

Surveys on Patient Safety Culture™ (SOPS®) Hospital 2.0 Survey: 2021 User Database Report

Part II: Appendix A—Results by Hospital Characteristics

Appendix B—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

- Bed size
- Teaching status
- Ownership
- Geographic region

Appendix B: Results by Respondent Characteristics

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

Highlights from 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 were based on results for the 10 SOPS composite measures, number of events reported, and patient safety rating. 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 only 172 hospitals, which represent about 3 percent of the total number of 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 composite measures and items with the averages shown in Appendix A for hospitals with the appropriate characteristics (bed size, teaching status, ownership, 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 2.0 composite measures and items broken down by staff position, unit/work area, tenure in current unit/work area, and interaction with patients.

Highlights From Appendix A: Results by Hospital Characteristics

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 (76 percent positive); larger hospitals (*400 or more beds*) had the lowest (67 percent positive).
- Hospitals with *100-199* and *400 or more beds* had the highest percentage of respondents who reported one or more events in the past year (48 percent); hospitals with *6-24 beds* had the lowest (40 percent).
- Hospitals with the smallest bed size (*6–24 beds*) had the highest percentage of respondents who gave their unit/work area a patient safety rating of “Excellent” or “Very Good” (77 percent); hospitals with *400 or more beds* had the lowest (61 percent).

Teaching Status and Ownership (Tables A-5, A-7)

- *Nonteaching* hospitals had a higher percent positive score (66 percent positive) than *Teaching* hospitals (61 percent positive) on the *Handoffs and Information Exchange* composite measure.
- *Nongovernment* hospitals had a higher percentage of respondents who reported one or more events in the past year (47 percent); *Government* hospitals had a lower percentage (40 percent).

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

- *West Central* hospitals had the highest average percent positive score (71 percent positive) on the *Hospital Management Support for Patient Safety* composite measure; hospitals in the *Mountain* region had the lowest (61 percent positive).
- *Mountain* hospitals had the highest percentage of respondents who reported one or more events in the past year (50 percent); *West Central* hospitals had the lowest (41 percent).
- *West Central* hospitals had the highest percentage of respondents who gave their unit/work area a patient safety rating of “Excellent” or “Very Good” (75 percent); *Mountain* hospitals had the lowest (62 percent).

Highlights From Appendix B: Results by Respondent Characteristics

Staff Position (Tables B-1, B-3, B-4)

- *Supervisors/Managers/Clinical Leaders/Senior Leaders* had the highest Composite Measure Average score (81 percent positive); *RN/LVN/LPN* and *Technologist/Technician* had the lowest (68 percent positive).
- *Pharmacists/Pharmacy Technicians* and *RN/LVN/LPN* had the highest percentage of respondents reporting one or more events in the past year (64 percent); *Support Staff* had the lowest (21 percent).
- *Supervisor/Manager/Clinical Leader/Senior Leader* had the highest percentage of respondents who gave their unit/work area a patient safety rating of “Excellent” or “Very Good” (82 percent); *RN/LVN/LPN* and *Patient Care Aide/Nursing Assistant* had the lowest (63 percent).

Unit/Work Area (Tables B-5, B-7, B-8)

- Respondents in *Administration/Management* had the highest Composite Measure Average score (79 percent positive); *Telemetry* had the lowest (65 percent positive).
- *Telemetry* had the highest percentage of respondents reporting one or more events in the past year (66 percent); *Support Services* had the lowest (30 percent).
- *Administration/Management* and *Rehabilitation/Physical Medicine* had the highest percentage of respondents who gave their unit/work area a patient safety rating of “Excellent” or “Very Good” (80 percent); *Telemetry* had the lowest (53 percent).

Tenure in Current Unit/Work Area (Tables B-9, B-11, B-12)

- Respondents who have worked *less than 1 year* in their current unit/work area had the highest Composite Measure Average score (75 percent positive); respondents who have worked *1 to 5 years* had the lowest (69 percent positive).
- Respondents who have worked *6 to 10 years* in their current unit/work area had the highest percentage of respondents reporting one or more events in the past year (51 percent); respondents with *less than 1 year* had the lowest (33 percent).
- Respondents who have worked *less than 1 year* in their current unit/work area had the highest percentage of respondents who gave their unit/work area a patient safety rating of “Excellent” or “Very Good” (73 percent); respondents who have worked *1 to 5 years* had the lowest (67 percent).

Highlights From Appendix B: Results by Respondent Characteristics Continued

Interaction With Patients (Tables B-13, B-15, B-16)

- Respondents *without direct patient interaction* had a higher Composite Measure Average score (76 percent positive); respondents *with direct patient interaction* had a lower score (70 percent positive)
 - 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* (31 percent).
 - Respondents *without direct patient interaction* had a higher percentage of respondents who gave their unit/work area a patient safety rating of “Excellent” or “Very Good” (76 percent) than respondents *with direct patient interaction* (67 percent).
-

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 2.0 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+ Beds
<i># Hospitals</i>	14	39	21	32	23	18	25
<i># Respondents</i>	1,039	4,322	5,228	13,584	13,789	12,917	36,977
1. Teamwork	87%	84%	81%	82%	79%	81%	80%
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety	83%	83%	80%	81%	78%	79%	77%
3. Communication Openness	79%	79%	75%	75%	73%	74%	72%
4. Reporting Patient Safety Events	77%	76%	74%	75%	73%	72%	70%
5. Organizational Learning-Continuous Improvement	77%	75%	71%	73%	69%	70%	68%
6. Communication About Error	72%	74%	70%	73%	69%	70%	67%
7. Hospital Management Support for Patient Safety	73%	71%	67%	67%	63%	64%	60%
8. Response to Error	66%	68%	63%	65%	60%	62%	60%
9. Handoffs and Information Exchange	75%	69%	62%	63%	60%	58%	60%
10. Staffing and Work Pace	66%	64%	57%	58%	54%	53%	51%
Composite Measure Average	76%	74%	70%	71%	68%	68%	67%

Table A-2. Item Average Percent Positive Response by Bed Size – 2021 SOPS Hospital 2.0 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+ Beds
<i># Hospitals</i>	14	39	21	32	23	18	25
<i># Respondents</i>	1,039	4,322	5,228	13,584	13,789	12,917	36,977
1. Teamwork	% Agree/Strongly Agree						
In this unit, we work together as an effective team. (Item A1)	92%	90%	88%	88%	86%	88%	87%
During busy times, staff in this unit help each other. (Item A8)	92%	89%	86%	87%	85%	86%	85%
	% Disagree/Strongly Disagree						
There is a problem with disrespectful behavior by those working in this unit. (Item A9*)	76%	73%	68%	70%	66%	69%	67%
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety	% Agree/Strongly Agree						
My supervisor, manager, or clinical leader seriously considers staff suggestions for improving patient safety. (Item B1)	81%	82%	78%	80%	76%	79%	76%
My supervisor, manager, or clinical leader takes action to address patient safety concerns that are brought to their attention. (Item B3)	86%	86%	82%	85%	83%	83%	82%
	% Disagree/Strongly Disagree						
My supervisor, manager, or clinical leader wants us to work faster during busy times, even if it means taking shortcuts. (Item B2*)	81%	82%	79%	79%	75%	74%	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-2. Item Average Percent Positive Response by Bed Size – 2021 SOPS Hospital 2.0 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+ Beds
<i># Hospitals</i>	14	39	21	32	23	18	25
<i># Respondents</i>	1,039	4,322	5,228	13,584	13,789	12,917	36,977
3. Communication Openness	% Most of the time/Always						
In this unit, staff speak up if they see something that may negatively affect patient care. (Item C4)	89%	87%	83%	83%	80%	82%	79%
When staff in this unit see someone with more authority doing something unsafe for patients, they speak up. (Item C5)	77%	76%	73%	71%	70%	70%	69%
When staff in this unit speak up, those with more authority are open to their patient safety concerns. (Item C6)	77%	78%	73%	75%	72%	75%	71%
	% Rarely/Never						
In this unit, staff are afraid to ask questions when something does not seem right. (Item C7*)	74%	75%	72%	71%	68%	69%	67%
4. Reporting Patient Safety Events	% Most of the time/Always						
When a mistake is <u>caught and corrected before reaching the patient</u> , how often is this reported? (Item D1)	66%	66%	65%	67%	64%	63%	61%
When a mistake reaches the patient and <u>could have harmed the patient, but did not</u> , how often is this reported? (Item D2)	88%	86%	83%	83%	82%	81%	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 A-2. Item Average Percent Positive Response by Bed Size – 2021 SOPS Hospital 2.0 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+ Beds
<i># Hospitals</i>	14	39	21	32	23	18	25
<i># Respondents</i>	1,039	4,322	5,228	13,584	13,789	12,917	36,977
5. Organizational Learning – Continuous Improvement	% Agree/Strongly Agree						
This unit regularly reviews work processes to determine if changes are needed to improve patient safety. (Item A4)	79%	76%	74%	75%	71%	72%	71%
In this unit, changes to improve patient safety are evaluated to see how well they worked. (Item A12)	70%	70%	66%	69%	66%	67%	65%
	% Disagree/Strongly Disagree						
This unit lets the same patient safety problems keep happening. (Item A14*)	82%	78%	73%	75%	71%	71%	68%
6. Communication About Error	% Most of the time/Always						
We are informed about errors that happen in this unit. (Item C1)	71%	73%	69%	72%	67%	67%	65%
When errors happen in this unit, we discuss ways to prevent them from happening again. (Item C2)	76%	78%	73%	76%	72%	73%	70%
In this unit, we are informed about changes that are made based on event reports. (Item C3)	69%	71%	67%	72%	67%	69%	66%

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 2.0 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+ Beds
<i># Hospitals</i>	14	39	21	32	23	18	25
<i># Respondents</i>	1,039	4,322	5,228	13,584	13,789	12,917	36,977
7. Hospital Management Support for Patient Safety	% Agree/Strongly Agree						
The actions of hospital management show that patient safety is a top priority. (Item F1)	84%	82%	79%	80%	75%	77%	73%
Hospital management provides adequate resources to improve patient safety. (Item F2)	80%	78%	72%	73%	68%	70%	65%
	% Disagree/Strongly Disagree						
Hospital management seems interested in patient safety only after an adverse event happens. (Item F3*)	54%	53%	51%	49%	47%	46%	43%
8. Response to Error	% Agree/Strongly Agree						
When staff make errors, this unit focuses on learning rather than blaming individuals. (Item A10)	72%	73%	69%	71%	68%	70%	68%
	% Disagree/Strongly Disagree						
In this unit, staff feel like their mistakes are held against them. (Item A6*)	63%	68%	61%	61%	57%	59%	57%
When an event is reported in this unit, it feels like the person is being written up, not the problem. (Item A7*)	60%	63%	58%	59%	54%	58%	54%
In this unit, there is a lack of support for staff involved in patient safety errors. (Item A13*)	70%	69%	65%	67%	61%	62%	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 2.0 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+ Beds
<i># Hospitals</i>	14	39	21	32	23	18	25
<i># Respondents</i>	1,039	4,322	5,228	13,584	13,789	12,917	36,977
9. Handoffs and Information Exchange	% Agree/Strongly Agree						
During shift changes, there is adequate time to exchange all key patient care information. (Item F6)	81%	77%	72%	72%	70%	68%	69%
	% Disagree/Strongly Disagree						
When transferring patients from one unit to another, important information is often left out. (Item F4*)	70%	62%	53%	56%	50%	48%	50%
During shift changes, important patient care information is often left out. (Item F5*)	75%	67%	61%	62%	60%	59%	60%
10. Staffing and Work Pace	% Agree/Strongly Agree						
In this unit, we have enough staff to handle the workload. (Item A2)	61%	60%	53%	53%	49%	49%	46%
	% Disagree/Strongly Disagree						
Staff in this unit work longer hours than is best for patient care. (Item A3*)	64%	61%	54%	54%	50%	50%	47%
This unit relies too much on temporary, float, or PRN staff. (Item A5*)	67%	66%	62%	61%	58%	59%	59%
The work pace in this unit is so rushed that it negatively affects patient safety. (Item A11*)	73%	69%	60%	62%	58%	53%	52%

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 Reporting Events in the Past 12 Months by Bed Size – 2021 SOPS Hospital 2.0 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+ Beds
<i># Hospitals</i>	14	39	21	32	23	18	25
<i># Respondents</i>	1,039	4,322	5,228	13,584	13,789	12,917	36,977
In the past 12 months, how many patient safety events have <u>you</u> reported? (Item D3)							
1 or more events	40%	42%	47%	48%	46%	47%	48%
None	60%	58%	53%	52%	54%	53%	52%
1 to 2	26%	26%	28%	29%	27%	28%	29%
3 to 5	11%	12%	13%	13%	12%	13%	13%
6 to 10	2%	3%	4%	4%	3%	4%	4%
11 or more	1%	2%	2%	3%	3%	3%	2%

Note: Percentages may not add to 100 due to rounding. In addition, 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 Bed Size – 2021 SOPS Hospital 2.0 Database

Unit/Work Area Patient Safety Rating	Bed Size						
	6-24 Beds	25-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400+ Beds
<i># Hospitals</i>	14	39	21	32	23	18	25
<i># Respondents</i>	1,039	4,322	5,228	13,584	13,789	12,917	36,977
How would you rate your unit/work area on patient safety? (Item E1)							
Excellent or Very Good	77%	75%	69%	69%	65%	66%	61%
Excellent	36%	34%	30%	31%	28%	27%	24%
Very Good	41%	41%	39%	37%	37%	39%	37%
Good	18%	19%	22%	22%	24%	24%	26%
Fair	4%	5%	8%	8%	8%	8%	10%
Poor	0%	1%	2%	2%	2%	2%	3%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for “Excellent” and “Very Good” may not add to subtotals for “Excellent or Very Good” 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 2.0 Database

SOPS Composite Measures	Teaching Status and Ownership				
	Teaching	Nonteaching	Government	Nongovernment	
	<i># Hospitals</i>	71	101	26	146
	<i># Respondents</i>	52,384	35,472	8,528	79,328
1. Teamwork	80%	83%	81%	82%	
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety	79%	81%	82%	80%	
3. Communication Openness	73%	77%	77%	75%	
4. Reporting Patient Safety Events	73%	75%	77%	74%	
5. Organizational Learning-Continuous Improvement	71%	73%	72%	72%	
6. Communication About Error	69%	72%	74%	71%	
7. Hospital Management Support for Patient Safety	64%	68%	70%	66%	
8. Response to Error	62%	65%	63%	64%	
9. Handoffs and Information Exchange	61%	66%	63%	64%	
10. Staffing and Work Pace	56%	59%	59%	58%	
Composite Measure Average	69%	72%	72%	71%	

Table A-6. Item Average Percent Positive Response by Teaching Status and Ownership – 2021 SOPS Hospital 2.0 Database (Page 1 of 5)

Survey Items by SOPS Composite Measure	Teaching Status and Ownership				
	Teaching	Nonteaching	Government	Nongovernment	
	<i># Hospitals</i>	71	101	26	146
	<i># Respondents</i>	52,384	35,472	8,528	79,328
1. Teamwork	% Agree/Strongly Agree				
In this unit, we work together as an effective team. (Item A1)	87%	89%	87%	88%	
During busy times, staff in this unit help each other. (Item A8)	86%	88%	87%	87%	
	% Disagree/Strongly Disagree				
There is a problem with disrespectful behavior by those working in this unit. (Item A9*)	68%	71%	68%	70%	
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety	% Agree/Strongly Agree				
My supervisor, manager, or clinical leader seriously considers staff suggestions for improving patient safety. (Item B1)	78%	80%	80%	79%	
My supervisor, manager, or clinical leader takes action to address patient safety concerns that are brought to their attention. (Item B3)	83%	85%	85%	84%	
	% Disagree/Strongly Disagree				
My supervisor, manager, or clinical leader wants us to work faster during busy times, even if it means taking shortcuts. (Item B2*)	76%	79%	80%	78%	

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 2.0 Database (Page 2 of 5)

Survey Items by SOPS Composite Measure	Teaching Status and Ownership			
	Teaching	Nonteaching	Government	Nongovernment
<i># Hospitals</i>	71	101	26	146
<i># Respondents</i>	52,384	35,472	8,528	79,328
3. Communication Openness	% Most of the time/Always			
In this unit, staff speak up if they see something that may negatively affect patient care. (Item C4)	81%	85%	84%	83%
When staff in this unit see someone with more authority doing something unsafe for patients, they speak up. (Item C5)	70%	74%	74%	72%
When staff in this unit speak up, those with more authority are open to their patient safety concerns. (Item C6)	73%	76%	76%	74%
	% Rarely/Never			
In this unit, staff are afraid to ask questions when something does not seem right. (Item C7*)	69%	73%	72%	71%
4. Reporting Patient Safety Events	% Most of the time/Always			
When a mistake is <u>caught and corrected before reaching the patient</u> , how often is this reported? (Item D1)	64%	66%	68%	64%
When a mistake reaches the patient and <u>could have harmed the patient, but did not</u> , how often is this reported? (Item D2)	82%	84%	85%	83%

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 2.0 Database (Page 3 of 5)

Survey Items by SOPS Composite Measure	Teaching Status and Ownership			
	Teaching	Nonteaching	Government	Nongovernment
<i># Hospitals</i>	71	101	26	146
<i># Respondents</i>	52,384	35,472	8,528	79,328
5. Organizational Learning – Continuous Improvement	% Agree/Strongly Agree			
This unit regularly reviews work processes to determine if changes are needed to improve patient safety. (Item A4)	72%	75%	73%	74%
In this unit, changes to improve patient safety are evaluated to see how well they worked. (Item A12)	67%	68%	66%	68%
	% Disagree/Strongly Disagree			
This unit lets the same patient safety problems keep happening. (Item A14*)	73%	75%	76%	74%
6. Communication About Error	% Most of the time/Always			
We are informed about errors that happen in this unit. (Item C1)	68%	71%	74%	69%
When errors happen in this unit, we discuss ways to prevent them from happening again. (Item C2)	73%	75%	77%	74%
In this unit, we are informed about changes that are made based on event reports. (Item C3)	67%	70%	72%	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 A-6. Item Average Percent Positive Response by Teaching Status and Ownership – 2021 SOPS Hospital 2.0 Database (Page 4 of 5)

Survey Items by SOPS Composite Measure	Teaching Status and Ownership			
	Teaching	Nonteaching	Government	Nongovernment
<i># Hospitals</i>	71	101	26	146
<i># Respondents</i>	52,384	35,472	8,528	79,328
7. Hospital Management Support for Patient Safety	% Agree/Strongly Agree			
The actions of hospital management show that patient safety is a top priority. (Item F1)	77%	80%	81%	78%
Hospital management provides adequate resources to improve patient safety. (Item F2)	70%	74%	75%	72%
	% Disagree/Strongly Disagree			
Hospital management seems interested in patient safety only after an adverse event happens. (Item F3*)	46%	51%	54%	48%
8. Response to Error	% Agree/Strongly Agree			
When staff make errors, this unit focuses on learning rather than blaming individuals. (Item A10)	69%	72%	69%	71%
	% Disagree/Strongly Disagree			
In this unit, staff feel like their mistakes are held against them. (Item A6*)	59%	63%	60%	62%
When an event is reported in this unit, it feels like the person is being written up, not the problem. (Item A7*)	57%	59%	56%	59%
In this unit, there is a lack of support for staff involved in patient safety errors. (Item A13*)	64%	66%	66%	65%

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 2.0 Database (Page 5 of 5)

Survey Items by SOPS Composite Measure	Teaching Status and Ownership				
	Teaching	Nonteaching	Government	Nongovernment	
	<i># Hospitals</i>	71	101	26	146
	<i># Respondents</i>	52,384	35,472	8,528	79,328
9. Handoffs and Information Exchange	% Agree/Strongly Agree				
During shift changes, there is adequate time to exchange all key patient care information. (Item F6)	70%	75%	72%	73%	
	% Disagree/Strongly Disagree				
When transferring patients from one unit to another, important information is often left out. (Item F4*)	53%	58%	56%	56%	
During shift changes, important patient care information is often left out. (Item F5*)	61%	65%	60%	64%	
10. Staffing and Work Pace	% Agree/Strongly Agree				
In this unit, we have enough staff to handle the workload. (Item A2)	51%	55%	54%	53%	
	% Disagree/Strongly Disagree				
Staff in this unit work longer hours than is best for patient care. (Item A3*)	51%	57%	53%	55%	
This unit relies too much on temporary, float, or PRN staff. (Item A5*)	62%	62%	63%	62%	
The work pace in this unit is so rushed that it negatively affects patient safety. (Item A11*)	58%	63%	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-7. Average Percentage of Respondents Reporting Events in the Past 12 Months by Teaching Status and Ownership – 2021 SOPS Hospital 2.0 Database

Number of Events Reported by Respondents	Teaching Status and Ownership			
	Teaching	Nonteaching	Government	Nongovernment
<i># Hospitals</i>	71	101	26	146
<i># Respondents</i>	52,384	35,472	8,528	79,328
In the past 12 months, how many patient safety events have <u>you</u> reported?				
(Item D3)				
1 or more events	46%	45%	40%	47%
None	54%	55%	60%	53%
1 to 2	28%	27%	25%	28%
3 to 5	13%	12%	10%	13%
6 to 10	4%	3%	2%	4%
11 or more	2%	2%	2%	2%

Note: Percentages may not add to 100 due to rounding. In addition, 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 Teaching Status and Ownership – 2021 SOPS Hospital 2.0 Database

Unit/Work Area Patient Safety Rating	Teaching Status and Ownership			
	Teaching	Nonteaching	Government	Nongovernment
<i># Hospitals</i>	71	101	26	146
<i># Respondents</i>	52,384	35,472	8,528	79,328
How would you rate your unit/work area on patient safety? (Item E1)				
Excellent or Very Good	67%	71%	71%	69%
Excellent	28%	32%	32%	30%
Very Good	39%	39%	39%	39%
Good	23%	21%	22%	22%
Fair	8%	7%	6%	8%
Poor	2%	2%	1%	2%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for “Excellent” and “Very Good” may not add to subtotals for “Excellent or Very Good” 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 geographic 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 Central: AL, KY, IL, IN, MI, MS, OH, TN, WI
- West Central: AR, IA, KS, LA, MN, MO, ND, NE, OK, SD, TX
- Mountain: AZ, CO, ID, MT, NM, NV, UT, WY
- Pacific/Associated Territories: AK, CA, HI, OR, WA, American Samoa, Guam, Marshall Islands, Northern Mariana Islands

Table A-9. Composite Measure Average Percent Positive Response by Geographic Region – 2021 SOPS Hospital 2.0 Database

SOPS Composite Measures	Geographic Region					
	New England/ Mid-Atlantic	South Atlantic	East Central	West Central	Mountain	Pacific
<i># Hospitals</i>	13	44	31	34	38	12
<i># Respondents</i>	9,624	34,351	15,285	10,467	11,989	6,140
1. Teamwork	80%	81%	83%	83%	82%	80%
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety	80%	81%	82%	82%	78%	78%
3. Communication Openness	74%	77%	78%	76%	74%	74%
4. Reporting Patient Safety Events	73%	76%	75%	75%	72%	73%
5. Organizational Learning-Continuous Improvement	70%	74%	74%	74%	67%	69%
6. Communication About Error	68%	75%	73%	73%	66%	66%
7. Hospital Management Support for Patient Safety	66%	67%	69%	71%	61%	66%
8. Response to Error	64%	66%	65%	65%	62%	60%
9. Handoffs and Information Exchange	62%	66%	65%	64%	61%	61%
10. Staffing and Work Pace	56%	57%	60%	60%	55%	56%
Composite Measure Average	69%	72%	72%	72%	68%	68%

Table A-10. Item Average Percent Positive Response by Geographic Region – 2021 SOPS Hospital 2.0 Database (Page 1 of 5)

Survey Items by SOPS Composite Measure	Geographic Region					
	New England/ Mid-Atlantic	South Atlantic	East Central	West Central	Mountain	Pacific
<i># Hospitals</i>	13	44	31	34	38	12
<i># Respondents</i>	9,624	34,351	15,285	10,467	11,989	6,140
1. Teamwork	% Agree/Strongly Agree					
In this unit, we work together as an effective team. (Item A1)	87%	88%	89%	90%	88%	87%
During busy times, staff in this unit help each other. (Item A8)	86%	86%	88%	89%	87%	87%
% Disagree/Strongly Disagree						
There is a problem with disrespectful behavior by those working in this unit. (Item A9*)	67%	70%	71%	70%	70%	67%
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety	% Agree/Strongly Agree					
My supervisor, manager, or clinical leader seriously considers staff suggestions for improving patient safety. (Item B1)	79%	80%	81%	80%	77%	77%
My supervisor, manager, or clinical leader takes action to address patient safety concerns that are brought to their attention. (Item B3)	83%	85%	86%	86%	81%	81%
% Disagree/Strongly Disagree						
My supervisor, manager, or clinical leader wants us to work faster during busy times, even if it means taking shortcuts. (Item B2*)	79%	78%	79%	80%	76%	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-10. Item Average Percent Positive Response by Geographic Region – 2021 SOPS Hospital 2.0 Database (Page 2 of 5)

Survey Items by SOPS Composite Measure	Geographic Region					
	New England/ Mid-Atlantic	South Atlantic	East Central	West Central	Mountain	Pacific
<i># Hospitals</i>	13	44	31	34	38	12
<i># Respondents</i>	9,624	34,351	15,285	10,467	11,989	6,140
3. Communication Openness	% Most of the time/Always					
In this unit, staff speak up if they see something that may negatively affect patient care. (Item C4)	81%	84%	85%	83%	82%	82%
When staff in this unit see someone with more authority doing something unsafe for patients, they speak up. (Item C5)	69%	74%	75%	72%	71%	70%
When staff in this unit speak up, those with more authority are open to their patient safety concerns. (Item C6)	73%	76%	76%	75%	73%	74%
	% Rarely/Never					
In this unit, staff are afraid to ask questions when something does not seem right. (Item C7*)	71%	72%	74%	72%	69%	68%
4. Reporting Patient Safety Events	% Most of the time/Always					
When a mistake is <u>caught and corrected before reaching the patient</u> , how often is this reported? (Item D1)	63%	69%	64%	65%	62%	63%
When a mistake reaches the patient and <u>could have harmed the patient, but did not</u> , how often is this reported? (Item D2)	83%	83%	85%	84%	82%	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 A-10. Item Average Percent Positive Response by Geographic Region – 2021 SOPS Hospital 2.0 Database (Page 3 of 5)

Survey Items by SOPS Composite Measure	Geographic Region					
	New England/ Mid-Atlantic	South Atlantic	East Central	West Central	Mountain	Pacific
<i># Hospitals</i>	13	44	31	34	38	12
<i># Respondents</i>	9,624	34,351	15,285	10,467	11,989	6,140
5. Organizational Learning – Continuous Improvement	% Agree/Strongly Agree					
This unit regularly reviews work processes to determine if changes are needed to improve patient safety. (Item A4)	72%	76%	76%	75%	70%	71%
In this unit, changes to improve patient safety are evaluated to see how well they worked. (Item A12)	66%	71%	69%	69%	63%	65%
	% Disagree/Strongly Disagree					
This unit lets the same patient safety problems keep happening. (Item A14*)	73%	75%	78%	78%	69%	70%
6. Communication About Error	% Most of the time/Always					
We are informed about errors that happen in this unit. (Item C1)	66%	73%	72%	72%	64%	64%
When errors happen in this unit, we discuss ways to prevent them from happening again. (Item C2)	72%	78%	76%	76%	70%	71%
In this unit, we are informed about changes that are made based on event reports. (Item C3)	66%	73%	71%	71%	65%	63%

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 2.0 Database (Page 4 of 5)

Survey Items by SOPS Composite Measure	Geographic Region					
	New England/ Mid-Atlantic	South Atlantic	East Central	West Central	Mountain	Pacific
<i># Hospitals</i>	13	44	31	34	38	12
<i># Respondents</i>	9,624	34,351	15,285	10,467	11,989	6,140
7. Hospital Management Support for Patient Safety	% Agree/Strongly Agree					
The actions of hospital management show that patient safety is a top priority. (Item F1)	79%	81%	81%	82%	72%	79%
Hospital management provides adequate resources to improve patient safety. (Item F2)	73%	74%	75%	76%	65%	71%
	% Disagree/Strongly Disagree					
Hospital management seems interested in patient safety only after an adverse event happens. (Item F3*)	47%	47%	52%	54%	45%	47%
8. Response to Error	% Agree/Strongly Agree					
When staff make errors, this unit focuses on learning rather than blaming individuals. (Item A10)	69%	72%	70%	71%	70%	69%
	% Disagree/Strongly Disagree					
In this unit, staff feel like their mistakes are held against them. (Item A6*)	63%	63%	61%	63%	61%	57%
When an event is reported in this unit, it feels like the person is being written up, not the problem. (Item A7*)	60%	60%	59%	58%	57%	54%
In this unit, there is a lack of support for staff involved in patient safety errors. (Item A13*)	64%	68%	68%	68%	60%	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 A-10. Item Average Percent Positive Response by Geographic Region – 2021 SOPS Hospital 2.0 Database (Page 5 of 5)

Survey Items by SOPS Composite Measure	Geographic Region					
	New England/ Mid-Atlantic	South Atlantic	East Central	West Central	Mountain	Pacific
<i># Hospitals</i>	13	44	31	34	38	12
<i># Respondents</i>	9,624	34,351	15,285	10,467	11,989	6,140
9. Handoffs and Information Exchange	% Agree/Strongly Agree					
During shift changes, there is adequate time to exchange all key patient care information. (Item F6)	68%	74%	72%	75%	72%	69%
	% Disagree/Strongly Disagree					
When transferring patients from one unit to another, important information is often left out. (Item F4*)	55%	58%	58%	56%	52%	53%
During shift changes, important patient care information is often left out. (Item F5*)	63%	65%	65%	62%	60%	62%
10. Staffing and Work Pace	% Agree/Strongly Agree					
In this unit, we have enough staff to handle the workload. (Item A2)	51%	52%	54%	57%	51%	53%
	% Disagree/Strongly Disagree					
Staff in this unit work longer hours than is best for patient care. (Item A3*)	52%	52%	56%	57%	54%	54%
This unit relies too much on temporary, float, or PRN staff. (Item A5*)	62%	62%	66%	64%	59%	57%
The work pace in this unit is so rushed that it negatively affects patient safety. (Item A11*)	60%	62%	64%	63%	57%	59%

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 Reporting Events in the Past 12 Months by Geographic Region – 2021 SOPS Hospital 2.0 Database

Number of Events Reported by Respondents	Geographic Region					
	New England/ Mid-Atlantic	South Atlantic	East Central	West Central	Mountain	Pacific
<i># Hospitals</i>	13	44	31	34	38	12
<i># Respondents</i>	9,624	34,351	15,285	10,467	11,989	6,140
In the past 12 months, how many patient safety events have you reported? (Item D3)						
1 or more events	44%	48%	42%	41%	50%	47%
None	56%	52%	58%	59%	50%	53%
1 to 2	28%	28%	27%	24%	29%	29%
3 to 5	11%	13%	11%	11%	14%	12%
6 to 10	3%	4%	3%	3%	4%	3%
11 or more	2%	3%	1%	2%	2%	2%

Note: Percentages may not add to 100 due to rounding. In addition, 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 Geographic Region – 2021 SOPS Hospital 2.0 Database

Unit/Work Area Patient Safety Rating	Geographic Region					
	New England/ Mid-Atlantic	South Atlantic	East Central	West Central	Mountain	Pacific
<i># Hospitals</i>	13	44	31	34	38	12
<i># Respondents</i>	9,624	34,351	15,285	10,467	11,989	6,140
How would you rate your unit/work area on patient safety? (Item E1)						
Excellent or Very Good	68%	69%	73%	75%	62%	64%
Excellent	29%	31%	34%	35%	25%	26%
Very Good	39%	37%	39%	41%	38%	38%
Good	23%	22%	20%	19%	25%	26%
Fair	7%	8%	6%	5%	10%	8%
Poor	2%	2%	1%	1%	3%	1%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for “Excellent” and “Very Good” may not add to subtotals for “Excellent or Very Good” due to rounding.

Appendix B: Results by Respondent Characteristics

(1) Staff Position

Note 1: The survey staff positions are as follows

Nursing

- 1 Advanced Practice Nurse (NP, CRNA, CNS, CNM)
- 2 Licensed Vocational Nurse (LVN), Licensed Practical Nurse (LPN)
- 3 Patient Care Aide, Hospital Aide, Nursing Assistant
- 4 Registered Nurse (RN)

Medical

- 5 Physician Assistant
- 6 Resident, Intern
- 7 Physician, Attending, Hospitalist

Other Clinical Position

- 8 Dietitian
- 9 Pharmacist, Pharmacy Technician
- 10 Physical, Occupational, or Speech Therapist
- 11 Psychologist
- 12 Respiratory Therapist
- 13 Social Worker
- 14 Technologist, Technician (e.g., EKG, Lab, Radiology)

Supervisor, Manager, Clinical Leader, Senior Leader

- 15 Supervisor, Manager, Department Manager, Clinical Leader, Administrator, Director
- 16 Senior Leader, Executive, C-Suite

Support

- 17 Facilities
- 18 Food Services
- 19 Housekeeping, Environmental Services
- 20 Information Technology, Health Information Services, Clinical Informatics
- 21 Security
- 22 Transporter
- 23 Unit Clerk, Secretary, Receptionist, Office Staff

Other

- 24 Other, please specify:

Note 2: 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 3: The number of hospitals and respondents by staff position is shown in each table. The number of hospitals is based on whether hospitals 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-1. Composite Measure Average Percent Positive Response by Staff Position – 2021 SOPS Hospital 2.0 Database

SOPS Composite Measures	Staff Position									
	Advanced Practice Nurse (NP, CRNA, CNS, CNM)	Pat. Care Aide/ Nursing Asst.	Pharmacist/ 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
<i># Hospitals</i>	110	162	157	111	171	171	169	158	164	153
<i># Respondents</i>	948	6,003	2,794	4,062	28,698	6,761	13,426	8,354	4,368	1,676
1. Teamwork	84%	75%	82%	90%	83%	88%	78%	79%	85%	84%
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety	80%	79%	84%	82%	79%	89%	80%	77%	82%	85%
3. Communication Openness	75%	73%	79%	80%	73%	85%	74%	74%	77%	75%
4. Reporting Patient Safety Events	69%	78%	76%	74%	73%	81%	75%	74%	67%	74%
5. Organizational Learning-Continuous Improvement	74%	71%	79%	75%	69%	86%	71%	68%	70%	70%
6. Communication About Error	69%	72%	77%	72%	66%	85%	73%	69%	69%	65%
7. Hospital Management Support for Patient Safety	70%	67%	69%	67%	58%	79%	74%	65%	66%	69%
8. Response to Error	67%	57%	73%	65%	63%	82%	60%	58%	66%	65%
9. Handoffs and Information Exchange	58%	64%	50%	66%	66%	63%	63%	63%	57%	50%
10. Staffing and Work Pace	61%	50%	66%	59%	54%	69%	58%	56%	64%	60%
Composite Measure Average	71%	69%	74%	73%	68%	81%	71%	68%	70%	70%

Table B-2. Item Average Percent Positive Response by Staff Position – 2021 SOPS Hospital 2.0 Database (Page 1 of 5)

Survey Items by SOPS Composite Measure	Staff Position									
	Advanced Practice Nurse (NP, CRNA, CNS, CNM)	Pat. Care Aide/ Nursing Asst.	Pharmacist/ 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
<i># Hospitals</i>	110	162	157	111	171	171	169	158	164	153
<i># Respondents</i>	948	6,003	2,794	4,062	28,698	6,761	13,426	8,354	4,368	1,676
1. Teamwork	% Agree/Strongly Agree									
In this unit, we work together as an effective team. (Item A1)	88%	82%	88%	92%	90%	93%	85%	86%	91%	89%
During busy times, staff in this unit help each other. (Item A8)	89%	78%	85%	93%	89%	94%	84%	83%	90%	87%
	% Disagree/Strongly Disagree									
There is a problem with disrespectful behavior by those working in this unit. (Item A9*)	74%	64%	72%	84%	69%	78%	64%	67%	73%	76%
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety	% Agree/Strongly Agree									
My supervisor, manager, or clinical leader seriously considers staff suggestions for improving patient safety. (Item B1)	81%	77%	82%	83%	78%	90%	78%	74%	82%	85%
My supervisor, manager, or clinical leader takes action to address patient safety concerns that are brought to their attention. (Item B3)	85%	84%	87%	85%	82%	91%	85%	80%	86%	88%
	% Disagree/Strongly Disagree									
My supervisor, manager, or clinical leader wants us to work faster during busy times, even if it means taking shortcuts. (Item B2*)	75%	76%	84%	78%	76%	87%	77%	76%	79%	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-2. Item Average Percent Positive Response by Staff Position – 2021 SOPS Hospital 2.0 Database (Page 2 of 5)

Survey Items by SOPS Composite Measure	Staff Position									
	Advanced Practice Nurse (NP, CRNA, CNS, CNM)	Pat. Care Aide/ Nursing Asst.	Pharmacist/ 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
# Hospitals	110	162	157	111	171	171	169	158	164	153
# Respondents	948	6,003	2,794	4,062	28,698	6,761	13,426	8,354	4,368	1,676
3. Communication Openness	% Most of the time/Always									
In this unit, staff speak up if they see something that may negatively affect patient care. (Item C4)	84%	81%	85%	86%	82%	91%	81%	82%	85%	81%
When staff in this unit see someone with more authority doing something unsafe for patients, they speak up. (Item C5)	68%	69%	73%	76%	71%	80%	72%	72%	71%	70%
When staff in this unit speak up, those with more authority are open to their patient safety concerns. (Item C6)	77%	72%	80%	81%	70%	89%	75%	73%	78%	75%
	% Rarely/Never									
In this unit, staff are afraid to ask questions when something does not seem right. (Item C7*)	70%	68%	76%	78%	69%	81%	69%	70%	72%	73%
4. Reporting Patient Safety Events	% Most of the time/Always									
When a mistake is <u>caught and corrected before reaching the patient</u> , how often is this reported? (Item D1)	58%	71%	63%	66%	62%	72%	69%	63%	58%	67%
When a mistake reaches the patient and <u>could have harmed the patient, but did not</u> , how often is this reported? (Item D2)	80%	84%	88%	82%	83%	90%	80%	84%	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-2. Item Average Percent Positive Response by Staff Position – 2021 SOPS Hospital 2.0 Database (Page 3 of 5)

Survey Items by SOPS Composite Measure	Staff Position									
	Advanced Practice Nurse (NP, CRNA, CNS, CNM)	Pat. Care Aide/ Nursing Asst.	Pharmacist/ 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
# Hospitals	110	162	157	111	171	171	169	158	164	153
# Respondents	948	6,003	2,794	4,062	28,698	6,761	13,426	8,354	4,368	1,676
5. Organizational Learning – Continuous Improvement	% Agree/Strongly Agree									
This unit regularly reviews work processes to determine if changes are needed to improve patient safety. (Item A4)	77%	73%	81%	78%	71%	89%	73%	69%	73%	76%
In this unit, changes to improve patient safety are evaluated to see how well they worked. (Item A12)	73%	71%	74%	71%	66%	82%	67%	60%	64%	64%
	% Disagree/Strongly Disagree									
This unit lets the same patient safety problems keep happening. (Item A14*)	72%	70%	81%	76%	71%	87%	74%	76%	74%	71%
6. Communication About Error	% Most of the time/Always									
We are informed about errors that happen in this unit. (Item C1)	64%	70%	78%	69%	64%	85%	72%	69%	65%	60%
When errors happen in this unit, we discuss ways to prevent them from happening again. (Item C2)	76%	74%	80%	77%	69%	89%	76%	73%	74%	72%
In this unit, we are informed about changes that are made based on event reports. (Item C3)	68%	73%	73%	69%	64%	82%	72%	65%	69%	63%

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 Staff Position – 2021 SOPS Hospital 2.0 Database (Page 4 of 5)

Survey Items by SOPS Composite Measure	Staff Position									
	Advanced Practice Nurse (NP, CRNA, CNS, CNM)	Pat. Care Aide/ Nursing Asst.	Pharmacist/ 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
# Hospitals	110	162	157	111	171	171	169	158	164	153
# Respondents	948	6,003	2,794	4,062	28,698	6,761	13,426	8,354	4,368	1,676
7. Hospital Management Support for Patient Safety	% Agree/Strongly Agree									
The actions of hospital management show that patient safety is a top priority. (Item F1)	83%	79%	81%	78%	70%	90%	86%	77%	79%	82%
Hospital management provides adequate resources to improve patient safety. (Item F2)	75%	75%	74%	73%	62%	84%	82%	74%	71%	74%
% Disagree/Strongly Disagree										
Hospital management seems interested in patient safety only after an adverse event happens. (Item F3*)	52%	47%	51%	49%	43%	62%	55%	45%	48%	50%
8. Response to Error	% Agree/Strongly Agree									
When staff make errors, this unit focuses on learning rather than blaming individuals. (Item A10)	71%	68%	78%	72%	69%	84%	68%	66%	72%	71%
% Disagree/Strongly Disagree										
In this unit, staff feel like their mistakes are held against them. (Item A6*)	66%	51%	71%	64%	61%	79%	56%	55%	66%	62%
When an event is reported in this unit, it feels like the person is being written up, not the problem. (Item A7*)	64%	48%	71%	56%	57%	80%	51%	51%	60%	60%
In this unit, there is a lack of support for staff involved in patient safety errors. (Item A13*)	66%	61%	73%	69%	63%	84%	63%	61%	66%	66%

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 Staff Position – 2021 SOPS Hospital 2.0 Database (Page 5 of 5)

Survey Items by SOPS Composite Measure	Staff Position									
	Advanced Practice Nurse (NP, CRNA, CNS, CNM)	Pat. Care Aide/ Nursing Asst.	Pharmacist/ 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
# Hospitals	110	162	157	111	171	171	169	158	164	153
# Respondents	948	6,003	2,794	4,062	28,698	6,761	13,426	8,354	4,368	1,676
9. Handoffs and Information Exchange	% Agree/Strongly Agree									
During shift changes, there is adequate time to exchange all key patient care information. (Item F6)	68%	73%	60%	69%	75%	75%	68%	70%	67%	59%
	% Disagree/Strongly Disagree									
When transferring patients from one unit to another, important information is often left out. (Item F4*)	49%	59%	39%	63%	57%	53%	58%	53%	48%	46%
During shift changes, important patient care information is often left out. (Item F5*)	56%	60%	52%	65%	66%	62%	62%	65%	55%	45%
10. Staffing and Work Pace	% Agree/Strongly Agree									
In this unit, we have enough staff to handle the workload. (Item A2)	56%	43%	58%	58%	50%	67%	51%	48%	59%	54%
	% Disagree/Strongly Disagree									
Staff in this unit work longer hours than is best for patient care. (Item A3*)	55%	44%	65%	52%	54%	65%	50%	53%	60%	54%
This unit relies too much on temporary, float, or PRN staff. (Item A5*)	66%	52%	76%	55%	58%	70%	63%	62%	67%	69%
The work pace in this unit is so rushed that it negatively affects patient safety. (Item A11*)	67%	59%	64%	70%	53%	73%	66%	62%	68%	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 B-3. Average Percentage of Respondents Reporting Events in the Past 12 Months by Staff Position – 2021 SOPS Hospital 2.0 Database

Number of Events Reported by Respondents	Staff Position									
	Advanced Practice Nurse (NP, CRNA, CNS, CNM)	Pat. Care Aide/ Nursing Asst.	Pharmacist/ 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
<i># Hospitals</i>	110	162	157	111	171	171	169	158	164	153
<i># Respondents</i>	948	6,003	2,794	4,062	28,698	6,761	13,426	8,354	4,368	1,676
In the past 12 months, how many patient safety events have <u>you</u> reported? (Item D3)										
1 or more events	46%	35%	64%	45%	64%	60%	21%	39%	42%	32%
None	54%	65%	36%	55%	36%	40%	79%	61%	58%	68%
1 to 2	27%	24%	23%	31%	38%	26%	14%	27%	34%	21%
3 to 5	13%	8%	21%	10%	19%	19%	5%	9%	6%	8%
6 to 10	4%	2%	9%	3%	5%	8%	1%	3%	1%	1%
11 or more	3%	1%	10%	1%	2%	6%	1%	1%	1%	1%

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

Table B-4. Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Patient Safety by Staff Position – 2021 SOPS Hospital 2.0 Database

Unit/Work Area Patient Safety Rating	Staff Position									
	Advanced Practice Nurse (NP, CRNA, CNS, CNM)	Pat. Care Aide/ Nursing Asst.	Pharmacist/ 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
# Hospitals	110	162	157	111	171	171	169	158	164	153
# Respondents	948	6,003	2,794	4,062	28,698	6,761	13,426	8,354	4,368	1,676
How would you rate your unit/work area on patient safety? (Item E1)										
Excellent or Very Good	70%	63%	74%	75%	63%	82%	70%	71%	70%	66%
Excellent	27%	28%	33%	33%	24%	38%	34%	34%	31%	23%
Very Good	42%	35%	41%	42%	39%	44%	36%	37%	40%	43%
Good	23%	26%	18%	18%	25%	15%	23%	20%	22%	27%
Fair	7%	9%	6%	6%	10%	2%	6%	7%	7%	6%
Poor	1%	3%	1%	1%	2%	0%	1%	2%	1%	1%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for “Excellent” and “Very Good” may not add to subtotals for “Excellent or Very Good” due to rounding.

Appendix B: Results by Respondent Characteristics

(2) Unit/Work Area

Note 1: The survey unit/work areas are as follows:

Multiple Units, No specific unit

- 1 Many different hospital units, No specific unit

Medical/Surgical Units

- 2 Combined Medical/Surgical Unit
- 3 Medical Unit (Nonsurgical)
- 4 Surgical Unit

Patient Care Units

- 5 Cardiology
- 6 Emergency Department, Observation, Short Stay
- 7 Gastroenterology
- 8 ICU (All Adult Types)
- 9 Labor & Delivery, Obstetrics & Gynecology
- 10 Oncology, Hematology
- 11 Pediatrics (including NICU, PICU)
- 12 Psychiatry, Behavioral Health
- 13 Pulmonology
- 14 Rehabilitation, Physical Medicine
- 15 Telemetry

Surgical Services

- 16 Anesthesiology
- 17 Endoscopy, Colonoscopy
- 18 Pre Op, Operating Room/Suite, PACU/Post Op, Peri Op

Clinical Services

- 19 Pathology, Lab
- 20 Pharmacy
- 21 Radiology, Imaging
- 22 Respiratory Therapy
- 23 Social Services, Case Management, Discharge Planning

Administration/Management

- 24 Administration, Management
- 25 Financial Services, Billing
- 26 Human Resources, Training
- 27 Information Technology, Health Information Management, Clinical Informatics
- 28 Quality, Risk Management, Patient Safety

Support Services

- 29 Admitting/Registration
- 30 Food Services, Dietary
- 31 Housekeeping, Environmental Services, Facilities
- 32 Security Services
- 33 Transport

Other

- 34 Other, please specify:

Note 2: Hospitals that did not ask respondents to indicate their unit/work area were excluded from these breakout tables. In addition, respondents who selected “*Many different hospital units, No specific unit*” or “*Other*” or who did not answer (missing) were not included.

Note 3: The number of hospitals and respondents by unit/work area is shown in each table. The number of hospitals is based on whether hospitals asked respondents to indicate their unit/work area (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 Unit/Work Area – 2021 SOPS Hospital 2.0 Database (Page 1 of 2)

SOPS Composite Measures	Unit/Work Area									
	Admin/ Mgmt	Medical/ Surgical	Pathology/ Lab	Pharmacy	Radiology/ Imaging	Respiratory Therapy	Social Services/ Case Mgmt/ Discharge	Support Services	Surgical Services	
<i># Hospitals</i>	164	161	125	151	155	132	129	160	150	
<i># Respondents</i>	6,471	11,193	3,302	2,722	4,785	1,109	1,576	7,245	6,597	
1. Teamwork	88%	81%	79%	82%	84%	83%	83%	75%	80%	
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety	87%	78%	79%	85%	80%	81%	82%	80%	78%	
3. Communication Openness	84%	72%	75%	80%	79%	74%	77%	73%	76%	
4. Reporting Patient Safety Events	78%	72%	80%	76%	74%	69%	75%	75%	77%	
5. Organizational Learning-Continuous Improvement	81%	69%	73%	79%	72%	72%	70%	70%	68%	
6. Communication About Error	80%	67%	71%	79%	73%	71%	70%	74%	70%	
7. Hospital Management Support for Patient Safety	80%	62%	70%	70%	69%	63%	69%	74%	64%	
8. Response to Error	77%	61%	62%	74%	65%	63%	63%	58%	64%	
9. Handoffs and Information Exchange	60%	61%	59%	50%	63%	64%	49%	62%	67%	
10. Staffing and Work Pace	70%	48%	57%	67%	61%	58%	62%	57%	57%	
Composite Measure Average	79%	67%	71%	74%	72%	70%	70%	70%	70%	

Table B-5. Composite Measure Average Percent Positive Response by Unit/Work Area – 2021 SOPS Hospital 2.0 Database (Page 2 of 2)

SOPS Composite Measures	Unit/Work Area (Patient Care Units)										
	Cardio-ology	ED/Short Stay	Gastro-ent-er-ology	ICU (All Adult Types)	Labor & Deliv/ OB	Oncology/ Hemat-ology	Peds, NICU, PICU	Psych/ Behavioral Health	Pulmon-ology	Rehab/ Physical Medicine	Telemetry
<i># Hospitals</i>	96	146	41	121	110	77	77	83	42	135	67
<i># Respondents</i>	2,175	5,247	341	4,670	3,397	1,407	3,262	1,941	454	2,880	2,019
1. Teamwork	83%	81%	78%	84%	86%	83%	83%	79%	82%	88%	75%
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety	79%	75%	82%	79%	80%	86%	82%	82%	82%	86%	76%
3. Communication Openness	78%	71%	75%	71%	77%	79%	75%	74%	74%	81%	72%
4. Reporting Patient Safety Events	74%	68%	79%	69%	74%	78%	74%	76%	77%	76%	72%
5. Organizational Learning-Continuous Improvement	72%	66%	72%	68%	73%	79%	73%	70%	76%	80%	67%
6. Communication About Error	73%	62%	67%	64%	68%	79%	66%	71%	79%	76%	66%
7. Hospital Management Support for Patient Safety	65%	54%	70%	53%	64%	70%	64%	63%	77%	70%	59%
8. Response to Error	66%	57%	60%	60%	65%	69%	64%	64%	64%	76%	58%
9. Handoffs and Information Exchange	63%	72%	55%	66%	73%	66%	71%	61%	68%	53%	55%
10. Staffing and Work Pace	62%	49%	53%	49%	61%	64%	66%	58%	58%	70%	48%
Composite Measure Average	72%	66%	69%	66%	72%	75%	72%	70%	74%	76%	65%

Table B-6. Item Average Percent Positive Response by Unit/Work Area – 2021 SOPS Hospital 2.0 Database (Page 1 of 10)

Survey Items by SOPS Composite Measure	Unit/Work Area								
	Admin/ Mgmt	Medical/ Surgical	Pathology/ Lab	Pharmacy	Radiology/ Imaging	Respiratory Therapy	Social Services/ Case Mgmt/ Discharge	Support Services	Surgical Services
<i># Hospitals</i>	164	161	125	151	155	132	129	160	150
<i># Respondents</i>	6,471	11,193	3,302	2,722	4,785	1,109	1,576	7,245	6,597
1. Teamwork	% Agree/Strongly Agree								
In this unit, we work together as an effective team. (Item A1)	92%	88%	86%	88%	88%	90%	88%	83%	88%
During busy times, staff in this unit help each other. (Item A8)	92%	86%	83%	86%	89%	88%	87%	83%	88%
	% Disagree/Strongly Disagree								
There is a problem with disrespectful behavior by those working in this unit. (Item A9*)	80%	68%	69%	73%	74%	70%	73%	60%	65%
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety	% Agree/Strongly Agree								
My supervisor, manager, or clinical leader seriously considers staff suggestions for improving patient safety. (Item B1)	87%	77%	75%	83%	79%	81%	82%	78%	78%
My supervisor, manager, or clinical leader takes action to address patient safety concerns that are brought to their attention. (Item B3)	90%	82%	82%	87%	84%	86%	86%	85%	81%
	% Disagree/Strongly Disagree								
My supervisor, manager, or clinical leader wants us to work faster during busy times, even if it means taking shortcuts. (Item B2*)	85%	76%	79%	85%	77%	77%	79%	76%	74%

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 Unit/Work Area – 2021 SOPS Hospital 2.0 Database (Page 2 of 10)

Survey Items by SOPS Composite Measure	Unit/Work Area (Patient Care Units)										
	Cardio- ology	ED/ Short Stay	Gastro- enter- ology	ICU (All Adult Types)	Labor & Deliv/ OB	Oncology/ Hemat- ology	Peds, NICU, PICU	Psych/ Behavioral Health	Pulmon- ology	Rehab/ Physical Medicine	Telem- etry
# Hospitals	96	146	41	121	110	77	77	83	42	135	67
# Respondents	2,175	5,247	341	4,670	3,397	1,407	3,262	1,941	454	2,880	2,019
1. Teamwork	% Agree/Strongly Agree										
In this unit, we work together as an effective team. (Item A1)	89%	89%	87%	90%	92%	89%	93%	89%	89%	92%	83%
During busy times, staff in this unit help each other. (Item A8)	89%	87%	87%	89%	92%	91%	89%	84%	86%	92%	81%
	% Disagree/Strongly Disagree										
There is a problem with disrespectful behavior by those working in this unit. (Item A9*)	70%	68%	61%	72%	74%	68%	68%	64%	71%	80%	60%
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety	% Agree/Strongly Agree										
My supervisor, manager, or clinical leader seriously considers staff suggestions for improving patient safety. (Item B1)	80%	75%	79%	77%	79%	84%	79%	81%	83%	86%	72%
My supervisor, manager, or clinical leader takes action to address patient safety concerns that are brought to their attention. (Item B3)	83%	79%	85%	82%	83%	90%	87%	86%	88%	89%	82%
	% Disagree/Strongly Disagree										
My supervisor, manager, or clinical leader wants us to work faster during busy times, even if it means taking shortcuts. (Item B2*)	73%	71%	82%	77%	78%	84%	81%	79%	76%	84%	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-6. Item Average Percent Positive Response by Unit/Work Area – 2021 SOPS Hospital 2.0 Database (Page 3 of 10)

Survey Items by SOPS Composite Measure	Unit/Work Area								
	Admin/ Mgmt	Medical/ Surgical	Pathology/ Lab	Pharmacy	Radiology/ Imaging	Respiratory Therapy	Social Services/ Case Mgmt/ Discharge	Support Services	Surgical Services
# Hospitals	164	161	125	151	155	132	129	160	150
# Respondents	6,471	11,193	3,302	2,722	4,785	1,109	1,576	7,245	6,597
3. Communication Openness	% Most of the time/Always								
In this unit, staff speak up if they see something that may negatively affect patient care. (Item C4)	89%	80%	82%	86%	85%	84%	83%	80%	86%
When staff in this unit see someone with more authority doing something unsafe for patients, they speak up. (Item C5)	80%	68%	72%	75%	76%	70%	73%	70%	74%
When staff in this unit speak up, those with more authority are open to their patient safety concerns. (Item C6)	86%	71%	75%	81%	79%	74%	77%	74%	73%
	% Rarely/Never								
In this unit, staff are afraid to ask questions when something does not seem right. (Item C7*)	79%	67%	70%	77%	75%	69%	73%	66%	71%
4. Reporting Patient Safety Events	% Most of the time/Always								
When a mistake is <u>caught and corrected before reaching the patient</u> , how often is this reported? (Item D1)	71%	62%	70%	63%	61%	59%	70%	69%	69%
When a mistake reaches the patient and <u>could have harmed the patient, but did not</u> , how often is this reported? (Item D2)	85%	81%	89%	88%	86%	78%	80%	80%	85%

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 Unit/Work Area – 2021 SOPS Hospital 2.0 Database (Page 4 of 10)

Survey Items by SOPS Composite Measure	Unit/Work Area (Patient Care Units)										
	Cardio-ology	ED/Short Stay	Gastro-enterology	ICU (All Adult Types)	Labor & Deliv/ OB	Oncology/ Hemat-ology	Peds, NICU, PICU	Psych/ Behavioral Health	Pulmon-ology	Rehab/ Physical Medicine	Telem-etry
# Hospitals	96	146	41	121	110	77	77	83	42	135	67
# Respondents	2,175	5,247	341	4,670	3,397	1,407	3,262	1,941	454	2,880	2,019
3. Communication Openness	% Most of the time/Always										
In this unit, staff speak up if they see something that may negatively affect patient care. (Item C4)	87%	79%	87%	80%	86%	89%	84%	82%	81%	87%	79%
When staff in this unit see someone with more authority doing something unsafe for patients, they speak up. (Item C5)	74%	68%	73%	67%	75%	73%	69%	70%	70%	76%	72%
When staff in this unit speak up, those with more authority are open to their patient safety concerns. (Item C6)	77%	68%	70%	66%	74%	79%	73%	71%	74%	82%	68%
	% Rarely/Never										
In this unit, staff are afraid to ask questions when something does not seem right. (Item C7*)	72%	68%	70%	69%	71%	76%	73%	72%	69%	79%	70%
4. Reporting Patient Safety Events	% Most of the time/Always										
When a mistake is <u>caught and corrected before reaching the patient</u> , how often is this reported? (Item D1)	66%	56%	69%	60%	63%	69%	62%	67%	65%	69%	62%
When a mistake reaches the patient and <u>could have harmed the patient, but did not</u> , how often is this reported? (Item D2)	82%	79%	89%	77%	85%	86%	85%	84%	89%	83%	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 Unit/Work Area – 2021 SOPS Hospital 2.0 Database (Page 5 of 10)

Survey Items by SOPS Composite Measure	Unit/Work Area								
	Admin/ Mgmt	Medical/ Surgical	Pathology/ Lab	Pharmacy	Radiology/ Imaging	Respiratory Therapy	Social Services/ Case Mgmt/ Discharge	Support Services	Surgical Services
# Hospitals	164	161	125	151	155	132	129	160	150
# Respondents	6,471	11,193	3,302	2,722	4,785	1,109	1,576	7,245	6,597
5. Organizational Learning – Continuous Improvement	% Agree/Strongly Agree								
This unit regularly reviews work processes to determine if changes are needed to improve patient safety. (Item A4)	83%	71%	76%	83%	72%	75%	76%	72%	69%
In this unit, changes to improve patient safety are evaluated to see how well they worked. (Item A12)	78%	66%	65%	74%	65%	67%	63%	66%	63%
	% Disagree/Strongly Disagree								
This unit lets the same patient safety problems keep happening. (Item A14*)	82%	70%	77%	81%	79%	75%	71%	73%	73%
6. Communication About Error	% Most of the time/Always								
We are informed about errors that happen in this unit. (Item C1)	79%	66%	74%	81%	72%	69%	69%	73%	67%
When errors happen in this unit, we discuss ways to prevent them from happening again. (Item C2)	84%	69%	73%	81%	76%	75%	74%	77%	74%
In this unit, we are informed about changes that are made based on event reports. (Item C3)	77%	66%	67%	75%	70%	70%	68%	72%	68%

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 Unit/Work Area – 2021 SOPS Hospital 2.0 Database (Page 6 of 10)

Survey Items by SOPS Composite Measure	Unit/Work Area (Patient Care Units)										
	Cardio- ology	ED/ Short Stay	Gastro- enter- ology	ICU (All Adult Types)	Labor & Deliv/ OB	Oncology/ Hemat- ology	Peds, NICU, PICU	Psych/ Behavioral Health	Pulmon- ology	Rehab/ Physical Medicine	Telem- etry
# Hospitals	96	146	41	121	110	77	77	83	42	135	67
# Respondents	2,175	5,247	341	4,670	3,397	1,407	3,262	1,941	454	2,880	2,019
5. Organizational Learning – Continuous Improvement	% Agree/Strongly Agree										
This unit regularly reviews work processes to determine if changes are needed to improve patient safety. (Item A4)	73%	68%	70%	71%	76%	81%	74%	75%	77%	80%	71%
In this unit, changes to improve patient safety are evaluated to see how well they worked. (Item A12)	67%	63%	68%	66%	69%	75%	67%	67%	67%	74%	65%
	% Disagree/Strongly Disagree										
This unit lets the same patient safety problems keep happening. (Item A14*)	75%	67%	77%	67%	75%	82%	77%	69%	84%	85%	65%
6. Communication About Error	% Most of the time/Always										
We are informed about errors that happen in this unit. (Item C1)	72%	60%	65%	64%	65%	74%	63%	69%	75%	73%	65%
When errors happen in this unit, we discuss ways to prevent them from happening again. (Item C2)	78%	65%	74%	66%	73%	84%	68%	74%	84%	80%	69%
In this unit, we are informed about changes that are made based on event reports. (Item C3)	70%	61%	61%	61%	67%	78%	68%	71%	77%	75%	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 B-6. Item Average Percent Positive Response by Unit/Work Area – 2021 SOPS Hospital 2.0 Database (Page 7 of 10)

Survey Items by SOPS Composite Measure	Unit/Work Area								
	Admin/ Mgmt	Medical/ Surgical	Pathology/ Lab	Pharmacy	Radiology/ Imaging	Respiratory Therapy	Social Services/ Case Mgmt/ Discharge	Support Services	Surgical Services
# Hospitals	164	161	125	151	155	132	129	160	150
# Respondents	6,471	11,193	3,302	2,722	4,785	1,109	1,576	7,245	6,597
7. Hospital Management Support for Patient Safety	% Agree/Strongly Agree								
The actions of hospital management show that patient safety is a top priority. (Item F1)	91%	73%	81%	82%	80%	74%	80%	87%	75%
Hospital management provides adequate resources to improve patient safety. (Item F2)	86%	66%	77%	75%	77%	70%	75%	83%	70%
	% Disagree/Strongly Disagree								
Hospital management seems interested in patient safety only after an adverse event happens. (Item F3*)	64%	46%	51%	53%	49%	46%	52%	53%	46%
8. Response to Error	% Agree/Strongly Agree								
When staff make errors, this unit focuses on learning rather than blaming individuals. (Item A10)	81%	69%	69%	79%	70%	66%	70%	66%	69%
	% Disagree/Strongly Disagree								
In this unit, staff feel like their mistakes are held against them. (Item A6*)	74%	58%	58%	71%	63%	62%	63%	54%	62%
When an event is reported in this unit, it feels like the person is being written up, not the problem. (Item A7*)	74%	54%	53%	71%	60%	56%	57%	51%	59%
In this unit, there is a lack of support for staff involved in patient safety errors. (Item A13*)	78%	61%	66%	74%	67%	67%	63%	61%	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 B-6. Item Average Percent Positive Response by Unit/Work Area – 2021 SOPS Hospital 2.0 Database (Page 8 of 10)

Survey Items by SOPS Composite Measure	Unit/Work Area (Patient Care Units)										
	Cardio-	ED/ Short Stay	Gastro- enter- ology	ICU (All Adult Types)	Labor & Deliv/ OB	Oncology/ Hemat- ology	Peds, NICU, PICU	Psych/ Behavioral Health	Pulmon- ology	Rehab/ Physical Medicine	Telem- etry
# Hospitals	96	146	41	121	110	77	77	83	42	135	67
# Respondents	2,175	5,247	341	4,670	3,397	1,407	3,262	1,941	454	2,880	2,019
7. Hospital Management Support for Patient Safety	% Agree/Strongly Agree										
The actions of hospital management show that patient safety is a top priority. (Item F1)	75%	67%	83%	63%	76%	83%	75%	76%	86%	83%	73%
Hospital management provides adequate resources to improve patient safety. (Item F2)	69%	58%	78%	57%	70%	74%	69%	66%	85%	75%	62%
	% Disagree/Strongly Disagree										
Hospital management seems interested in patient safety only after an adverse event happens. (Item F3*)	50%	37%	50%	39%	47%	54%	49%	48%	60%	53%	41%
8. Response to Error	% Agree/Strongly Agree										
When staff make errors, this unit focuses on learning rather than blaming individuals. (Item A10)	75%	65%	63%	70%	71%	79%	73%	67%	74%	80%	69%
	% Disagree/Strongly Disagree										
In this unit, staff feel like their mistakes are held against them. (Item A6*)	61%	56%	53%	58%	62%	63%	55%	61%	56%	73%	55%
When an event is reported in this unit, it feels like the person is being written up, not the problem. (Item A7*)	60%	48%	55%	54%	57%	64%	57%	60%	57%	72%	53%
In this unit, there is a lack of support for staff involved in patient safety errors. (Item A13*)	69%	58%	69%	58%	68%	71%	69%	66%	70%	77%	56%

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 Unit/Work Area – 2021 SOPS Hospital 2.0 Database (Page 9 of 10)

Survey Items by SOPS Composite Measure	Unit/Work Area								
	Admin/ Mgmt	Medical/ Surgical	Pathology/ Lab	Pharmacy	Radiology/ Imaging	Respiratory Therapy	Social Services/ Case Mgmt/ Discharge	Support Services	Surgical Services
# Hospitals	164	161	125	151	155	132	129	160	150
# Respondents	6,471	11,193	3,302	2,722	4,785	1,109	1,576	7,245	6,597
9. Handoffs and Information Exchange	% Agree/Strongly Agree								
During shift changes, there is adequate time to exchange all key patient care information. (Item F6)	69%	72%	69%	61%	71%	82%	57%	69%	71%
	% Disagree/Strongly Disagree								
When transferring patients from one unit to another, important information is often left out. (Item F4*)	53%	52%	46%	38%	54%	49%	43%	56%	61%
During shift changes, important patient care information is often left out. (Item F5*)	59%	60%	61%	52%	64%	62%	46%	61%	69%
10. Staffing and Work Pace	% Agree/Strongly Agree								
In this unit, we have enough staff to handle the workload. (Item A2)	70%	43%	46%	57%	54%	51%	58%	49%	54%
	% Disagree/Strongly Disagree								
Staff in this unit work longer hours than is best for patient care. (Item A3*)	58%	49%	56%	68%	60%	57%	54%	50%	52%
This unit relies too much on temporary, float, or PRN staff. (Item A5*)	74%	51%	64%	76%	65%	61%	73%	62%	65%
The work pace in this unit is so rushed that it negatively affects patient safety. (Item A11*)	76%	49%	62%	65%	64%	63%	63%	65%	58%

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 Unit/Work Area – 2021 SOPS Hospital 2.0 Database (Page 10 of 10)

Survey Items by SOPS Composite Measure	Unit/Work Area (Patient Care Units)										
	Cardio- ology	ED/ Short Stay	Gastro- enter- ology	ICU (All Adult Types)	Labor & Deliv/ OB	Oncology/ Hemat- ology	Peds, NICU, PICU	Psych/ Behavioral Health	Pulmon- ology	Rehab/ Physical Medicine	Telem- etry
# Hospitals	96	146	41	121	110	77	77	83	42	135	67
# Respondents	2,175	5,247	341	4,670	3,397	1,407	3,262	1,941	454	2,880	2,019
9. Handoffs and Information Exchange	% Agree/Strongly Agree										
During shift changes, there is adequate time to exchange all key patient care information. (Item F6)	65%	77%	59%	78%	81%	70%	84%	76%	72%	55%	71%
	% Disagree/Strongly Disagree										
When transferring patients from one unit to another, important information is often left out. (Item F4*)	59%	67%	56%	54%	64%	63%	55%	48%	55%	53%	41%
During shift changes, important patient care information is often left out. (Item F5*)	66%	71%	50%	67%	74%	66%	73%	59%	76%	52%	53%
10. Staffing and Work Pace	% Agree/Strongly Agree										
In this unit, we have enough staff to handle the workload. (Item A2)	60%	42%	43%	46%	55%	62%	63%	50%	50%	64%	46%
	% Disagree/Strongly Disagree										
Staff in this unit work longer hours than is best for patient care. (Item A3*)	56%	53%	49%	49%	59%	59%	63%	52%	59%	66%	44%
This unit relies too much on temporary, float, or PRN staff. (Item A5*)	68%	53%	61%	48%	68%	71%	68%	65%	63%	72%	56%
The work pace in this unit is so rushed that it negatively affects patient safety. (Item A11*)	63%	48%	58%	54%	62%	62%	71%	65%	59%	77%	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 B-7. Average Percentage of Respondents Reporting Events in the Past 12 Months by Unit/Work Area – 2021 SOPS Hospital 2.0 Database
(Page 1 of 2)**

Number of Events Reported by Respondents	Unit/Work Area								
	Admin/ Mgmt	Medical/ Surgical	Pathology/ Lab	Pharmacy	Radiology/ Imaging	Respiratory Therapy	Social Services/ Case Mgmt/ Discharge	Support Services	Surgical Services
<i># Hospitals</i>	164	161	125	151	155	132	129	160	150
<i># Respondents</i>	6,471	11,193	3,302	2,722	4,785	1,109	1,576	7,245	6,597
In the past 12 months, how many patient safety events have you reported? (Item D3)									
1 or more events	32%	57%	48%	64%	45%	44%	40%	30%	49%
None	68%	43%	52%	36%	55%	56%	60%	70%	51%
1 to 2	15%	34%	26%	22%	31%	30%	25%	19%	29%
3 to 5	10%	16%	13%	23%	10%	12%	11%	8%	15%
6 to 10	4%	5%	5%	8%	2%	1%	1%	2%	4%
11 or more	4%	2%	5%	10%	1%	1%	2%	2%	1%

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

Table B-7. Average Percentage of Respondents Reporting Events in the Past 12 Months by Unit/Work Area – 2021 SOPS Hospital 2.0 Database (Page 2 of 2)

Number of Events Reported by Respondents	Unit/Work Area (Patient Care Units)										
	Cardio- ology	ED/ Short Stay	Gastro- enter- ology	ICU (All Adult Types)	Labor & Deliv/ OB	Oncology/ Hemat- ology	Peds, NICU, PICU	Psych/ Behavioral Health	Pulmon- ology	Rehab/ Physical Medicine	Telem- etry
<i># Hospitals</i>	96	146	41	121	110	77	77	83	42	135	67
<i># Respondents</i>	2,175	5,247	341	4,670	3,397	1,407	3,262	1,941	454	2,880	2,019
In the past 12 months, how many patient safety events have you reported? (Item D3)											
1 or more events	48%	53%	43%	65%	54%	46%	59%	52%	39%	44%	66%
None	52%	47%	57%	35%	46%	54%	41%	48%	61%	56%	34%
1 to 2	32%	31%	30%	39%	34%	32%	40%	30%	24%	32%	35%
3 to 5	13%	15%	10%	18%	15%	11%	13%	14%	14%	8%	21%
6 to 10	2%	4%	2%	5%	3%	2%	5%	5%	1%	2%	6%
11 or more	1%	2%	0%	3%	2%	2%	1%	3%	0%	2%	4%

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

Table B-8. Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Patient Safety by Unit/Work Area – 2021 SOPS Hospital 2.0 Database (Page 1 of 2)

Unit/Work Area Patient Safety Rating	Unit/Work Area								
	Admin/ Mgmt	Medical/ Surgical	Pathology/ Lab	Pharmacy	Radiology/ Imaging	Respiratory Therapy	Social Services/ Case Mgmt/ Discharge	Support Services	Surgical Services
# Hospitals	164	161	125	151	155	132	129	160	150
# Respondents	6,471	11,193	3,302	2,722	4,785	1,109	1,576	7,245	6,597
How would you rate your unit/work area on patient safety? (Item E1)									
Excellent or Very Good	80%	58%	73%	75%	78%	64%	71%	68%	73%
Excellent	44%	20%	33%	34%	38%	27%	31%	30%	31%
Very Good	37%	38%	40%	42%	40%	37%	40%	38%	42%
Good	16%	28%	20%	17%	16%	25%	22%	23%	20%
Fair	3%	12%	6%	6%	5%	8%	5%	7%	7%
Poor	1%	2%	1%	1%	1%	2%	1%	2%	1%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for “Excellent” and “Very Good” may not add to subtotals for “Excellent or Very Good” due to rounding.

Table B-8. Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Patient Safety by Unit/Work Area – 2021 SOPS Hospital 2.0 Database (Page 2 of 2)

Unit/Work Area Patient Safety Rating	Unit/Work Area (Patient Care Units)										
	Cardio- ology	ED/ Short Stay	Gastro- enter- ology	ICU (All Adult Types)	Labor & Deliv/ OB	Oncology/ Hemat- ology	Peds, NICU, PICU	Psych/ Behavioral Health	Pulmon- ology	Rehab/ Physical Medicine	Telem- etry
# Hospitals	96	146	41	121	110	77	77	83	42	135	67
# Respondents	2,175	5,247	341	4,670	3,397	1,407	3,262	1,941	454	2,880	2,019
How would you rate your unit/work area on patient safety? (Item E1)											
Excellent or Very Good	71%	59%	70%	61%	71%	77%	77%	62%	73%	80%	53%
Excellent	32%	20%	31%	20%	29%	38%	32%	25%	32%	37%	18%
Very Good	39%	38%	39%	41%	41%	39%	44%	37%	41%	44%	35%
Good	21%	26%	22%	26%	21%	17%	16%	24%	21%	16%	32%
Fair	7%	12%	7%	10%	7%	4%	6%	12%	5%	3%	12%
Poor	1%	3%	1%	3%	2%	1%	2%	2%	0%	1%	3%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for “Excellent” and “Very Good” may not add to subtotals for “Excellent or Very Good” due to rounding.

Appendix B: Results by Respondent Characteristics

(3) Tenure in Current Unit/Work Area

Note 1: Hospitals that did not ask respondents to indicate their tenure in their current unit/work area were excluded from these breakout tables.

Note 2: The number of hospitals and respondents by tenure in their current unit/work area is shown in each table. The number of hospitals is based on whether hospitals asked respondents to indicate their tenure in their current unit/work area (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 Tenure in Current Unit/Work Area – 2021 SOPS Hospital 2.0 Database

SOPS Composite Measures	Tenure in Current Unit/Work area			
	<1 Year	1 Year to 5 Years	6 Years to 10 Years	11 Years or More
<i># Hospitals</i>	170	171	171	169
<i># Respondents</i>	14,066	36,851	13,239	19,059
1. Teamwork	85%	80%	82%	83%
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety	85%	80%	79%	81%
3. Communication Openness	80%	74%	74%	77%
4. Reporting Patient Safety Events	78%	73%	73%	76%
5. Organizational Learning-Continuous Improvement	76%	70%	72%	74%
6. Communication About Error	77%	69%	69%	72%
7. Hospital Management Support for Patient Safety	72%	64%	66%	70%
8. Response to Error	68%	63%	64%	66%
9. Handoffs and Information Exchange	69%	62%	61%	64%
10. Staffing and Work Pace	61%	56%	58%	59%
Composite Measure Average	75%	69%	70%	72%

Table B-10. Item Average Percent Positive Response by Tenure in Current Unit/Work Area – 2021 SOPS Hospital 2.0 Database (Page 1 of 5)

Survey Items by SOPS Composite Measure	Tenure in Current Unit/Work area			
	<1 Year	1 Year to 5 Years	6 Years to 10 Years	11 Years or More
<i># Hospitals</i>	170	171	171	169
<i># Respondents</i>	14,066	36,851	13,239	19,059
1. Teamwork	% Agree/Strongly Agree			
In this unit, we work together as an effective team. (Item A1)	90%	87%	88%	90%
During busy times, staff in this unit help each other. (Item A8)	89%	86%	87%	88%
	% Disagree/Strongly Disagree			
There is a problem with disrespectful behavior by those working in this unit. (Item A9*)	75%	68%	70%	70%
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety	% Agree/Strongly Agree			
My supervisor, manager, or clinical leader seriously considers staff suggestions for improving patient safety. (Item B1)	85%	78%	77%	80%
My supervisor, manager, or clinical leader takes action to address patient safety concerns that are brought to their attention. (Item B3)	89%	83%	83%	85%
	% Disagree/Strongly Disagree			
My supervisor, manager, or clinical leader wants us to work faster during busy times, even if it means taking shortcuts. (Item B2*)	82%	78%	77%	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-10. Item Average Percent Positive Response by Tenure in Current Unit/Work Area – 2021 SOPS Hospital 2.0 Database (Page 2 of 5)

Survey Items by SOPS Composite Measure	Tenure in Current Unit/Work area			
	<1 Year	1 Year to 5 Years	6 Years to 10 Years	11 Years or More
<i># Hospitals</i>	170	171	171	169
<i># Respondents</i>	14,066	36,851	13,239	19,059
3. Communication Openness	% Most of the time/Always			
In this unit, staff speak up if they see something that may negatively affect patient care. (Item C4)	85%	82%	83%	85%
When staff in this unit see someone with more authority doing something unsafe for patients, they speak up. (Item C5)	76%	71%	72%	73%
When staff in this unit speak up, those with more authority are open to their patient safety concerns. (Item C6)	80%	73%	73%	77%
	% Rarely/Never			
In this unit, staff are afraid to ask questions when something does not seem right. (Item C7*)	77%	70%	69%	71%
4. Reporting Patient Safety Events	% Most of the time/Always			
When a mistake is <u>caught and corrected before reaching the patient</u> , how often is this reported? (Item D1)	70%	64%	63%	66%
When a mistake reaches the patient and <u>could have harmed the patient, but did not</u> , how often is this reported? (Item D2)	86%	82%	82%	85%

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 Tenure in Current Unit/Work Area – 2021 SOPS Hospital 2.0 Database (Page 3 of 5)

Survey Items by SOPS Composite Measure	Tenure in Current Unit/Work area			
	<1 Year	1 Year to 5 Years	6 Years to 10 Years	11 Years or More
<i># Hospitals</i>	170	171	171	169
<i># Respondents</i>	14,066	36,851	13,239	19,059
5. Organizational Learning – Continuous Improvement	% Agree/Strongly Agree			
This unit regularly reviews work processes to determine if changes are needed to improve patient safety. (Item A4)	77%	72%	74%	75%
In this unit, changes to improve patient safety are evaluated to see how well they worked. (Item A12)	73%	66%	67%	70%
	% Disagree/Strongly Disagree			
This unit lets the same patient safety problems keep happening. (Item A14*)	79%	72%	74%	76%
6. Communication About Error	% Most of the time/Always			
We are informed about errors that happen in this unit. (Item C1)	75%	68%	68%	70%
When errors happen in this unit, we discuss ways to prevent them from happening again. (Item C2)	80%	73%	73%	75%
In this unit, we are informed about changes that are made based on event reports. (Item C3)	77%	67%	66%	70%

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 Tenure in Current Unit/Work Area – 2021 SOPS Hospital 2.0 Database (Page 4 of 5)

Survey Items by SOPS Composite Measure	Tenure in Current Unit/Work area			
	<1 Year	1 Year to 5 Years	6 Years to 10 Years	11 Years or More
<i># Hospitals</i>	170	171	171	169
<i># Respondents</i>	14,066	36,851	13,239	19,059
7. Hospital Management Support for Patient Safety	% Agree/Strongly Agree			
The actions of hospital management show that patient safety is a top priority. (Item F1)	84%	76%	77%	81%
Hospital management provides adequate resources to improve patient safety. (Item F2)	79%	70%	71%	75%
	% Disagree/Strongly Disagree			
Hospital management seems interested in patient safety only after an adverse event happens. (Item F3*)	54%	46%	49%	55%
8. Response to Error	% Agree/Strongly Agree			
When staff make errors, this unit focuses on learning rather than blaming individuals. (Item A10)	75%	69%	70%	73%
	% Disagree/Strongly Disagree			
In this unit, staff feel like their mistakes are held against them. (Item A6*)	65%	61%	62%	64%
When an event is reported in this unit, it feels like the person is being written up, not the problem. (Item A7*)	59%	57%	59%	61%
In this unit, there is a lack of support for staff involved in patient safety errors. (Item A13*)	71%	64%	64%	67%

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 Tenure in Current Unit/Work Area – 2021 SOPS Hospital 2.0 Database (Page 5 of 5)

Survey Items by SOPS Composite Measure	Tenure in Current Unit/Work area			
	<1 Year	1 Year to 5 Years	6 Years to 10 Years	11 Years or More
# Hospitals	170	171	171	169
# Respondents	14,066	36,851	13,239	19,059
9. Handoffs and Information Exchange	% Agree/Strongly Agree			
During shift changes, there is adequate time to exchange all key patient care information. (Item F6)	77%	71%	70%	73%
	% Disagree/Strongly Disagree			
When transferring patients from one unit to another, important information is often left out. (Item F4*)	61%	55%	53%	55%
During shift changes, important patient care information is often left out. (Item F5*)	69%	61%	61%	63%
10. Staffing and Work Pace	% Agree/Strongly Agree			
In this unit, we have enough staff to handle the workload. (Item A2)	59%	50%	53%	56%
	% Disagree/Strongly Disagree			
Staff in this unit work longer hours than is best for patient care. (Item A3*)	55%	54%	55%	55%
This unit relies too much on temporary, float, or PRN staff. (Item A5*)	61%	61%	63%	64%
The work pace in this unit is so rushed that it negatively affects patient safety. (Item A11*)	68%	59%	60%	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-11. Average Percentage of Respondents Reporting Events in the Past 12 Months by Tenure in Current Unit/Work Area – 2021 SOPS Hospital 2.0 Database

Number of Events Reported by Respondents	Tenure in Current Unit/Work Area			
	<1 Year	1 Year to 5 Years	6 Years to 10 Years	11 Years or More
<i># Hospitals</i>	170	171	171	169
<i># Respondents</i>	14,066	36,851	13,239	19,059
In the past 12 months, how many patient safety events have you reported? (Item D3)				
1 or more events	33%	48%	51%	48%
None	67%	52%	49%	52%
1 to 2	23%	29%	29%	28%
3 to 5	8%	13%	15%	13%
6 to 10	1%	4%	4%	4%
11 or more	1%	2%	3%	3%

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

Table B-12. Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Patient Safety by Tenure in Current Unit/Work Area – 2021 SOPS Hospital 2.0 Database

Unit/Work Area Patient Safety Rating	Tenure in Current Unit/Work Area			
	<1 Year	1 Year to 5 Years	6 Years to 10 Years	11 Years or More
<i># Hospitals</i>	170	171	171	169
<i># Respondents</i>	14,066	36,851	13,239	19,059
How would you rate your unit/work area on patient safety? (Item E1)				
Excellent or Very Good	73%	67%	69%	71%
Excellent	35%	29%	31%	31%
Very Good	38%	38%	38%	40%
Good	20%	22%	21%	22%
Fair	6%	8%	8%	5%
Poor	1%	2%	2%	1%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for “Excellent” and “Very Good” may not add to subtotals for “Excellent or Very Good” due to rounding.

Appendix B: Results by Respondent Characteristics

(4) Interaction With Patients

Note 1: Hospitals that did not ask respondents to indicate their interaction with patients were excluded from these breakout tables.

Note 2: The number of hospitals and respondents by interaction with patients is shown in each table. The number of hospitals is based on whether hospitals 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-13. Composite Measure Average Percent Positive Response by Interaction with Patients – 2021 SOPS Hospital 2.0 Database

SOPS Composite Measures	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
	<i># Hospitals</i>	171
	<i># Respondents</i>	62,749
1. Teamwork	81%	83%
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety	79%	85%
3. Communication Openness	74%	80%
4. Reporting Patient Safety Events	74%	78%
5. Organizational Learning-Continuous Improvement	70%	78%
6. Communication About Error	69%	78%
7. Hospital Management Support for Patient Safety	64%	77%
8. Response to Error	63%	70%
9. Handoffs and Information Exchange	65%	61%
10. Staffing and Work Pace	56%	65%
Composite Measure Average	70%	76%

Table B-14. Item Average Percent Positive Response by Interaction with Patients – 2021 SOPS Hospital 2.0 Database (Page 1 of 5)

Survey Items by SOPS Composite Measure	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	171	171
<i># Respondents</i>	62,749	20,624
1. Teamwork	% Agree/Strongly Agree	
In this unit, we work together as an effective team. (Item A1)	88%	88%
During busy times, staff in this unit help each other. (Item A8)	87%	89%
	% Disagree/Strongly Disagree	
There is a problem with disrespectful behavior by those working in this unit. (Item A9*)	69%	72%
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety	% Agree/Strongly Agree	
My supervisor, manager, or clinical leader seriously considers staff suggestions for improving patient safety. (Item B1)	78%	84%
My supervisor, manager, or clinical leader takes action to address patient safety concerns that are brought to their attention. (Item B3)	83%	88%
	% Disagree/Strongly Disagree	
My supervisor, manager, or clinical leader wants us to work faster during busy times, even if it means taking shortcuts. (Item B2*)	77%	83%

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 Interaction with Patients – 2021 SOPS Hospital 2.0 Database (Page 2 of 5)

Survey Items by SOPS Composite Measure	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	171	171
<i># Respondents</i>	62,749	20,624
3. Communication Openness	% Most of the time/Always	
In this unit, staff speak up if they see something that may negatively affect patient care. (Item C4)	83%	86%
When staff in this unit see someone with more authority doing something unsafe for patients, they speak up. (Item C5)	71%	77%
When staff in this unit speak up, those with more authority are open to their patient safety concerns. (Item C6)	73%	82%
	% Rarely/Never	
In this unit, staff are afraid to ask questions when something does not seem right. (Item C7*)	70%	76%
4. Reporting Patient Safety Events	% Most of the time/Always	
When a mistake is <u>caught and corrected before reaching the patient</u> , how often is this reported? (Item D1)	64%	70%
When a mistake reaches the patient and <u>could have harmed the patient, but did not</u> , how often is this reported? (Item D2)	83%	86%

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 Interaction with Patients – 2021 SOPS Hospital 2.0 Database (Page 3 of 5)

Survey Items by SOPS Composite Measure	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	171	171
<i># Respondents</i>	62,749	20,624
5. Organizational Learning – Continuous Improvement	% Agree/Strongly Agree	
This unit regularly reviews work processes to determine if changes are needed to improve patient safety. (Item A4)	72%	80%
In this unit, changes to improve patient safety are evaluated to see how well they worked. (Item A12)	66%	74%
	% Disagree/Strongly Disagree	
This unit lets the same patient safety problems keep happening. (Item A14*)	73%	80%
6. Communication About Error	% Most of the time/Always	
We are informed about errors that happen in this unit. (Item C1)	68%	77%
When errors happen in this unit, we discuss ways to prevent them from happening again. (Item C2)	73%	82%
In this unit, we are informed about changes that are made based on event reports. (Item C3)	67%	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 Interaction with Patients – 2021 SOPS Hospital 2.0 Database (Page 4 of 5)

Survey Items by SOPS Composite Measure	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	171	171
<i># Respondents</i>	62,749	20,624
7. Hospital Management Support for Patient Safety	% Agree/Strongly Agree	
The actions of hospital management show that patient safety is a top priority. (Item F1)	76%	89%
Hospital management provides adequate resources to improve patient safety. (Item F2)	70%	83%
	% Disagree/Strongly Disagree	
Hospital management seems interested in patient safety only after an adverse event happens. (Item F3*)	46%	60%
8. Response to Error	% Agree/Strongly Agree	
When staff make errors, this unit focuses on learning rather than blaming individuals. (Item A10)	69%	76%
	% Disagree/Strongly Disagree	
In this unit, staff feel like their mistakes are held against them. (Item A6*)	60%	68%
When an event is reported in this unit, it feels like the person is being written up, not the problem. (Item A7*)	57%	65%
In this unit, there is a lack of support for staff involved in patient safety errors. (Item A13*)	64%	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-14. Item Average Percent Positive Response by Interaction with Patients – 2021 SOPS Hospital 2.0 Database (Page 5 of 5)

Survey Items by SOPS Composite Measure	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	171	171
<i># Respondents</i>	62,749	20,624
9. Handoffs and Information Exchange	% Agree/Strongly Agree	
During shift changes, there is adequate time to exchange all key patient care information. (Item F6)	73%	70%
	% Disagree/Strongly Disagree	
When transferring patients from one unit to another, important information is often left out. (Item F4*)	57%	52%
During shift changes, important patient care information is often left out. (Item F5*)	64%	60%
10. Staffing and Work Pace	% Agree/Strongly Agree	
In this unit, we have enough staff to handle the workload. (Item A2)	51%	61%
	% Disagree/Strongly Disagree	
Staff in this unit work longer hours than is best for patient care. (Item A3*)	54%	57%
This unit relies too much on temporary, float, or PRN staff. (Item A5*)	60%	69%
The work pace in this unit is so rushed that it negatively affects patient safety. (Item A11*)	59%	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-15. Average Percentage of Respondents Reporting Events in the Past 12 Months by Interaction with Patients – 2021 SOPS Hospital 2.0 Database

Number of Events Reported by Respondents	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	171	171
<i># Respondents</i>	62,749	20,624
In the past 12 months, how many patient safety events have <u>you</u> reported? (Item D3)		
1 or more events	51%	31%
None	49%	69%
1 to 2	31%	16%
3 to 5	14%	9%
6 to 10	4%	3%
11 or more	2%	3%

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

Table B-16. Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Patient Safety by Interaction with Patients – 2021 SOPS Hospital 2.0 Database

Unit/Work Area Patient Safety Rating	Tenure in Current Unit/Work Area	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	171	171
<i># Respondents</i>	62,749	20,624
How would you rate your unit/work area on patient safety? (Item E1)		
Excellent or Very Good	67%	76%
Excellent	28%	38%
Very Good	39%	38%
Good	22%	19%
Fair	8%	4%
Poor	2%	1%

Note: Percentages may not add to 100 due to rounding. In addition, percentages for “Excellent” and “Very Good” may not add to subtotals for “Excellent or Very Good” due to rounding.