



# Surveys on Patient Safety Culture™

## Findings from the 2021 Hospital 2.0 Survey Database

This overview of survey findings summarizes how hospital employees perceive 10 areas of patient safety culture based on the 2021 Surveys on Patient Safety Culture Hospital 2.0 Database.

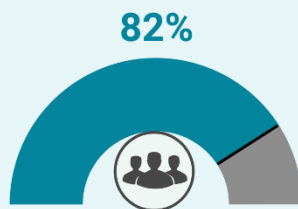


**87,856** providers and staff respondents

**10** areas of patient safety culture assessed in the survey

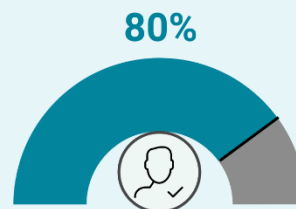
average percent positive of all 10 areas **71%**

### Areas of strength for most hospitals



#### Teamwork

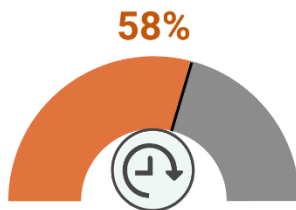
82% of respondents reported that they work as an effective team, help each other during busy times, and are respectful



#### Supervisor, Manager, or Clinical Leader Support for Patient Safety

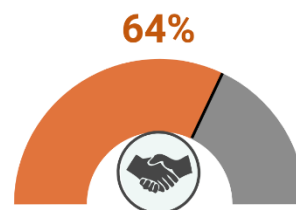
80% of respondents indicated that supervisors, managers, or clinical leaders consider staff suggestions, do not encourage shortcuts, and address patient safety concerns

### Areas of potential for improvement for most hospitals



#### Staffing and Work Pace

58% of respondents indicated there are enough staff to handle the workload, staff work appropriate hours, do not feel rushed, and there is appropriate reliance on temporary, float, or PRN staff.



#### Handoffs and Information Exchange

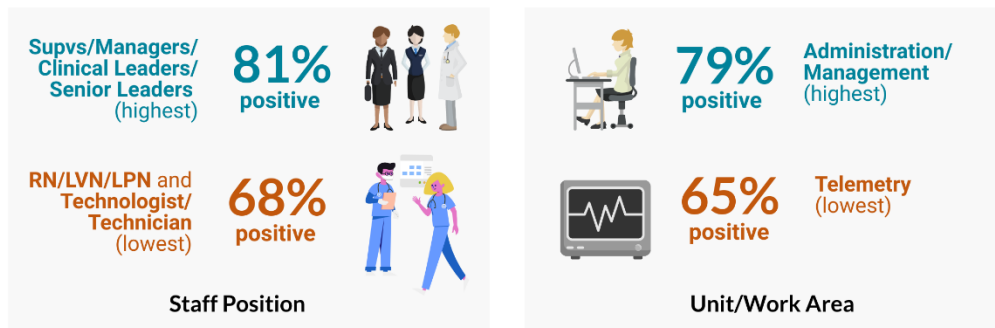
64% of respondents indicated that important patient care information is transferred across hospital units and during shift changes

## Other findings

» Highest and lowest composite measure average score by hospital bed size

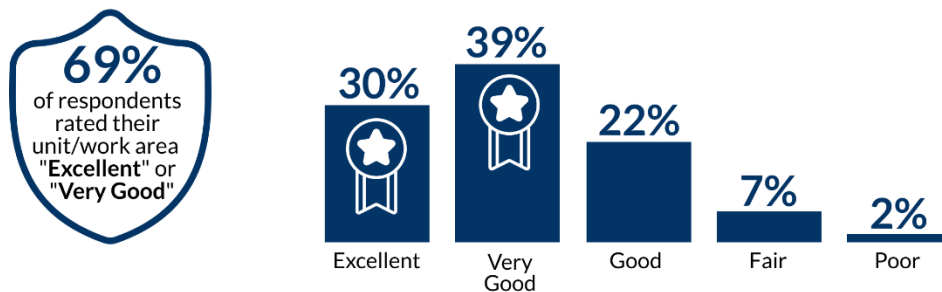


» Highest and lowest composite measure average score by staff position and unit/work area



## Overall Patient Safety Rating

» Average respondent ratings of their unit/work area on patient safety



## What's next? Action planning for improvement

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

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

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

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