</i>	307	307	307	306	297	302
	<i># Respondents</i>	29,130	77,008	27,751	18,127	11,529	12,313
<b>1. Teamwork Within Units</b>		85%	82%	82%	83%	83%	85%
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>		84%	79%	80%	81%	82%	84%
<b>3. Organizational Learning – Continuous Improvement</b>		72%	71%	72%	73%	73%	77%
<b>4. Management Support for Patient Safety</b>		74%	67%	68%	71%	73%	76%
<b>5. Feedback &amp; Communication About Error</b>		75%	69%	68%	69%	70%	72%
<b>6. Frequency of Events Reported</b>		71%	67%	67%	70%	70%	71%
<b>7. Communication Openness</b>		69%	65%	66%	68%	68%	71%
<b>8. Overall Perceptions of Patient Safety</b>		69%	65%	66%	68%	68%	72%
<b>9. Teamwork Across Units</b>		66%	59%	60%	61%	63%	68%
<b>10. Staffing</b>		55%	53%	54%	56%	56%	57%
<b>11. Nonpunitive Response to Error</b>		48%	48%	50%	51%	51%	53%
<b>12. Handoffs &amp; Transitions</b>		54%	46%	46%	46%	46%	50%
<b>Composite Measure Average</b>		69%	64%	65%	66%	67%	70%

**Table B-14. Item Average Percent Positive Response by Tenure in Current Work Area/Unit – 2021 SOPS Hospital 1.0 Database (Page 1 of 5)**

Survey Items by SOPS Composite Measure	Tenure in Current Work Area/Unit					
	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
<i># Hospitals</i>	307	307	307	306	297	302
<i># Respondents</i>	29,130	77,008	27,751	18,127	11,529	12,313
<b>1. Teamwork Within Units</b>	% Agree/Strongly Agree					
People support one another in this unit. (Item A1)	89%	87%	87%	88%	88%	90%
When a lot of work needs to be done quickly, we work together as a team to get the work done. (Item A3)	88%	86%	88%	89%	88%	90%
In this unit, people treat each other with respect. (Item A4)	84%	81%	82%	83%	82%	85%
When one area in this unit gets really busy, others help out. (Item A11)	77%	72%	71%	72%	73%	74%
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>	% Agree/Strongly Agree					
My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures. (Item B1)	85%	79%	80%	80%	81%	84%
My supv/mgr seriously considers staff suggestions for improving patient safety. (Item B2)	84%	79%	80%	82%	82%	85%
	% Disagree/Strongly Disagree					
Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts. (Item B3*)	83%	79%	79%	81%	81%	82%
My supv/mgr overlooks patient safety problems that happen over and over. (Item B4*)	82%	79%	80%	82%	82%	84%
<b>3. Organizational Learning – Continuous Improvement</b>	% Agree/Strongly Agree					
We are actively doing things to improve patient safety. (Item A6)	85%	82%	82%	83%	83%	86%
Mistakes have led to positive changes here. (Item A9)	59%	61%	63%	65%	65%	70%
After we make changes to improve patient safety, we evaluate their effectiveness. (Item A13)	73%	69%	70%	72%	71%	75%

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



**Table B-14. Item Average Percent Positive Response by Tenure in Current Work Area/Unit – 2021 SOPS Hospital 1.0 Database (Page 2 of 5)**

Survey Items by SOPS Composite Measure	Tenure in Current Work Area/Unit					
	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
<i># Hospitals</i>	307	307	307	306	297	302
<i># Respondents</i>	29,130	77,008	27,751	18,127	11,529	12,313
<b>4. Management Support for Patient Safety</b>	% Agree/Strongly Agree					
Hospital management provides a work climate that promotes patient safety. (Item F1)	83%	77%	77%	79%	81%	83%
The actions of hospital management show that patient safety is a top priority. (Item F8)	78%	70%	71%	74%	76%	79%
	% Disagree/Strongly Disagree					
Hospital management seems interested in patient safety only after an adverse event happens. (Item F9*)	60%	54%	56%	60%	62%	67%
<b>5. Feedback &amp; Communication About Error</b>	% Most of the time/Always					
We are given feedback about changes put into place based on event reports. (Item C1)	68%	60%	59%	61%	62%	65%
We are informed about errors that happen in this unit. (Item C3)	77%	70%	68%	70%	70%	71%
In this unit, we discuss ways to prevent errors from happening again. (Item C5)	81%	76%	76%	77%	77%	80%
<b>6. Frequency of Events Reported</b>	% Most of the time/Always					
When a mistake is made, but is <u>caught and corrected before affecting the patient</u> , how often is this reported? (Item D1)	67%	62%	62%	65%	64%	65%
When a mistake is made, but has <u>no potential to harm the patient</u> , how often is this reported? (Item D2)	67%	63%	63%	66%	67%	68%
When a mistake is made that <u>could harm the patient</u> , but does not, how often is this reported? (Item D3)	79%	76%	77%	78%	79%	81%

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

**Table B-14. Item Average Percent Positive Response by Tenure in Current Work Area/Unit – 2021 SOPS Hospital 1.0 Database (Page 3 of 5)**

Survey Items by SOPS Composite Measure	Tenure in Current Work Area/Unit					
	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
<i># Hospitals</i>	307	307	307	306	297	302
<i># Respondents</i>	29,130	77,008	27,751	18,127	11,529	12,313
<b>7. Communication Openness</b>	% Most of the time/Always					
Staff will freely speak up if they see something that may negatively affect patient care. (Item C2)	82%	78%	79%	80%	82%	83%
Staff feel free to question the decisions or actions of those with more authority. (Item C4)	52%	48%	51%	54%	54%	59%
	% Rarely/Never					
Staff are afraid to ask questions when something does not seem right. (Item C6*)	74%	68%	68%	69%	68%	71%
<b>8. Overall Perceptions of Patient Safety</b>	% Agree/Strongly Agree					
Patient safety is never sacrificed to get more work done. (Item A15)	69%	62%	63%	65%	64%	69%
Our procedures and systems are good at preventing errors from happening. (Item A18)	76%	72%	75%	76%	76%	80%
	% Disagree/Strongly Disagree					
It is just by chance that more serious mistakes don't happen around here. (Item A10*)	61%	60%	61%	62%	63%	66%
We have patient safety problems in this unit. (Item A17*)	69%	64%	66%	67%	68%	71%

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

**Table B-14. Item Average Percent Positive Response by Tenure in Current Work Area/Unit – 2021 SOPS Hospital 1.0 Database (Page 4 of 5)**

Survey Items by SOPS Composite Measure	Tenure in Current Work Area/Unit					
	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
<i># Hospitals</i>	307	307	307	306	297	302
<i># Respondents</i>	29,130	77,008	27,751	18,127	11,529	12,313
<b>9. Teamwork Across Units</b>	% Agree/Strongly Agree					
There is good cooperation among hospital units that need to work together. (Item F4)	66%	58%	60%	61%	63%	69%
Hospital units work well together to provide the best care for patients. (Item F10)	76%	69%	70%	71%	73%	77%
	% Disagree/Strongly Disagree					
Hospital units do not coordinate well with each other. (Item F2*)	53%	45%	48%	50%	50%	56%
It is often unpleasant to work with staff from other hospital units. (Item F6*)	67%	62%	61%	63%	64%	69%
<b>10. Staffing</b>	% Agree/Strongly Agree					
We have enough staff to handle the workload. (Item A2)	55%	48%	49%	53%	54%	55%
	% Disagree/Strongly Disagree					
Staff in this unit work longer hours than is best for patient care. (Item A5*)	49%	49%	51%	52%	52%	52%
We use more agency/temporary staff than is best for patient care. (Item A7*)	61%	64%	66%	67%	67%	67%
We work in “crisis mode” trying to do too much, too quickly. (Item A14*)	55%	50%	49%	51%	52%	53%

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

**Table B-14. Item Average Percent Positive Response by Tenure in Current Work Area/Unit – 2021 SOPS Hospital 1.0 Database (Page 5 of 5)**

Survey Items by SOPS Composite Measure	Tenure in Current Work Area/Unit					
	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
<i># Hospitals</i>	307	307	307	306	297	302
<i># Respondents</i>	29,130	77,008	27,751	18,127	11,529	12,313
<b>11. Nonpunitive Response to Error</b>	% Disagree/Strongly Disagree					
Staff feel like their mistakes are held against them. (Item A8*)	56%	54%	55%	57%	56%	58%
When an event is reported, it feels like the person is being written up, not the problem. (Item A12*)	47%	50%	53%	54%	54%	58%
Staff worry that mistakes they make are kept in their personnel file. (Item A16*)	41%	41%	42%	43%	42%	44%
<b>12. Handoffs &amp; Transitions</b>	% Disagree/Strongly Disagree					
Things “fall between the cracks” when transferring patients from one unit to another. (Item F3*)	47%	40%	41%	42%	41%	46%
Important patient care information is often lost during shift changes. (Item F5*)	60%	52%	51%	50%	51%	54%
Problems often occur in the exchange of information across hospital units. (Item F7*)	51%	45%	45%	45%	46%	50%
Shift changes are problematic for patients in this hospital. (Item F11*)	56%	48%	48%	46%	46%	51%

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

**Table B-15. Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Tenure in Current Work Area/Unit – 2021 SOPS Hospital Database**

Work Area/Unit Patient Safety Grade	Tenure in Current Work Area/Unit					
	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
<i># Hospitals</i>	307	307	307	306	297	302
<i># Respondents</i>	29,130	77,008	27,751	18,127	11,529	12,313
<b>Please give your work area/unit in this hospital an overall grade on patient safety. (Item E1)</b>						
Excellent or Very Good	81%	74%	76%	78%	78%	81%
A = Excellent	40%	34%	36%	38%	37%	39%
B = Very Good	41%	41%	40%	40%	42%	42%
C = Acceptable	16%	19%	18%	17%	17%	15%
D = Poor	3%	5%	5%	4%	4%	3%
E = Failing	1%	1%	1%	1%	1%	1%

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

**Table B-16. Average Percentage of Respondents Reporting Events in the Past 12 Months by Tenure in Current Work Area/Unit – 2021 SOPS Hospital Database**

Number of Events Reported by Respondents	Tenure in Current Work Area/Unit					
	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
<i># Hospitals</i>	307	307	307	306	297	302
<i># Respondents</i>	29,130	77,008	27,751	18,127	11,529	12,313
<b>In the past 12 months, how many event reports have you filled out and submitted? (Item G1)</b>						
1 or more events	34%	50%	52%	50%	50%	46%
None	66%	50%	48%	50%	50%	54%
1 to 2	23%	28%	27%	28%	27%	25%
3 to 5	7%	13%	15%	14%	14%	13%
6 to 10	2%	5%	6%	5%	6%	4%
11 to 20	1%	2%	2%	2%	2%	2%
21 or more	0%	1%	1%	1%	1%	2%

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

## Part III

# Appendix C: Trending Results by Hospital Characteristics

### (1) Bed Size

**Note:** Results are from 161 trending hospitals. The number of hospitals and respondents in each bed size category is shown in each table. However, the precise number of hospitals and respondents corresponding to each data cell in a table will vary because hospitals may have omitted a specific survey item and because of individual nonresponse/missing data.

**Table C-1. Trending: Composite Measure Average Percent Positive Response by Bed Size – 2021 SOPS Hospital 1.0 Database (Page 1 of 2)**

SOPS Composite Measures	Database Year	Bed Size					
		6-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400+ Beds
<i># Hospitals</i>	Both Years	36	26	32	28	17	22
	<i># Respondents</i>	4,352	7,145	17,407	19,455	15,545	43,487
	Previous	4,658	6,261	20,204	19,401	14,446	41,101
<b>1. Teamwork Within Units</b>	Most Recent	86%	83%	83%	81%	81%	81%
	Previous	86%	82%	84%	83%	80%	82%
	Change	0%	1%	-1%	-2%	1%	-1%
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>	Most Recent	84%	83%	81%	79%	78%	78%
	Previous	86%	81%	82%	80%	77%	79%
	Change	-2%	2%	-1%	-1%	1%	-1%
<b>3. Organizational Learning – Continuous Improvement</b>	Most Recent	75%	75%	74%	70%	69%	72%
	Previous	75%	73%	76%	73%	69%	71%
	Change	0%	2%	-2%	-3%	0%	1%
<b>4. Management Support for Patient Safety</b>	Most Recent	76%	75%	71%	66%	66%	65%
	Previous	80%	74%	75%	71%	66%	68%
	Change	-4%	1%	-4%	-5%	0%	-3%
<b>5. Feedback &amp; Communication About Error</b>	Most Recent	72%	70%	70%	70%	69%	68%
	Previous	75%	69%	72%	71%	67%	68%
	Change	-3%	1%	-2%	-1%	2%	0%
<b>6. Frequency of Events Reported</b>	Most Recent	72%	70%	68%	67%	66%	65%
	Previous	71%	68%	69%	69%	66%	65%
	Change	1%	2%	-1%	-2%	0%	0%



**Table C-1. Trending: Composite Measure Average Percent Positive Response by Bed Size – 2021 SOPS Hospital 1.0 Database (Page 2 of 2)**

SOPS Composite Measures	Database Year	Bed Size					
		6-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400+ Beds
<i># Hospitals</i>	Both Years	36	26	32	28	17	22
	<i># Respondents</i>	4,352	7,145	17,407	19,455	15,545	43,487
		4,658	6,261	20,204	19,401	14,446	41,101
<b>7. Communication Openness</b>	Most Recent	70%	68%	67%	65%	65%	64%
	Previous	72%	67%	68%	67%	62%	64%
	Change	-2%	1%	-1%	-2%	3%	0%
<b>8. Overall Perceptions of Patient Safety</b>	Most Recent	75%	71%	67%	63%	62%	62%
	Previous	76%	69%	69%	66%	61%	63%
	Change	-1%	2%	-2%	-3%	1%	-1%
<b>9. Teamwork Across Units</b>	Most Recent	72%	64%	61%	57%	56%	56%
	Previous	72%	62%	63%	59%	55%	56%
	Change	0%	2%	-2%	-2%	1%	0%
<b>10. Staffing</b>	Most Recent	63%	59%	53%	50%	48%	48%
	Previous	63%	56%	55%	53%	47%	50%
	Change	0%	3%	-2%	-3%	1%	-2%
<b>11. Nonpunitive Response to Error</b>	Most Recent	55%	53%	50%	45%	46%	46%
	Previous	54%	50%	50%	46%	43%	46%
	Change	1%	3%	0%	-1%	3%	0%
<b>12. Handoffs &amp; Transitions</b>	Most Recent	61%	51%	46%	44%	41%	42%
	Previous	60%	48%	48%	45%	41%	43%
	Change	1%	3%	-2%	-1%	0%	-1%

**Table C-2. Trending: Item Average Percent Positive Response by Bed Size – 2021 SOPS Hospital 1.0 Database (Page 1 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Bed Size					
		6-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400+ Beds
# Hospitals	Both Years	36	26	32	28	17	22
# Respondents	Most Recent	4,352	7,145	17,407	19,455	15,545	43,487
	Previous	4,658	6,261	20,204	19,401	14,446	41,101
<b>1. Teamwork Within Units</b>		<b>% Agree/Strongly Agree</b>					
People support one another in this unit. (Item A1)	Most Recent	90%	87%	88%	87%	87%	86%
	Previous	91%	88%	89%	89%	86%	87%
	Change	-1%	-1%	-1%	-2%	1%	-1%
When a lot of work needs to be done quickly, we work together as a team to get the work done. (Item A3)	Most Recent	91%	88%	88%	86%	86%	86%
	Previous	91%	88%	89%	88%	85%	87%
	Change	0%	0%	-1%	-2%	1%	-1%
In this unit, people treat each other with respect. (Item A4)	Most Recent	86%	83%	83%	81%	80%	81%
	Previous	87%	82%	84%	83%	79%	81%
	Change	-1%	1%	-1%	-2%	1%	0%
When one area in this unit gets really busy, others help out. (Item A11)	Most Recent	78%	74%	73%	71%	70%	72%
	Previous	76%	71%	75%	73%	69%	72%
	Change	2%	3%	-2%	-2%	1%	0%

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

**Table C-2. Trending: Item Average Percent Positive Response by Bed Size – 2021 SOPS Hospital 1.0 Database (Page 2 of 8)**

Survey Items by SOPS Composite Measure		Database Year	Bed Size					
			6-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400 Beds
# Hospitals	Both Years		36	26	32	28	17	22
# Respondents	Most Recent		4,352	7,145	17,407	19,455	15,545	43,487
	Previous		4,658	6,261	20,204	19,401	14,446	41,101
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>			% Agree/Strongly Agree					
My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures. (Item B1)	Most Recent		82%	81%	82%	79%	79%	78%
	Previous		85%	80%	82%	79%	78%	79%
	Change		-3%	1%	0%	0%	1%	-1%
My supv/mgr seriously considers staff suggestions for improving patient safety. (Item B2)	Most Recent		84%	84%	82%	79%	79%	79%
	Previous		86%	81%	83%	81%	77%	80%
	Change		-2%	3%	-1%	-2%	2%	-1%
			% Disagree/Strongly Disagree					
Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts. (Item B3*)	Most Recent		84%	83%	80%	78%	76%	77%
	Previous		86%	82%	81%	78%	75%	77%
	Change		-2%	1%	-1%	0%	1%	0%
My supv/mgr overlooks patient safety problems that happen over and over. (Item B4*)	Most Recent		84%	84%	81%	79%	78%	79%
	Previous		86%	82%	83%	81%	77%	79%
	Change		-2%	2%	-2%	-2%	1%	0%
<b>3. Organizational Learning – Continuous Improvement</b>			% Agree/Strongly Agree					
We are actively doing things to improve patient safety. (Item A6)	Most Recent		86%	84%	84%	81%	80%	82%
	Previous		86%	83%	86%	85%	80%	82%
	Change		0%	1%	-2%	-4%	0%	0%
Mistakes have led to positive changes here. (Item A9)	Most Recent		63%	67%	65%	60%	60%	63%
	Previous		66%	63%	66%	62%	59%	62%
	Change		-3%	4%	-1%	-2%	1%	1%
After we make changes to improve patient safety, we evaluate their effectiveness. (Item A13)	Most Recent		75%	74%	73%	69%	68%	71%
	Previous		74%	72%	75%	72%	67%	70%
	Change		1%	2%	-2%	-3%	1%	1%

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

**Table C-2. Trending: Item Average Percent Positive Response by Bed Size – 2021 SOPS Hospital 1.0 Database (Page 3 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Bed Size					
		6-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400+ Beds
<i># Hospitals</i> <i># Respondents</i>	Both Years	36	26	32	28	17	22
	Most Recent	4,352	7,145	17,407	19,455	15,545	43,487
	Previous	4,658	6,261	20,204	19,401	14,446	41,101
<b>4. Management Support for Patient Safety</b>		<b>% Agree/Strongly Agree</b>					
Hospital management provides a work climate that promotes patient safety. (Item F1)	Most Recent	84%	83%	79%	75%	76%	74%
	Previous	89%	82%	85%	81%	75%	78%
	Change	-5%	1%	-6%	-6%	1%	-4%
The actions of hospital management show that patient safety is a top priority. (Item F8)	Most Recent	80%	78%	75%	70%	70%	70%
	Previous	82%	77%	78%	75%	69%	72%
	Change	-2%	1%	-3%	-5%	1%	-2%
		<b>% Disagree/Strongly Disagree</b>					
Hospital management seems interested in patient safety only after an adverse event happens. (Item F9*)	Most Recent	65%	63%	59%	53%	53%	51%
	Previous	68%	62%	62%	58%	53%	54%
	Change	-3%	1%	-3%	-5%	0%	-3%
<b>5. Feedback &amp; Communication About Error</b>		<b>% Most of the time/Always</b>					
We are given feedback about changes put into place based on event reports. (Item C1)	Most Recent	62%	63%	63%	62%	62%	59%
	Previous	65%	61%	65%	64%	60%	61%
	Change	-3%	2%	-2%	-2%	2%	-2%
We are informed about errors that happen in this unit. (Item C3)	Most Recent	74%	70%	70%	72%	70%	69%
	Previous	76%	69%	72%	72%	68%	69%
	Change	-2%	1%	-2%	0%	2%	0%
In this unit, we discuss ways to prevent errors from happening again. (Item C5)	Most Recent	80%	78%	78%	77%	76%	75%
	Previous	83%	76%	79%	78%	73%	75%
	Change	-3%	2%	-1%	-1%	3%	0%

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

**Table C-2. Trending: Item Average Percent Positive Response by Bed Size – 2021 SOPS Hospital 1.0 Database (Page 4 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Bed Size						
		6-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400+ Beds	
	<i># Hospitals</i>	Both Years	36	26	32	28	17	22
	<i># Respondents</i>	Most Recent	4,352	7,145	17,407	19,455	15,545	43,487
		Previous	4,658	6,261	20,204	19,401	14,446	41,101
<b>6. Frequency of Events Reported</b>			% Most of the time/Always					
When a mistake is made, but is <u>caught and corrected before affecting the patient</u> , how often is this reported? (Item D1)	Most Recent	66%	65%	63%	62%	61%	61%	
	Previous	65%	63%	65%	64%	62%	61%	
	Change	1%	2%	-2%	-2%	-1%	0%	
When a mistake is made, but has <u>no potential to harm the patient</u> , how often is this reported? (Item D2)	Most Recent	68%	65%	63%	63%	62%	60%	
	Previous	67%	63%	65%	65%	62%	61%	
	Change	1%	2%	-2%	-2%	0%	-1%	
When a mistake is made that <u>could harm the patient</u> , but does not, how often is this reported? (Item D3)	Most Recent	81%	79%	77%	77%	75%	73%	
	Previous	80%	77%	77%	77%	73%	73%	
	Change	1%	2%	0%	0%	2%	0%	
<b>7. Communication Openness</b>			% Most of the time/Always					
Staff will freely speak up if they see something that may negatively affect patient care. (Item C2)	Most Recent	84%	81%	80%	79%	78%	77%	
	Previous	85%	81%	81%	80%	75%	77%	
	Change	-1%	0%	-1%	-1%	3%	0%	
Staff feel free to question the decisions or actions of those with more authority. (Item C4)	Most Recent	52%	51%	51%	49%	50%	47%	
	Previous	56%	50%	52%	51%	48%	49%	
	Change	-4%	1%	-1%	-2%	2%	-2%	
			% Rarely/Never					
Staff are afraid to ask questions when something does not seem right. (Item C6*)	Most Recent	73%	72%	70%	68%	67%	67%	
	Previous	76%	70%	71%	70%	64%	67%	
	Change	-3%	2%	-1%	-2%	3%	0%	

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

**Table C-2. Trending: Item Average Percent Positive Response by Bed Size – 2021 SOPS Hospital 1.0 Database (Page 5 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Bed Size					
		6-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400+ Beds
<i># Hospitals</i>	Both Years	36	26	32	28	17	22
	<i># Respondents</i>	4,352	7,145	17,407	19,455	15,545	43,487
	Previous	4,658	6,261	20,204	19,401	14,446	41,101
<b>8. Overall Perceptions of Patient Safety</b>		<b>% Agree/Strongly Agree</b>					
Patient safety is never sacrificed to get more work done. (Item A15)	Most Recent	74%	69%	64%	59%	59%	59%
	Previous	76%	67%	66%	62%	58%	60%
	Change	-2%	2%	-2%	-3%	1%	-1%
Our procedures and systems are good at preventing errors from happening. (Item A18)	Most Recent	79%	78%	76%	72%	71%	73%
	Previous	78%	75%	77%	75%	70%	72%
	Change	1%	3%	-1%	-3%	1%	1%
		<b>% Disagree/Strongly Disagree</b>					
It is just by chance that more serious mistakes don't happen around here. (Item A10*)	Most Recent	69%	65%	63%	59%	56%	57%
	Previous	72%	65%	64%	62%	55%	58%
	Change	-3%	0%	-1%	-3%	1%	-1%
We have patient safety problems in this unit. (Item A17*)	Most Recent	76%	70%	66%	63%	61%	60%
	Previous	76%	67%	69%	65%	59%	61%
	Change	0%	3%	-3%	-2%	2%	-1%

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

**Table C-2. Trending: Item Average Percent Positive Response by Bed Size – 2021 SOPS Hospital 1.0 Database (Page 6 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Bed Size					
		6-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400+ Beds
<i># Hospitals</i>	Both Years	36	26	32	28	17	22
	<i># Respondents</i>	4,352	7,145	17,407	19,455	15,545	43,487
	Previous	4,658	6,261	20,204	19,401	14,446	41,101
<b>9. Teamwork Across Units</b>		<b>% Agree/Strongly Agree</b>					
There is good cooperation among hospital units that need to work together. (Item F4)	Most Recent	72%	63%	61%	56%	57%	56%
	Previous	72%	62%	63%	59%	55%	57%
	Change	0%	1%	-2%	-3%	2%	-1%
Hospital units work well together to provide the best care for patients. (Item F10)	Most Recent	82%	75%	71%	67%	67%	67%
	Previous	82%	72%	73%	69%	65%	66%
	Change	0%	3%	-2%	-2%	2%	1%
		<b>% Disagree/Strongly Disagree</b>					
Hospital units do not coordinate well with each other. (Item F2*)	Most Recent	61%	51%	49%	44%	42%	42%
	Previous	62%	49%	51%	46%	41%	42%
	Change	-1%	2%	-2%	-2%	1%	0%
It is often unpleasant to work with staff from other hospital units. (Item F6*)	Most Recent	71%	66%	63%	59%	59%	58%
	Previous	71%	63%	64%	61%	57%	59%
	Change	0%	3%	-1%	-2%	2%	-1%

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

**Table C-2. Trending: Item Average Percent Positive Response by Bed Size – 2021 SOPS Hospital 1.0 Database (Page 7 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Bed Size						
		6-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400+ Beds	
	# Hospitals	Both Years	36	26	32	28	17	22
	# Respondents	Most Recent	4,352	7,145	17,407	19,455	15,545	43,487
		Previous	4,658	6,261	20,204	19,401	14,446	41,101
<b>10. Staffing</b>			% Agree/Strongly Agree					
We have enough staff to handle the workload. (Item A2)	Most Recent	60%	56%	49%	45%	45%	42%	
	Previous	61%	55%	52%	51%	44%	47%	
	Change	-1%	1%	-3%	-6%	1%	-5%	
			% Disagree/Strongly Disagree					
Staff in this unit work longer hours than is best for patient care. (Item A5*)	Most Recent	57%	55%	50%	46%	43%	45%	
	Previous	57%	51%	51%	48%	43%	46%	
	Change	0%	4%	-1%	-2%	0%	-1%	
We use more agency/temporary staff than is best for patient care. (Item A7*)	Most Recent	74%	67%	62%	65%	60%	60%	
	Previous	71%	66%	64%	64%	58%	60%	
	Change	3%	1%	-2%	1%	2%	0%	
We work in “crisis mode” trying to do too much, too quickly. (Item A14*)	Most Recent	62%	56%	51%	45%	43%	44%	
	Previous	61%	53%	53%	47%	42%	46%	
	Change	1%	3%	-2%	-2%	1%	-2%	

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



**Table C-2. Trending: Item Average Percent Positive Response by Bed Size – 2021 SOPS Hospital 1.0 Database (Page 8 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Bed Size						
		6-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400+ Beds	
	<i># Hospitals</i>	Both Years	36	26	32	28	17	22
	<i># Respondents</i>	Most Recent	4,352	7,145	17,407	19,455	15,545	43,487
		Previous	4,658	6,261	20,204	19,401	14,446	41,101
<b>11. Nonpunitive Response to Error</b>		% Disagree/Strongly Disagree						
Staff feel like their mistakes are held against them. (Item A8*)	Most Recent	63%	59%	56%	51%	52%	51%	
	Previous	62%	56%	56%	52%	49%	51%	
	Change	1%	3%	0%	-1%	3%	0%	
When an event is reported, it feels like the person is being written up, not the problem. (Item A12*)	Most Recent	55%	55%	52%	48%	48%	48%	
	Previous	55%	52%	52%	49%	45%	49%	
	Change	0%	3%	0%	-1%	3%	-1%	
Staff worry that mistakes they make are kept in their personnel file. (Item A16*)	Most Recent	47%	44%	42%	37%	38%	38%	
	Previous	46%	41%	42%	37%	35%	37%	
	Change	1%	3%	0%	0%	3%	1%	
<b>12. Handoffs &amp; Transitions</b>		% Disagree/Strongly Disagree						
Things “fall between the cracks” when transferring patients from one unit to another. (Item F3*)	Most Recent	57%	47%	40%	36%	34%	35%	
	Previous	58%	45%	42%	39%	34%	36%	
	Change	-1%	2%	-2%	-3%	0%	-1%	
Important patient care information is often lost during shift changes. (Item F5*)	Most Recent	62%	54%	51%	51%	48%	50%	
	Previous	62%	52%	54%	52%	48%	50%	
	Change	0%	2%	-3%	-1%	0%	0%	
Problems often occur in the exchange of information across hospital units. (Item F7*)	Most Recent	60%	49%	44%	42%	39%	40%	
	Previous	60%	47%	47%	44%	39%	41%	
	Change	0%	2%	-3%	-2%	0%	-1%	
Shift changes are problematic for patients in this hospital. (Item F11*)	Most Recent	64%	52%	47%	46%	43%	43%	
	Previous	60%	47%	48%	46%	42%	43%	
	Change	4%	5%	-1%	0%	1%	0%	

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

**Table C-3. Trending: Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Bed Size – 2021 SOPS Hospital 1.0 Database**

Work Area/Unit Patient Safety Grade	Database Year	Bed Size					
		6-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400+ Beds
<i># Hospitals</i> <i># Respondents</i>	Both Years	36	26	32	28	17	22
	Most Recent	4,352	7,145	17,407	19,455	15,545	43,487
	Previous	4,658	6,261	20,204	19,401	14,446	41,101
<b>Please give your work area/unit in this hospital an overall grade on patient safety. (Item E1)</b>							
Excellent or Very Good	Most Recent	84%	80%	77%	75%	74%	71%
	Previous	86%	79%	80%	79%	71%	73%
	Change	-2%	1%	-3%	-4%	3%	-2%
A = Excellent	Most Recent	42%	39%	38%	34%	32%	31%
	Previous	42%	36%	39%	37%	32%	32%
	Change	0%	3%	-1%	-3%	0%	-1%
B = Very Good	Most Recent	42%	41%	39%	41%	42%	40%
	Previous	44%	43%	41%	42%	40%	41%
	Change	-2%	-2%	-2%	-1%	2%	-1%
C = Acceptable	Most Recent	13%	17%	18%	19%	19%	22%
	Previous	12%	17%	16%	16%	21%	21%
	Change	1%	0%	2%	3%	-2%	1%
D = Poor	Most Recent	3%	2%	4%	5%	5%	6%
	Previous	2%	3%	3%	3%	6%	5%
	Change	1%	-1%	1%	2%	-1%	1%
E = Failing	Most Recent	1%	0%	1%	1%	1%	1%
	Previous	0%	1%	1%	1%	2%	1%
	Change	1%	-1%	0%	0%	-1%	0%

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

**Table C-4. Trending: Average Percentage of Respondents Reporting Events in the Past 12 Months by Bed Size – 2021 SOPS Hospital 1.0 Database**

		Bed Size					
Number of Events Reported by Respondents	Database Year	6-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400+ Beds
<i># Hospitals</i>	Both Years	36	26	32	28	17	22
<i># Respondents</i>	Most Recent	4,352	7,145	17,407	19,455	15,545	43,487
	Previous	4,658	6,261	20,204	19,401	14,446	41,101
<b>In the past 12 months, how many event reports have you filled out and submitted? (Item G1)</b>							
1 or more events	Most Recent	48%	44%	48%	52%	46%	46%
	Previous	43%	44%	43%	49%	44%	43%
	Change	5%	0%	5%	3%	2%	3%
None	Most Recent	52%	56%	52%	48%	54%	54%
	Previous	57%	56%	57%	51%	56%	57%
	Change	-5%	0%	-5%	-3%	-2%	-3%
1 to 2	Most Recent	29%	26%	27%	29%	26%	26%
	Previous	26%	24%	26%	29%	26%	25%
	Change	3%	2%	1%	0%	0%	1%
3 to 5	Most Recent	12%	12%	13%	14%	12%	12%
	Previous	11%	13%	11%	12%	12%	12%
	Change	1%	-1%	2%	2%	0%	0%
6 to 10	Most Recent	4%	5%	5%	5%	5%	5%
	Previous	4%	3%	4%	4%	4%	4%
	Change	0%	2%	1%	1%	1%	1%
11 to 20	Most Recent	2%	2%	2%	2%	2%	2%
	Previous	2%	3%	1%	2%	2%	2%
	Change	0%	-1%	1%	0%	0%	0%
21 or more	Most Recent	1%	1%	1%	1%	1%	1%
	Previous	1%	1%	1%	1%	1%	1%
	Change	0%	0%	0%	0%	0%	0%

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

# Appendix C: Trending Results by Hospital Characteristics

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

**Note:** Results are from 161 trending hospitals. The number of hospitals and respondents in each teaching status or ownership category is shown in each table. However, the precise number of hospitals and respondents corresponding to each data cell in a table will vary because hospitals may have omitted a specific survey item and because of individual nonresponse/missing data.

**Table C-5. Trending: Composite Measure Average Percent Positive Response by Teaching Status and Ownership – 2021 SOPS Hospital 1.0 Database (Page 1 of 2)**

SOPS Composite Measures	Database Year	Teaching Status		Ownership	
		Teaching	Nonteaching	Government	Nongovernment
# Hospitals # Respondents	Both Years	59	102	16	145
	Most Recent	61,298	46,093	6,779	100,612
	Previous	60,485	45,586	5,276	100,795
<b>1. Teamwork Within Units</b>	Most Recent	81%	84%	83%	83%
	Previous	82%	84%	82%	83%
	Change	-1%	0%	1%	0%
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>	Most Recent	79%	82%	80%	81%
	Previous	79%	83%	79%	82%
	Change	0%	-1%	1%	-1%
<b>3. Organizational Learning – Continuous Improvement</b>	Most Recent	70%	74%	72%	73%
	Previous	72%	74%	72%	73%
	Change	-2%	0%	0%	0%
<b>4. Management Support for Patient Safety</b>	Most Recent	66%	73%	71%	70%
	Previous	70%	75%	72%	74%
	Change	-4%	-2%	-1%	-4%
<b>5. Feedback &amp; Communication About Error</b>	Most Recent	69%	71%	68%	70%
	Previous	69%	72%	67%	71%
	Change	0%	-1%	1%	-1%
<b>6. Frequency of Events Reported</b>	Most Recent	67%	69%	65%	69%
	Previous	67%	69%	65%	69%
	Change	0%	0%	0%	0%

**Table C-5. Trending: Composite Measure Average Percent Positive Response by Teaching Status and Ownership – 2021 SOPS Hospital 1.0 Database (Page 2 of 2)**

SOPS Composite Measures	Database Year	Teaching Status		Ownership	
		Teaching	Nonteaching	Government	Nongovernment
<i># Hospitals</i>	Both Years	59	102	16	145
	<i># Respondents</i>				
	Most Recent	61,298	46,093	6,779	100,612
	Previous	60,485	45,586	5,276	100,795
<b>7. Communication Openness</b>	Most Recent	65%	68%	65%	67%
	Previous	65%	69%	63%	68%
	Change	0%	-1%	2%	-1%
<b>8. Overall Perceptions of Patient Safety</b>	Most Recent	63%	70%	68%	68%
	Previous	65%	70%	67%	68%
	Change	-2%	0%	1%	0%
<b>9. Teamwork Across Units</b>	Most Recent	57%	65%	62%	62%
	Previous	59%	64%	62%	63%
	Change	-2%	1%	0%	-1%
<b>10. Staffing</b>	Most Recent	50%	57%	57%	54%
	Previous	51%	57%	57%	55%
	Change	-1%	0%	0%	-1%
<b>11. Nonpunitive Response to Error</b>	Most Recent	46%	52%	49%	50%
	Previous	46%	50%	47%	49%
	Change	0%	2%	2%	1%
<b>12. Handoffs &amp; Transitions</b>	Most Recent	44%	52%	49%	48%
	Previous	44%	51%	47%	49%
	Change	0%	1%	2%	-1%

**Table C-6. Trending: Item Average Percent Positive Response by Teaching Status and Ownership – 2021 SOPS Hospital 1.0 Database (Page 1 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Teaching Status		Ownership	
		Teaching	Nonteaching	Government	Nongovernment
# Hospitals	Both Years	59	102	16	145
	# Respondents				
	Most Recent	61,298	46,093	6,779	100,612
	Previous	60,485	45,586	5,276	100,795
<b>1. Teamwork Within Units</b>		% Agree/Strongly Agree			
People support one another in this unit. (Item A1)	Most Recent	87%	88%	86%	88%
	Previous	87%	89%	87%	89%
	Change	0%	-1%	-1%	-1%
When a lot of work needs to be done quickly, we work together as a team to get the work done. (Item A3)	Most Recent	86%	89%	88%	88%
	Previous	87%	89%	88%	88%
	Change	-1%	0%	0%	0%
In this unit, people treat each other with respect. (Item A4)	Most Recent	81%	84%	82%	83%
	Previous	82%	84%	81%	83%
	Change	-1%	0%	1%	0%
When one area in this unit gets really busy, others help out. (Item A11)	Most Recent	71%	75%	74%	74%
	Previous	72%	74%	72%	73%
	Change	-1%	1%	2%	1%

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

**Table C-6. Trending: Item Average Percent Positive Response by Teaching Status and Ownership – 2021 SOPS Hospital 1.0 Database (Page 2 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Teaching Status		Ownership	
		Teaching	Nonteaching	Government	Nongovernment
# Hospitals	Both Years	59	102	16	145
# Respondents	Most Recent	61,298	46,093	6,779	100,612
	Previous	60,485	45,586	5,276	100,795
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>		% Agree/Strongly Agree			
My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures. (Item B1)	Most Recent	79%	81%	79%	81%
	Previous	79%	82%	77%	81%
	Change	0%	-1%	2%	0%
My supv/mgr seriously considers staff suggestions for improving patient safety. (Item B2)	Most Recent	79%	83%	80%	82%
	Previous	80%	83%	79%	82%
	Change	-1%	0%	1%	0%
		% Disagree/Strongly Disagree			
Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts. (Item B3*)	Most Recent	78%	82%	81%	80%
	Previous	78%	82%	81%	81%
	Change	0%	0%	0%	-1%
My supv/mgr overlooks patient safety problems that happen over and over. (Item B4*)	Most Recent	79%	83%	80%	82%
	Previous	80%	83%	80%	82%
	Change	-1%	0%	0%	0%
<b>3. Organizational Learning – Continuous Improvement</b>		% Agree/Strongly Agree			
We are actively doing things to improve patient safety. (Item A6)	Most Recent	80%	85%	83%	83%
	Previous	84%	85%	81%	85%
	Change	-4%	0%	2%	-2%
Mistakes have led to positive changes here. (Item A9)	Most Recent	61%	64%	64%	63%
	Previous	62%	64%	65%	63%
	Change	-1%	0%	-1%	0%
After we make changes to improve patient safety, we evaluate their effectiveness. (Item A13)	Most Recent	68%	74%	70%	72%
	Previous	70%	73%	69%	72%
	Change	-2%	1%	1%	0%

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



**Table C-6. Trending: Item Average Percent Positive Response by Teaching Status and Ownership – 2021 SOPS Hospital 1.0 Database (Page 3 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Teaching Status		Ownership		
		Teaching	Nonteaching	Government	Nongovernment	
	<i># Hospitals</i>	Both Years	59	102	16	145
	<i># Respondents</i>	Most Recent	61,298	46,093	6,779	100,612
		Previous	60,485	45,586	5,276	100,795
<b>4. Management Support for Patient Safety</b>		% Agree/Strongly Agree				
Hospital management provides a work climate that promotes patient safety. (Item F1)	Most Recent	75%	81%	80%	79%	
	Previous	79%	84%	80%	83%	
	Change	-4%	-3%	0%	-4%	
The actions of hospital management show that patient safety is a top priority. (Item F8)	Most Recent	70%	77%	74%	74%	
	Previous	74%	78%	76%	77%	
	Change	-4%	-1%	-2%	-3%	
		% Disagree/Strongly Disagree				
Hospital management seems interested in patient safety only after an adverse event happens. (Item F9*)	Most Recent	53%	61%	60%	58%	
	Previous	56%	63%	60%	61%	
	Change	-3%	-2%	0%	-3%	
<b>5. Feedback &amp; Communication About Error</b>		% Most of the time/Always				
We are given feedback about changes put into place based on event reports. (Item C1)	Most Recent	60%	63%	58%	62%	
	Previous	61%	64%	58%	64%	
	Change	-1%	-1%	0%	-2%	
We are informed about errors that happen in this unit. (Item C3)	Most Recent	70%	72%	71%	71%	
	Previous	69%	73%	67%	72%	
	Change	1%	-1%	4%	-1%	
In this unit, we discuss ways to prevent errors from happening again. (Item C5)	Most Recent	76%	79%	75%	78%	
	Previous	76%	79%	75%	78%	
	Change	0%	0%	0%	0%	

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

**Table C-6. Trending: Item Average Percent Positive Response by Teaching Status and Ownership – 2021 SOPS Hospital 1.0 Database (Page 4 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Teaching Status		Ownership		
		Teaching	Nonteaching	Government	Nongovernment	
	<i># Hospitals</i>	Both Years	59	102	16	145
	<i># Respondents</i>	Most Recent	61,298	46,093	6,779	100,612
		Previous	60,485	45,586	5,276	100,795
<b>6. Frequency of Events Reported</b>			% Most of the time/Always			
When a mistake is made, but is <u>caught and corrected before affecting the patient</u> , how often is this reported? (Item D1)	Most Recent	62%	64%	60%	64%	
	Previous	62%	64%	59%	64%	
	Change	0%	0%	1%	0%	
When a mistake is made, but has <u>no potential to harm the patient</u> , how often is this reported? (Item D2)	Most Recent	62%	65%	61%	64%	
	Previous	63%	65%	62%	65%	
	Change	-1%	0%	-1%	-1%	
When a mistake is made that <u>could harm the patient</u> , but does not, how often is this reported? (Item D3)	Most Recent	76%	79%	75%	78%	
	Previous	75%	78%	75%	77%	
	Change	1%	1%	0%	1%	
<b>7. Communication Openness</b>			% Most of the time/Always			
Staff will freely speak up if they see something that may negatively affect patient care. (Item C2)	Most Recent	79%	81%	78%	81%	
	Previous	78%	82%	76%	81%	
	Change	1%	-1%	2%	0%	
Staff feel free to question the decisions or actions of those with more authority. (Item C4)	Most Recent	48%	51%	48%	50%	
	Previous	50%	53%	46%	52%	
	Change	-2%	-2%	2%	-2%	
			% Rarely/Never			
Staff are afraid to ask questions when something does not seem right. (Item C6*)	Most Recent	67%	71%	69%	70%	
	Previous	67%	72%	66%	71%	
	Change	0%	-1%	3%	-1%	

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

**Table C-6. Trending: Item Average Percent Positive Response by Teaching Status and Ownership – 2021 SOPS Hospital 1.0 Database (Page 5 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Teaching Status		Ownership	
		Teaching	Nonteaching	Government	Nongovernment
<i># Hospitals</i> <i># Respondents</i>	Both Years	59	102	16	145
	Most Recent	61,298	46,093	6,779	100,612
	Previous	60,485	45,586	5,276	100,795
<b>8. Overall Perceptions of Patient Safety</b>		% Agree/Strongly Agree			
Patient safety is never sacrificed to get more work done. (Item A15)	Most Recent	59%	68%	67%	65%
	Previous	61%	69%	66%	66%
	Change	-2%	-1%	1%	-1%
Our procedures and systems are good at preventing errors from happening. (Item A18)	Most Recent	72%	77%	74%	76%
	Previous	74%	76%	73%	75%
	Change	-2%	1%	1%	1%
		% Disagree/Strongly Disagree			
It is just by chance that more serious mistakes don't happen around here. (Item A10*)	Most Recent	59%	65%	62%	62%
	Previous	60%	66%	62%	64%
	Change	-1%	-1%	0%	-2%
We have patient safety problems in this unit. (Item A17*)	Most Recent	62%	70%	68%	67%
	Previous	64%	69%	66%	67%
	Change	-2%	1%	2%	0%

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

**Table C-6. Trending: Item Average Percent Positive Response by Teaching Status and Ownership – 2021 SOPS Hospital 1.0 Database (Page 6 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Teaching Status		Ownership	
		Teaching	Nonteaching	Government	Nongovernment
# Hospitals	Both Years	59	102	16	145
	# Respondents				
	Most Recent	61,298	46,093	6,779	100,612
	Previous	60,485	45,586	5,276	100,795
<b>9. Teamwork Across Units</b>		% Agree/Strongly Agree			
There is good cooperation among hospital units that need to work together. (Item F4)	Most Recent	57%	65%	62%	62%
	Previous	59%	65%	63%	63%
	Change	-2%	0%	-1%	-1%
Hospital units work well together to provide the best care for patients. (Item F10)	Most Recent	68%	75%	73%	72%
	Previous	70%	74%	73%	73%
	Change	-2%	1%	0%	-1%
		% Disagree/Strongly Disagree			
Hospital units do not coordinate well with each other. (Item F2*)	Most Recent	44%	52%	49%	49%
	Previous	46%	52%	48%	50%
	Change	-2%	0%	1%	-1%
It is often unpleasant to work with staff from other hospital units. (Item F6*)	Most Recent	60%	66%	64%	64%
	Previous	61%	65%	63%	64%
	Change	-1%	1%	1%	0%

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

**Table C-6. Trending: Item Average Percent Positive Response by Teaching Status and Ownership – 2021 SOPS Hospital 1.0 Database (Page 7 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Teaching Status		Ownership	
		Teaching	Nonteaching	Government	Nongovernment
# Hospitals	Both Years	59	102	16	145
	# Respondents	61,298	46,093	6,779	100,612
	Previous	60,485	45,586	5,276	100,795
<b>10. Staffing</b>		% Agree/Strongly Agree			
We have enough staff to handle the workload. (Item A2)	Most Recent	46%	53%	53%	50%
	Previous	49%	55%	56%	53%
	Change	-3%	-2%	-3%	-3%
		% Disagree/Strongly Disagree			
Staff in this unit work longer hours than is best for patient care. (Item A5*)	Most Recent	45%	53%	53%	50%
	Previous	46%	52%	52%	50%
	Change	-1%	1%	1%	0%
We use more agency/temporary staff than is best for patient care. (Item A7*)	Most Recent	62%	67%	68%	65%
	Previous	62%	67%	66%	65%
	Change	0%	0%	2%	0%
We work in “crisis mode” trying to do too much, too quickly. (Item A14*)	Most Recent	45%	55%	53%	51%
	Previous	47%	55%	53%	52%
	Change	-2%	0%	0%	-1%

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

**Table C-6. Trending: Item Average Percent Positive Response by Teaching Status and Ownership – 2021 SOPS Hospital 1.0 Database (Page 8 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Teaching Status		Ownership	
		Teaching	Nonteaching	Government	Nongovernment
# Hospitals	Both Years	59	102	16	145
	Most Recent	61,298	46,093	6,779	100,612
	Previous	60,485	45,586	5,276	100,795
# Respondents					
<b>11. Nonpunitive Response to Error</b>		% Disagree/Strongly Disagree			
Staff feel like their mistakes are held against them. (Item A8*)	Most Recent	52%	59%	55%	56%
	Previous	52%	57%	54%	56%
	Change	0%	2%	1%	0%
When an event is reported, it feels like the person is being written up, not the problem. (Item A12*)	Most Recent	48%	53%	51%	52%
	Previous	48%	52%	49%	51%
	Change	0%	1%	2%	1%
Staff worry that mistakes they make are kept in their personnel file. (Item A16*)	Most Recent	38%	44%	40%	42%
	Previous	38%	42%	38%	41%
	Change	0%	2%	2%	1%
<b>12. Handoffs &amp; Transitions</b>		% Disagree/Strongly Disagree			
Things “fall between the cracks” when transferring patients from one unit to another. (Item F3*)	Most Recent	37%	47%	43%	43%
	Previous	38%	47%	42%	44%
	Change	-1%	0%	1%	-1%
Important patient care information is often lost during shift changes. (Item F5*)	Most Recent	50%	56%	54%	53%
	Previous	51%	55%	50%	54%
	Change	-1%	1%	4%	-1%
Problems often occur in the exchange of information across hospital units. (Item F7*)	Most Recent	42%	50%	48%	47%
	Previous	43%	50%	46%	48%
	Change	-1%	0%	2%	-1%
Shift changes are problematic for patients in this hospital. (Item F11*)	Most Recent	45%	54%	52%	50%
	Previous	45%	51%	48%	49%
	Change	0%	3%	4%	1%

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

**Table C-7. Trending: Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Teaching Status and Ownership – 2021 SOPS Hospital 1.0 Database**

Work Area/Unit Patient Safety Grade	Database Year	Teaching Status		Ownership		
		Teaching	Nonteaching	Government	Nongovernment	
# Hospitals	Both Years	59	102	16	145	
	# Respondents	Most Recent	61,298	46,093	6,779	100,612
		Previous	60,485	45,586	5,276	100,795
<b>Please give your work area/unit in this hospital an overall grade on patient safety. (Item E1)</b>						
Excellent or Very Good	Most Recent	75%	80%	78%	78%	
	Previous	77%	80%	78%	79%	
	Change	-2%	0%	0%	-1%	
A = Excellent	Most Recent	33%	39%	35%	37%	
	Previous	36%	38%	33%	38%	
	Change	-3%	1%	2%	-1%	
B = Very Good	Most Recent	42%	40%	43%	40%	
	Previous	41%	42%	45%	42%	
	Change	1%	-2%	-2%	-2%	
C = Acceptable	Most Recent	19%	16%	17%	17%	
	Previous	18%	16%	18%	16%	
	Change	1%	0%	-1%	1%	
D = Poor	Most Recent	5%	3%	4%	4%	
	Previous	4%	3%	4%	3%	
	Change	1%	0%	0%	1%	
E = Failing	Most Recent	1%	1%	1%	1%	
	Previous	1%	1%	0%	1%	
	Change	0%	0%	1%	0%	

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

**Table C-8. Trending: Average Percentage of Respondents Reporting Events in the Past 12 Months by Teaching Status and Ownership – 2021  
SOPS Hospital 1.0 Database**

Number of Events Reported by Respondents	Database Year	Teaching Status		Ownership	
		Teaching	Nonteaching	Government	Nongovernment
<i># Hospitals</i>	Both Years	59	102	16	145
<i># Respondents</i>	Most Recent	61,298	46,093	6,779	100,612
	Previous	60,485	45,586	5,276	100,795
<b>In the past 12 months, how many event reports have you filled out and submitted? (Item G1)</b>					
1 or more events	Most Recent	49%	47%	44%	48%
	Previous	46%	43%	46%	44%
	Change	3%	4%	-2%	4%
None	Most Recent	51%	53%	56%	52%
	Previous	54%	57%	54%	56%
	Change	-3%	-4%	2%	-4%
1 to 2	Most Recent	28%	27%	27%	27%
	Previous	27%	25%	28%	26%
	Change	1%	2%	-1%	1%
3 to 5	Most Recent	13%	12%	12%	13%
	Previous	13%	11%	13%	12%
	Change	0%	1%	-1%	1%
6 to 10	Most Recent	5%	4%	4%	5%
	Previous	4%	4%	3%	4%
	Change	1%	0%	1%	1%
11 to 20	Most Recent	2%	2%	2%	2%
	Previous	2%	2%	2%	2%
	Change	0%	0%	0%	0%
21 or more	Most Recent	1%	1%	1%	1%
	Previous	1%	1%	1%	1%
	Change	0%	0%	0%	0%

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



# Appendix C: Trending Results by Hospital Characteristics

## (4) Geographic Region

**Note 1:** Results are from 161 trending hospitals. The number of hospitals and respondents in each geographic region is shown in each table. However, the precise number of hospitals and respondents corresponding to each data cell in a table will vary because hospitals may have omitted a specific survey item and because of individual nonresponse/missing data.

**Note 2:** States and territories are categorized into regions defined by the American Hospital Association as follows:

- New England/Mid-Atlantic: CT, MA, ME, NH, NJ, NY, PA, RI, VT
- South Atlantic/Associated Territories: DC, DE, FL, GA, MD, NC, SC, VA, WV, Puerto Rico, Virgin Islands
- East North Central: IL, IN, MI, OH, WI
- East South Central: AL, KY, MS, TN
- West North Central: IA, KS, MN, MO, ND, NE, SD
- West South Central: AR, LA, OK, TX

**Note 3:** Mountain/Pacific/Associated Territories do not have enough data to report.

**Table C-9. Trending: Composite Measure Average Percent Positive Response by Geographic Region – 2021 SOPS Hospital 1.0 Database**  
(Page 1 of 2)

SOPS Composite Measures	Database Year	Geographic Region						
		New England/ Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	
<i># Hospitals</i>	Both Years	12	60	41	10	16	18	
	<i># Respondents</i>	Most Recent	6,607	49,641	19,835	9,091	11,670	7,200
		Previous	5,783	49,155	22,741	8,058	9,912	8,399
<b>1. Teamwork Within Units</b>	Most Recent	82%	84%	82%	82%	83%	87%	
	Previous	84%	84%	83%	83%	83%	85%	
	Change	-2%	0%	-1%	-1%	0%	2%	
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>	Most Recent	81%	83%	79%	81%	80%	82%	
	Previous	81%	82%	80%	82%	81%	84%	
	Change	0%	1%	-1%	-1%	-1%	-2%	
<b>3. Organizational Learning – Continuous Improvement</b>	Most Recent	71%	76%	68%	70%	72%	76%	
	Previous	69%	75%	73%	74%	70%	74%	
	Change	2%	1%	-5%	-4%	2%	2%	
<b>4. Management Support for Patient Safety</b>	Most Recent	68%	73%	67%	70%	72%	75%	
	Previous	71%	74%	73%	74%	71%	75%	
	Change	-3%	-1%	-6%	-4%	1%	0%	
<b>5. Feedback &amp; Communication About Error</b>	Most Recent	64%	73%	68%	71%	66%	72%	
	Previous	66%	73%	68%	71%	70%	76%	
	Change	-2%	0%	0%	0%	-4%	-4%	
<b>6. Frequency of Events Reported</b>	Most Recent	65%	70%	66%	70%	66%	71%	
	Previous	68%	70%	65%	72%	67%	70%	
	Change	-3%	0%	1%	-2%	-1%	1%	

**Table C-9. Trending: Composite Measure Average Percent Positive Response by Geographic Region – 2021 SOPS Hospital Database (Page 2 of 2)**

SOPS Composite Measures	Database Year	Geographic Region						
		New England/ Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	
<i># Hospitals</i>	Both Years	12	60	41	10	16	18	
	<i># Respondents</i>	Most Recent	6,607	49,641	19,835	9,091	11,670	7,200
		Previous	5,783	49,155	22,741	8,058	9,912	8,399
<b>7. Communication Openness</b>	Most Recent	67%	68%	66%	65%	66%	68%	
	Previous	69%	68%	65%	68%	68%	72%	
	Change	-2%	0%	1%	-3%	-2%	-4%	
<b>8. Overall Perceptions of Patient Safety</b>	Most Recent	67%	67%	65%	66%	70%	74%	
	Previous	68%	67%	69%	68%	69%	72%	
	Change	-1%	0%	-4%	-2%	1%	2%	
<b>9. Teamwork Across Units</b>	Most Recent	62%	63%	59%	58%	62%	69%	
	Previous	58%	63%	63%	60%	58%	68%	
	Change	4%	0%	-4%	-2%	4%	1%	
<b>10. Staffing</b>	Most Recent	56%	54%	53%	54%	55%	61%	
	Previous	54%	54%	56%	56%	56%	59%	
	Change	2%	0%	-3%	-2%	-1%	2%	
<b>11. Nonpunitive Response to Error</b>	Most Recent	54%	50%	48%	46%	50%	54%	
	Previous	53%	50%	47%	47%	48%	51%	
	Change	1%	0%	1%	-1%	2%	3%	
<b>12. Handoffs &amp; Transitions</b>	Most Recent	44%	49%	47%	45%	51%	58%	
	Previous	43%	50%	49%	45%	46%	55%	
	Change	1%	-1%	-2%	0%	5%	3%	

**Table C-10. Trending: Item Average Percent Positive Response by Geographic Region – 2021 SOPS Hospital 1.0 Database (Page 1 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Geographic Region					
		New England/ Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central
# Hospitals	Both Years	12	60	41	10	16	18
# Respondents	Most Recent	6,607	49,641	19,835	9,091	11,670	7,200
	Previous	5,783	49,155	22,741	8,058	9,912	8,399
<b>1. Teamwork Within Units</b>		<b>% Agree/Strongly Agree</b>					
People support one another in this unit. (Item A1)	Most Recent	86%	88%	87%	87%	88%	90%
	Previous	90%	89%	88%	89%	89%	89%
	Change	-4%	-1%	-1%	-2%	-1%	1%
When a lot of work needs to be done quickly, we work together as a team to get the work done. (Item A3)	Most Recent	86%	88%	87%	88%	89%	91%
	Previous	89%	88%	89%	89%	87%	89%
	Change	-3%	0%	-2%	-1%	2%	2%
In this unit, people treat each other with respect. (Item A4)	Most Recent	81%	84%	81%	81%	82%	86%
	Previous	83%	83%	83%	82%	83%	85%
	Change	-2%	1%	-2%	-1%	-1%	1%
When one area in this unit gets really busy, others help out. (Item A11)	Most Recent	75%	74%	71%	72%	74%	79%
	Previous	73%	74%	72%	72%	71%	77%
	Change	2%	0%	-1%	0%	3%	2%

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

**Table C-10. Trending: Item Average Percent Positive Response by Geographic Region – 2021 SOPS Hospital 1.0 Database (Page 2 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Geographic Region					
		New England/ Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central
# Hospitals	Both Years	12	60	41	10	16	18
# Respondents	Most Recent	6,607	49,641	19,835	9,091	11,670	7,200
	Previous	5,783	49,155	22,741	8,058	9,912	8,399
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>		% Agree/Strongly Agree					
My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures. (Item B1)	Most Recent	80%	83%	78%	79%	79%	81%
	Previous	80%	83%	78%	82%	80%	83%
	Change	0%	0%	0%	-3%	-1%	-2%
My supv/mgr seriously considers staff suggestions for improving patient safety. (Item B2)	Most Recent	82%	84%	79%	81%	80%	82%
	Previous	82%	83%	80%	83%	82%	84%
	Change	0%	1%	-1%	-2%	-2%	-2%
		% Disagree/Strongly Disagree					
Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts. (Item B3*)	Most Recent	81%	82%	79%	80%	79%	83%
	Previous	81%	81%	80%	80%	80%	83%
	Change	0%	1%	-1%	0%	-1%	0%
My supv/mgr overlooks patient safety problems that happen over and over. (Item B4*)	Most Recent	79%	83%	80%	82%	82%	83%
	Previous	79%	82%	82%	83%	83%	85%
	Change	0%	1%	-2%	-1%	-1%	-2%
<b>3. Organizational Learning – Continuous Improvement</b>		% Agree/Strongly Agree					
We are actively doing things to improve patient safety. (Item A6)	Most Recent	82%	85%	80%	82%	84%	87%
	Previous	80%	85%	85%	85%	83%	85%
	Change	2%	0%	-5%	-3%	1%	2%
Mistakes have led to positive changes here. (Item A9)	Most Recent	64%	67%	58%	59%	61%	65%
	Previous	62%	66%	62%	64%	59%	63%
	Change	2%	1%	-4%	-5%	2%	2%
After we make changes to improve patient safety, we evaluate their effectiveness. (Item A13)	Most Recent	67%	76%	67%	69%	72%	77%
	Previous	64%	75%	71%	74%	69%	73%
	Change	3%	1%	-4%	-5%	3%	4%

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

**Table C-10. Trending: Item Average Percent Positive Response by Geographic Region – 2021 SOPS Hospital 1.0 Database (Page 3 of 8)**

		Geographic Region					
Survey Items by SOPS Composite Measure	Database Year	New England/ Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central
# Hospitals	Both Years	12	60	41	10	16	18
# Respondents	Most Recent	6,607	49,641	19,835	9,091	11,670	7,200
	Previous	5,783	49,155	22,741	8,058	9,912	8,399
<b>4. Management Support for Patient Safety</b>		<b>% Agree/Strongly Agree</b>					
Hospital management provides a work climate that promotes patient safety. (Item F1)	Most Recent	75%	81%	76%	80%	81%	83%
	Previous	79%	82%	83%	84%	81%	86%
	Change	-4%	-1%	-7%	-4%	0%	-3%
The actions of hospital management show that patient safety is a top priority. (Item F8)	Most Recent	72%	77%	70%	74%	76%	79%
	Previous	74%	78%	77%	78%	73%	78%
	Change	-2%	-1%	-7%	-4%	3%	1%
		<b>% Disagree/Strongly Disagree</b>					
Hospital management seems interested in patient safety only after an adverse event happens. (Item F9*)	Most Recent	57%	60%	56%	56%	59%	62%
	Previous	61%	63%	59%	60%	59%	62%
	Change	-4%	-3%	-3%	-4%	0%	0%
<b>5. Feedback &amp; Communication About Error</b>		<b>% Most of the time/Always</b>					
We are given feedback about changes put into place based on event reports. (Item C1)	Most Recent	54%	67%	60%	62%	56%	63%
	Previous	57%	67%	60%	62%	59%	64%
	Change	-3%	0%	0%	0%	-3%	-1%
We are informed about errors that happen in this unit. (Item C3)	Most Recent	64%	73%	69%	74%	68%	75%
	Previous	67%	73%	68%	72%	71%	79%
	Change	-3%	0%	1%	2%	-3%	-4%
In this unit, we discuss ways to prevent errors from happening again. (Item C5)	Most Recent	75%	79%	76%	76%	75%	79%
	Previous	75%	79%	76%	78%	79%	84%
	Change	0%	0%	0%	-2%	-4%	-5%

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

**Table C-10. Trending: Item Average Percent Positive Response by Geographic Region – 2021 SOPS Hospital 1.0 Database (Page 4 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Geographic Region					
		New England/ Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central
# Hospitals	Both Years	12	60	41	10	16	18
# Respondents	Most Recent	6,607	49,641	19,835	9,091	11,670	7,200
	Previous	5,783	49,155	22,741	8,058	9,912	8,399
<b>6. Frequency of Events Reported</b>		% Most of the time/Always					
When a mistake is made, but is <u>caught and corrected before affecting the patient</u> , how often is this reported? (Item D1)	Most Recent	59%	66%	61%	66%	60%	65%
	Previous	63%	67%	59%	67%	61%	65%
	Change	-4%	-1%	2%	-1%	-1%	0%
When a mistake is made, but has <u>no potential to harm the patient</u> , how often is this reported? (Item D2)	Most Recent	60%	66%	62%	65%	62%	67%
	Previous	64%	67%	61%	68%	62%	66%
	Change	-4%	-1%	1%	-3%	0%	1%
When a mistake is made that <u>could harm the patient</u> , but does not, how often is this reported? (Item D3)	Most Recent	76%	78%	76%	78%	77%	81%
	Previous	77%	77%	76%	80%	77%	78%
	Change	-1%	1%	0%	-2%	0%	3%
<b>7. Communication Openness</b>		% Most of the time/Always					
Staff will freely speak up if they see something that may negatively affect patient care. (Item C2)	Most Recent	79%	81%	81%	79%	80%	80%
	Previous	82%	80%	80%	81%	80%	84%
	Change	-3%	1%	1%	-2%	0%	-4%
Staff feel free to question the decisions or actions of those with more authority. (Item C4)	Most Recent	51%	52%	48%	49%	48%	51%
	Previous	53%	53%	48%	53%	51%	56%
	Change	-2%	-1%	0%	-4%	-3%	-5%
		% Rarely/Never					
Staff are afraid to ask questions when something does not seem right. (Item C6*)	Most Recent	70%	71%	69%	68%	70%	72%
	Previous	71%	70%	68%	71%	72%	76%
	Change	-1%	1%	1%	-3%	-2%	-4%

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

**Table C-10. Trending: Item Average Percent Positive Response by Geographic Region – 2021 SOPS Hospital 1.0 Database (Page 5 of 8)**

		Geographic Region					
Survey Items by SOPS Composite Measure	Database Year	New England/ Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central
# Hospitals	Both Years	12	60	41	10	16	18
# Respondents	Most Recent	6,607	49,641	19,835	9,091	11,670	7,200
	Previous	5,783	49,155	22,741	8,058	9,912	8,399
<b>8. Overall Perceptions of Patient Safety</b>		<b>% Agree/Strongly Agree</b>					
Patient safety is never sacrificed to get more work done. (Item A15)	Most Recent	67%	65%	60%	63%	67%	73%
	Previous	67%	66%	65%	67%	67%	73%
	Change	0%	-1%	-5%	-4%	0%	0%
Our procedures and systems are good at preventing errors from happening. (Item A18)	Most Recent	72%	77%	72%	74%	76%	81%
	Previous	71%	75%	76%	75%	73%	76%
	Change	1%	2%	-4%	-1%	3%	5%
		<b>% Disagree/Strongly Disagree</b>					
It is just by chance that more serious mistakes don't happen around here. (Item A10*)	Most Recent	65%	61%	62%	60%	66%	66%
	Previous	66%	63%	64%	63%	65%	67%
	Change	-1%	-2%	-2%	-3%	1%	-1%
We have patient safety problems in this unit. (Item A17*)	Most Recent	64%	65%	67%	66%	72%	74%
	Previous	67%	65%	69%	68%	69%	71%
	Change	-3%	0%	-2%	-2%	3%	3%

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



**Table C-10. Trending: Item Average Percent Positive Response by Geographic Region – 2021 SOPS Hospital 1.0 Database (Page 6 of 8)**

Survey Items by SOPS Composite Measure		Database Year	Geographic Region				
			New England/ Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central
# Hospitals	Both Years	12	60	41	10	16	18
# Respondents	Most Recent	6,607	49,641	19,835	9,091	11,670	7,200
	Previous	5,783	49,155	22,741	8,058	9,912	8,399
<b>9. Teamwork Across Units</b>			% Agree/Strongly Agree				
There is good cooperation among hospital units that need to work together. (Item F4)	Most Recent	61%	63%	58%	58%	63%	70%
	Previous	58%	64%	63%	60%	58%	70%
	Change	3%	-1%	-5%	-2%	5%	0%
Hospital units work well together to provide the best care for patients. (Item F10)	Most Recent	74%	72%	69%	69%	74%	79%
	Previous	69%	73%	74%	72%	69%	78%
	Change	5%	-1%	-5%	-3%	5%	1%
			% Disagree/Strongly Disagree				
Hospital units do not coordinate well with each other. (Item F2*)	Most Recent	46%	50%	46%	46%	49%	60%
	Previous	43%	51%	50%	48%	47%	58%
	Change	3%	-1%	-4%	-2%	2%	2%
It is often unpleasant to work with staff from other hospital units. (Item F6*)	Most Recent	65%	65%	62%	59%	62%	68%
	Previous	62%	65%	64%	58%	58%	67%
	Change	3%	0%	-2%	1%	4%	1%

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

**Table C-10. Trending: Item Average Percent Positive Response by Geographic Region – 2021 SOPS Hospital 1.0 Database (Page 7 of 8)**

		Geographic Region					
Survey Items by SOPS Composite Measure	Database Year	New England/ Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central
# Hospitals	Both Years	12	60	41	10	16	18
# Respondents	Most Recent	6,607	49,641	19,835	9,091	11,670	7,200
	Previous	5,783	49,155	22,741	8,058	9,912	8,399
<b>10. Staffing</b>		% Agree/Strongly Agree					
We have enough staff to handle the workload. (Item A2)	Most Recent	51%	51%	47%	47%	49%	60%
	Previous	50%	52%	54%	56%	54%	57%
	Change	1%	-1%	-7%	-9%	-5%	3%
		% Disagree/Strongly Disagree					
Staff in this unit work longer hours than is best for patient care. (Item A5*)	Most Recent	54%	50%	49%	49%	52%	54%
	Previous	52%	50%	50%	51%	51%	51%
	Change	2%	0%	-1%	-2%	1%	3%
We use more agency/temporary staff than is best for patient care. (Item A7*)	Most Recent	65%	62%	69%	69%	65%	71%
	Previous	64%	62%	68%	66%	66%	70%
	Change	1%	0%	1%	3%	-1%	1%
We work in “crisis mode” trying to do too much, too quickly. (Item A14*)	Most Recent	53%	52%	48%	49%	52%	60%
	Previous	50%	53%	50%	51%	52%	56%
	Change	3%	-1%	-2%	-2%	0%	4%

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

**Table C-10. Trending: Item Average Percent Positive Response by Geographic Region – 2021 SOPS Hospital 1.0 Database (Page 8 of 8)**

Survey Items by SOPS Composite Measure		Database Year	Geographic Region				
			New England/ Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central
# Hospitals	Both Years	12	60	41	10	16	18
# Respondents	Most Recent	6,607	49,641	19,835	9,091	11,670	7,200
	Previous	5,783	49,155	22,741	8,058	9,912	8,399
<b>11. Nonpunitive Response to Error</b>			% Disagree/Strongly Disagree				
Staff feel like their mistakes are held against them. (Item A8*)	Most Recent	60%	56%	54%	52%	58%	62%
	Previous	59%	55%	54%	53%	57%	59%
	Change	1%	1%	0%	-1%	1%	3%
When an event is reported, it feels like the person is being written up, not the problem. (Item A12*)	Most Recent	58%	53%	50%	48%	50%	52%
	Previous	56%	53%	49%	49%	49%	51%
	Change	2%	0%	1%	-1%	1%	1%
Staff worry that mistakes they make are kept in their personnel file. (Item A16*)	Most Recent	45%	42%	40%	39%	42%	47%
	Previous	44%	42%	39%	39%	38%	42%
	Change	1%	0%	1%	0%	4%	5%
<b>12. Handoffs &amp; Transitions</b>			% Disagree/Strongly Disagree				
Things “fall between the cracks” when transferring patients from one unit to another. (Item F3*)	Most Recent	39%	43%	40%	40%	44%	55%
	Previous	37%	45%	44%	41%	42%	52%
	Change	2%	-2%	-4%	-1%	2%	3%
Important patient care information is often lost during shift changes. (Item F5*)	Most Recent	47%	54%	53%	50%	55%	60%
	Previous	48%	56%	55%	50%	51%	56%
	Change	-1%	-2%	-2%	0%	4%	4%
Problems often occur in the exchange of information across hospital units. (Item F7*)	Most Recent	44%	47%	45%	44%	49%	56%
	Previous	43%	48%	48%	44%	46%	55%
	Change	1%	-1%	-3%	0%	3%	1%
Shift changes are problematic for patients in this hospital. (Item F11*)	Most Recent	45%	50%	49%	46%	54%	60%
	Previous	42%	50%	50%	45%	46%	55%
	Change	3%	0%	-1%	1%	8%	5%

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

**Table C-11. Trending: Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Geographic Region – 2021 SOPS Hospital 1.0 Database**

Work Area/Unit Patient Safety Grade	Database Year	Geographic Region					
		New England/ Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central
# Hospitals # Respondents	Both Years	12	60	41	10	16	18
	Most Recent	6,607	49,641	19,835	9,091	11,670	7,200
	Previous	5,783	49,155	22,741	8,058	9,912	8,399
<b>Please give your work area/unit in this hospital an overall grade on patient safety. (Item E1)</b>							
Excellent or Very Good	Most Recent	76%	77%	76%	78%	80%	83%
	Previous	78%	77%	81%	82%	81%	82%
	Change	-2%	0%	-5%	-4%	-1%	1%
A = Excellent	Most Recent	32%	39%	33%	36%	39%	43%
	Previous	34%	38%	39%	39%	35%	36%
	Change	-2%	1%	-6%	-3%	4%	7%
B = Very Good	Most Recent	44%	39%	43%	42%	41%	40%
	Previous	44%	39%	42%	43%	46%	46%
	Change	0%	0%	1%	-1%	-5%	-6%
C = Acceptable	Most Recent	20%	18%	19%	17%	17%	13%
	Previous	17%	17%	15%	15%	15%	16%
	Change	3%	1%	4%	2%	2%	-3%
D = Poor	Most Recent	4%	4%	4%	4%	3%	3%
	Previous	4%	4%	3%	3%	4%	2%
	Change	0%	0%	1%	1%	-1%	1%
E = Failing	Most Recent	1%	1%	1%	1%	1%	1%
	Previous	1%	1%	1%	0%	1%	1%
	Change	0%	0%	0%	1%	0%	0%

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

**Table C-12. Trending: Average Percentage of Respondents Reporting Events in the Past 12 Months by Geographic Region – 2021 SOPS Hospital 1.0 Database**

		Geographic Region					
Number of Events Reported by Respondents	Database Year	New England/ Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central
<i># Hospitals</i>	Both Years	12	60	41	10	16	18
<i># Respondents</i>	Most Recent	6,607	49,641	19,835	9,091	11,670	7,200
	Previous	5,783	49,155	22,741	8,058	9,912	8,399
<b>In the past 12 months, how many event reports have you filled out and submitted? (Item G1)</b>							
1 or more events	Most Recent	51%	43%	52%	46%	50%	45%
	Previous	42%	42%	49%	45%	43%	39%
	Change	9%	1%	3%	1%	7%	6%
None	Most Recent	49%	57%	48%	54%	50%	55%
	Previous	58%	58%	51%	55%	57%	61%
	Change	-9%	-1%	-3%	-1%	-7%	-6%
1 to 2	Most Recent	28%	25%	31%	24%	30%	26%
	Previous	27%	23%	31%	24%	26%	23%
	Change	1%	2%	0%	0%	4%	3%
3 to 5	Most Recent	14%	11%	14%	13%	13%	12%
	Previous	10%	12%	12%	13%	11%	10%
	Change	4%	-1%	2%	0%	2%	2%
6 to 10	Most Recent	6%	4%	5%	5%	5%	4%
	Previous	3%	4%	4%	5%	4%	3%
	Change	3%	0%	1%	0%	1%	1%
11 to 20	Most Recent	2%	2%	2%	2%	1%	1%
	Previous	2%	2%	1%	2%	1%	1%
	Change	0%	0%	1%	0%	0%	0%
21 or more	Most Recent	1%	1%	1%	1%	1%	1%
	Previous	1%	1%	1%	1%	1%	1%
	Change	0%	0%	0%	0%	0%	0%

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

## Part III

# Appendix D: Trending Results by Respondent Characteristics

### (1) Work Area/Unit

**Note 1:** Results are from 161 trending hospitals. The number of hospitals and respondents in each work area/unit category is shown in each table. However, the precise number of hospitals and respondents corresponding to each data cell in a table will vary because hospitals may have omitted a specific survey item and because of individual nonresponse/missing data.

**Note 2:** Respondents who selected “Many different work areas/No specific work area” or “Other” or who did not answer (missing) are not included.

**Table D-1. Trending: Composite Measure Average Percent Positive Response by Work Area/Unit – 2021 SOPS Hospital Database (Page 1 of 2)**

SOPS Composite Measures	Database Year	Work Area/Unit											
		Anes- thesi- ology	Emer- gency	ICU (Any Type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery
# Hospitals # Respondents	Both Years	75	151	122	147	154	99	81	152	73	153	150	149
	Most Recent	663	7,069	7,048	4,237	13,099	4,121	2,315	3,728	2,124	6,211	5,024	10,735
	Previous	453	6,953	7,328	4,232	13,855	4,202	1,983	3,533	1,936	5,842	4,882	11,240
<b>1. Teamwork Within Units</b>	Most Recent	85%	80%	86%	75%	83%	84%	88%	81%	80%	84%	89%	80%
	Previous	85%	82%	88%	76%	83%	84%	87%	81%	80%	84%	90%	79%
	Change	0%	-2%	-2%	-1%	0%	0%	1%	0%	0%	0%	-1%	1%
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>	Most Recent	84%	75%	77%	77%	80%	79%	79%	83%	79%	83%	86%	79%
	Previous	79%	77%	79%	78%	81%	77%	76%	84%	77%	82%	87%	79%
	Change	5%	-2%	-2%	-1%	-1%	2%	3%	-1%	2%	1%	-1%	0%
<b>3. Organizational Learning – Continuous Improvement</b>	Most Recent	74%	64%	70%	69%	73%	72%	74%	80%	68%	73%	77%	72%
	Previous	69%	67%	72%	70%	75%	73%	74%	81%	72%	73%	79%	73%
	Change	5%	-3%	-2%	-1%	-2%	-1%	0%	-1%	-4%	0%	-2%	-1%
<b>4. Management Support for Patient Safety</b>	Most Recent	63%	59%	56%	70%	63%	63%	69%	75%	64%	73%	76%	67%
	Previous	67%	64%	63%	73%	70%	67%	69%	77%	71%	74%	78%	69%
	Change	-4%	-5%	-7%	-3%	-7%	-4%	0%	-2%	-7%	-1%	-2%	-2%
<b>5. Feedback &amp; Communication About Error</b>	Most Recent	65%	62%	65%	66%	69%	65%	67%	76%	66%	73%	76%	69%
	Previous	65%	64%	66%	66%	71%	65%	65%	76%	68%	72%	78%	68%
	Change	0%	-2%	-1%	0%	-2%	0%	2%	0%	-2%	1%	-2%	1%
<b>6. Frequency of Events Reported</b>	Most Recent	59%	61%	63%	71%	68%	67%	67%	70%	68%	67%	70%	69%
	Previous	63%	64%	63%	70%	69%	67%	70%	70%	67%	65%	70%	69%
	Change	-4%	-3%	0%	1%	-1%	0%	-3%	0%	1%	2%	0%	0%

**Table D-1. Trending: Composite Measure Average Percent Positive Response by Work Area/Unit – 2021 SOPS Hospital Database (Page 2 of 2)**

SOPS Composite Measures	Database Year	Work Area/Unit											
		Anes- thesi- ology	Emer- gency	ICU (Any Type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery
# Hospitals # Respondents	Both Years	75	151	122	147	154	99	81	152	73	153	150	149
	Most Recent	663	7,069	7,048	4,237	13,099	4,121	2,315	3,728	2,124	6,211	5,024	10,735
	Previous	453	6,953	7,328	4,232	13,855	4,202	1,983	3,533	1,936	5,842	4,882	11,240
<b>7. Communication Openness</b>	Most Recent	70%	61%	62%	63%	66%	64%	67%	73%	64%	70%	75%	67%
	Previous	69%	63%	63%	64%	65%	62%	66%	73%	63%	69%	76%	67%
	Change	1%	-2%	-1%	-1%	1%	2%	1%	0%	1%	1%	-1%	0%
<b>8. Overall Perceptions of Patient Safety</b>	Most Recent	65%	55%	58%	69%	62%	60%	70%	74%	62%	75%	81%	67%
	Previous	64%	57%	59%	70%	64%	63%	69%	74%	64%	77%	83%	67%
	Change	1%	-2%	-1%	-1%	-2%	-3%	1%	0%	-2%	-2%	-2%	0%
<b>9. Teamwork Across Units</b>	Most Recent	51%	52%	57%	57%	61%	56%	63%	63%	52%	65%	66%	57%
	Previous	57%	53%	58%	58%	62%	57%	60%	62%	55%	65%	68%	57%
	Change	-6%	-1%	-1%	-1%	-1%	-1%	3%	1%	-3%	0%	-2%	0%
<b>10. Staffing</b>	Most Recent	51%	47%	49%	51%	49%	58%	62%	63%	55%	61%	67%	53%
	Previous	51%	49%	51%	52%	51%	58%	60%	62%	54%	64%	65%	53%
	Change	0%	-2%	-2%	-1%	-2%	0%	2%	1%	1%	-3%	2%	0%
<b>11. Nonpunitive Response to Error</b>	Most Recent	47%	40%	42%	44%	48%	49%	49%	64%	53%	53%	67%	49%
	Previous	46%	42%	43%	44%	48%	47%	46%	61%	48%	50%	66%	47%
	Change	1%	-2%	-1%	0%	0%	2%	3%	3%	5%	3%	1%	2%
<b>12. Handoffs &amp; Transitions</b>	Most Recent	41%	52%	50%	41%	47%	54%	51%	38%	43%	53%	44%	45%
	Previous	46%	54%	51%	41%	49%	54%	53%	37%	43%	52%	45%	44%
	Change	-5%	-2%	-1%	0%	-2%	0%	-2%	1%	0%	1%	-1%	1%



**Table D-2. Trending: Item Average Percent Positive Response by Work Area/Unit – 2021 SOPS Hospital 1.0 Database (Page 1 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Work Area/Unit											
		Anes- thesi- ology	Emer- gency	ICU (Any Type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery
# Hospitals	Both Years	75	151	122	147	154	99	81	152	73	153	150	149
# Respondents	Most Recent	663	7,069	7,048	4,237	13,099	4,121	2,315	3,728	2,124	6,211	5,024	10,735
	Previous	453	6,953	7,328	4,232	13,855	4,202	1,983	3,533	1,936	5,842	4,882	11,240
<b>1. Teamwork Within Units</b>		<b>% Agree/Strongly Agree</b>											
People support one another in this unit. (Item A1)	Most Recent	90%	84%	90%	80%	90%	89%	93%	86%	85%	89%	93%	86%
	Previous	95%	87%	91%	81%	89%	89%	93%	86%	87%	89%	95%	86%
	Change	-5%	-3%	-1%	-1%	1%	0%	0%	0%	-2%	0%	-2%	0%
When a lot of work needs to be done quickly, we work together as a team to get the work done. (Item A3)	Most Recent	92%	87%	91%	79%	85%	92%	93%	86%	83%	91%	91%	88%
	Previous	92%	88%	93%	82%	86%	92%	91%	86%	84%	90%	92%	86%
	Change	0%	-1%	-2%	-3%	-1%	0%	2%	0%	-1%	1%	-1%	2%
In this unit, people treat each other with respect. (Item A4)	Most Recent	87%	78%	83%	75%	85%	80%	86%	80%	81%	85%	90%	79%
	Previous	86%	79%	86%	75%	85%	81%	86%	80%	79%	85%	92%	79%
	Change	1%	-1%	-3%	0%	0%	-1%	0%	0%	2%	0%	-2%	0%
When one area in this unit gets really busy, others help out. (Item A11)	Most Recent	72%	70%	80%	66%	72%	76%	78%	73%	69%	72%	80%	68%
	Previous	68%	72%	81%	65%	73%	73%	78%	73%	70%	72%	81%	66%
	Change	4%	-2%	-1%	1%	-1%	3%	0%	0%	-1%	0%	-1%	2%

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

**Table D-2. Trending: Item Average Percent Positive Response by Work Area/Unit – 2021 SOPS Hospital 1.0 Database (Page 2 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Work Area/Unit											
		Anes- thesi- ology	Emer- gency	ICU (Any Type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery
# Hospitals	Both Years	75	151	122	147	154	99	81	152	73	153	150	149
# Respondents	Most Recent	663	7,069	7,048	4,237	13,099	4,121	2,315	3,728	2,124	6,211	5,024	10,735
	Previous	453	6,953	7,328	4,232	13,855	4,202	1,983	3,533	1,936	5,842	4,882	11,240
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>		<b>% Agree/Strongly Agree</b>											
My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures. (Item B1)	Most Recent	81%	74%	77%	74%	80%	79%	79%	79%	79%	80%	84%	78%
	Previous	79%	78%	78%	74%	81%	75%	75%	80%	78%	79%	84%	78%
	Change	2%	-4%	-1%	0%	-1%	4%	4%	-1%	1%	1%	0%	0%
My supv/mgr seriously considers staff suggestions for improving patient safety. (Item B2)	Most Recent	83%	75%	78%	76%	81%	79%	76%	83%	78%	83%	87%	79%
	Previous	83%	77%	81%	75%	82%	76%	76%	84%	77%	81%	89%	80%
	Change	0%	-2%	-3%	1%	-1%	3%	0%	-1%	1%	2%	-2%	-1%
		<b>% Disagree/Strongly Disagree</b>											
Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts. (Item B3*)	Most Recent	85%	75%	76%	80%	80%	78%	80%	87%	80%	83%	85%	77%
	Previous	74%	75%	78%	81%	80%	76%	76%	86%	78%	82%	85%	77%
	Change	11%	0%	-2%	-1%	0%	2%	4%	1%	2%	1%	0%	0%
My supv/mgr overlooks patient safety problems that happen over and over. (Item B4*)	Most Recent	85%	74%	76%	79%	79%	79%	79%	83%	79%	84%	87%	80%
	Previous	81%	78%	79%	80%	79%	79%	78%	85%	75%	84%	89%	81%
	Change	4%	-4%	-3%	-1%	0%	0%	1%	-2%	4%	0%	-2%	-1%
<b>3. Organizational Learning – Continuous Improvement</b>		<b>% Agree/Strongly Agree</b>											
We are actively doing things to improve patient safety. (Item A6)	Most Recent	86%	74%	81%	78%	83%	82%	84%	90%	79%	84%	90%	83%
	Previous	81%	79%	84%	81%	86%	83%	86%	92%	83%	85%	91%	85%
	Change	5%	-5%	-3%	-3%	-3%	-1%	-2%	-2%	-4%	-1%	-1%	-2%
Mistakes have led to positive changes here. (Item A9)	Most Recent	65%	53%	58%	63%	62%	64%	64%	77%	58%	64%	65%	62%
	Previous	64%	58%	61%	63%	62%	63%	64%	77%	64%	62%	66%	63%
	Change	1%	-5%	-3%	0%	0%	1%	0%	0%	-6%	2%	-1%	-1%
After we make changes to improve patient safety, we evaluate their effectiveness. (Item A13)	Most Recent	70%	64%	70%	66%	73%	69%	74%	73%	68%	72%	77%	70%
	Previous	62%	65%	71%	67%	76%	73%	73%	74%	70%	71%	79%	71%
	Change	8%	-1%	-1%	-1%	-3%	-4%	1%	-1%	-2%	1%	-2%	-1%

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

**Table D-2. Trending: Item Average Percent Positive Response by Work Area/Unit – 2021 SOPS Hospital 1.0 Database (Page 3 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Work Area/Unit											
		Anes- thesi- ology	Emer- gency	ICU (Any Type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery
# Hospitals	Both Years	75	151	122	147	154	99	81	152	73	153	150	149
# Respondents	Most Recent	663	7,069	7,048	4,237	13,099	4,121	2,315	3,728	2,124	6,211	5,024	10,735
	Previous	453	6,953	7,328	4,232	13,855	4,202	1,983	3,533	1,936	5,842	4,882	11,240
<b>4. Management Support for Patient Safety</b>		<b>% Agree/Strongly Agree</b>											
Hospital management provides a work climate that promotes patient safety. (Item F1)	Most Recent	74%	67%	63%	79%	71%	73%	78%	82%	74%	82%	85%	77%
	Previous	76%	74%	72%	82%	78%	76%	80%	85%	76%	84%	88%	78%
	Change	-2%	-7%	-9%	-3%	-7%	-3%	-2%	-3%	-2%	-2%	-3%	-1%
The actions of hospital management show that patient safety is a top priority. (Item F8)	Most Recent	67%	63%	60%	73%	68%	66%	72%	78%	69%	77%	80%	70%
	Previous	70%	68%	66%	76%	74%	70%	71%	80%	76%	78%	82%	72%
	Change	-3%	-5%	-6%	-3%	-6%	-4%	1%	-2%	-7%	-1%	-2%	-2%
		<b>% Disagree/Strongly Disagree</b>											
Hospital management seems interested in patient safety only after an adverse event happens. (Item F9*)	Most Recent	49%	46%	44%	59%	51%	50%	57%	65%	50%	60%	64%	55%
	Previous	54%	51%	52%	62%	58%	55%	56%	65%	60%	60%	65%	56%
	Change	-5%	-5%	-8%	-3%	-7%	-5%	1%	0%	-10%	0%	-1%	-1%
<b>5. Feedback &amp; Communication About Error</b>		<b>% Most of the time/Always</b>											
We are given feedback about changes put into place based on event reports. (Item C1)	Most Recent	59%	56%	58%	55%	60%	58%	58%	65%	59%	64%	68%	60%
	Previous	60%	58%	59%	57%	64%	56%	55%	66%	59%	63%	69%	59%
	Change	-1%	-2%	-1%	-2%	-4%	2%	3%	-1%	0%	1%	-1%	1%
We are informed about errors that happen in this unit. (Item C3)	Most Recent	62%	62%	64%	72%	70%	64%	68%	79%	66%	75%	77%	71%
	Previous	63%	65%	65%	69%	71%	65%	66%	80%	69%	73%	78%	69%
	Change	-1%	-3%	-1%	3%	-1%	-1%	2%	-1%	-3%	2%	-1%	2%
In this unit, we discuss ways to prevent errors from happening again. (Item C5)	Most Recent	74%	69%	73%	72%	78%	74%	76%	83%	72%	79%	84%	76%
	Previous	71%	69%	74%	73%	78%	73%	74%	83%	77%	79%	86%	76%
	Change	3%	0%	-1%	-1%	0%	1%	2%	0%	-5%	0%	-2%	0%

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

**Table D-2. Trending: Item Average Percent Positive Response by Work Area/Unit – 2021 SOPS Hospital 1.0 Database (Page 4 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Work Area/Unit											
		Anes- thesi- ology	Emer- gency	ICU (Any Type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery
# Hospitals # Respondents	Both Years	75	151	122	147	154	99	81	152	73	153	150	149
	Most Recent	663	7,069	7,048	4,237	13,099	4,121	2,315	3,728	2,124	6,211	5,024	10,735
	Previous	453	6,953	7,328	4,232	13,855	4,202	1,983	3,533	1,936	5,842	4,882	11,240
<b>6. Frequency of Events Reported</b>		<b>% Most of the time/Always</b>											
When a mistake is made, but is <u>caught and corrected before affecting the patient</u> , how often is this reported? (Item D1)	Most Recent	54%	55%	55%	65%	62%	61%	60%	59%	62%	60%	67%	64%
	Previous	59%	57%	57%	64%	63%	60%	66%	61%	63%	59%	67%	64%
	Change	-5%	-2%	-2%	1%	-1%	1%	-6%	-2%	-1%	1%	0%	0%
When a mistake is made, but has <u>no potential to harm the patient</u> , how often is this reported? (Item D2)	Most Recent	52%	57%	60%	67%	63%	63%	64%	67%	64%	62%	64%	64%
	Previous	57%	62%	59%	64%	66%	64%	64%	67%	63%	60%	64%	65%
	Change	-5%	-5%	1%	3%	-3%	-1%	0%	0%	1%	2%	0%	-1%
When a mistake is made that <u>could harm the patient</u> , but does not, how often is this reported? (Item D3)	Most Recent	70%	70%	75%	81%	78%	77%	78%	83%	79%	79%	80%	78%
	Previous	72%	74%	73%	81%	78%	77%	79%	81%	76%	77%	79%	77%
	Change	-2%	-4%	2%	0%	0%	0%	-1%	2%	3%	2%	1%	1%
<b>7. Communication Openness</b>		<b>% Most of the time/Always</b>											
Staff will freely speak up if they see something that may negatively affect patient care. (Item C2)	Most Recent	84%	75%	77%	75%	78%	79%	79%	84%	78%	84%	88%	83%
	Previous	79%	75%	76%	76%	78%	78%	83%	82%	79%	85%	88%	81%
	Change	5%	0%	1%	-1%	0%	1%	-4%	2%	-1%	-1%	0%	2%
Staff feel free to question the decisions or actions of those with more authority. (Item C4)	Most Recent	54%	44%	44%	46%	50%	46%	52%	60%	49%	51%	57%	49%
	Previous	60%	48%	47%	49%	48%	44%	48%	60%	48%	50%	61%	52%
	Change	-6%	-4%	-3%	-3%	2%	2%	4%	0%	1%	1%	-4%	-3%
		<b>% Rarely/Never</b>											
Staff are afraid to ask questions when something does not seem right. (Item C6*)	Most Recent	72%	64%	65%	67%	69%	66%	70%	76%	66%	74%	79%	69%
	Previous	68%	67%	66%	68%	69%	64%	66%	78%	63%	73%	80%	68%
	Change	4%	-3%	-1%	-1%	0%	2%	4%	-2%	3%	1%	-1%	1%

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

**Table D-2. Trending: Item Average Percent Positive Response by Work Area/Unit – 2021 SOPS Hospital 1.0 Database (Page 5 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Work Area/Unit											
		Anes- thesi- ology	Emer- gency	ICU (Any Type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery
# Hospitals	Both Years	75	151	122	147	154	99	81	152	73	153	150	149
# Respondents	Most Recent	663	7,069	7,048	4,237	13,099	4,121	2,315	3,728	2,124	6,211	5,024	10,735
	Previous	453	6,953	7,328	4,232	13,855	4,202	1,983	3,533	1,936	5,842	4,882	11,240
<b>8. Overall Perceptions of Patient Safety</b>		<b>% Agree/Strongly Agree</b>											
Patient safety is never sacrificed to get more work done. (Item A15)	Most Recent	55%	51%	50%	69%	56%	52%	69%	69%	64%	72%	80%	61%
	Previous	57%	54%	51%	69%	59%	56%	66%	71%	68%	75%	83%	62%
	Change	-2%	-3%	-1%	0%	-3%	-4%	3%	-2%	-4%	-3%	-3%	-1%
Our procedures and systems are good at preventing errors from happening. (Item A18)	Most Recent	75%	65%	70%	76%	74%	73%	78%	81%	68%	81%	84%	76%
	Previous	77%	66%	71%	77%	75%	73%	78%	81%	70%	80%	85%	76%
	Change	-2%	-1%	-1%	-1%	-1%	0%	0%	0%	-2%	1%	-1%	0%
		<b>% Disagree/Strongly Disagree</b>											
It is just by chance that more serious mistakes don't happen around here. (Item A10*)	Most Recent	66%	53%	57%	61%	60%	56%	63%	70%	62%	70%	77%	62%
	Previous	61%	55%	59%	61%	62%	60%	63%	70%	59%	72%	80%	63%
	Change	5%	-2%	-2%	0%	-2%	-4%	0%	0%	3%	-2%	-3%	-1%
We have patient safety problems in this unit. (Item A17*)	Most Recent	65%	50%	53%	70%	57%	59%	68%	74%	53%	78%	82%	68%
	Previous	61%	53%	56%	71%	60%	61%	67%	73%	57%	79%	83%	67%
	Change	4%	-3%	-3%	-1%	-3%	-2%	1%	1%	-4%	-1%	-1%	1%

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

**Table D-2. Trending: Item Average Percent Positive Response by Work Area/Unit – 2021 SOPS Hospital 1.0 Database (Page 6 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Work Area/Unit											
		Anes- thesi- ology	Emer- gency	ICU (Any Type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery
# Hospitals	Both Years	75	151	122	147	154	99	81	152	73	153	150	149
# Respondents	Most Recent	663	7,069	7,048	4,237	13,099	4,121	2,315	3,728	2,124	6,211	5,024	10,735
	Previous	453	6,953	7,328	4,232	13,855	4,202	1,983	3,533	1,936	5,842	4,882	11,240
<b>9. Teamwork Across Units</b>		<b>% Agree/Strongly Agree</b>											
There is good cooperation among hospital units that need to work together. (Item F4)	Most Recent	53%	51%	56%	58%	59%	56%	65%	62%	50%	67%	66%	58%
	Previous	57%	53%	57%	59%	60%	58%	65%	62%	54%	67%	68%	57%
	Change	-4%	-2%	-1%	-1%	-1%	-2%	0%	0%	-4%	0%	-2%	1%
Hospital units work well together to provide the best care for patients. (Item F10)	Most Recent	61%	62%	66%	69%	70%	68%	74%	73%	59%	75%	75%	68%
	Previous	64%	64%	66%	69%	71%	67%	68%	71%	63%	76%	76%	67%
	Change	-3%	-2%	0%	0%	-1%	1%	6%	2%	-4%	-1%	-1%	1%
		<b>% Disagree/Strongly Disagree</b>											
Hospital units do not coordinate well with each other. (Item F2*)	Most Recent	37%	40%	41%	44%	48%	42%	49%	51%	41%	54%	54%	44%
	Previous	46%	42%	43%	47%	48%	44%	45%	51%	41%	53%	56%	44%
	Change	-9%	-2%	-2%	-3%	0%	-2%	4%	0%	0%	1%	-2%	0%
It is often unpleasant to work with staff from other hospital units. (Item F6*)	Most Recent	52%	55%	64%	57%	66%	59%	62%	66%	59%	64%	70%	59%
	Previous	62%	53%	65%	56%	67%	58%	62%	65%	62%	64%	70%	58%
	Change	-10%	2%	-1%	1%	-1%	1%	0%	1%	-3%	0%	0%	1%

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

**Table D-2. Trending: Item Average Percent Positive Response by Work Area/Unit – 2021 SOPS Hospital 1.0 Database (Page 7 of 8)**

Survey Items by SOPS Composite Measure		Database Year	Work Area/Unit										
			Anes- thesi- ology	Emer- gency	ICU (Any Type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation
# Hospitals	Both Years	75	151	122	147	154	99	81	152	73	153	150	149
# Respondents	Most Recent	663	7,069	7,048	4,237	13,099	4,121	2,315	3,728	2,124	6,211	5,024	10,735
	Previous	453	6,953	7,328	4,232	13,855	4,202	1,983	3,533	1,936	5,842	4,882	11,240
<b>10. Staffing</b>		<b>% Agree/Strongly Agree</b>											
We have enough staff to handle the workload. (Item A2)	Most Recent	47%	40%	42%	41%	43%	53%	55%	55%	45%	53%	61%	49%
	Previous	54%	42%	46%	42%	47%	54%	59%	54%	44%	58%	62%	52%
	Change	-7%	-2%	-4%	-1%	-4%	-1%	-4%	1%	1%	-5%	-1%	-3%
		<b>% Disagree/Strongly Disagree</b>											
Staff in this unit work longer hours than is best for patient care. (Item A5*)	Most Recent	46%	47%	48%	50%	45%	53%	58%	64%	52%	59%	62%	47%
	Previous	43%	47%	47%	52%	48%	53%	56%	64%	48%	61%	58%	46%
	Change	3%	0%	1%	-2%	-3%	0%	2%	0%	4%	-2%	4%	1%
We use more agency/temporary staff than is best for patient care. (Item A7*)	Most Recent	61%	63%	61%	68%	63%	72%	72%	75%	71%	76%	77%	68%
	Previous	61%	63%	61%	66%	62%	73%	69%	73%	69%	76%	73%	68%
	Change	0%	0%	0%	2%	1%	-1%	3%	2%	2%	0%	4%	0%
We work in “crisis mode” trying to do too much, too quickly. (Item A14*)	Most Recent	50%	38%	43%	46%	46%	52%	63%	58%	52%	56%	69%	49%
	Previous	47%	42%	50%	47%	47%	53%	56%	58%	53%	60%	67%	47%
	Change	3%	-4%	-7%	-1%	-1%	-1%	7%	0%	-1%	-4%	2%	2%

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

**Table D-2. Trending: Item Average Percent Positive Response by Work Area/Unit – 2021 SOPS Hospital 1.0 Database (Page 8 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Work Area/Unit											
		Anes- thesi- ology	Emer- gency	ICU (Any Type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery
# Hospitals # Respondents	Both Years	75	151	122	147	154	99	81	152	73	153	150	149
	Most Recent	663	7,069	7,048	4,237	13,099	4,121	2,315	3,728	2,124	6,211	5,024	10,735
	Previous	453	6,953	7,328	4,232	13,855	4,202	1,983	3,533	1,936	5,842	4,882	11,240
<b>11. Nonpunitive Response to Error</b>		% Disagree/Strongly Disagree											
Staff feel like their mistakes are held against them. (Item A8*)	Most Recent	50%	47%	47%	52%	53%	55%	52%	68%	59%	61%	72%	55%
	Previous	54%	49%	48%	52%	53%	54%	53%	66%	53%	57%	71%	53%
	Change	-4%	-2%	-1%	0%	0%	1%	-1%	2%	6%	4%	1%	2%
When an event is reported, it feels like the person is being written up, not the problem. (Item A12*)	Most Recent	49%	41%	45%	46%	51%	51%	49%	67%	58%	53%	70%	51%
	Previous	49%	43%	45%	45%	51%	50%	47%	63%	52%	52%	68%	50%
	Change	0%	-2%	0%	1%	0%	1%	2%	4%	6%	1%	2%	1%
Staff worry that mistakes they make are kept in their personnel file. (Item A16*)	Most Recent	42%	31%	34%	35%	39%	40%	45%	56%	42%	46%	59%	41%
	Previous	36%	34%	35%	35%	39%	38%	38%	53%	38%	42%	60%	39%
	Change	6%	-3%	-1%	0%	0%	2%	7%	3%	4%	4%	-1%	2%
<b>12. Handoffs &amp; Transitions</b>		% Disagree/Strongly Disagree											
Things “fall between the cracks” when transferring patients from one unit to another. (Item F3*)	Most Recent	37%	47%	38%	30%	40%	42%	45%	29%	34%	50%	40%	42%
	Previous	42%	49%	38%	33%	42%	43%	43%	29%	36%	49%	41%	40%
	Change	-5%	-2%	0%	-3%	-2%	-1%	2%	0%	-2%	1%	-1%	2%
Important patient care information is often lost during shift changes. (Item F5*)	Most Recent	50%	59%	58%	47%	53%	63%	60%	41%	51%	57%	46%	51%
	Previous	54%	64%	59%	48%	55%	63%	63%	40%	51%	57%	47%	50%
	Change	-4%	-5%	-1%	-1%	-2%	0%	-3%	1%	0%	0%	-1%	1%
Problems often occur in the exchange of information across hospital units. (Item F7*)	Most Recent	39%	49%	46%	40%	46%	47%	46%	39%	39%	52%	46%	45%
	Previous	50%	52%	47%	40%	49%	47%	48%	39%	38%	51%	48%	44%
	Change	-11%	-3%	-1%	0%	-3%	0%	-2%	0%	1%	1%	-2%	1%
Shift changes are problematic for patients in this hospital. (Item F11*)	Most Recent	38%	53%	59%	45%	50%	63%	54%	41%	48%	53%	45%	42%
	Previous	37%	52%	59%	42%	51%	62%	58%	40%	47%	51%	44%	40%
	Change	1%	1%	0%	3%	-1%	1%	-4%	1%	1%	2%	1%	2%

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



**Table D-3. Trending: Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Work Area/Unit – 2021 SOPS Hospital 1.0 Database**

Work Area/Unit Patient Safety Grade	Database Year	Work Area/Unit											
		Anes- thesi- ology	Emer- gency	ICU (Any Type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery
# Hospitals # Respondents	Both Years	75	151	122	147	154	99	81	152	73	153	150	149
	Most Recent	663	7,069	7,048	4,237	13,099	4,121	2,315	3,728	2,124	6,211	5,024	10,735
	Previous	453	6,953	7,328	4,232	13,855	4,202	1,983	3,533	1,936	5,842	4,882	11,240
<b>Please give your work area/unit in this hospital an overall grade on patient safety. (Item E1)</b>													
Excellent or Very Good	Most Recent	85%	64%	70%	74%	71%	73%	80%	81%	70%	84%	89%	78%
	Previous	85%	67%	74%	76%	75%	73%	81%	82%	68%	84%	90%	80%
	Change	0%	-3%	-4%	-2%	-4%	0%	-1%	-1%	2%	0%	-1%	-2%
A = Excellent	Most Recent	40%	24%	26%	34%	31%	28%	37%	40%	27%	44%	49%	36%
	Previous	46%	25%	29%	34%	32%	31%	37%	42%	31%	42%	54%	39%
	Change	-6%	-1%	-3%	0%	-1%	-3%	0%	-2%	-4%	2%	-5%	-3%
B = Very Good	Most Recent	45%	40%	44%	40%	40%	45%	43%	40%	43%	40%	40%	42%
	Previous	39%	42%	45%	42%	43%	42%	44%	40%	37%	42%	36%	41%
	Change	6%	-2%	-1%	-2%	-3%	3%	-1%	0%	6%	-2%	4%	1%
C = Acceptable	Most Recent	12%	26%	23%	20%	22%	21%	17%	15%	19%	13%	9%	18%
	Previous	11%	24%	19%	20%	20%	20%	14%	14%	24%	13%	9%	16%
	Change	1%	2%	4%	0%	2%	1%	3%	1%	-5%	0%	0%	2%
D = Poor	Most Recent	3%	8%	5%	4%	6%	5%	3%	3%	10%	3%	2%	4%
	Previous	4%	7%	6%	3%	4%	5%	5%	3%	7%	2%	1%	4%
	Change	-1%	1%	-1%	1%	2%	0%	-2%	0%	3%	1%	1%	0%
E = Failing	Most Recent	1%	2%	1%	1%	1%	1%	0%	1%	1%	0%	0%	1%
	Previous	0%	1%	2%	1%	1%	1%	0%	1%	2%	0%	0%	1%
	Change	1%	1%	-1%	0%	0%	0%	0%	0%	-1%	0%	0%	0%

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

**Table D-4. Trending: Average Percentage of Respondents Reporting Events in the Past 12 Months by Work Area/Unit – 2021 SOPS Hospital Database**

Number of Events Reported by Respondents	Database Year	Work Area/Unit											
		Anes- thesi- ology	Emer- gency	ICU (Any Type)	Lab	Med- icine	Obstet- rics	Pedia- trics	Phar- macy	Psych/ Mentl Hlth	Radi- ology	Reha- bili- tation	Surg- ery
# Hospitals	Both Years	75	151	122	147	154	99	81	152	73	153	150	149
# Respondents	Most Recent	663	7,069	7,048	4,237	13,099	4,121	2,315	3,728	2,124	6,211	5,024	10,735
	Previous	453	6,953	7,328	4,232	13,855	4,202	1,983	3,533	1,936	5,842	4,882	11,240
<b>In the past 12 months, how many event reports have you filled out and submitted? (Item G1)</b>													
1 or more events	Most Recent	37%	58%	64%	54%	59%	62%	52%	58%	52%	49%	44%	54%
	Previous	45%	53%	63%	49%	55%	56%	51%	52%	46%	45%	42%	50%
	Change	-8%	5%	1%	5%	4%	6%	1%	6%	6%	4%	2%	4%
None	Most Recent	63%	42%	36%	46%	41%	38%	48%	42%	48%	51%	56%	46%
	Previous	55%	47%	37%	51%	45%	44%	49%	48%	54%	55%	58%	50%
	Change	8%	-5%	-1%	-5%	-4%	-6%	-1%	-6%	-6%	-4%	-2%	-4%
1 to 2	Most Recent	19%	30%	36%	29%	31%	37%	31%	21%	27%	34%	33%	31%
	Previous	35%	29%	37%	25%	33%	36%	31%	15%	23%	32%	33%	30%
	Change	-16%	1%	-1%	4%	-2%	1%	0%	6%	4%	2%	0%	1%
3 to 5	Most Recent	10%	16%	19%	14%	18%	18%	16%	15%	15%	10%	8%	14%
	Previous	6%	14%	18%	13%	15%	14%	17%	16%	16%	10%	7%	13%
	Change	4%	2%	1%	1%	3%	4%	-1%	-1%	-1%	0%	1%	1%
6 to 10	Most Recent	6%	8%	6%	6%	6%	6%	4%	11%	7%	4%	2%	5%
	Previous	3%	5%	5%	6%	4%	4%	3%	9%	4%	2%	1%	4%
	Change	3%	3%	1%	0%	2%	2%	1%	2%	3%	2%	1%	1%
11 to 20	Most Recent	2%	3%	2%	3%	2%	2%	1%	5%	2%	1%	1%	2%
	Previous	0%	3%	2%	3%	2%	1%	1%	7%	2%	1%	0%	2%
	Change	2%	0%	0%	0%	0%	1%	0%	-2%	0%	0%	1%	0%
21 or more	Most Recent	0%	1%	0%	2%	1%	0%	0%	6%	1%	0%	0%	1%
	Previous	0%	1%	0%	2%	1%	0%	0%	5%	1%	0%	0%	0%
	Change	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%

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

# Appendix D: Trending Results by Respondent Characteristics

## (2) Staff Position

**Note 1:** Results are from 161 trending hospitals. The number of hospitals and respondents in each staff position category is shown in each table. However, the precise number of hospitals and respondents corresponding to each data cell in a table will vary because hospitals may have omitted a specific survey item and because of individual nonresponse/missing data.

**Note 2:** Respondents who selected “Other” or did not answer (missing) are not included.

**Table D-5. Trending: Composite Measure Average Percent Positive Response by Staff Position – 2021 SOPS Hospital 1.0 Database (Page 1 of 2)**

SOPS Composite Measures	Database Year	Staff Position								
		Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
# Hospitals	Both Years	161	132	114	160	146	161	159	157	151
	# Respondents									
	Most Recent	7,128	4,046	496	7,872	2,078	36,384	10,893	5,672	3,809
	Previous	5,694	3,191	434	5,849	1,882	32,535	10,220	4,809	3,723
<b>1. Teamwork Within Units</b>	Most Recent	92%	87%	84%	80%	86%	84%	80%	87%	82%
	Previous	92%	87%	84%	79%	85%	85%	80%	87%	82%
	Change	0%	0%	0%	1%	1%	-1%	0%	0%	0%
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>	Most Recent	91%	81%	83%	79%	86%	79%	80%	83%	83%
	Previous	92%	81%	85%	80%	86%	79%	80%	84%	83%
	Change	-1%	0%	-2%	-1%	0%	0%	0%	-1%	0%
<b>3. Organizational Learning – Continuous Improvement</b>	Most Recent	87%	74%	71%	75%	81%	73%	73%	75%	75%
	Previous	86%	73%	74%	73%	81%	72%	73%	72%	72%
	Change	1%	1%	-3%	2%	0%	1%	0%	3%	3%
<b>4. Management Support for Patient Safety</b>	Most Recent	86%	70%	78%	72%	75%	64%	73%	74%	77%
	Previous	87%	74%	80%	72%	77%	67%	75%	74%	77%
	Change	-1%	-4%	-2%	0%	-2%	-3%	-2%	0%	0%
<b>5. Feedback &amp; Communication About Error</b>	Most Recent	85%	67%	72%	72%	76%	66%	69%	72%	74%
	Previous	83%	68%	76%	72%	77%	67%	70%	71%	74%
	Change	2%	-1%	-4%	0%	-1%	-1%	-1%	1%	0%
<b>6. Frequency of Events Reported</b>	Most Recent	77%	62%	64%	71%	64%	67%	68%	66%	74%
	Previous	76%	61%	66%	72%	65%	68%	67%	61%	73%
	Change	1%	1%	-2%	-1%	-1%	-1%	1%	5%	1%

**Table D-5. Trending: Composite Measure Average Percent Positive Response by Staff Position – 2021 SOPS Hospital 1.0 Database (Page 2 of 2)**

SOPS Composite Measures	Database Year	Staff Position								
		Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
# Hospitals	Both Years	161	132	114	160	146	161	159	157	151
	# Respondents									
	Most Recent	7,128	4,046	496	7,872	2,078	36,384	10,893	5,672	3,809
	Previous	5,694	3,191	434	5,849	1,882	32,535	10,220	4,809	3,723
<b>7. Communication Openness</b>	Most Recent	82%	73%	68%	62%	76%	64%	66%	72%	67%
	Previous	82%	72%	71%	62%	76%	66%	66%	72%	64%
	Change	0%	1%	-3%	0%	0%	-2%	0%	0%	3%
<b>8. Overall Perceptions of Patient Safety</b>	Most Recent	81%	69%	72%	63%	74%	62%	73%	75%	71%
	Previous	80%	67%	71%	64%	73%	62%	73%	76%	69%
	Change	1%	2%	1%	-1%	1%	0%	0%	-1%	2%
<b>9. Teamwork Across Units</b>	Most Recent	73%	65%	69%	60%	65%	59%	62%	69%	62%
	Previous	73%	65%	68%	61%	66%	59%	61%	67%	61%
	Change	0%	0%	1%	-1%	-1%	0%	1%	2%	1%
<b>10. Staffing</b>	Most Recent	67%	55%	53%	48%	66%	55%	56%	64%	55%
	Previous	67%	54%	55%	48%	64%	55%	58%	61%	54%
	Change	0%	1%	-2%	0%	2%	0%	-2%	3%	1%
<b>11. Nonpunitive Response to Error</b>	Most Recent	71%	49%	53%	40%	67%	50%	49%	57%	47%
	Previous	71%	46%	55%	39%	65%	49%	48%	58%	44%
	Change	0%	3%	-2%	1%	2%	1%	1%	-1%	3%
<b>12. Handoffs &amp; Transitions</b>	Most Recent	54%	49%	42%	50%	38%	50%	49%	48%	50%
	Previous	52%	47%	46%	53%	35%	49%	49%	45%	48%
	Change	2%	2%	-4%	-3%	3%	1%	0%	3%	2%

**Table D-6. Trending: Item Average Percent Positive Response by Staff Position – 2021 SOPS Hospital 1.0 Database (Page 1 of 9)**

Survey Items by SOPS Composite Measure	Database Year	Staff Position								
		Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
# Hospitals	Both Years	161	132	114	160	146	161	159	157	151
# Respondents	Most Recent	7,128	4,046	496	7,872	2,078	36,384	10,893	5,672	3,809
	Previous	5,694	3,191	434	5,849	1,882	32,535	10,220	4,809	3,723
<b>1. Teamwork Within Units</b>		% Agree/Strongly Agree								
People support one another in this unit. (Item A1)	Most Recent	94%	92%	89%	85%	91%	89%	86%	91%	86%
	Previous	95%	93%	89%	85%	90%	90%	86%	92%	87%
	Change	-1%	-1%	0%	0%	1%	-1%	0%	-1%	-1%
When a lot of work needs to be done quickly, we work together as a team to get the work done. (Item A3)	Most Recent	95%	90%	87%	83%	91%	90%	86%	89%	88%
	Previous	96%	91%	88%	82%	89%	90%	85%	90%	86%
	Change	-1%	-1%	-1%	1%	2%	0%	1%	-1%	2%
In this unit, people treat each other with respect. (Item A4)	Most Recent	92%	91%	84%	79%	86%	84%	80%	86%	81%
	Previous	93%	90%	84%	78%	83%	85%	79%	88%	81%
	Change	-1%	1%	0%	1%	3%	-1%	1%	-2%	0%
When one area in this unit gets really busy, others help out. (Item A11)	Most Recent	85%	75%	75%	71%	76%	74%	69%	80%	73%
	Previous	83%	74%	76%	69%	76%	73%	69%	79%	72%
	Change	2%	1%	-1%	2%	0%	1%	0%	1%	1%

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

**Table D-6. Trending: Item Average Percent Positive Response by Staff Position – 2021 SOPS Hospital 1.0 Database (Page 2 of 9)**

Survey Items by SOPS Composite Measure		Database Year	Staff Position							
			Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)
# Hospitals	Both Years	161	132	114	160	146	161	159	157	151
# Respondents	Most Recent	7,128	4,046	496	7,872	2,078	36,384	10,893	5,672	3,809
	Previous	5,694	3,191	434	5,849	1,882	32,535	10,220	4,809	3,723
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>			% Agree/Strongly Agree							
My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures. (Item B1)	Most Recent	92%	79%	79%	79%	83%	79%	78%	81%	82%
	Previous	91%	78%	87%	80%	81%	79%	78%	81%	83%
	Change	1%	1%	-8%	-1%	2%	0%	0%	0%	-1%
My supv/mgr seriously considers staff suggestions for improving patient safety. (Item B2)	Most Recent	93%	83%	84%	79%	87%	80%	80%	84%	83%
	Previous	94%	84%	88%	81%	87%	80%	79%	85%	83%
	Change	-1%	-1%	-4%	-2%	0%	0%	1%	-1%	0%
			% Disagree/Strongly Disagree							
Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts. (Item B3*)	Most Recent	89%	78%	80%	80%	89%	79%	81%	82%	85%
	Previous	91%	78%	81%	80%	89%	78%	82%	83%	82%
	Change	-2%	0%	-1%	0%	0%	1%	-1%	-1%	3%
My supv/mgr overlooks patient safety problems that happen over and over. (Item B4*)	Most Recent	91%	82%	87%	78%	85%	79%	82%	84%	83%
	Previous	91%	82%	85%	79%	85%	80%	82%	85%	83%
	Change	0%	0%	2%	-1%	0%	-1%	0%	-1%	0%

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

**Table D-6. Trending: Item Average Percent Positive Response by Staff Position – 2021 SOPS Hospital 1.0 Database (Page 3 of 9)**

Survey Items by SOPS Composite Measure	Database Year	Staff Position								
		Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
# Hospitals # Respondents	Both Years	161	132	114	160	146	161	159	157	151
	Most Recent	7,128	4,046	496	7,872	2,078	36,384	10,893	5,672	3,809
	Previous	5,694	3,191	434	5,849	1,882	32,535	10,220	4,809	3,723
<b>3. Organizational Learning – Continuous Improvement</b>		% Agree/Strongly Agree								
We are actively doing things to improve patient safety. (Item A6)	Most Recent	92%	85%	81%	84%	91%	83%	84%	87%	86%
	Previous	92%	86%	85%	84%	92%	83%	85%	84%	84%
	Change	0%	-1%	-4%	0%	-1%	0%	-1%	3%	2%
Mistakes have led to positive changes here. (Item A9)	Most Recent	84%	68%	63%	62%	80%	63%	65%	65%	63%
	Previous	84%	67%	63%	61%	80%	62%	64%	62%	60%
	Change	0%	1%	0%	1%	0%	1%	1%	3%	3%
After we make changes to improve patient safety, we evaluate their effectiveness. (Item A13)	Most Recent	84%	69%	70%	78%	71%	73%	71%	74%	77%
	Previous	83%	66%	75%	75%	70%	72%	71%	70%	73%
	Change	1%	3%	-5%	3%	1%	1%	0%	4%	4%
<b>4. Management Support for Patient Safety</b>		% Agree/Strongly Agree								
Hospital management provides a work climate that promotes patient safety. (Item F1)	Most Recent	93%	79%	89%	81%	81%	72%	82%	82%	86%
	Previous	93%	81%	88%	81%	83%	74%	84%	84%	87%
	Change	0%	-2%	1%	0%	-2%	-2%	-2%	-2%	-1%
The actions of hospital management show that patient safety is a top priority. (Item F8)	Most Recent	89%	74%	84%	78%	78%	67%	77%	78%	82%
	Previous	90%	77%	85%	75%	80%	70%	79%	77%	81%
	Change	-1%	-3%	-1%	3%	-2%	-3%	-2%	1%	1%
		% Disagree/Strongly Disagree								
Hospital management seems interested in patient safety only after an adverse event happens. (Item F9*)	Most Recent	76%	57%	61%	56%	66%	53%	59%	62%	64%
	Previous	79%	63%	66%	59%	67%	56%	61%	62%	63%
	Change	-3%	-6%	-5%	-3%	-1%	-3%	-2%	0%	1%

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



**Table D-6. Trending: Item Average Percent Positive Response by Staff Position – 2021 SOPS Hospital 1.0 Database (Page 4 of 9)**

Survey Items by SOPS Composite Measure	Database Year	Staff Position								
		Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
# Hospitals	Both Years	161	132	114	160	146	161	159	157	151
	Most Recent	7,128	4,046	496	7,872	2,078	36,384	10,893	5,672	3,809
	Previous	5,694	3,191	434	5,849	1,882	32,535	10,220	4,809	3,723
<b>5. Feedback &amp; Communication About Error</b>		% Most of the time/Always								
We are given feedback about changes put into place based on event reports. (Item C1)	Most Recent	77%	62%	66%	64%	68%	58%	59%	63%	66%
	Previous	76%	60%	70%	64%	69%	60%	60%	64%	65%
	Change	1%	2%	-4%	0%	-1%	-2%	-1%	-1%	1%
We are informed about errors that happen in this unit. (Item C3)	Most Recent	85%	63%	70%	74%	78%	65%	73%	74%	76%
	Previous	82%	66%	76%	75%	79%	67%	73%	71%	77%
	Change	3%	-3%	-6%	-1%	-1%	-2%	0%	3%	-1%
In this unit, we discuss ways to prevent errors from happening again. (Item C5)	Most Recent	92%	76%	80%	78%	83%	74%	76%	80%	80%
	Previous	91%	77%	81%	77%	84%	75%	77%	79%	79%
	Change	1%	-1%	-1%	1%	-1%	-1%	-1%	1%	1%
<b>6. Frequency of Events Reported</b>		% Most of the time/Always								
When a mistake is made, but is <u>caught and corrected before affecting the patient</u> , how often is this reported? (Item D1)	Most Recent	73%	56%	62%	69%	50%	60%	62%	61%	72%
	Previous	72%	57%	65%	71%	55%	61%	63%	58%	71%
	Change	1%	-1%	-3%	-2%	-5%	-1%	-1%	3%	1%
When a mistake is made, but has <u>no potential to harm the patient</u> , how often is this reported? (Item D2)	Most Recent	72%	57%	57%	67%	60%	64%	63%	60%	70%
	Previous	72%	56%	59%	68%	61%	65%	62%	55%	68%
	Change	0%	1%	-2%	-1%	-1%	-1%	1%	5%	2%
When a mistake is made that <u>could harm the patient</u> , but does not, how often is this reported? (Item D3)	Most Recent	86%	74%	74%	78%	82%	77%	79%	77%	80%
	Previous	85%	70%	75%	76%	80%	78%	77%	71%	80%
	Change	1%	4%	-1%	2%	2%	-1%	2%	6%	0%

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

**Table D-6. Trending: Item Average Percent Positive Response by Staff Position – 2021 SOPS Hospital 1.0 Database (Page 5 of 9)**

Survey Items by SOPS Composite Measure	Database Year	Staff Position								
		Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
# Hospitals	Both Years	161	132	114	160	146	161	159	157	151
# Respondents	Most Recent	7,128	4,046	496	7,872	2,078	36,384	10,893	5,672	3,809
	Previous	5,694	3,191	434	5,849	1,882	32,535	10,220	4,809	3,723
<b>7. Communication Openness</b>		<b>% Most of the time/Always</b>								
Staff will freely speak up if they see something that may negatively affect patient care. (Item C2)	Most Recent	90%	80%	80%	78%	84%	78%	80%	84%	82%
	Previous	89%	80%	84%	77%	84%	79%	80%	84%	79%
	Change	1%	0%	-4%	1%	0%	-1%	0%	0%	3%
Staff feel free to question the decisions or actions of those with more authority. (Item C4)	Most Recent	74%	63%	53%	42%	66%	47%	47%	55%	50%
	Previous	75%	62%	54%	44%	63%	50%	48%	56%	47%
	Change	-1%	1%	-1%	-2%	3%	-3%	-1%	-1%	3%
		<b>% Rarely/Never</b>								
Staff are afraid to ask questions when something does not seem right. (Item C6*)	Most Recent	83%	75%	71%	66%	79%	68%	70%	76%	70%
	Previous	82%	75%	75%	64%	82%	69%	70%	75%	66%
	Change	1%	0%	-4%	2%	-3%	-1%	0%	1%	4%

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

**Table D-6. Trending: Item Average Percent Positive Response by Staff Position – 2021 SOPS Hospital 1.0 Database (Page 6 of 9)**

Survey Items by SOPS Composite Measure	Database Year	Staff Position								
		Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
# Hospitals	Both Years	161	132	114	160	146	161	159	157	151
# Respondents	Most Recent	7,128	4,046	496	7,872	2,078	36,384	10,893	5,672	3,809
	Previous	5,694	3,191	434	5,849	1,882	32,535	10,220	4,809	3,723
<b>8. Overall Perceptions of Patient Safety</b>		% Agree/Strongly Agree								
Patient safety is never sacrificed to get more work done. (Item A15)	Most Recent	79%	62%	71%	66%	66%	55%	71%	72%	74%
	Previous	78%	63%	70%	64%	67%	56%	72%	73%	72%
	Change	1%	-1%	1%	2%	-1%	-1%	-1%	-1%	2%
Our procedures and systems are good at preventing errors from happening. (Item A18)	Most Recent	86%	77%	81%	72%	81%	74%	79%	81%	77%
	Previous	84%	73%	75%	72%	80%	72%	78%	79%	75%
	Change	2%	4%	6%	0%	1%	2%	1%	2%	2%
		% Disagree/Strongly Disagree								
It is just by chance that more serious mistakes don't happen around here. (Item A10*)	Most Recent	79%	70%	62%	53%	74%	62%	66%	71%	62%
	Previous	79%	68%	63%	55%	72%	62%	66%	74%	60%
	Change	0%	2%	-1%	-2%	2%	0%	0%	-3%	2%
We have patient safety problems in this unit. (Item A17*)	Most Recent	80%	66%	74%	62%	74%	58%	74%	76%	71%
	Previous	80%	64%	74%	65%	72%	59%	75%	76%	67%
	Change	0%	2%	0%	-3%	2%	-1%	-1%	0%	4%

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

**Table D-6. Trending: Item Average Percent Positive Response by Staff Position – 2021 SOPS Hospital 1.0 Database (Page 7 of 9)**

Survey Items by SOPS Composite Measure	Database Year	Staff Position								
		Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
# Hospitals	Both Years	161	132	114	160	146	161	159	157	151
# Respondents	Most Recent	7,128	4,046	496	7,872	2,078	36,384	10,893	5,672	3,809
	Previous	5,694	3,191	434	5,849	1,882	32,535	10,220	4,809	3,723
<b>9. Teamwork Across Units</b>		% Agree/Strongly Agree								
There is good cooperation among hospital units that need to work together. (Item F4)	Most Recent	74%	65%	72%	61%	64%	58%	63%	70%	62%
	Previous	74%	66%	68%	59%	64%	58%	62%	67%	64%
	Change	0%	-1%	4%	2%	0%	0%	1%	3%	-2%
Hospital units work well together to provide the best care for patients. (Item F10)	Most Recent	81%	72%	82%	73%	71%	69%	74%	79%	74%
	Previous	81%	74%	74%	73%	73%	68%	72%	76%	71%
	Change	0%	-2%	8%	0%	-2%	1%	2%	3%	3%
		% Disagree/Strongly Disagree								
Hospital units do not coordinate well with each other. (Item F2*)	Most Recent	64%	54%	55%	47%	52%	46%	50%	55%	51%
	Previous	63%	53%	55%	48%	54%	46%	50%	54%	48%
	Change	1%	1%	0%	-1%	-2%	0%	0%	1%	3%
It is often unpleasant to work with staff from other hospital units. (Item F6*)	Most Recent	74%	67%	65%	59%	72%	63%	61%	73%	61%
	Previous	72%	67%	74%	63%	71%	62%	61%	70%	59%
	Change	2%	0%	-9%	-4%	1%	1%	0%	3%	2%

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

**Table D-6. Trending: Item Average Percent Positive Response by Staff Position – 2021 SOPS Hospital 1.0 Database (Page 8 of 9)**

Survey Items by SOPS Composite Measure	Database Year	Staff Position								
		Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
# Hospitals	Both Years	161	132	114	160	146	161	159	157	151
# Respondents	Most Recent	7,128	4,046	496	7,872	2,078	36,384	10,893	5,672	3,809
	Previous	5,694	3,191	434	5,849	1,882	32,535	10,220	4,809	3,723
<b>10. Staffing</b>		% Agree/Strongly Agree								
We have enough staff to handle the workload. (Item A2)	Most Recent	69%	59%	50%	43%	57%	50%	49%	59%	52%
	Previous	70%	57%	57%	43%	54%	49%	52%	56%	53%
	Change	-1%	2%	-7%	0%	3%	1%	-3%	3%	-1%
		% Disagree/Strongly Disagree								
Staff in this unit work longer hours than is best for patient care. (Item A5*)	Most Recent	60%	46%	47%	42%	68%	54%	54%	59%	50%
	Previous	61%	48%	48%	43%	66%	52%	54%	55%	49%
	Change	-1%	-2%	-1%	-1%	2%	2%	0%	4%	1%
We use more agency/temporary staff than is best for patient care. (Item A7*)	Most Recent	73%	59%	64%	58%	77%	68%	70%	74%	60%
	Previous	71%	55%	60%	58%	78%	68%	69%	72%	60%
	Change	2%	4%	4%	0%	-1%	0%	1%	2%	0%
We work in "crisis mode" trying to do too much, too quickly. (Item A14*)	Most Recent	64%	56%	51%	49%	60%	49%	52%	62%	56%
	Previous	65%	54%	55%	48%	57%	49%	55%	60%	54%
	Change	-1%	2%	-4%	1%	3%	0%	-3%	2%	2%

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

**Table D-6. Trending: Item Average Percent Positive Response by Staff Position – 2021 SOPS Hospital 1.0 Database (Page 9 of 9)**

Survey Items by SOPS Composite Measure	Database Year	Staff Position								
		Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
# Hospitals # Respondents	Both Years	161	132	114	160	146	161	159	157	151
	Most Recent	7,128	4,046	496	7,872	2,078	36,384	10,893	5,672	3,809
	Previous	5,694	3,191	434	5,849	1,882	32,535	10,220	4,809	3,723
<b>11. Nonpunitive Response to Error</b>		% Disagree/Strongly Disagree								
Staff feel like their mistakes are held against them. (Item A8*)	Most Recent	77%	57%	62%	47%	71%	55%	55%	63%	56%
	Previous	77%	53%	61%	46%	68%	55%	55%	63%	51%
	Change	0%	4%	1%	1%	3%	0%	0%	0%	5%
When an event is reported, it feels like the person is being written up, not the problem. (Item A12*)	Most Recent	77%	50%	50%	40%	71%	54%	50%	59%	47%
	Previous	75%	50%	54%	39%	70%	53%	50%	58%	45%
	Change	2%	0%	-4%	1%	1%	1%	0%	1%	2%
Staff worry that mistakes they make are kept in their personnel file. (Item A16*)	Most Recent	60%	39%	46%	33%	59%	41%	42%	49%	39%
	Previous	61%	35%	49%	31%	57%	40%	39%	52%	36%
	Change	-1%	4%	-3%	2%	2%	1%	3%	-3%	3%
<b>12. Handoffs &amp; Transitions</b>		% Disagree/Strongly Disagree								
Things “fall between the cracks” when transferring patients from one unit to another. (Item F3*)	Most Recent	50%	49%	42%	44%	26%	42%	44%	41%	46%
	Previous	48%	45%	40%	49%	25%	43%	44%	41%	44%
	Change	2%	4%	2%	-5%	1%	-1%	0%	0%	2%
Important patient care information is often lost during shift changes. (Item F5*)	Most Recent	57%	51%	44%	57%	43%	55%	53%	51%	56%
	Previous	56%	47%	50%	59%	37%	55%	54%	47%	54%
	Change	1%	4%	-6%	-2%	6%	0%	-1%	4%	2%
Problems often occur in the exchange of information across hospital units. (Item F7*)	Most Recent	54%	48%	43%	44%	41%	48%	47%	49%	49%
	Previous	53%	49%	49%	49%	39%	48%	47%	48%	47%
	Change	1%	-1%	-6%	-5%	2%	0%	0%	1%	2%
Shift changes are problematic for patients in this hospital. (Item F11*)	Most Recent	54%	48%	38%	54%	41%	54%	50%	51%	49%
	Previous	52%	46%	45%	55%	40%	51%	49%	45%	46%
	Change	2%	2%	-7%	-1%	1%	3%	1%	6%	3%

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

**Table D-7. Trending: Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Staff Position – 2021 SOPS Hospital Database**

Work Area/Unit Patient Safety Grade	Database Year	Staff Position								
		Admin/ Mgmt	Attending/ Physician/ Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/ LVN/ LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
# Hospitals # Respondents	Both Years	161	132	114	160	146	161	159	157	151
	Most Recent	7,128	4,046	496	7,872	2,078	36,384	10,893	5,672	3,809
	Previous	5,694	3,191	434	5,849	1,882	32,535	10,220	4,809	3,723
<b>Please give your work area/unit in this hospital an overall grade on patient safety. (Item E1)</b>										
Excellent or Very Good	Most Recent	91%	81%	81%	75%	82%	72%	81%	84%	80%
	Previous	91%	79%	82%	77%	81%	73%	80%	82%	81%
	Change	0%	2%	-1%	-2%	1%	-1%	1%	2%	-1%
A = Excellent	Most Recent	52%	39%	34%	35%	43%	29%	39%	44%	39%
	Previous	50%	37%	36%	34%	42%	29%	37%	44%	40%
	Change	2%	2%	-2%	1%	1%	0%	2%	0%	-1%
B = Very Good	Most Recent	39%	43%	47%	40%	39%	43%	41%	40%	41%
	Previous	41%	42%	45%	43%	39%	44%	43%	38%	42%
	Change	-2%	1%	2%	-3%	0%	-1%	-2%	2%	-1%
C = Acceptable	Most Recent	8%	14%	17%	19%	14%	21%	16%	13%	16%
	Previous	8%	16%	16%	17%	15%	21%	16%	14%	16%
	Change	0%	-2%	1%	2%	-1%	0%	0%	-1%	0%
D = Poor	Most Recent	1%	4%	2%	5%	3%	6%	3%	3%	3%
	Previous	1%	4%	1%	4%	3%	5%	3%	4%	2%
	Change	0%	0%	1%	1%	0%	1%	0%	-1%	1%
E = Failing	Most Recent	0%	1%	0%	1%	1%	1%	1%	1%	1%
	Previous	1%	1%	0%	1%	1%	1%	1%	1%	1%
	Change	-1%	0%	0%	0%	0%	0%	0%	0%	0%

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

**Table D-8. Trending: Average Percentage of Respondents Reporting Events in the Past 12 Months by Staff Position – 2021 SOPS Hospital Database**

Number of Events Reported by Respondents	Database Year	Staff Position								
		Admin/ Mgmt	Attending/ Physician/Resident/ PA or NP	Dietitian	Pat. Care Asst/ Aide/ Care Partner	Pharm- acist	RN/LVN /LPN	Tech (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Unit Asst/ Clerk/ Secretary
# Hospitals # Respondents	Both Years	161	132	114	160	146	161	159	157	151
	Most Recent	7,128	4,046	496	7,872	2,078	36,384	10,893	5,672	3,809
	Previous	5,694	3,191	434	5,849	1,882	32,535	10,220	4,809	3,723
<b>In the past 12 months, how many event reports have you filled out and submitted? (Item G1)</b>										
1 or more events	Most Recent	57%	33%	23%	25%	81%	70%	44%	44%	19%
	Previous	54%	34%	23%	21%	76%	67%	38%	40%	13%
	Change	3%	-1%	0%	4%	5%	3%	6%	4%	6%
None	Most Recent	43%	67%	77%	75%	19%	30%	56%	56%	81%
	Previous	46%	66%	77%	79%	24%	33%	62%	60%	87%
	Change	-3%	1%	0%	-4%	-5%	-3%	-6%	-4%	-6%
1 to 2	Most Recent	23%	22%	16%	20%	25%	38%	30%	33%	14%
	Previous	23%	22%	13%	17%	19%	38%	25%	31%	10%
	Change	0%	0%	3%	3%	6%	0%	5%	2%	4%
3 to 5	Most Recent	19%	8%	5%	4%	22%	21%	9%	7%	4%
	Previous	17%	8%	7%	3%	23%	20%	8%	8%	2%
	Change	2%	0%	-2%	1%	-1%	1%	1%	-1%	2%
6 to 10	Most Recent	9%	2%	1%	1%	17%	7%	3%	3%	1%
	Previous	7%	2%	2%	1%	16%	6%	3%	1%	1%
	Change	2%	0%	-1%	0%	1%	1%	0%	2%	0%
11 to 20	Most Recent	4%	1%	1%	0%	10%	3%	1%	0%	0%
	Previous	4%	1%	1%	0%	10%	3%	1%	1%	0%
	Change	0%	0%	0%	0%	0%	0%	0%	-1%	0%
21 or more	Most Recent	2%	0%	0%	0%	8%	1%	1%	0%	0%
	Previous	3%	0%	0%	0%	7%	1%	1%	0%	0%
	Change	-1%	0%	0%	0%	1%	0%	0%	0%	0%

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



# Appendix D: Trending Results by Respondent Characteristics

## (3) Interaction With Patients

**Note 1:** Results are from 161 trending hospitals. The number of hospitals and respondents in each interaction with patients category is shown in each table. However, the precise number of hospitals and respondents corresponding to each data cell in a table will vary because hospitals may have omitted a specific survey item and because of individual nonresponse/missing data.

**Note 2:** Respondents who did not answer (missing) are not included.

**Table D-9. Trending: Composite Measure Average Percent Positive Response by Interaction With Patients – 2021 SOPS Hospital 1.0 Database  
(Page 1 of 2)**

SOPS Composite Measures	Database Year	Interaction With Patients		
		WITH Direct Interaction	WITHOUT Direct Interaction	
<i># Hospitals</i>	Both Years	133	133	
	<i># Respondents</i>	Most Recent	67,269	19,806
		Previous	68,237	18,446
<b>1. Teamwork Within Units</b>	Most Recent	82%	84%	
	Previous	83%	84%	
	Change	-1%	0%	
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>	Most Recent	80%	84%	
	Previous	80%	85%	
	Change	0%	-1%	
<b>3. Organizational Learning – Continuous Improvement</b>	Most Recent	72%	76%	
	Previous	74%	76%	
	Change	-2%	0%	
<b>4. Management Support for Patient Safety</b>	Most Recent	67%	79%	
	Previous	71%	80%	
	Change	-4%	-1%	
<b>5. Feedback &amp; Communication About Error</b>	Most Recent	69%	75%	
	Previous	69%	74%	
	Change	0%	1%	
<b>6. Frequency of Events Reported</b>	Most Recent	67%	72%	
	Previous	68%	71%	
	Change	-1%	1%	

**Table D-9. Trending: Composite Measure Average Percent Positive Response by Interaction With Patients – 2021 SOPS Hospital 1.0 Database  
(Page 2 of 2)**

SOPS Composite Measures	Database Year	Interaction With Patients		
		WITH Direct Interaction	WITHOUT Direct Interaction	
<i># Hospitals</i>	Both Years	133	133	
	<i># Respondents</i>	Most Recent	67,269	19,806
		Previous	68,237	18,446
<b>7. Communication Openness</b>	Most Recent	65%	71%	
	Previous	66%	71%	
	Change	-1%	0%	
<b>8. Overall Perceptions of Patient Safety</b>	Most Recent	65%	72%	
	Previous	67%	72%	
	Change	-2%	0%	
<b>9. Teamwork Across Units</b>	Most Recent	60%	64%	
	Previous	62%	65%	
	Change	-2%	-1%	
<b>10. Staffing</b>	Most Recent	54%	55%	
	Previous	55%	55%	
	Change	-1%	0%	
<b>11. Nonpunitive Response to Error</b>	Most Recent	48%	55%	
	Previous	48%	53%	
	Change	0%	2%	
<b>12. Handoffs &amp; Transitions</b>	Most Recent	48%	43%	
	Previous	49%	43%	
	Change	-1%	0%	

**Table D-10. Trending: Item Average Percent Positive Response by Interaction With Patients – 2021 SOPS Hospital 1.0 Database (Page 1 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Interaction With Patients	
		WITH Direct Interaction	WITHOUT Direct Interaction
	Both Years	133	133
<i># Hospitals</i>	Most Recent	67,269	19,806
<i># Respondents</i>	Previous	68,237	18,446
<b>1. Teamwork Within Units</b>		% Agree/Strongly Agree	
People support one another in this unit. (Item A1)	Most Recent	87%	88%
	Previous	88%	88%
	Change	-1%	0%
When a lot of work needs to be done quickly, we work together as a team to get the work done. (Item A3)	Most Recent	87%	88%
	Previous	88%	89%
	Change	-1%	-1%
In this unit, people treat each other with respect. (Item A4)	Most Recent	82%	83%
	Previous	83%	83%
	Change	-1%	0%
When one area in this unit gets really busy, others help out. (Item A11)	Most Recent	73%	75%
	Previous	73%	74%
	Change	0%	1%

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

**Table D-10. Trending: Item Average Percent Positive Response by Interaction With Patients – 2021 SOPS Hospital 1.0 Database (Page 2 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Interaction With Patients	
		WITH Direct Interaction	WITHOUT Direct Interaction
# Hospitals	Both Years	133	133
# Respondents	Most Recent	67,269	19,806
	Previous	68,237	18,446
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>		% Agree/Strongly Agree	
My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures. (Item B1)	Most Recent	80%	84%
	Previous	80%	84%
	Change	0%	0%
My supv/mgr seriously considers staff suggestions for improving patient safety. (Item B2)	Most Recent	81%	85%
	Previous	81%	85%
	Change	0%	0%
		% Disagree/Strongly Disagree	
Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts. (Item B3*)	Most Recent	79%	83%
	Previous	79%	85%
	Change	0%	-2%
My supv/mgr overlooks patient safety problems that happen over and over. (Item B4*)	Most Recent	80%	83%
	Previous	81%	84%
	Change	-1%	-1%
<b>3. Organizational Learning – Continuous Improvement</b>		% Agree/Strongly Agree	
We are actively doing things to improve patient safety. (Item A6)	Most Recent	83%	85%
	Previous	85%	85%
	Change	-2%	0%
Mistakes have led to positive changes here. (Item A9)	Most Recent	62%	70%
	Previous	63%	70%
	Change	-1%	0%
After we make changes to improve patient safety, we evaluate their effectiveness. (Item A13)	Most Recent	71%	73%
	Previous	73%	73%
	Change	-2%	0%

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

**Table D-10. Trending: Item Average Percent Positive Response by Interaction With Patients – 2021 SOPS Hospital 1.0 Database (Page 3 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Interaction With Patients	
		WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	Both Years	133	133
<i># Respondents</i>	Most Recent	67,269	19,806
	Previous	68,237	18,446
<b>4. Management Support for Patient Safety</b>		% Agree/Strongly Agree	
Hospital management provides a work climate that promotes patient safety. (Item F1)	Most Recent	76%	87%
	Previous	80%	89%
	Change	-4%	-2%
The actions of hospital management show that patient safety is a top priority. (Item F8)	Most Recent	71%	83%
	Previous	75%	84%
	Change	-4%	-1%
		% Disagree/Strongly Disagree	
Hospital management seems interested in patient safety only after an adverse event happens. (Item F9*)	Most Recent	55%	68%
	Previous	59%	68%
	Change	-4%	0%
<b>5. Feedback &amp; Communication About Error</b>		% Most of the time/Always	
We are given feedback about changes put into place based on event reports. (Item C1)	Most Recent	62%	67%
	Previous	62%	67%
	Change	0%	0%
We are informed about errors that happen in this unit. (Item C3)	Most Recent	69%	77%
	Previous	70%	75%
	Change	-1%	2%
In this unit, we discuss ways to prevent errors from happening again. (Item C5)	Most Recent	76%	82%
	Previous	76%	81%
	Change	0%	1%

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

**Table D-10. Trending: Item Average Percent Positive Response by Interaction With Patients – 2021 SOPS Hospital 1.0 Database (Page 4 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Interaction With Patients	
		WITH Direct Interaction	WITHOUT Direct Interaction
	Both Years	133	133
# Hospitals	Most Recent	67,269	19,806
# Respondents	Previous	68,237	18,446
<b>6. Frequency of Events Reported</b>		% Most of the time/Always	
When a mistake is made, but is <u>caught and corrected before affecting the patient</u> , how often is this reported? (Item D1)	Most Recent	62%	69%
	Previous	63%	68%
	Change	-1%	1%
When a mistake is made, but has <u>no potential to harm the patient</u> , how often is this reported? (Item D2)	Most Recent	63%	68%
	Previous	64%	67%
	Change	-1%	1%
When a mistake is made that <u>could harm the patient</u> , but does not, how often is this reported? (Item D3)	Most Recent	77%	80%
	Previous	76%	79%
	Change	1%	1%
<b>7. Communication Openness</b>		% Most of the time/Always	
Staff will freely speak up if they see something that may negatively affect patient care. (Item C2)	Most Recent	79%	83%
	Previous	80%	82%
	Change	-1%	1%
Staff feel free to question the decisions or actions of those with more authority. (Item C4)	Most Recent	48%	58%
	Previous	50%	58%
	Change	-2%	0%
		% Rarely/Never	
Staff are afraid to ask questions when something does not seem right. (Item C6*)	Most Recent	68%	73%
	Previous	68%	73%
	Change	0%	0%

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

**Table D-10. Trending: Item Average Percent Positive Response by Interaction With Patients – 2021 SOPS Hospital 1.0 Database (Page 5 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Interaction With Patients	
		WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	Both Years	133	133
<i># Respondents</i>	Most Recent	67,269	19,806
	Previous	68,237	18,446
<b>8. Overall Perceptions of Patient Safety</b>		% Agree/Strongly Agree	
Patient safety is never sacrificed to get more work done. (Item A15)	Most Recent	62%	73%
	Previous	64%	72%
	Change	-2%	1%
Our procedures and systems are good at preventing errors from happening. (Item A18)	Most Recent	74%	78%
	Previous	75%	78%
	Change	-1%	0%
		% Disagree/Strongly Disagree	
It is just by chance that more serious mistakes don't happen around here. (Item A10*)	Most Recent	61%	65%
	Previous	63%	65%
	Change	-2%	0%
We have patient safety problems in this unit. (Item A17*)	Most Recent	64%	73%
	Previous	66%	72%
	Change	-2%	1%

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



**Table D-10. Trending: Item Average Percent Positive Response by Interaction With Patients – 2021 SOPS Hospital 1.0 Database (Page 6 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Interaction With Patients	
		WITH Direct Interaction	WITHOUT Direct Interaction
	Both Years	133	133
<i># Hospitals</i>	Most Recent	67,269	19,806
<i># Respondents</i>	Previous	68,237	18,446
<b>9. Teamwork Across Units</b>		% Agree/Strongly Agree	
There is good cooperation among hospital units that need to work together. (Item F4)	Most Recent	60%	65%
	Previous	62%	66%
	Change	-2%	-1%
Hospital units work well together to provide the best care for patients. (Item F10)	Most Recent	71%	75%
	Previous	72%	75%
	Change	-1%	0%
		% Disagree/Strongly Disagree	
Hospital units do not coordinate well with each other. (Item F2*)	Most Recent	47%	53%
	Previous	49%	53%
	Change	-2%	0%
It is often unpleasant to work with staff from other hospital units. (Item F6*)	Most Recent	63%	64%
	Previous	64%	64%
	Change	-1%	0%

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

**Table D-10. Trending: Item Average Percent Positive Response by Interaction With Patients – 2021 SOPS Hospital 1.0 Database (Page 7 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Interaction With Patients	
		WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	Both Years	133	133
	<i># Respondents</i>	67,269	19,806
	Previous	68,237	18,446
<b>10. Staffing</b>		% Agree/Strongly Agree	
We have enough staff to handle the workload. (Item A2)	Most Recent	49%	55%
	Previous	51%	58%
	Change	-2%	-3%
		% Disagree/Strongly Disagree	
Staff in this unit work longer hours than is best for patient care. (Item A5*)	Most Recent	50%	49%
	Previous	50%	49%
	Change	0%	0%
We use more agency/temporary staff than is best for patient care. (Item A7*)	Most Recent	66%	62%
	Previous	66%	58%
	Change	0%	4%
We work in “crisis mode” trying to do too much, too quickly. (Item A14*)	Most Recent	50%	53%
	Previous	51%	53%
	Change	-1%	0%

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

**Table D-10. Trending: Item Average Percent Positive Response by Interaction With Patients – 2021 SOPS Hospital 1.0 Database (Page 8 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Interaction With Patients	
		WITH Direct Interaction	WITHOUT Direct Interaction
	Both Years	133	133
<i># Hospitals</i>	Most Recent	67,269	19,806
<i># Respondents</i>	Previous	68,237	18,446
<b>11. Nonpunitive Response to Error</b>		% Disagree/Strongly Disagree	
Staff feel like their mistakes are held against them. (Item A8*)	Most Recent	54%	61%
	Previous	54%	60%
	Change	0%	1%
When an event is reported, it feels like the person is being written up, not the problem. (Item A12*)	Most Recent	51%	57%
	Previous	51%	55%
	Change	0%	2%
Staff worry that mistakes they make are kept in their personnel file. (Item A16*)	Most Recent	40%	46%
	Previous	40%	44%
	Change	0%	2%
<b>12. Handoffs &amp; Transitions</b>		% Disagree/Strongly Disagree	
Things “fall between the cracks” when transferring patients from one unit to another. (Item F3*)	Most Recent	42%	37%
	Previous	44%	38%
	Change	-2%	-1%
Important patient care information is often lost during shift changes. (Item F5*)	Most Recent	53%	47%
	Previous	55%	47%
	Change	-2%	0%
Problems often occur in the exchange of information across hospital units. (Item F7*)	Most Recent	46%	42%
	Previous	48%	43%
	Change	-2%	-1%
Shift changes are problematic for patients in this hospital. (Item F11*)	Most Recent	50%	44%
	Previous	49%	44%
	Change	1%	0%

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

**Table D-11. Trending: Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Interaction With Patients – 2021 SOPS Hospital 1.0 Database**

Work Area/Unit Patient Safety Grade	Database Year	Interaction With Patients	
		WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	Both Years	133	133
	<i># Respondents</i>		
	Most Recent	67,269	19,806
	Previous	68,237	18,446
<b>Please give your work area/unit in this hospital an overall grade on patient safety. (Item E1)</b>			
Excellent or Very Good	Most Recent	75%	84%
	Previous	78%	85%
	Change	-3%	-1%
A = Excellent	Most Recent	34%	44%
	Previous	36%	43%
	Change	-2%	1%
B = Very Good	Most Recent	41%	41%
	Previous	41%	42%
	Change	0%	-1%
C = Acceptable	Most Recent	19%	13%
	Previous	17%	13%
	Change	2%	0%
D = Poor	Most Recent	5%	2%
	Previous	4%	2%
	Change	1%	0%
E = Failing	Most Recent	1%	0%
	Previous	1%	0%
	Change	0%	0%

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

**Table D-12. Trending: Average Percentage of Respondents Reporting Events in the Past 12 Months by Interaction With Patients – 2021 SOPS Hospital 1.0 Database**

Number of Events Reported by Respondents	Database Year	Interaction With Patients	
		WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i> <i># Respondents</i>	Both Years	133	133
	Most Recent	67,269	19,806
	Previous	68,237	18,446
<b>In the past 12 months, how many event reports have you filled out and submitted? (Item G1)</b>			
1 or more events	Most Recent	51%	32%
	Previous	49%	28%
	Change	2%	4%
None	Most Recent	49%	68%
	Previous	51%	72%
	Change	-2%	-4%
1 to 2	Most Recent	30%	16%
	Previous	29%	14%
	Change	1%	2%
3 to 5	Most Recent	13%	8%
	Previous	13%	8%
	Change	0%	0%
6 to 10	Most Recent	5%	4%
	Previous	4%	3%
	Change	1%	1%
11 to 20	Most Recent	2%	2%
	Previous	2%	2%
	Change	0%	0%
21 or more	Most Recent	1%	2%
	Previous	1%	1%
	Change	0%	1%

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

# Appendix D: Trending Results by Respondent Characteristics

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

**Note 1:** Results are from 161 trending hospitals. The number of hospitals and respondents in each tenure in current work area/unit category is shown in each table. However, the precise number of hospitals and respondents corresponding to each data cell in a table will vary because hospitals may have omitted a specific survey item and because of individual nonresponse/missing data.

**Note 2:** Respondents who did not answer (missing) are not included.

**Table D-13. Trending: Composite Measure Average Percent Positive Response by Tenure in Current Work Area/Unit – 2021 SOPS Hospital 1.0 Database (Page 1 of 2)**

SOPS Composite Measures	Database Year	Tenure in Current Work Area/Unit					
		Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
<i># Hospitals</i>	Both Years	151	151	151	151	148	149
	<i># Respondents</i>	16,416	43,679	15,267	9,974	6,468	6,730
	Previous	17,977	39,493	16,980	10,401	6,329	7,328
<b>1. Teamwork Within Units</b>	Most Recent	86%	82%	83%	83%	84%	86%
	Previous	87%	82%	83%	83%	84%	85%
	Change	-1%	0%	0%	0%	0%	1%
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>	Most Recent	84%	80%	82%	82%	82%	86%
	Previous	85%	81%	81%	82%	81%	83%
	Change	-1%	-1%	1%	0%	1%	3%
<b>3. Organizational Learning – Continuous Improvement</b>	Most Recent	74%	72%	74%	74%	74%	78%
	Previous	75%	72%	73%	75%	73%	78%
	Change	-1%	0%	1%	-1%	1%	0%
<b>4. Management Support for Patient Safety</b>	Most Recent	75%	68%	70%	72%	73%	78%
	Previous	78%	71%	72%	75%	74%	78%
	Change	-3%	-3%	-2%	-3%	-1%	0%
<b>5. Feedback &amp; Communication About Error</b>	Most Recent	76%	70%	70%	70%	70%	73%
	Previous	77%	70%	70%	71%	69%	71%
	Change	-1%	0%	0%	-1%	1%	2%
<b>6. Frequency of Events Reported</b>	Most Recent	72%	67%	68%	69%	70%	71%
	Previous	71%	67%	67%	70%	69%	70%
	Change	1%	0%	1%	-1%	1%	1%

**Table D-13. Trending: Composite Measure Average Percent Positive Response by Tenure in Current Work Area/Unit – 2021 SOPS Hospital 1.0 Database (Page 2 of 2)**

SOPS Composite Measures	Database Year	Tenure in Current Work Area/Unit					
		Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
<i># Hospitals</i>	Both Years	151	151	151	151	148	149
	<i># Respondents</i>						
	Most Recent	16,416	43,679	15,267	9,974	6,468	6,730
	Previous	17,977	39,493	16,980	10,401	6,329	7,328
<b>7. Communication Openness</b>	Most Recent	69%	65%	67%	68%	68%	72%
	Previous	72%	66%	68%	68%	68%	71%
	Change	-3%	-1%	-1%	0%	0%	1%
<b>8. Overall Perceptions of Patient Safety</b>	Most Recent	70%	66%	68%	69%	69%	74%
	Previous	72%	66%	68%	70%	69%	72%
	Change	-2%	0%	0%	-1%	0%	2%
<b>9. Teamwork Across Units</b>	Most Recent	66%	60%	62%	63%	64%	69%
	Previous	69%	60%	61%	62%	63%	66%
	Change	-3%	0%	1%	1%	1%	3%
<b>10. Staffing</b>	Most Recent	55%	54%	55%	57%	57%	58%
	Previous	57%	53%	56%	57%	56%	58%
	Change	-2%	1%	-1%	0%	1%	0%
<b>11. Nonpunitive Response to Error</b>	Most Recent	48%	49%	52%	53%	52%	57%
	Previous	49%	48%	50%	51%	49%	54%
	Change	-1%	1%	2%	2%	3%	3%
<b>12. Handoffs &amp; Transitions</b>	Most Recent	54%	48%	48%	47%	47%	52%
	Previous	55%	48%	47%	48%	48%	49%
	Change	-1%	0%	1%	-1%	-1%	3%



**Table D-14. Trending: Item Average Percent Positive Response by Tenure in Current Work Area/Unit – 2021 SOPS Hospital 1.0 Database  
(Page 1 of 8)**

		Tenure in Current Work Area/Unit					
Survey Items by SOPS Composite Measure	Database Year	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
<i># Hospitals</i> <i># Respondents</i>	Both Years	151	151	151	151	148	149
	Most Recent	16,416	43,679	15,267	9,974	6,468	6,730
	Previous	17,977	39,493	16,980	10,401	6,329	7,328
<b>1. Teamwork Within Units</b>		% Agree/Strongly Agree					
People support one another in this unit. (Item A1)	Most Recent	90%	87%	88%	88%	88%	91%
	Previous	91%	88%	88%	88%	89%	91%
	Change	-1%	-1%	0%	0%	-1%	0%
When a lot of work needs to be done quickly, we work together as a team to get the work done. (Item A3)	Most Recent	89%	87%	88%	88%	89%	91%
	Previous	90%	87%	89%	89%	90%	91%
	Change	-1%	0%	-1%	-1%	-1%	0%
In this unit, people treat each other with respect. (Item A4)	Most Recent	86%	82%	84%	83%	82%	86%
	Previous	86%	82%	84%	83%	84%	84%
	Change	0%	0%	0%	0%	-2%	2%
When one area in this unit gets really busy, others help out. (Item A11)	Most Recent	77%	73%	73%	72%	75%	75%
	Previous	79%	72%	72%	73%	73%	73%
	Change	-2%	1%	1%	-1%	2%	2%

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

**Table D-14. Trending: Item Average Percent Positive Response by Tenure in Current Work Area/Unit – 2021 SOPS Hospital 1.0 Database  
(Page 2 of 8)**

Survey Items by SOPS Composite Measure		Database Year	Tenure in Current Work Area/Unit					
			Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
<i># Hospitals</i>	Both Years		151	151	151	151	148	149
	<i># Respondents</i>	Most Recent	16,416	43,679	15,267	9,974	6,468	6,730
		Previous	17,977	39,493	16,980	10,401	6,329	7,328
<b>2. Supv/Mgr Expectations &amp; Actions Promoting Patient Safety</b>			% Agree/Strongly Agree					
My supv/mgr says a good word when he/she sees a job done according to established patient safety procedures. (Item B1)	Most Recent		85%	80%	81%	81%	81%	85%
	Previous		86%	81%	80%	81%	80%	83%
	Change		-1%	-1%	1%	0%	1%	2%
My supv/mgr seriously considers staff suggestions for improving patient safety. (Item B2)	Most Recent		84%	80%	82%	83%	83%	88%
	Previous		86%	81%	81%	83%	82%	84%
	Change		-2%	-1%	1%	0%	1%	4%
			% Disagree/Strongly Disagree					
Whenever pressure builds up, my supv/mgr wants us to work faster, even if it means taking shortcuts. (Item B3*)	Most Recent		84%	79%	81%	81%	82%	83%
	Previous		85%	80%	80%	80%	80%	81%
	Change		-1%	-1%	1%	1%	2%	2%
My supv/mgr overlooks patient safety problems that happen over and over. (Item B4*)	Most Recent		83%	80%	82%	82%	81%	87%
	Previous		84%	81%	82%	83%	82%	84%
	Change		-1%	-1%	0%	-1%	-1%	3%
<b>3. Organizational Learning – Continuous Improvement</b>			% Agree/Strongly Agree					
We are actively doing things to improve patient safety. (Item A6)	Most Recent		86%	83%	83%	84%	83%	86%
	Previous		88%	84%	83%	85%	84%	87%
	Change		-2%	-1%	0%	-1%	-1%	-1%
Mistakes have led to positive changes here. (Item A9)	Most Recent		61%	62%	65%	66%	65%	72%
	Previous		61%	62%	65%	66%	64%	71%
	Change		0%	0%	0%	0%	1%	1%
After we make changes to improve patient safety, we evaluate their effectiveness. (Item A13)	Most Recent		75%	71%	73%	72%	73%	77%
	Previous		75%	71%	72%	73%	71%	76%
	Change		0%	0%	1%	-1%	2%	1%

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

**Table D-14. Trending: Item Average Percent Positive Response by Tenure in Current Work Area/Unit – 2021 SOPS Hospital Database 1.0**  
(Page 3 of 8)

		Tenure in Current Work Area/Unit					
Survey Items by SOPS Composite Measure	Database Year	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
<i># Hospitals</i>	Both Years	151	151	151	151	148	149
<i># Respondents</i>	Most Recent	16,416	43,679	15,267	9,974	6,468	6,730
	Previous	17,977	39,493	16,980	10,401	6,329	7,328
<b>4. Management Support for Patient Safety</b>		<b>% Agree/Strongly Agree</b>					
Hospital management provides a work climate that promotes patient safety. (Item F1)	Most Recent	84%	77%	78%	80%	82%	84%
	Previous	88%	81%	81%	83%	83%	86%
	Change	-4%	-4%	-3%	-3%	-1%	-2%
The actions of hospital management show that patient safety is a top priority. (Item F8)	Most Recent	80%	72%	73%	75%	76%	81%
	Previous	82%	74%	76%	78%	76%	81%
	Change	-2%	-2%	-3%	-3%	0%	0%
		<b>% Disagree/Strongly Disagree</b>					
Hospital management seems interested in patient safety only after an adverse event happens. (Item F9*)	Most Recent	61%	55%	59%	60%	62%	69%
	Previous	64%	58%	59%	63%	62%	67%
	Change	-3%	-3%	0%	-3%	0%	2%
<b>5. Feedback &amp; Communication About Error</b>		<b>% Most of the time/Always</b>					
We are given feedback about changes put into place based on event reports. (Item C1)	Most Recent	69%	61%	61%	63%	63%	65%
	Previous	70%	61%	62%	64%	62%	65%
	Change	-1%	0%	-1%	-1%	1%	0%
We are informed about errors that happen in this unit. (Item C3)	Most Recent	78%	71%	70%	70%	70%	73%
	Previous	77%	71%	71%	72%	68%	70%
	Change	1%	0%	-1%	-2%	2%	3%
In this unit, we discuss ways to prevent errors from happening again. (Item C5)	Most Recent	81%	77%	78%	77%	78%	81%
	Previous	83%	77%	78%	78%	78%	79%
	Change	-2%	0%	0%	-1%	0%	2%

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

**Table D-14. Trending: Item Average Percent Positive Response by Tenure in Current Work Area/Unit – 2021 SOPS Hospital 1.0 Database  
(Page 4 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Tenure in Current Work Area/Unit					
		Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
# Hospitals	Both Years	151	151	151	151	148	149
	Most Recent	16,416	43,679	15,267	9,974	6,468	6,730
	Previous	17,977	39,493	16,980	10,401	6,329	7,328
<b>6. Frequency of Events Reported</b>		% Most of the time/Always					
When a mistake is made, but is <u>caught and corrected before affecting the patient</u> , how often is this reported? (Item D1)	Most Recent	68%	62%	63%	65%	65%	65%
	Previous	68%	63%	62%	64%	64%	65%
	Change	0%	-1%	1%	1%	1%	0%
When a mistake is made, but has <u>no potential to harm the patient</u> , how often is this reported? (Item D2)	Most Recent	67%	63%	64%	65%	67%	68%
	Previous	67%	63%	63%	67%	66%	65%
	Change	0%	0%	1%	-2%	1%	3%
When a mistake is made that <u>could harm the patient</u> , but does not, how often is this reported? (Item D3)	Most Recent	80%	77%	77%	78%	79%	81%
	Previous	79%	76%	76%	78%	78%	79%
	Change	1%	1%	1%	0%	1%	2%
<b>7. Communication Openness</b>		% Most of the time/Always					
Staff will freely speak up if they see something that may negatively affect patient care. (Item C2)	Most Recent	82%	79%	81%	81%	82%	85%
	Previous	84%	79%	80%	81%	82%	82%
	Change	-2%	0%	1%	0%	0%	3%
Staff feel free to question the decisions or actions of those with more authority. (Item C4)	Most Recent	51%	48%	51%	53%	54%	59%
	Previous	54%	49%	53%	54%	53%	59%
	Change	-3%	-1%	-2%	-1%	1%	0%
		% Rarely/Never					
Staff are afraid to ask questions when something does not seem right. (Item C6*)	Most Recent	75%	69%	70%	70%	69%	71%
	Previous	77%	69%	70%	70%	70%	71%
	Change	-2%	0%	0%	0%	-1%	0%

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

**Table D-14. Trending: Item Average Percent Positive Response by Tenure in Current Work Area/Unit – 2021 SOPS Hospital 1.0 Database**  
 (Page 5 of 8)

Survey Items by SOPS Composite Measure		Database Year	Tenure in Current Work Area/Unit					
			Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
# Hospitals	Both Years		151	151	151	151	148	149
	# Respondents	Most Recent	16,416	43,679	15,267	9,974	6,468	6,730
		Previous	17,977	39,493	16,980	10,401	6,329	7,328
<b>8. Overall Perceptions of Patient Safety</b>			% Agree/Strongly Agree					
Patient safety is never sacrificed to get more work done. (Item A15)	Most Recent		70%	63%	64%	65%	65%	70%
	Previous		72%	64%	66%	67%	67%	70%
	Change		-2%	-1%	-2%	-2%	-2%	0%
Our procedures and systems are good at preventing errors from happening. (Item A18)	Most Recent		77%	74%	76%	77%	78%	82%
	Previous		78%	73%	76%	77%	76%	80%
	Change		-1%	1%	0%	0%	2%	2%
			% Disagree/Strongly Disagree					
It is just by chance that more serious mistakes don't happen around here. (Item A10*)	Most Recent		62%	61%	63%	64%	64%	70%
	Previous		66%	62%	64%	65%	65%	67%
	Change		-4%	-1%	-1%	-1%	-1%	3%
We have patient safety problems in this unit. (Item A17*)	Most Recent		69%	65%	67%	69%	69%	73%
	Previous		71%	65%	67%	69%	68%	70%
	Change		-2%	0%	0%	0%	1%	3%

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

**Table D-14. Trending: Item Average Percent Positive Response by Tenure in Current Work Area/Unit – 2021 SOPS Hospital 1.0 Database**  
 (Page 6 of 8)

		Tenure in Current Work Area/Unit					
Survey Items by SOPS Composite Measure	Database Year	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
<i># Hospitals</i>	Both Years	151	151	151	151	148	149
<i># Respondents</i>	Most Recent	16,416	43,679	15,267	9,974	6,468	6,730
	Previous	17,977	39,493	16,980	10,401	6,329	7,328
<b>9. Teamwork Across Units</b>		% Agree/Strongly Agree					
There is good cooperation among hospital units that need to work together. (Item F4)	Most Recent	66%	59%	62%	62%	66%	71%
	Previous	69%	60%	61%	63%	63%	68%
	Change	-3%	-1%	1%	-1%	3%	3%
Hospital units work well together to provide the best care for patients. (Item F10)	Most Recent	77%	70%	72%	73%	73%	78%
	Previous	79%	70%	71%	73%	73%	75%
	Change	-2%	0%	1%	0%	0%	3%
		% Disagree/Strongly Disagree					
Hospital units do not coordinate well with each other. (Item F2*)	Most Recent	53%	47%	50%	50%	52%	58%
	Previous	57%	47%	49%	49%	52%	54%
	Change	-4%	0%	1%	1%	0%	4%
It is often unpleasant to work with staff from other hospital units. (Item F6*)	Most Recent	68%	62%	63%	65%	65%	70%
	Previous	69%	62%	62%	62%	63%	65%
	Change	-1%	0%	1%	3%	2%	5%

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

**Table D-14. Trending: Item Average Percent Positive Response by Tenure in Current Work Area/Unit – 2021 SOPS Hospital 1.0 Database  
(Page 7 of 8)**

		Tenure in Current Work Area/Unit					
Survey Items by SOPS Composite Measure	Database Year	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
<i># Hospitals</i>	Both Years	151	151	151	151	148	149
<i># Respondents</i>	Most Recent	16,416	43,679	15,267	9,974	6,468	6,730
	Previous	17,977	39,493	16,980	10,401	6,329	7,328
<b>10. Staffing</b>		% Agree/Strongly Agree					
We have enough staff to handle the workload. (Item A2)	Most Recent	54%	49%	50%	53%	53%	55%
	Previous	57%	50%	54%	55%	54%	56%
	Change	-3%	-1%	-4%	-2%	-1%	-1%
		% Disagree/Strongly Disagree					
Staff in this unit work longer hours than is best for patient care. (Item A5*)	Most Recent	49%	50%	53%	54%	53%	54%
	Previous	48%	48%	52%	53%	53%	55%
	Change	1%	2%	1%	1%	0%	-1%
We use more agency/temporary staff than is best for patient care. (Item A7*)	Most Recent	62%	66%	67%	67%	68%	69%
	Previous	63%	64%	66%	68%	66%	68%
	Change	-1%	2%	1%	-1%	2%	1%
We work in “crisis mode” trying to do too much, too quickly. (Item A14*)	Most Recent	55%	51%	51%	52%	53%	55%
	Previous	58%	50%	52%	51%	51%	52%
	Change	-3%	1%	-1%	1%	2%	3%

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

**Table D-14. Trending: Item Average Percent Positive Response by Tenure in Current Work Area/Unit – 2021 SOPS Hospital 1.0 Database  
(Page 8 of 8)**

Survey Items by SOPS Composite Measure	Database Year	Tenure in Current Work Area/Unit					
		Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
# Hospitals	Both Years	151	151	151	151	148	149
	# Respondents	16,416	43,679	15,267	9,974	6,468	6,730
	Previous	17,977	39,493	16,980	10,401	6,329	7,328
<b>11. Nonpunitive Response to Error</b>		% Disagree/Strongly Disagree					
Staff feel like their mistakes are held against them. (Item A8*)	Most Recent	56%	55%	57%	59%	58%	63%
	Previous	58%	54%	56%	57%	55%	61%
	Change	-2%	1%	1%	2%	3%	2%
When an event is reported, it feels like the person is being written up, not the problem. (Item A12*)	Most Recent	47%	50%	55%	56%	55%	61%
	Previous	49%	50%	53%	55%	53%	56%
	Change	-2%	0%	2%	1%	2%	5%
Staff worry that mistakes they make are kept in their personnel file. (Item A16*)	Most Recent	41%	42%	44%	44%	43%	47%
	Previous	41%	41%	42%	40%	38%	44%
	Change	0%	1%	2%	4%	5%	3%
<b>12. Handoffs &amp; Transitions</b>		% Disagree/Strongly Disagree					
Things “fall between the cracks” when transferring patients from one unit to another. (Item F3*)	Most Recent	48%	42%	42%	43%	42%	48%
	Previous	50%	42%	43%	44%	46%	45%
	Change	-2%	0%	-1%	-1%	-4%	3%
Important patient care information is often lost during shift changes. (Item F5*)	Most Recent	60%	53%	53%	50%	52%	55%
	Previous	62%	53%	52%	52%	51%	52%
	Change	-2%	0%	1%	-2%	1%	3%
Problems often occur in the exchange of information across hospital units. (Item F7*)	Most Recent	50%	46%	47%	46%	46%	52%
	Previous	53%	47%	47%	47%	48%	48%
	Change	-3%	-1%	0%	-1%	-2%	4%
Shift changes are problematic for patients in this hospital. (Item F11*)	Most Recent	56%	50%	49%	47%	48%	52%
	Previous	56%	49%	46%	47%	47%	49%
	Change	0%	1%	3%	0%	1%	3%

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



**Table D-15. Trending: Average Percentage of Respondents Giving Their Work Area/Unit a Patient Safety Grade by Tenure in Current Work Area/Unit – 2021 SOPS Hospital 1.0 Database**

Work Area/Unit Patient Safety Grade	Database Year	Tenure in Current Work Area/Unit					
		Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
<i># Hospitals</i> <i># Respondents</i>	Both Years	151	151	151	151	148	149
	Most Recent	16,416	43,679	15,267	9,974	6,468	6,730
	Previous	17,977	39,493	16,980	10,401	6,329	7,328
<b>Please give your work area/unit in this hospital an overall grade on patient safety. (Item E1)</b>							
Excellent or Very Good	Most Recent	82%	75%	78%	79%	79%	83%
	Previous	85%	77%	79%	79%	79%	81%
	Change	-3%	-2%	-1%	0%	0%	2%
A = Excellent	Most Recent	41%	35%	38%	38%	38%	42%
	Previous	42%	35%	36%	39%	37%	38%
	Change	-1%	0%	2%	-1%	1%	4%
B = Very Good	Most Recent	40%	40%	40%	41%	42%	41%
	Previous	42%	42%	43%	40%	42%	44%
	Change	-2%	-2%	-3%	1%	0%	-3%
C = Acceptable	Most Recent	15%	19%	17%	16%	16%	14%
	Previous	13%	18%	16%	16%	17%	16%
	Change	2%	1%	1%	0%	-1%	-2%
D = Poor	Most Recent	3%	4%	4%	4%	5%	2%
	Previous	2%	4%	4%	4%	3%	2%
	Change	1%	0%	0%	0%	2%	0%
E = Failing	Most Recent	0%	1%	1%	1%	1%	1%
	Previous	1%	1%	1%	1%	1%	0%
	Change	-1%	0%	0%	0%	0%	1%

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

**Table D-16. Trending: Average Percentage of Respondents Reporting Events in the Past 12 Months by Tenure in Current Work Area/Unit – 2021 SOPS Hospital 1.0 Database**

		Tenure in Current Work Area/Unit					
Number of Events Reported by Respondents	Database Year	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 to 15 Years	16 to 20 Years	21 Years or More
<i># Hospitals</i> <i># Respondents</i>	Both Years	151	151	151	151	148	149
	Most Recent	16,416	43,679	15,267	9,974	6,468	6,730
	Previous	17,977	39,493	16,980	10,401	6,329	7,328
<b>In the past 12 months, how many event reports have you filled out and submitted? (Item G1)</b>							
1 or more events	Most Recent	35%	50%	52%	50%	50%	46%
	Previous	30%	46%	48%	47%	47%	46%
	Change	5%	4%	4%	3%	3%	0%
None	Most Recent	65%	50%	48%	50%	50%	54%
	Previous	70%	54%	52%	53%	53%	54%
	Change	-5%	-4%	-4%	-3%	-3%	0%
1 to 2	Most Recent	24%	29%	27%	28%	27%	26%
	Previous	21%	28%	27%	26%	25%	27%
	Change	3%	1%	0%	2%	2%	-1%
3 to 5	Most Recent	8%	13%	15%	13%	14%	12%
	Previous	7%	13%	13%	13%	13%	12%
	Change	1%	0%	2%	0%	1%	0%
6 to 10	Most Recent	2%	5%	6%	6%	6%	5%
	Previous	1%	4%	5%	5%	4%	5%
	Change	1%	1%	1%	1%	2%	0%
11 to 20	Most Recent	1%	2%	2%	2%	2%	2%
	Previous	1%	2%	3%	2%	3%	2%
	Change	0%	0%	-1%	0%	-1%	0%
21 or more	Most Recent	0%	1%	1%	1%	1%	2%
	Previous	0%	1%	1%	1%	1%	1%
	Change	0%	0%	0%	0%	0%	1%

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