Surveys on Patient Safety Culture™

Pilot Test Results From the 2019 AHRQ Surveys on Patient Safety Culture™ (SOPS™) Hospital Survey Version 2.0

Part II
Appendix A – Overall Results by Respondent Characteristics

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Part II

Appendix A: Overall Results by Respondent Characteristics

(1) Staff Position

Tables A-1 through A-4 show the average percent positive scores on the SOPS Hospital Survey 2.0 composite measures and survey items across the 2019 pilot hospitals, broken out by respondent staff position. Respondents who selected "Other" or who did not answer (missing) were not included.

Note: The numbers of hospitals and respondents are shown in each table. However, the precise numbers of hospitals and respondents corresponding to each data cell in a table vary because of individual nonresponse/missing data.

Table A-1. Composite Measure Average Percent Positive Response by Staff Position – 2019 SOPS Hospital Survey 2.0 Pilot Test Hospitals

Patient Safety Culture Composite Measures	Staff Position									
	Advanced Practice Nurse (NP, CRNA, CNS, CNM)	Pat. Care Aide/ Nursing Asst.	Pharm-acist/ Pharm Tech	Physician, Resident, Intern, PA	RN/ LVN/ LPN	Supv, Mgr, Clinical/Sr Leader	Support Staff	Tech-nologist/ Technician (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Other Clinical Staff
# Pilot Hospitals	18	24	22	21	25	25	25	25	25	23
# Respondents	53	270	113	121	1,417	365	787	392	204	67
1. Supervisor, Manager, or Clinical Leader Support for Patient Safety	79%	77%	85%	86%	81%	92%	80%	75%	81%	83%
2. Teamwork	84%	79%	75%	87%	83%	88%	79%	75%	85%	81%
3. Communication Openness	69%	75%	80%	78%	75%	84%	72%	70%	80%	75%
4. Reporting Patient Safety Events	59%	81%	81%	68%	72%	78%	75%	72%	67%	71%
5. Organizational Learning—Continuous Improvement	74%	73%	77%	72%	71%	85%	72%	68%	69%	70%
6. Communication About Error	64%	69%	82%	68%	63%	81%	71%	64%	62%	60%
7. Hospital Management Support for Patient Safety	63%	70%	69%	65%	62%	75%	72%	66%	68%	67%
8. Response to Error	62%	57%	65%	59%	60%	80%	57%	53%	64%	58%
9. Handoffs and Information Exchange	54%	61%	45%	57%	60%	60%	62%	57%	49%	34%
10. Staffing and Work Pace	56%	47%	61%	49%	51%	66%	57%	56%	62%	54%
Average Across Composite Measures	66%	69%	72%	69%	68%	79%	70%	66%	69%	65%

Table A-2. Item Average Percent Positive Response by Staff Position – 2019 SOPS Hospital Survey 2.0 Pilot Test Hospitals (Page 1 of 5)

Survey Items by Composite Measure	Advanced Practice Nurse (NP, CRNA, CNS, CNM)	Pat. Care Aide/ Nursing Asst.	Pharm-acist/ Pharm Tech	Physician, Resident, Intern, PA	RN/ LVN/ LPN	Supv, Mgr, Clinical/Sr Leader	Support Staff	Tech-nologist/ Technician (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Other Clinical Staff
# Pilot Hospitals	18	24	22	21	25	25	25	25	25	23
# Respondents	53	270	113	121	1,417	365	787	392	204	67
1. Supervisor, Manager, or Clinical Leader Support for Patient Safety										
1. My supervisor, manager, or clinical leader seriously considers staff suggestions for improving patient safety. (B1)	85%	79%	84%	88%	79%	93%	79%	69%	80%	71%
2. My supervisor, manager, or clinical leader wants us to work faster during busy times, even if it means taking shortcuts. (B2R)	70%	69%	78%	79%	77%	91%	75%	75%	79%	87%
3. My supervisor, manager, or clinical leader takes action to address patient safety concerns that are brought to their attention. (B3)	85%	82%	93%	91%	87%	94%	86%	80%	85%	90%
2. Teamwork										
1. In this unit, we work together as an effective team. (A1)	94%	86%	84%	92%	91%	95%	86%	82%	94%	85%
2. During busy times, staff in this unit help each other. (A8)	88%	83%	78%	88%	88%	93%	87%	79%	87%	86%
3. There is a problem with disrespectful behavior by those working in this unit. (A9R)	70%	68%	64%	79%	71%	76%	64%	65%	75%	77%

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

Table A-2. Item Average Percent Positive Response by Staff Position – 2019 SOPS Hospital Survey 2.0 Pilot Test Hospitals (Page 2 of 5)

Survey Items by Composite Measure	Advanced Practice Nurse (NP, CRNA, CNS, CNM)	Pat. Care Aide/ Nursing Asst.	Pharm-acist/ Pharm Tech	Physician, Resident, Intern, PA	RN/ LVN/ LPN	Supv, Mgr, Clinical/Sr Leader	Support Staff	Tech-nologist/ Technician (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Other Clinical Staff
# Pilot Hospitals	18	24	22	21	25	25	25	25	25	23
# Respondents	53	270	113	121	1,417	365	787	392	204	67
3. Communication Openness										
1. In this unit, staff speak up if they see something that may negatively affect patient care. (C4)	73%	80%	87%	85%	84%	90%	82%	80%	88%	86%
2. When staff in this unit see someone with more authority doing something unsafe for patients, they speak up. (C5)	59%	69%	75%	71%	74%	79%	69%	65%	74%	76%
3. When staff in this unit speak up, those with more authority are open to their patient safety concerns. (C6)	67%	75%	86%	80%	70%	90%	71%	66%	81%	65%
4. In this unit, staff are afraid to ask questions when something does not seem right. (C7R)	71%	72%	73%	77%	70%	76%	69%	69%	76%	82%
4. Reporting Patient Safety Events										
1. When a mistake is <u>caught and corrected before reaching the patient</u>, how often is this reported? (D1)	40%	73%	70%	60%	63%	69%	68%	60%	51%	69%
2. When a mistake reaches the patient and <u>could have harmed the patient but did not</u>, how often is this reported? (D2)	80%	90%	91%	77%	81%	87%	82%	84%	82%	78%

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

	Staff Position									
Survey Items by Composite Measure	**Advanced Practice Nurse (NP, CRNA, CNS, CNM)**	**Pat. Care Aide/ Nursing Asst.**	**Pharm-acist/ Pharm Tech**	**Physician, Resident, Intern, PA**	**RN/ LVN/ LPN**	**Supv, Mgr, Clinical/Sr Leader**	**Support Staff**	**Tech-nologist/ Technician (EKG, Lab, Radiol)**	**Therapist (Respir, Phys, Occup, Speech)**	**Other Clinical Staff**
# Pilot Hospitals	18	24	22	21	25	25	25	25	25	23
# Respondents	53	270	113	121	1,417	365	787	392	204	67
5. Organizational Learning – Continuous Improvement										
1. This unit regularly reviews work processes to determine if changes are needed to improve patient safety. (A4)	73%	73%	73%	67%	70%	85%	71%	64%	67%	69%
2. In this unit, changes to improve patient safety are evaluated to see how well they worked. (A12)	78%	66%	74%	69%	67%	80%	69%	61%	64%	69%
3. This unit lets the same patient safety problems keep happening. (A14R)	72%	79%	83%	73%	76%	89%	77%	78%	77%	76%
6. Communication About Error										
1. We are informed about errors that happen in this unit. (C1)	58%	67%	85%	57%	61%	80%	70%	63%	57%	52%
2. When errors happen in this unit, we discuss ways to prevent them from happening again. (C2)	66%	73%	87%	81%	67%	85%	75%	67%	67%	70%
3. In this unit, we are informed about changes that are made based on event reports. (C3)	70%	67%	73%	68%	61%	78%	69%	62%	62%	61%

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

Survey Items by Composite Measure	Staff Position									
	Advanced Practice Nurse (NP, CRNA, CNS, CNM)	Pat. Care Aide/ Nursing Asst.	Pharm-acist/ Pharm Tech	Physician, Resident, Intern, PA	RN/ LVN/ LPN	Supv, Mgr, Clinical/Sr Leader	Support Staff	Tech-nologist/ Technician (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Other Clinical Staff
# Pilot Hospitals	18	24	22	21	25	25	25	25	25	23
# Respondents	53	270	113	121	1,417	365	787	392	204	67
7. Hospital Management Support for Patient Safety										
1. The actions of hospital management show that patient safety is a top priority. (F1)	85%	78%	85%	83%	74%	87%	86%	79%	81%	88%
2. Hospital management provides adequate resources to improve patient safety. (F2)	57%	72%	72%	65%	62%	75%	77%	69%	66%	71%
3. Hospital management seems interested in patient safety only after an adverse event happens. (F3R)	53%	58%	51%	48%	50%	64%	53%	49%	55%	40%
8. Response to Error										
1. In this unit, staff feel like their mistakes are held against them. (A6R)	57%	50%	62%	55%	55%	75%	53%	50%	60%	58%
2. When an event is reported in this unit, it feels like the person is being written up, not the problem. (A7R)	56%	45%	60%	52%	53%	78%	48%	44%	53%	46%
3. When staff make errors, this unit focuses on learning rather than blaming individuals. (A10)	77%	67%	76%	59%	69%	83%	65%	61%	69%	78%
4. In this unit, there is a lack of support for staff involved in patient safety errors. (A13R)	60%	65%	61%	70%	61%	85%	64%	57%	72%	63%

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

Table A-2. Item Average Percent Positive Response by Staff Position – 2019 SOPS Hospital Survey 2.0 Pilot Test Hospitals (Page 5 of 5)

Survey Items by Composite Measure	Staff Position									
	Advanced Practice Nurse (NP, CRNA, CNS, CNM)	Pat. Care Aide/ Nursing Asst.	Pharm-acist/ Pharm Tech	Physician, Resident, Intern, PA	RN/ LVN/ LPN	Supv, Mgr, Clinical/Sr Leader	Support Staff	Tech-nologist/ Technician (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Other Clinical Staff
# Pilot Hospitals	18	24	22	21	25	25	25	25	25	23
# Respondents	53	270	113	121	1,417	365	787	392	204	67
9. Handoffs and Information										
1. When transferring patients from one unit to another, important information is often left out. (F4R)	48%	54%	28%	52%	47%	44%	50%	45%	43%	16%
2. During shift changes, important patient care information is often left out. (F5R)	53%	63%	40%	56%	57%	55%	60%	57%	43%	19%
3. During shift changes, there is adequate time to exchange all key patient care information. (F6)	74%	70%	71%	64%	78%	81%	73%	67%	63%	61%
10. Staffing and Work Pace										
1. In this unit, we have enough staff to handle the workload. (A2)	56%	41%	56%	50%	50%	65%	47%	48%	59%	50%
2. Staff in this unit work longer hours than is best for patient care. (A3R)	62%	43%	63%	44%	46%	62%	50%	53%	60%	42%
3. This unit relies too much on temporary, float, or PRN staff. (A5R)	61%	49%	67%	41%	61%	69%	65%	61%	64%	66%
4. The work pace in this unit is so rushed that it negatively affects patient safety. (A11R)	57%	56%	60%	56%	46%	66%	67%	62%	67%	61%

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

Table A-3. Average Percentage of Respondents Reporting Events in the Past 12 Months by Staff Position – 2019 SOPS Hospital Survey 2.0 Pilot Test Hospitals

Number of Events Reported by Respondents	Staff Position									
	Advanced Practice Nurse (NP, CRNA, CNS, CNM)	Pat. Care Aide/ Nursing Asst.	Pharm-acist/ Pharm Tech	Physician, Resident, Intern, PA	RN/ LVN/ LPN	Supv, Mgr, Clinical/Sr Leader	Support Staff	Tech-nologist/ Technician (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Other Clinical Staff
# Pilot Hospitals	18	24	22	21	25	25	25	25	25	23
# Respondents	53	270	113	121	1,417	365	787	392	204	67
1 or More Events	47%	43%	67%	50%	67%	64%	23%	36%	40%	24%
None	53%	57%	33%	50%	33%	36%	77%	64%	60%	76%
1 to 2	23%	28%	22%	37%	41%	23%	14%	21%	32%	12%
3 to 5	12%	5%	22%	9%	18%	23%	7%	10%	7%	4%
6 to 10	0%	5%	3%	2%	6%	9%	1%	3%	0%	9%
11 or More	12%	5%	20%	2%	2%	8%	1%	2%	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.

Table A-4. Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Patient Safety by Staff Position – 2019 SOPS Hospital Survey 2.0 Pilot Test Hospitals

Overall Rating on Patient Safety	Staff Position									
	Advanced Practice Nurse (NP, CRNA, CNS, CNM)	Pat. Care Aide/ Nursing Asst.	Pharm- acist/ Pharm Tech	Physician, Resident, Intern, PA	RN/ LVN/ LPN	Supv, Mgr, Clinical/Sr Leader	Support Staff	Tech- nologist/ Technician (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Other Clinical Staff
# Pilot Hospitals	18	24	22	21	25	25	25	25	25	23
# Respondents	53	270	113	121	1,417	365	787	392	204	67
Excellent or Very Good	66%	61%	75%	67%	60%	79%	64%	68%	70%	71%
Excellent	17%	27%	28%	18%	24%	29%	31%	28%	20%	30%
Very Good	49%	34%	47%	49%	36%	50%	33%	40%	50%	41%
Good	26%	18%	20%	22%	25%	20%	27%	22%	19%	23%
Fair	8%	19%	5%	10%	13%	1%	7%	9%	9%	6%
Poor	0%	1%	1%	0%	2%	0%	1%	1%	1%	0%

Note: Percentages may not add to 100 due to rounding. In addition, "Excellent" and "Very good" may not add to the subtotal shown for "Excellent or Very Good" due to rounding.

Appendix A: Overall Results by Respondent Characteristics

(2) Unit/Work Area

Tables A-5 through A-8 show the average percent positive scores on the SOPS Hospital Survey 2.0 composite measures and survey items across pilot hospitals, broken out by respondent unit/work area. Respondents who selected "Many different hospital units, No specific unit" or "Other" or who did not answer (missing) were not included.

Note: The numbers of hospitals and respondents are shown in each table. However, the precise numbers of hospitals and respondents corresponding to each data cell in a table vary because of individual nonresponse/missing data.

Table A-5. Composite Measure Average Percent Positive Response by Unit/Work Area – 2019 SOPS Hospital Survey 2.0 Pilot Test Hospitals

Patient Safety Culture Composite Measures	Admin/ Mgmt	ED/ Short Stay	ICU (All Adult Types)	Labor & Deliv/ OB	Med/Surg, Other Pt. Care Units	Other Clinical Svcs	Path/ Lab	Peds, NICU, PICU	Phar-macy	Psych/ Behav Hlth	Radi-ology/ Imag-ing	Rehab/ Phys Med	Support Svcs	Surg Svcs
# Pilot Hospitals	25	24	22	20	25	21	22	12	21	13	24	22	24	23
# Respondents	516	228	125	212	742	76	175	241	104	66	191	118	352	275
1. Supervisor, Manager, or Clinical Leader Support for Patient Safety	89%	78%	86%	79%	80%	80%	78%	84%	83%	77%	78%	88%	72%	80%
2. Teamwork	86%	81%	85%	84%	81%	79%	69%	88%	74%	74%	78%	88%	74%	82%
3. Communication Openness	86%	70%	72%	75%	74%	72%	71%	82%	79%	69%	72%	84%	65%	75%
4. Reporting Patient Safety Events	79%	71%	73%	72%	77%	69%	74%	80%	79%	65%	67%	74%	69%	76%
5. Organizational Learning—Continuous Improvement	80%	68%	72%	65%	73%	77%	71%	85%	75%	61%	66%	75%	72%	72%
6. Communication About Error	78%	64%	62%	66%	66%	65%	59%	83%	80%	62%	68%	74%	65%	68%
7. Hospital Management Support for Patient Safety	82%	60%	57%	66%	65%	66%	71%	73%	66%	70%	66%	71%	70%	62%
8. Response to Error	78%	56%	61%	50%	57%	58%	53%	71%	63%	60%	56%	78%	49%	64%
9. Handoffs and Information Exchange	57%	66%	61%	67%	59%	48%	49%	69%	43%	59%	65%	46%	57%	61%
10. Staffing and Work Pace	67%	47%	53%	57%	45%	53%	54%	64%	61%	57%	61%	70%	53%	56%
Average Across Composite Measures	78%	66%	68%	68%	68%	67%	65%	78%	70%	65%	68%	75%	65%	70%

Survey Items by Composite Measure		Unit/Work Area													
		Admin/ Mgmt	ED/ Short Stay	ICU (All Adult Types)	Labor & Deliv/ OB	Med/ Surg, Other Pt. Care Units	Other Clinical Svcs	Path/ Lab	Peds, NICU, PICU	Phar-macy	Psych/ Behav Hlth	Radi-ology/ Imag-ing	Rehab/ Phys Med	Support Svcs	Surg Svcs
# Pilot Hospitals		25	24	22	20	25	21	22	12	21	13	24	22	24	23
# Respondents		516	228	125	212	742	76	175	241	104	66	191	118	352	275
1. Supervisor, Manager, or Clinical Leader Support for Patient Safety															
1. My supervisor, manager, or clinical leader seriously considers staff suggestions for improving patient safety. (B1)		89%	79%	85%	70%	80%	80%	70%	82%	80%	72%	76%	86%	68%	81%
2. My supervisor, manager, or clinical leader wants us to work faster during busy times, even if it means taking shortcuts. (B2R)		87%	71%	83%	77%	75%	79%	83%	81%	75%	87%	74%	88%	69%	72%
3. My supervisor, manager, or clinical leader takes action to address patient safety concerns that are brought to their attention. (B3)		92%	84%	89%	89%	85%	81%	80%	90%	93%	74%	83%	91%	79%	88%
2. Teamwork															
1. In this unit, we work together as an effective team. (A1)		90%	91%	92%	92%	89%	84%	76%	95%	81%	87%	82%	93%	83%	90%
2. During busy times, staff in this unit help each other. (A8)		90%	84%	92%	93%	84%	81%	74%	86%	79%	75%	85%	88%	83%	88%
3. There is a problem with disrespectful behavior by those working in this unit. (A9R)		78%	69%	71%	66%	70%	70%	56%	84%	62%	61%	68%	82%	58%	69%

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

Survey Items by Composite Measure					**Unit/Work Area**									
	Admin/ Mgmt	ED/ Short Stay	ICU (All Adult Types)	Labor & Deliv/ OB	Med/ Surg, Other Pt. Care Units	Other Clinical Svcs	Path/ Lab	Peds, NICU, PICU	Phar- macy	Psych/ Behav Hlth	Radi- ology/ Imag- ing	Rehab/ Phys Med	Support Svcs	Surg Svcs
# Pilot Hospitals	25	24	22	20	25	21	22	12	21	13	24	22	24	23
# Respondents	516	228	125	212	742	76	175	241	104	66	191	118	352	275
3. Communication Openness														
1. In this unit, staff speak up if they see something that may negatively affect patient care. (C4)	92%	81%	78%	89%	80%	84%	79%	95%	90%	87%	81%	85%	76%	83%
2. When staff in this unit see someone with more authority doing something unsafe for patients, they speak up. (C5)	79%	62%	70%	82%	75%	67%	70%	75%	72%	63%	64%	78%	63%	76%
3. When staff in this unit speak up, those with more authority are open to their patient safety concerns. (C6)	87%	65%	68%	64%	72%	66%	70%	76%	82%	60%	71%	91%	64%	72%
4. In this unit, staff are afraid to ask questions when something does not seem right. (C7R)	84%	71%	67%	64%	71%	71%	70%	81%	70%	68%	72%	84%	58%	70%
4. Reporting Patient Safety Events														
1. When a mistake is <u>caught and corrected before reaching the patient</u>, how often is this reported? (D1)	70%	64%	65%	57%	69%	55%	63%	66%	67%	52%	50%	66%	62%	69%
2. When a mistake reaches the patient and <u>could have harmed the patient but did not</u>, how often is this reported? (D2)	88%	78%	82%	88%	84%	82%	85%	94%	91%	78%	83%	83%	75%	82%

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

Survey Items by Composite Measure	Unit/Work Area													
	Admin/ Mgmt	ED/ Short Stay	ICU (All Adult Types)	Labor & Deliv/ OB	Med/ Surg, Other Pt. Care Units	Other Clinical Svcs	Path/ Lab	Peds, NICU, PICU	Phar-macy	Psych/ Behav Hlth	Radi-ology/ Imag-ing	Rehab/ Phys Med	Support Svcs	Surg Svcs
# Pilot Hospitals	25	24	22	20	25	21	22	12	21	13	24	22	24	23
# Respondents	516	228	125	212	742	76	175	241	104	66	191	118	352	275
5. Organizational Learning – Continuous Improvement														
1. This unit regularly reviews work processes to determine if changes are needed to improve patient safety. (A4)	78%	67%	68%	63%	73%	69%	72%	84%	73%	62%	63%	71%	75%	69%
2. In this unit, changes to improve patient safety are evaluated to see how well they worked. (A12)	77%	66%	66%	59%	68%	71%	63%	85%	71%	58%	55%	66%	68%	66%
3. This unit lets the same patient safety problems keep happening. (A14R)	85%	71%	79%	68%	79%	79%	79%	85%	80%	65%	81%	89%	73%	82%
6. Communication About Error														
1. We are informed about errors that happen in this unit. (C1)	77%	59%	65%	62%	64%	72%	59%	71%	84%	57%	65%	68%	64%	66%
2. When errors happen in this unit, we discuss ways to prevent them from happening again. (C2)	83%	72%	64%	76%	70%	70%	63%	81%	83%	64%	73%	74%	68%	69%
3. In this unit, we are informed about changes that are made based on event reports. (C3)	74%	61%	56%	62%	65%	56%	55%	82%	74%	65%	64%	73%	62%	69%

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

Survey Items by Composite Measure		Unit/Work Area												
	Admin/ Mgmt	ED/ Short Stay	ICU (All Adult Types)	Labor & Deliv/ OB	Med/ Surg, Other Pt. Care Units	Other Clinical Svcs	Path/ Lab	Peds, NICU, PICU	Pharmacy	Psych/ Behav Hlth	Radiology/ Imaging	Rehab/ Phys Med	Support Svcs	Surg Svcs
# Pilot Hospitals	25	24	22	20	25	21	22	12	21	13	24	22	24	23
# Respondents	516	228	125	212	742	76	175	241	104	66	191	118	352	275
7. Hospital Management Support for Patient Safety														
1. The actions of hospital management show that patient safety is a top priority. (F1)	93%	72%	73%	74%	79%	69%	85%	86%	81%	74%	78%	84%	82%	74%
2. Hospital management provides adequate resources to improve patient safety. (F2)	84%	59%	54%	68%	69%	71%	76%	74%	68%	71%	67%	66%	74%	64%
3. Hospital management seems interested in patient safety only after an adverse event happens. (F3R)	69%	49%	44%	57%	50%	52%	52%	59%	50%	67%	54%	60%	53%	49%
8. Response to Error														
1. In this unit, staff feel like their mistakes are held against them. (A6R)	73%	61%	52%	45%	51%	55%	46%	66%	57%	58%	52%	71%	40%	59%
2. When an event is reported in this unit, it feels like the person is being written up, not the problem. (A7R)	77%	48%	55%	41%	49%	51%	41%	65%	59%	71%	50%	72%	42%	55%
3. When staff make errors, this unit focuses on learning rather than blaming individuals. (A10)	79%	60%	70%	58%	69%	61%	66%	79%	75%	57%	61%	88%	60%	75%
4. In this unit, there is a lack of support for staff involved in patient safety errors. (A13R)	83%	56%	59%	57%	64%	66%	58%	75%	63%	54%	61%	80%	56%	67%

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

Survey Items by Composite Measure		Unit/Work Area												
	Admin/ Mgmt	ED/ Short Stay	ICU (All Adult Types)	Labor & Deliv/ OB	Med/ Surg, Other Pt. Care Units	Other Clinical Svcs	Path/ Lab	Peds, NICU, PICU	Phar-macy	Psych/ Behav Hlth	Radi-ology/ Imag-ing	Rehab/ Phys Med	Support Svcs	Surg Svcs
# Pilot Hospitals	25	24	22	20	25	21	22	12	21	13	24	22	24	23
# Respondents	516	228	125	212	742	76	175	241	104	66	191	118	352	275
9. Handoffs and Information Exchange														
1. When transferring patients from one unit to another, important information is often left out. (F4R)	44%	58%	42%	53%	48%	27%	33%	51%	24%	36%	52%	47%	42%	49%
2. During shift changes, important patient care information is often left out. (F5R)	53%	64%	53%	67%	55%	36%	45%	73%	37%	55%	62%	49%	56%	58%
3. During shift changes, there is adequate time to exchange all key patient care information. (F6)	68%	77%	89%	82%	73%	87%	71%	82%	69%	86%	75%	53%	73%	74%
10. Staffing and Work Pace														
1. In this unit, we have enough staff to handle the workload. (A2)	60%	46%	53%	50%	47%	47%	48%	71%	51%	46%	54%	60%	37%	56%
2. Staff in this unit work longer hours than is best for patient care. (A3R)	59%	51%	44%	53%	37%	44%	50%	57%	61%	59%	61%	71%	52%	46%
3. This unit relies too much on temporary, float, or PRN staff. (A5R)	76%	54%	50%	73%	51%	70%	56%	71%	73%	68%	66%	73%	58%	69%
4. The work pace in this unit is so rushed that it negatively affects patient safety. (A11R)	73%	36%	66%	54%	44%	53%	61%	66%	61%	57%	63%	76%	63%	52%

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

Table A-7. Average Percentage of Respondents Reporting Events in the Past 12 Months by Unit/Work Area – 2019 SOPS Hospital Survey 2.0 Pilot Test Hospitals

Number of Events Reported by Respondents	Unit/Work Area													
	Admin/ Mgmt	ED/ Short Stay	ICU (All Adult Types)	Labor & Deliv/ OB	Med/ Surg, Other Pt. Care Units	Other Clinical Svcs	Path/ Lab	Peds, NICU, PICU	Phar-macy	Psych/ Behav Hlth	Radi-ology/ Imag-ing	Rehab/ Phys Med	Support Svcs	Surg Svcs
# Pilot Hospitals	25	24	22	20	25	21	22	12	21	13	24	22	24	23
# Respondents	516	228	125	212	742	76	175	241	104	66	191	118	352	275
1 or More Events	26%	54%	75%	52%	52%	44%	51%	59%	62%	65%	43%	45%	33%	57%
None	74%	46%	25%	48%	48%	56%	49%	41%	38%	35%	57%	55%	67%	43%
1 to 2	9%	31%	44%	32%	29%	34%	22%	27%	22%	34%	27%	36%	21%	40%
3 to 5	10%	16%	26%	17%	17%	7%	8%	18%	20%	21%	10%	7%	9%	11%
6 to 10	3%	5%	4%	2%	4%	2%	2%	13%	4%	5%	6%	1%	1%	6%
11 or More	3%	2%	1%	1%	2%	1%	19%	1%	15%	4%	0%	2%	1%	0%

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

Table A-8. **Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Patient Safety by Unit/Work Area – 2019 SOPS Hospital Survey 2.0 Pilot Test Hospitals**

Overall Rating on Patient Safety	Unit/Work Area													
	Admin/ Mgmt	ED/ Short Stay	ICU (All Adult Types)	Labor & Deliv/ OB	Med/ Surg, Other Pt. Care Units	Other Clinical Svcs	Path/ Lab	Peds, NICU, PICU	Phar-macy	Psych/ Behav Hlth	Radi-ology/ Imag-ing	Rehab/ Phys Med	Support Svcs	Surg Svcs
# Pilot Hospitals	25	24	22	20	25	21	22	12	21	13	24	22	24	23
# Respondents	516	228	125	212	742	76	175	241	104	66	191	118	352	275
Excellent or Very Good	79%	59%	64%	67%	59%	67%	69%	81%	70%	58%	72%	77%	59%	70%
Excellent	43%	16%	24%	34%	21%	29%	25%	16%	26%	25%	23%	35%	24%	30%
Very Good	36%	43%	40%	33%	38%	38%	44%	65%	44%	33%	49%	43%	34%	41%
Good	18%	26%	23%	22%	25%	25%	19%	13%	24%	15%	21%	17%	28%	22%
Fair	3%	12%	9%	11%	15%	7%	11%	5%	5%	20%	6%	5%	11%	8%
Poor	0%	3%	5%	0%	1%	1%	1%	1%	1%	7%	1%	1%	3%	0%

Note: Percentages may not add to 100 due to rounding. In addition, "Excellent" and "Very Good" may not add to the subtotal shown for "Excellent or Very Good" due to rounding.

Appendix A: Overall Results by Respondent Characteristics

(3) Interaction With Patients

Tables A-9 through A-12 show the average percent positive scores on the SOPS Hospital Survey 2.0 composite measures and survey items across pilot hospitals, broken out by interaction with patients. Respondents who did not answer (missing) were not included.

Note: The numbers of hospitals and respondents are shown in each table. However, the precise numbers of hospitals and respondents corresponding to each data cell in a table vary because of individual nonresponse/missing data.

Table A-9. Composite Measure Average Percent Positive Response by Interaction With Patients – 2019 SOPS Hospital Survey 2.0 Pilot Test Hospitals

Patient Safety Culture Composite Measures	Interaction With Patients	
	WITH Direct Interaction	**WITHOUT** Direct Interaction
# Pilot Hospitals	25	25
# Respondents	3,025	1,291
1. Supervisor, Manager, or Clinical Leader Support for Patient Safety	80%	85%
2. Teamwork	81%	81%
3. Communication Openness	74%	80%
4. Reporting Patient Safety Events	73%	76%
5. Organizational Learning—Continuous Improvement	71%	76%
6. Communication About Error	67%	73%
7. Hospital Management Support for Patient Safety	65%	76%
8. Response to Error	59%	66%
9. Handoffs and Information Exchange	59%	53%
10. Staffing and Work Pace	54%	62%
Average Across Composite Measures	68%	73%

Table A-10. Item Average Percent Positive Response by Interaction With Patients – 2019 SOPS Hospital Survey 2.0 Pilot Test Hospitals (Page 1 of 4)

Survey Items by Composite Measure	Interaction With Patients	
	WITH Direct Interaction	**WITHOUT** Direct Interaction
# Pilot Hospitals	25	25
# Respondents	3,025	1,291
1. Supervisor, Manager, or Clinical Leader Support for Patient Safety		
1. My supervisor, manager, or clinical leader seriously considers staff suggestions for improving patient safety. (B1)	78%	84%
2. My supervisor, manager, or clinical leader wants us to work faster during busy times, even if it means taking shortcuts. (B2R)	77%	81%
3. My supervisor, manager, or clinical leader takes action to address patient safety concerns that are brought to their attention. (B3)	85%	88%
2. Teamwork		
1. In this unit, we work together as an effective team. (A1)	89%	86%
2. During busy times, staff in this unit help each other. (A8)	85%	86%
3. There is a problem with disrespectful behavior by those working in this unit. (A9R)	69%	70%
3. Communication Openness		
1. In this unit, staff speak up if they see something that may negatively affect patient care. (C4)	82%	86%
2. When staff in this unit see someone with more authority doing something unsafe for patients, they speak up. (C5)	70%	77%
3. When staff in this unit speak up, those with more authority are open to their patient safety concerns. (C6)	71%	81%
4. In this unit, staff are afraid to ask questions when something does not seem right. (C7R)	71%	76%

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

Survey Items by Composite Measure	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
# Pilot Hospitals	25	25
# Respondents	3,025	1,291
4. Reporting Patient Safety Events		
1. When a mistake is <u>caught and corrected before reaching the patient</u>, how often is this reported? (D1)	64%	66%
2. When a mistake reaches the patient and <u>could have harmed the patient but did not</u>, how often is this reported? (D2)	83%	86%
5. Organizational Learning – Continuous Improvement		
1. This unit regularly reviews work processes to determine if changes are needed to improve patient safety. (A4)	70%	75%
2. In this unit, changes to improve patient safety are evaluated to see how well they worked. (A12)	67%	71%
3. This unit lets the same patient safety problems keep happening. (A14R)	77%	82%
6. Communication About Error		
1. We are informed about errors that happen in this unit. (C1)	64%	71%
2. When errors happen in this unit, we discuss ways to prevent them from happening again. (C2)	71%	77%
3. In this unit, we are informed about changes that are made based on event reports. (C3)	66%	70%

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

Survey Items by Composite Measure	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
# Pilot Hospitals	25	25
# Respondents	3,025	1,291
7. Hospital Management Support for Patient Safety		
1. The actions of hospital management show that patient safety is a top priority. (F1)	78%	88%
2. Hospital management provides adequate resources to improve patient safety. (F2)	67%	79%
3. Hospital management seems interested in patient safety only after an adverse event happens. (F3R)	51%	61%
8. Response to Error		
1. In this unit, staff feel like their mistakes are held against them. (A6R)	55%	61%
2. When an event is reported in this unit, it feels like the person is being written up, not the problem. (A7R)	52%	60%
3. When staff make errors, this unit focuses on learning rather than blaming individuals. (A10)	67%	73%
4. In this unit, there is a lack of support for staff involved in patient safety errors. (A13R)	63%	70%
9. Handoffs and Information Exchange		
1. When transferring patients from one unit to another, important information is often left out. (F4R)	46%	41%
2. During shift changes, important patient care information is often left out. (F5R)	56%	49%
3. During shift changes, there is adequate time to exchange all key patient care information. (F6)	74%	70%

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

Table A-10. Item Average Percent Positive Response by Interaction With Patients – 2019 SOPS Hospital Survey 2.0 Pilot Test Hospitals (Page 4 of 4)

	Interaction With Patients	
Survey Items by Composite Measure	WITH Direct Interaction	WITHOUT Direct Interaction
# Pilot Hospitals	25	25
# Respondents	3,025	1,291
10. Staffing and Work Pace		
1. In this unit, we have enough staff to handle the workload. (A2)	51%	56%
2. Staff in this unit work longer hours than is best for patient care. (A3R)	50%	56%
3. This unit relies too much on temporary, float, or PRN staff. (A5R)	61%	69%
4. The work pace in this unit is so rushed that it negatively affects patient safety. (A11R)	56%	67%

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

Table A-11. Average Percentage of Respondents Reporting Events in the Past 12 Months by Interaction With Patients – 2019 SOPS Hospital Survey 2.0 Pilot Test Hospitals

Number of Events Reported by Respondents	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
# Pilot Hospitals	25	25
# Respondents	3,025	1,291
1 or More Events	52%	29%
None	48%	71%
1 to 2	31%	13%
3 to 5	15%	9%
6 to 10	4%	3%
11 or More	2%	4%

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.

Table A-12. Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Patient Safety by Interaction With Patients – 2019 SOPS Hospital Survey 2.0 Pilot Test Hospitals

Overall Rating on Patient Safety	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
# Pilot Hospitals	25	25
# Respondents	3,025	1,291
Excellent or Very Good	65%	71%
Excellent	25%	34%
Very Good	40%	38%
Good	23%	23%
Fair	10%	5%
Poor	1%	0%

Note: Percentages may not add to 100 due to rounding. In addition, "Excellent" and "Very Good" may not add to the subtotal shown for "Excellent or Very Good" due to rounding.

Appendix A: Overall Results by Respondent Characteristics

(4) Tenure in Current Unit/Work Area

Tables A-13 through A-16 show the average percent positive scores on the SOPS Hospital Survey 2.0 composite measures and survey items across pilot hospitals, broken out by tenure in current unit/work area. Respondents who did not answer (missing) were not included.

Note: The numbers of hospitals and respondents are shown in each table. However, the precise numbers of hospitals and respondents corresponding to each data cell in a table vary because of individual nonresponse/missing data.

Table A-13. Composite Measure Average Percent Positive Response by Tenure in Current Unit/Work Area– 2019 SOPS Hospital Survey 2.0 Pilot Test Hospitals

Patient Safety Culture Composite Measures	Tenure in Current Unit/Work Area			
	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 or More Years
# Pilot Hospitals	25	25	25	25
# Respondents	585	1,826	744	1,156
1. Supervisor, Manager, or Clinical Leader Support for Patient Safety	85%	81%	77%	81%
2. Teamwork	85%	79%	82%	82%
3. Communication Openness	78%	75%	74%	74%
4. Reporting Patient Safety Events	76%	74%	72%	74%
5. Organizational Learning—Continuous Improvement	75%	71%	68%	74%
6. Communication About Error	73%	67%	67%	68%
7. Hospital Management Support for Patient Safety	74%	67%	64%	71%
8. Response to Error	63%	60%	59%	61%
9. Handoffs and Information Exchange	61%	57%	58%	59%
10. Staffing and Work Pace	57%	54%	56%	58%
Average Across Composite Measures	73%	69%	68%	70%

Table A-14. **Item Average Percent Positive Response by Tenure in Current Unit/Work Area – 2019 SOPS Hospital Survey 2.0 Pilot Test Hospitals (Page 1 of 4)**

Survey Items by Composite Measure	Tenure in Current Unit/Work Area			
	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 or More Years
# Pilot Hospitals	25	25	25	25
# Respondents	585	1,826	744	1,156
1. Supervisor, Manager, or Clinical Leader Support for Patient Safety				
1. My supervisor, manager, or clinical leader seriously considers staff suggestions for improving patient safety. (B1)	87%	80%	73%	79%
2. My supervisor, manager, or clinical leader wants us to work faster during busy times, even if it means taking shortcuts. (B2R)	83%	78%	76%	80%
3. My supervisor, manager, or clinical leader takes action to address patient safety concerns that are brought to their attention. (B3)	85%	86%	83%	84%
2. Teamwork				
1. In this unit, we work together as an effective team. (A1)	90%	86%	90%	90%
2. During busy times, staff in this unit help each other. (A8)	91%	83%	87%	87%
3. There is a problem with disrespectful behavior by those working in this unit. (A9R)	75%	68%	70%	71%
3. Communication Openness				
1. In this unit, staff speak up if they see something that may negatively affect patient care. (C4)	82%	82%	83%	84%
2. When staff in this unit see someone with more authority doing something unsafe for patients, they speak up. (C5)	71%	72%	71%	70%
3. When staff in this unit speak up, those with more authority are open to their patient safety concerns. (C6)	78%	71%	74%	74%
4. In this unit, staff are afraid to ask questions when something does not seem right. (C7R)	80%	73%	70%	70%

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

Survey Items by Composite Measure	Tenure in Current Unit/Work Area			
	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 or More Years
# Pilot Hospitals	25	25	25	25
# Respondents	585	1,826	744	1,156
4. Reporting Patient Safety Events				
1. When a mistake is <u>caught and corrected before reaching the patient</u>, how often is this reported? (D1)	67%	64%	64%	65%
2. When a mistake reaches the patient and <u>could have harmed the patient but did not</u>, how often is this reported? (D2)	85%	84%	79%	83%
5. Organizational Learning – Continuous Improvement				
1. This unit regularly reviews work processes to determine if changes are needed to improve patient safety. (A4)	75%	69%	68%	72%
2. In this unit, changes to improve patient safety are evaluated to see how well they worked. (A12)	70%	68%	63%	69%
3. This unit lets the same patient safety problems keep happening. (A14R)	81%	77%	73%	82%
6. Communication About Error				
1. We are informed about errors that happen in this unit. (C1)	71%	65%	65%	65%
2. When errors happen in this unit, we discuss ways to prevent them from happening again. (C2)	76%	71%	72%	72%
3. In this unit, we are informed about changes that are made based on event reports. (C3)	72%	65%	63%	66%

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

Survey Items by Composite Measure	Tenure in Current Unit/Work Area			
	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 or More Years
# Pilot Hospitals	25	25	25	25
# Respondents	585	1,826	744	1,156
7. Hospital Management Support for Patient Safety				
1. The actions of hospital management show that patient safety is a top priority. (F1)	87%	80%	78%	83%
2. Hospital management provides adequate resources to improve patient safety. (F2)	76%	69%	66%	71%
3. Hospital management seems interested in patient safety only after an adverse event happens. (F3R)	58%	51%	48%	61%
8. Response to Error				
1. In this unit, staff feel like their mistakes are held against them. (A6R)	64%	58%	53%	55%
2. When an event is reported in this unit, it feels like the person is being written up, not the problem. (A7R)	51%	54%	53%	55%
3. When staff make errors, this unit focuses on learning rather than blaming individuals. (A10)	70%	67%	67%	71%
4. In this unit, there is a lack of support for staff involved in patient safety errors. (A13R)	68%	63%	63%	64%
9. Handoffs and Information Exchange				
1. When transferring patients from one unit to another, important information is often left out. (F4R)	48%	45%	44%	47%
2. During shift changes, important patient care information is often left out. (F5R)	56%	53%	56%	56%
3. During shift changes, there is adequate time to exchange all key patient care information. (F6)	78%	73%	73%	73%

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

Table A-14. Item Average Percent Positive Response by Tenure in Current Unit/Work Area – 2019 SOPS Hospital Survey 2.0 Pilot Test Hospitals (Page 4 of 4)

Survey Items by Composite Measure	Tenure in Current Unit/Work Area			
	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 or More Years
# Pilot Hospitals	25	25	25	25
# Respondents	585	1,826	744	1,156
10. Staffing and Work Pace				
1. In this unit, we have enough staff to handle the workload. (A2)	53%	50%	50%	54%
2. Staff in this unit work longer hours than is best for patient care. (A3R)	52%	49%	54%	52%
3. This unit relies too much on temporary, float, or PRN staff. (A5R)	62%	60%	63%	65%
4. The work pace in this unit is so rushed that it negatively affects patient safety. (A11R)	62%	57%	58%	60%

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

Table A-15. Average Percentage of Respondents Reporting Events in the Past 12 Months by Tenure in Current Unit/Work Area – 2019 SOPS Hospital Survey 2.0 Pilot Test Hospitals

Number of Events Reported by Respondents	Tenure in Current Unit/Work Area			
	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 or More Years
# Pilot Hospitals	25	25	25	25
# Respondents	585	1,826	744	1,156
1 or More Events	40%	45%	46%	48%
None	60%	55%	54%	52%
1 to 2	22%	26%	27%	27%
3 to 5	13%	12%	14%	14%
6 to 10	4%	4%	3%	4%
11 or More	1%	3%	2%	3%

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.

Table A-16. Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Patient Safety by Tenure in Current Unit/Work Area – 2019 SOPS Hospital Survey 2.0 Pilot Test Hospitals

Overall Rating on Patient Safety	Tenure in Current Unit/Work Area			
	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 or More Years
# Pilot Hospitals	25	25	25	25
# Respondents	585	1,826	744	1,156
Excellent or Very Good	69%	66%	66%	67%
Excellent	35%	26%	28%	28%
Very Good	34%	40%	39%	39%
Good	21%	24%	22%	25%
Fair	9%	9%	10%	7%
Poor	1%	1%	2%	1%

Note: Percentages may not add to 100 due to rounding. In addition, "Excellent" and "Very Good" may not add to the subtotal shown for "Excellent or Very Good" due to rounding.