

# Surveys on Patient Safety Culture™ (SOPS®) Hospital Survey 2.0:

## 2022 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 average percent positive scores for the survey composite measures and items across database hospitals broken out by the following hospital and respondent characteristics.

### Appendix A: Results by Hospital Characteristics

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- Bed size
- Teaching status
- Ownership
- Geographic region

### Appendix B: Results by Respondent Characteristics

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- 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

The database for the 2022 report includes only 400 hospitals, which represent less than 7 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 characteristics (bed size, teaching status, ownership, geographic region) similar to your hospital.

To compare your hospital's results with the averages in Appendix B, your hospital will need to compute percent positive scores on the SOPS Hospital 2.0 composite measures and items broken out by staff position, unit/work area, tenure in unit/work area, and interaction with patients.

## Highlights From Appendix A: Results by Hospital Characteristics

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

- Hospitals with the smallest bed size (*6-24 beds*) had the highest Composite Measure Average (74 percent); larger hospitals (*400-499 beds* and *500 or more beds*) had the lowest (66 percent).
- Hospitals with the largest bed size (*500 or more beds*) had the highest average percentage of respondents who reported one or more events in the past year (48 percent); hospitals with the smallest bed size (*6-24 beds*) had the lowest (42 percent).
- Hospitals with the smallest bed size (*6-24 beds*) had the highest average percentage of respondents who gave their unit/work area a patient safety rating of “Excellent” or “Very Good” (73 percent); larger hospitals (*400-499 beds*) had the lowest (60 percent).

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

- *Nonteaching* hospitals had a higher average percent positive score (67 percent) than *Teaching* hospitals (61 percent) on the *Hospital Management Support for Patient Safety* composite measure.
- *Nonteaching* hospitals had a higher average percent positive score (54 percent) than *Teaching* hospitals (48 percent) on the *Staffing and Work Pace* composite measure.
- *Nonteaching* hospitals had a higher average percentage of respondents who gave their unit/work area a patient safety rating of “Excellent” or “Very Good” (69 percent); *Teaching* hospitals had a lower percentage (64 percent).
- *Government* owned hospitals had the highest average percent positive score on the *Staffing and Work Pace* composite measure (55 percent); *Investor owned* hospitals had the lowest (49 percent).
- *Investor owned* hospitals had the highest average percentage of respondents who reported one or more events in the past year (50 percent); *Government* hospitals had the lowest (39 percent).
- *Government* hospitals had the highest average percentage of respondents who gave their unit/work area a patient safety rating of “Excellent” or “Very Good” (69 percent); *Investor owned* hospitals had the lowest (58 percent).



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

- *East South Central* hospitals had the highest Composite Measure Average (74 percent); *Mid Atlantic, New England, and Pacific* hospitals had the lowest (66 percent).
- *West North Central* hospitals had the highest average percentage of respondents who reported one or more events in the past year (50 percent); *East South Central* hospitals had the lowest (37 percent).
- *East South Central* hospitals had the highest average percentage of respondents who gave their unit/work area a patient safety rating of “Excellent” or “Very Good” (73 percent); *Pacific* hospitals had the lowest (59 percent).

## **Highlights From Appendix B: Results by Respondent Characteristics**

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

- *Supervisors/Managers/Clinical Leaders/Senior Leaders* had the highest Composite Measure Average (81 percent); *Advanced Practice Nurses* had the lowest (64 percent).
- *Supervisors/Managers/Clinical Leaders/Senior Leaders* had the highest average percentage of respondents who reported one or more events in the past year (64 percent); *Support Staff* had the lowest (21 percent).
- *Supervisors/Managers/Clinical Leaders/Senior Leaders* had the highest average percentage of respondents who gave their unit/work area a patient safety rating of “Excellent” or “Very Good” (80 percent); *RN/LVN/LPNs* had the lowest (59 percent).

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

- *Administration/Management* had the highest Composite Measure Average (80 percent); *Telemetry* had the lowest (62 percent).
- *Telemetry* had the highest average percentage of respondents who reported one or more events in the past year (62 percent); *Support Services* had the lowest (29 percent).
- *Administration/Management* had the highest average percentage of respondents who gave their unit/work area a patient safety rating of “Excellent” or “Very Good” (81 percent); *Telemetry* had the lowest (49 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 (74 percent); respondents who have worked *1-5 years* and *6-10 years* had the lowest (68 percent).
- Respondents who have worked *6-10 years* in their current unit/work area had the highest average percentage of respondents who reported one or more events in the past

year (50 percent); respondents who have worked *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 average percentage of respondents who gave their unit/work area a patient safety rating of “Excellent” or “Very Good” (71 percent); respondents who have worked *1-5 years* had the lowest (64 percent).

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

- Respondents *without direct patient interaction* had a higher Composite Measure Average (75 percent) than respondents *with direct patient interaction* (68 percent).
  - Respondents *with direct patient interaction* had a higher average percentage of respondents who reported one or more events in the past year (49 percent) than respondents *without direct patient interaction* (33 percent).
  - Respondents *without direct patient interaction* had a higher average percentage of respondents who gave their unit/work area a patient safety rating of “Excellent” or “Very Good” (75 percent) than respondents *with direct patient interaction* (64 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 – 2022 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	400-499 Beds	500+ Beds
<i># Hospitals</i>	40	84	60	68	62	38	17	31
<i># Respondents</i>	5,232	12,714	12,720	25,618	40,546	29,178	18,998	61,404
<b>1. Teamwork</b>	84%	84%	82%	82%	81%	80%	79%	80%
<b>2. Supervisor, Manager, or Clinical Leader Support for Patient Safety</b>	84%	83%	82%	79%	79%	77%	76%	77%
<b>3. Communication Openness</b>	79%	78%	77%	75%	75%	74%	73%	72%
<b>4. Reporting Patient Safety Events</b>	76%	75%	75%	74%	73%	73%	73%	71%
<b>5. Communication About Error</b>	76%	75%	73%	72%	73%	71%	70%	70%
<b>6. Organizational Learning – Continuous Improvement</b>	73%	72%	71%	69%	69%	67%	67%	67%
<b>7. Hospital Management Support for Patient Safety</b>	71%	69%	66%	62%	62%	59%	60%	57%
<b>8. Response to Error</b>	68%	67%	64%	62%	61%	60%	59%	60%
<b>9. Handoffs and Information Exchange</b>	71%	66%	64%	61%	60%	60%	58%	59%
<b>10. Staffing and Work Pace</b>	58%	57%	54%	48%	48%	48%	45%	44%
<b>Composite Measure Average</b>	74%	73%	71%	68%	68%	67%	66%	66%

**Table A-2. Item Average Percent Positive Response by Bed Size – 2022 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	400-499 Beds	500+ Beds
<i># Hospitals</i>	40	84	60	68	62	38	17	31
<i># Respondents</i>	5,232	12,714	12,720	25,618	40,546	29,178	18,998	61,404
<b>1. Teamwork</b>	% Strongly Agree/Agree							
In this unit, we work together as an effective team. (Item A1)	89%	89%	87%	87%	87%	86%	85%	86%
During busy times, staff in this unit help each other. (Item A8)	89%	88%	86%	86%	86%	85%	85%	85%
	% Strongly Disagree/Disagree							
There is a problem with disrespectful behavior by those working in this unit. (Item A9*)	74%	74%	73%	71%	70%	69%	66%	68%
<b>2. Supervisor, Manager, or Clinical Leader Support for Patient Safety</b>	% Strongly Agree/Agree							
My supervisor, manager, or clinical leader seriously considers staff suggestions for improving patient safety. (Item B1)	83%	82%	80%	78%	79%	77%	75%	77%
My supervisor, manager, or clinical leader takes action to address patient safety concerns that are brought to their attention. (Item B3)	87%	85%	85%	83%	83%	81%	81%	82%
	% Strongly Disagree/Disagree							
My supervisor, manager, or clinical leader wants us to work faster during busy times, even if it means taking shortcuts. (Item B2*)	82%	81%	80%	76%	76%	75%	71%	73%

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

**Table A-2. Item Average Percent Positive Response by Bed Size – 2022 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	400-499 Beds	500+ Beds
<i># Hospitals</i>	40	84	60	68	62	38	17	31
<i># Respondents</i>	5,232	12,714	12,720	25,618	40,546	29,178	18,998	61,404
<b>3. Communication Openness</b>	% Always/Most of the time							
In this unit, staff speak up if they see something that may negatively affect patient care. (Item C4)	87%	86%	83%	82%	83%	81%	81%	80%
When staff in this unit see someone with more authority doing something unsafe for patients, they speak up. (Item C5)	76%	76%	74%	72%	73%	71%	70%	69%
When staff in this unit speak up, those with more authority are open to their patient safety concerns. (Item C6)	78%	77%	76%	74%	75%	73%	73%	72%
	% Never/Rarely							
In this unit, staff are afraid to ask questions when something does not seem right. (Item C7*)	76%	75%	74%	71%	71%	68%	67%	68%
<b>4. Reporting Patient Safety Events</b>	% Always/Most of the time							
When a mistake is caught and corrected before reaching the patient, how often is this reported? (Item D1)	66%	66%	66%	66%	65%	64%	65%	64%
When a mistake reaches the patient and could have harmed the patient, but did not, how often is this reported? (Item D2)	85%	84%	84%	82%	82%	81%	81%	79%

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

**Table A-2. Item Average Percent Positive Response by Bed Size – 2022 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	400-499 Beds	500+ Beds
<i># Hospitals</i>	40	84	60	68	62	38	17	31
<i># Respondents</i>	5,232	12,714	12,720	25,618	40,546	29,178	18,998	61,404
<b>5. Communication About Error</b>	% Always/Most of the time							
We are informed about errors that happen in this unit. (Item C1)	75%	75%	73%	71%	72%	70%	69%	68%
When errors happen in this unit, we discuss ways to prevent them from happening again. (Item C2)	79%	78%	76%	75%	75%	74%	73%	73%
In this unit, we are informed about changes that are made based on event reports. (Item C3)	73%	73%	71%	70%	71%	69%	69%	69%
<b>6. Organizational Learning – Continuous Improvement</b>	% Strongly Agree/Agree							
This unit regularly reviews work processes to determine if changes are needed to improve patient safety. (Item A4)	73%	73%	72%	71%	71%	69%	69%	70%
In this unit, changes to improve patient safety are evaluated to see how well they worked. (Item A12)	69%	68%	67%	65%	65%	63%	64%	65%
	% Strongly Disagree/Disagree							
This unit lets the same patient safety problems keep happening. (Item A14*)	77%	75%	74%	70%	70%	69%	67%	67%

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

**Table A-2. Item Average Percent Positive Response by Bed Size – 2022 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	400-499 Beds	500+ Beds
<i># Hospitals</i>	40	84	60	68	62	38	17	31
<i># Respondents</i>	5,232	12,714	12,720	25,618	40,546	29,178	18,998	61,404
<b>7. Hospital Management Support for Patient Safety</b>	% Strongly Agree/Agree							
The actions of hospital management show that patient safety is a top priority. (Item F1)	81%	80%	77%	73%	73%	71%	72%	68%
Hospital management provides adequate resources to improve patient safety. (Item F2)	77%	75%	71%	66%	67%	63%	65%	61%
	% Strongly Disagree/Disagree							
Hospital management seems interested in patient safety only after an adverse event happens. (Item F3*)	55%	53%	49%	46%	45%	44%	43%	42%
<b>8. Response to Error</b>	% Strongly Agree/Agree							
When staff make errors, this unit focuses on learning rather than blaming individuals. (Item A10)	72%	72%	71%	69%	69%	67%	67%	68%
	% Strongly Disagree/Disagree							
In this unit, staff feel like their mistakes are held against them. (Item A6*)	67%	65%	62%	59%	59%	57%	56%	57%
When an event is reported in this unit, it feels like the person is being written up, not the problem. (Item A7*)	63%	62%	60%	57%	56%	55%	55%	56%
In this unit, there is a lack of support for staff involved in patient safety errors. (Item A13*)	68%	68%	65%	62%	62%	60%	59%	60%

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



**Table A-2. Item Average Percent Positive Response by Bed Size – 2022 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	400-499 Beds	500+ Beds
<i># Hospitals</i>	40	84	60	68	62	38	17	31
<i># Respondents</i>	5,232	12,714	12,720	25,618	40,546	29,178	18,998	61,404
<b>9. Handoffs and Information Exchange</b>	% Strongly Agree/Agree							
During shift changes, there is adequate time to exchange all key patient care information. (Item F6)	77%	74%	72%	70%	68%	67%	66%	66%
	% Strongly Disagree/Disagree							
When transferring patients from one unit to another, important information is often left out. (Item F4*)	65%	61%	57%	53%	52%	53%	50%	51%
During shift changes, important patient care information is often left out. (Item F5*)	72%	65%	63%	62%	60%	61%	59%	60%
<b>10. Staffing and Work Pace</b>	% Strongly Agree/Agree							
In this unit, we have enough staff to handle the workload. (Item A2)	52%	50%	48%	42%	42%	41%	40%	37%
	% Strongly Disagree/Disagree							
Staff in this unit work longer hours than is best for patient care. (Item A3*)	54%	54%	50%	43%	44%	44%	40%	41%
This unit relies too much on temporary, float, or PRN staff. (Item A5*)	58%	60%	54%	51%	51%	50%	50%	48%
The work pace in this unit is so rushed that it negatively affects patient safety. (Item A11*)	70%	66%	63%	56%	54%	55%	51%	51%

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

**Table A-3. Average Percentage of Respondents Reporting Events in the Past 12 Months by Bed Size – 2022 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	400-499 Beds	500+ Beds
<i># Hospitals</i>		40	84	60	68	62	38	17	31
<i># Respondents</i>		5,232	12,714	12,720	25,618	40,546	29,178	18,998	61,404
<b>In the past 12 months, how many patient safety events have you reported? (Item D3)</b>									
1 or more events		42%	45%	47%	45%	46%	47%	45%	48%
None		58%	55%	53%	55%	54%	53%	55%	52%
1 to 2		26%	27%	27%	26%	27%	27%	26%	29%
3 to 5		11%	12%	13%	12%	12%	12%	12%	13%
6 to 10		3%	3%	4%	4%	4%	4%	4%	4%
11 or more		1%	3%	2%	3%	2%	4%	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 – 2022 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	400-499 Beds	500+ Beds
<i># Hospitals</i>	40	84	60	68	62	38	17	31
<i># Respondents</i>	5,232	12,714	12,720	25,618	40,546	29,178	18,998	61,404
<b>How would you rate your unit/work area on patient safety? (Item E1)</b>								
Excellent or Very Good	73%	70%	67%	64%	66%	63%	60%	62%
Excellent	33%	31%	30%	28%	29%	26%	25%	26%
Very Good	40%	39%	37%	36%	37%	36%	35%	36%
Good	20%	22%	23%	23%	23%	25%	25%	25%
Fair	6%	7%	8%	9%	9%	10%	11%	10%
Poor	1%	2%	2%	3%	3%	3%	3%	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 – 2022 SOPS Hospital 2.0 Database**

SOPS Composite Measures	Teaching Status and Ownership					
	Teaching	Nonteaching	Government	Nongovernment	Investor Owned	
	<i># Hospitals</i>					
	180	220	76	261	63	
	<i># Respondents</i>	145,692	60,718	36,515	150,023	19,872
<b>1. Teamwork</b>	81%	83%	82%	82%	81%	
<b>2. Supervisor, Manager, or Clinical Leader Support for Patient Safety</b>	78%	82%	82%	80%	78%	
<b>3. Communication Openness</b>	74%	78%	77%	76%	74%	
<b>4. Reporting Patient Safety Events</b>	73%	75%	76%	73%	73%	
<b>5. Communication About Error</b>	71%	74%	75%	73%	72%	
<b>6. Organizational Learning – Continuous Improvement</b>	68%	71%	72%	69%	69%	
<b>7. Hospital Management Support for Patient Safety</b>	61%	67%	67%	64%	62%	
<b>8. Response to Error</b>	61%	65%	64%	63%	62%	
<b>9. Handoffs and Information Exchange</b>	61%	65%	64%	63%	64%	
<b>10. Staffing and Work Pace</b>	48%	54%	55%	51%	49%	
<b>Composite Measure Average</b>	67%	71%	71%	69%	68%	

**Table A-6. Item Average Percent Positive Response by Teaching Status and Ownership – 2022 SOPS Hospital 2.0 Database (Page 1 of 5)**

Survey Items by SOPS Composite Measure	Teaching Status and Ownership					
	Teaching	Nonteaching	Government	Nongovernment	Investor Owned	
	<i># Hospitals</i>	180	220	76	261	63
	<i># Respondents</i>	145,692	60,718	36,515	150,023	19,872
<b>1. Teamwork</b>	% Strongly Agree/Agree					
In this unit, we work together as an effective team. (Item A1)	87%	88%	87%	88%	86%	
During busy times, staff in this unit help each other. (Item A8)	86%	87%	87%	87%	85%	
	% Strongly Disagree/Disagree					
There is a problem with disrespectful behavior by those working in this unit. (Item A9*)	69%	73%	71%	71%	73%	
<b>2. Supervisor, Manager, or Clinical Leader Support for Patient Safety</b>	% Strongly Agree/Agree					
My supervisor, manager, or clinical leader seriously considers staff suggestions for improving patient safety. (Item B1)	78%	81%	81%	80%	77%	
My supervisor, manager, or clinical leader takes action to address patient safety concerns that are brought to their attention. (Item B3)	82%	85%	85%	84%	82%	
	% Strongly Disagree/Disagree					
My supervisor, manager, or clinical leader wants us to work faster during busy times, even if it means taking shortcuts. (Item B2*)	75%	80%	80%	77%	76%	

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

**Table A-6. Item Average Percent Positive Response by Teaching Status and Ownership – 2022 SOPS Hospital 2.0 Database (Page 2 of 5)**

Survey Items by SOPS Composite Measure	Teaching Status and Ownership				
	Teaching	Nonteaching	Government	Nongovernment	Investor Owned
<i># Hospitals</i>	180	220	76	261	63
<i># Respondents</i>	145,692	60,718	36,515	150,023	19,872
<b>3. Communication Openness</b>	% Always/Most of the time				
In this unit, staff speak up if they see something that may negatively affect patient care. (Item C4)	82%	85%	84%	83%	82%
When staff in this unit see someone with more authority doing something unsafe for patients, they speak up. (Item C5)	71%	75%	74%	73%	72%
When staff in this unit speak up, those with more authority are open to their patient safety concerns. (Item C6)	74%	76%	77%	75%	73%
	% Never/Rarely				
In this unit, staff are afraid to ask questions when something does not seem right. (Item C7*)	70%	74%	73%	72%	70%
<b>4. Reporting Patient Safety Events</b>	% Always/Most of the time				
When a mistake is caught and corrected before reaching the patient, how often is this reported? (Item D1)	64%	66%	68%	64%	67%
When a mistake reaches the patient and could have harmed the patient, but did not, how often is this reported? (Item D2)	81%	84%	84%	83%	80%

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

**Table A-6. Item Average Percent Positive Response by Teaching Status and Ownership – 2022 SOPS Hospital 2.0 Database (Page 3 of 5)**

Survey Items by SOPS Composite Measure	Teaching Status and Ownership				
	Teaching	Nonteaching	Government	Nongovernment	Investor Owned
<i># Hospitals</i>	180	220	76	261	63
<i># Respondents</i>	145,692	60,718	36,515	150,023	19,872
<b>5. Communication About Error</b>	% Always/Most of the time				
We are informed about errors that happen in this unit. (Item C1)	70%	74%	74%	72%	71%
When errors happen in this unit, we discuss ways to prevent them from happening again. (Item C2)	74%	78%	78%	76%	75%
In this unit, we are informed about changes that are made based on event reports. (Item C3)	70%	72%	72%	71%	70%
<b>6. Organizational Learning – Continuous Improvement</b>	% Strongly Agree/Agree				
This unit regularly reviews work processes to determine if changes are needed to improve patient safety. (Item A4)	70%	73%	73%	71%	70%
In this unit, changes to improve patient safety are evaluated to see how well they worked. (Item A12)	65%	67%	68%	66%	67%
	% Strongly Disagree/Disagree				
This unit lets the same patient safety problems keep happening. (Item A14*)	69%	74%	75%	72%	69%

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



**Table A-6. Item Average Percent Positive Response by Teaching Status and Ownership – 2022 SOPS Hospital 2.0 Database (Page 4 of 5)**

Survey Items by SOPS Composite Measure	Teaching Status and Ownership				
	Teaching	Nonteaching	Government	Nongovernment	Investor Owned
<i># Hospitals</i>	180	220	76	261	63
<i># Respondents</i>	145,692	60,718	36,515	150,023	19,872
<b>7. Hospital Management Support for Patient Safety</b>	% Strongly Agree/Agree				
The actions of hospital management show that patient safety is a top priority. (Item F1)	72%	78%	78%	75%	73%
Hospital management provides adequate resources to improve patient safety. (Item F2)	65%	73%	73%	69%	67%
	% Strongly Disagree/Disagree				
Hospital management seems interested in patient safety only after an adverse event happens. (Item F3*)	45%	51%	51%	48%	46%
<b>8. Response to Error</b>	% Strongly Agree/Agree				
When staff make errors, this unit focuses on learning rather than blaming individuals. (Item A10)	68%	71%	71%	70%	68%
	% Strongly Disagree/Disagree				
In this unit, staff feel like their mistakes are held against them. (Item A6*)	58%	63%	61%	61%	60%
When an event is reported in this unit, it feels like the person is being written up, not the problem. (Item A7*)	57%	60%	60%	59%	58%
In this unit, there is a lack of support for staff involved in patient safety errors. (Item A13*)	61%	66%	66%	63%	62%

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

**Table A-6. Item Average Percent Positive Response by Teaching Status and Ownership – 2022 SOPS Hospital 2.0 Database (Page 5 of 5)**

Survey Items by SOPS Composite Measure	Teaching Status and Ownership				
	Teaching	Nonteaching	Government	Nongovernment	Investor Owned
<i># Hospitals</i>	180	220	76	261	63
<i># Respondents</i>	145,692	60,718	36,515	150,023	19,872
<b>9. Handoffs and Information Exchange</b>	% Strongly Agree/Agree				
During shift changes, there is adequate time to exchange all key patient care information. (Item F6)	68%	73%	72%	70%	71%
	% Strongly Disagree/Disagree				
When transferring patients from one unit to another, important information is often left out. (Item F4*)	53%	59%	56%	55%	58%
During shift changes, important patient care information is often left out. (Item F5*)	61%	64%	63%	63%	62%
<b>10. Staffing and Work Pace</b>	% Strongly Agree/Agree				
In this unit, we have enough staff to handle the workload. (Item A2)	42%	48%	50%	44%	44%
	% Strongly Disagree/Disagree				
Staff in this unit work longer hours than is best for patient care. (Item A3*)	44%	50%	51%	47%	44%
This unit relies too much on temporary, float, or PRN staff. (Item A5*)	52%	56%	56%	54%	51%
The work pace in this unit is so rushed that it negatively affects patient safety. (Item A11*)	55%	63%	65%	58%	58%

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

**Table A-7. Average Percentage of Respondents Reporting Events in the Past 12 Months by Teaching Status and Ownership – 2022 SOPS Hospital 2.0 Database**

Number of Events Reported by Respondents		Teaching Status and Ownership				
		Teaching	Nonteaching	Government	Nongovernment	Investor Owned
	<i># Hospitals</i>	180	220	76	261	63
	<i># Respondents</i>	145,692	60,718	36,515	150,023	19,872
<b>In the past 12 months, how many patient safety events have you reported? (Item D3)</b>						
1 or more events		46%	45%	39%	46%	50%
None		54%	55%	61%	54%	50%
1 to 2		27%	27%	24%	27%	27%
3 to 5		12%	12%	10%	12%	15%
6 to 10		4%	4%	3%	4%	4%
11 or more		3%	2%	2%	3%	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 A-8. Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Patient Safety by Teaching Status and Ownership – 2022 SOPS Hospital 2.0 Database**

Unit/Work Area Patient Safety Rating	Teaching Status and Ownership				
	Teaching	Nonteaching	Government	Nongovernment	Investor Owned
<i># Hospitals</i>	180	220	76	261	63
<i># Respondents</i>	145,692	60,718	36,515	150,023	19,872
<b>How would you rate your unit/work area on patient safety? (Item E1)</b>					
Excellent or Very Good	64%	69%	69%	68%	58%
Excellent	27%	31%	32%	29%	25%
Very Good	36%	38%	37%	39%	33%
Good	24%	22%	22%	22%	27%
Fair	9%	7%	7%	8%	11%
Poor	3%	2%	2%	2%	4%

**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: CT, MA, ME, NH, RI, VT
- Mid-Atlantic: NJ, NY, PA
- South Atlantic/Associated Territories: DC, DE, FL, GA, MD, NC, SC, VA, WV, Puerto Rico, Virgin Islands
- East North Central: IL, IN, MI, OH, WI
- East South Central: AL, KY, TN, WI
- West North Central: IA, KS, MN, MO, ND, NE, SD
- West South Central: AR, LA, OK, 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 – 2022 SOPS Hospital 2.0 Database**

SOPS Composite Measures	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
<i># Hospitals</i>	14	21	85	98	21	40	87	18	16
<i># Respondents</i>	5,754	15,222	69,939	42,331	6,048	19,776	31,947	6,090	9,303
<b>1. Teamwork</b>	81%	78%	82%	82%	84%	80%	82%	83%	81%
<b>2. Supervisor, Manager, or Clinical Leader Support for Patient Safety</b>	79%	76%	82%	81%	84%	77%	81%	79%	78%
<b>3. Communication Openness</b>	72%	71%	78%	76%	80%	73%	77%	74%	73%
<b>4. Reporting Patient Safety Events</b>	67%	71%	77%	74%	78%	70%	75%	73%	71%
<b>5. Communication About Error</b>	66%	69%	76%	71%	78%	69%	75%	71%	69%
<b>6. Organizational Learning – Continuous Improvement</b>	66%	65%	73%	69%	74%	66%	71%	68%	66%
<b>7. Hospital Management Support for Patient Safety</b>	63%	60%	65%	63%	70%	61%	67%	61%	58%
<b>8. Response to Error</b>	63%	57%	65%	64%	67%	61%	64%	61%	60%
<b>9. Handoffs and Information Exchange</b>	58%	60%	65%	62%	65%	60%	65%	65%	60%
<b>10. Staffing and Work Pace</b>	48%	48%	50%	53%	59%	48%	53%	51%	47%
<b>Composite Measure Average</b>	66%	66%	71%	69%	74%	67%	71%	68%	66%

**Table A-10. Item Average Percent Positive Response by Geographic Region – 2022 SOPS Hospital 2.0 Database (Page 1 of 5)**

Survey Items by SOPS Composite Measure	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
<i># Hospitals</i>	14	21	85	98	21	40	87	18	16
<i># Respondents</i>	5,754	15,222	69,939	42,331	6,048	19,776	31,947	6,090	9,303
<b>1. Teamwork</b>	% Strongly Agree/Agree								
In this unit, we work together as an effective team. (Item A1)	87%	84%	88%	88%	90%	86%	87%	88%	87%
During busy times, staff in this unit help each other. (Item A8)	86%	85%	86%	88%	89%	85%	87%	88%	87%
	% Strongly Disagree/Disagree								
There is a problem with disrespectful behavior by those working in this unit. (Item A9*)	70%	65%	72%	71%	73%	69%	73%	72%	70%
<b>2. Supervisor, Manager, or Clinical Leader Support for Patient Safety</b>	% Strongly Agree/Agree								
My supervisor, manager, or clinical leader seriously considers staff suggestions for improving patient safety. (Item B1)	78%	76%	81%	80%	83%	76%	80%	78%	78%
My supervisor, manager, or clinical leader takes action to address patient safety concerns that are brought to their attention. (Item B3)	81%	80%	85%	84%	88%	81%	85%	81%	82%
	% Strongly Disagree/Disagree								
My supervisor, manager, or clinical leader wants us to work faster during busy times, even if it means taking shortcuts. (Item B2*)	77%	73%	79%	78%	83%	75%	78%	77%	74%

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

**Table A-10. Item Average Percent Positive Response by Geographic Region – 2022 SOPS Hospital 2.0 Database (Page 2 of 5)**

Survey Items by SOPS Composite Measure	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Hospitals	14	21	85	98	21	40	87	18	16
# Respondents	5,754	15,222	69,939	42,331	6,048	19,776	31,947	6,090	9,303
<b>3. Communication Openness</b>	% Always/Most of the time								
In this unit, staff speak up if they see something that may negatively affect patient care. (Item C4)	81%	80%	84%	83%	86%	81%	84%	82%	80%
When staff in this unit see someone with more authority doing something unsafe for patients, they speak up. (Item C5)	66%	68%	76%	72%	77%	70%	76%	72%	72%
When staff in this unit speak up, those with more authority are open to their patient safety concerns. (Item C6)	72%	71%	78%	75%	78%	72%	76%	74%	74%
	% Never/Rarely								
In this unit, staff are afraid to ask questions when something does not seem right. (Item C7*)	69%	67%	73%	72%	77%	70%	73%	70%	67%
<b>4. Reporting Patient Safety Events</b>	% Always/Most of the time								
When a mistake is caught and corrected before reaching the patient, how often is this reported? (Item D1)	55%	62%	70%	64%	69%	59%	68%	65%	63%
When a mistake reaches the patient and could have harmed the patient, but did not, how often is this reported? (Item D2)	79%	80%	84%	83%	86%	80%	82%	80%	79%

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



**Table A-10. Item Average Percent Positive Response by Geographic Region – 2022 SOPS Hospital 2.0 Database (Page 3 of 5)**

Survey Items by SOPS Composite Measure	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Hospitals	14	21	85	98	21	40	87	18	16
# Respondents	5,754	15,222	69,939	42,331	6,048	19,776	31,947	6,090	9,303
<b>5. Communication About Error</b>	% Always/Most of the time								
We are informed about errors that happen in this unit. (Item C1)	64%	68%	75%	71%	78%	68%	75%	69%	67%
When errors happen in this unit, we discuss ways to prevent them from happening again. (Item C2)	69%	71%	79%	74%	81%	72%	78%	75%	73%
In this unit, we are informed about changes that are made based on event reports. (Item C3)	67%	66%	74%	69%	76%	66%	73%	68%	67%
<b>6. Organizational Learning – Continuous Improvement</b>	% Strongly Agree/Agree								
This unit regularly reviews work processes to determine if changes are needed to improve patient safety. (Item A4)	68%	67%	75%	71%	75%	67%	72%	71%	69%
In this unit, changes to improve patient safety are evaluated to see how well they worked. (Item A12)	65%	62%	70%	65%	70%	62%	68%	64%	63%
	% Strongly Disagree/Disagree								
This unit lets the same patient safety problems keep happening. (Item A14*)	66%	67%	74%	72%	78%	69%	73%	69%	66%

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

**Table A-10. Item Average Percent Positive Response by Geographic Region – 2022 SOPS Hospital 2.0 Database (Page 4 of 5)**

Survey Items by SOPS Composite Measure	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Hospitals	14	21	85	98	21	40	87	18	16
# Respondents	5,754	15,222	69,939	42,331	6,048	19,776	31,947	6,090	9,303
<b>7. Hospital Management Support for Patient Safety</b>	% Strongly Agree/Agree								
The actions of hospital management show that patient safety is a top priority. (Item F1)	76%	71%	77%	74%	81%	71%	77%	71%	70%
Hospital management provides adequate resources to improve patient safety. (Item F2)	68%	65%	70%	69%	76%	66%	72%	65%	63%
	% Strongly Disagree/Disagree								
Hospital management seems interested in patient safety only after an adverse event happens. (Item F3*)	46%	44%	49%	47%	53%	48%	51%	46%	41%
<b>8. Response to Error</b>	% Strongly Agree/Agree								
When staff make errors, this unit focuses on learning rather than blaming individuals. (Item A10)	69%	64%	72%	69%	72%	68%	71%	69%	69%
	% Strongly Disagree/Disagree								
In this unit, staff feel like their mistakes are held against them. (Item A6*)	64%	55%	62%	62%	63%	59%	62%	57%	58%
When an event is reported in this unit, it feels like the person is being written up, not the problem. (Item A7*)	61%	53%	60%	60%	63%	56%	58%	56%	56%
In this unit, there is a lack of support for staff involved in patient safety errors. (Item A13*)	59%	57%	66%	64%	70%	60%	65%	62%	58%

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

**Table A-10. Item Average Percent Positive Response by Geographic Region – 2022 SOPS Hospital 2.0 Database (Page 5 of 5)**

Survey Items by SOPS Composite Measure	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
# Hospitals	14	21	85	98	21	40	87	18	16
# Respondents	5,754	15,222	69,939	42,331	6,048	19,776	31,947	6,090	9,303
<b>9. Handoffs and Information Exchange</b>	% Strongly Agree/Agree								
During shift changes, there is adequate time to exchange all key patient care information. (Item F6)	64%	67%	72%	70%	74%	66%	74%	71%	68%
	% Strongly Disagree/Disagree								
When transferring patients from one unit to another, important information is often left out. (Item F4*)	52%	53%	57%	54%	59%	53%	59%	56%	52%
During shift changes, important patient care information is often left out. (Item F5*)	57%	62%	65%	63%	63%	61%	63%	66%	59%
<b>10. Staffing and Work Pace</b>	% Strongly Agree/Agree								
In this unit, we have enough staff to handle the workload. (Item A2)	42%	41%	45%	45%	52%	39%	48%	44%	42%
	% Strongly Disagree/Disagree								
Staff in this unit work longer hours than is best for patient care. (Item A3*)	44%	42%	46%	50%	54%	45%	49%	44%	43%
This unit relies too much on temporary, float, or PRN staff. (Item A5*)	51%	53%	51%	57%	62%	54%	53%	55%	49%
The work pace in this unit is so rushed that it negatively affects patient safety. (Item A11*)	55%	55%	60%	59%	68%	55%	62%	59%	55%

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

**Table A-11. Average Percentage of Respondents Reporting Events in the Past 12 Months by Geographic Region – 2022 SOPS Hospital 2.0 Database**

Number of Events Reported by Respondents	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
<i># Hospitals</i>	14	21	85	98	21	40	87	18	16
<i># Respondents</i>	5,754	15,222	69,939	42,331	6,048	19,776	31,947	6,090	9,303
<b>In the past 12 months, how many patient safety events have you reported? (Item D3)</b>									
1 or more events	48%	42%	46%	44%	37%	50%	47%	45%	44%
None	52%	58%	54%	56%	63%	50%	53%	55%	56%
1 to 2	26%	26%	27%	27%	24%	28%	27%	26%	26%
3 to 5	13%	10%	13%	11%	9%	14%	13%	12%	12%
6 to 10	5%	3%	4%	3%	2%	4%	4%	3%	4%
11 or more	3%	2%	3%	2%	2%	4%	3%	4%	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 A-12. Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Patient Safety by Geographic Region – 2022 SOPS Hospital 2.0 Database**

Unit/Work Area Patient Safety Rating	Geographic Region								
	New England	Mid-Atlantic	South Atlantic	East North Central	East South Central	West North Central	West South Central	Mountain	Pacific
<i># Hospitals</i>	14	21	85	98	21	40	87	18	16
<i># Respondents</i>	5,754	15,222	69,939	42,331	6,048	19,776	31,947	6,090	9,303
<b>How would you rate your unit/work area on patient safety? (Item E1)</b>									
Excellent or Very Good	63%	63%	67%	68%	73%	67%	66%	64%	59%
Excellent	26%	26%	31%	29%	34%	28%	30%	27%	25%
Very Good	38%	37%	37%	39%	39%	39%	36%	36%	34%
Good	26%	25%	22%	22%	20%	23%	23%	23%	26%
Fair	9%	9%	8%	8%	6%	8%	8%	9%	12%
Poor	2%	4%	2%	2%	1%	2%	2%	4%	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

## (1) Staff Position

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

**Note 2:** The number of hospitals and respondents by staff position is shown in each table. The number of hospitals includes those hospitals that asked respondents to indicate their staff position. 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.

**Note 3:** 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:

**Table B-1. Composite Measure Average Percent Positive Response by Staff Position – 2022 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	Technologist/ Technician (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Other Clinical Staff
<i># Hospitals</i>	280	373	341	281	386	375	371	351	356	303
<i># Respondents</i>	3,764	13,736	6,500	8,876	65,152	15,322	29,498	18,375	10,322	2,983
<b>1. Teamwork</b>	81%	76%	79%	85%	83%	90%	79%	80%	86%	83%
<b>2. Supervisor, Manager, or Clinical Leader Support for Patient Safety</b>	78%	77%	84%	78%	78%	91%	80%	78%	84%	79%
<b>3. Communication Openness</b>	71%	72%	78%	74%	74%	87%	77%	76%	78%	75%
<b>4. Reporting Patient Safety Events</b>	69%	75%	74%	65%	72%	81%	77%	75%	67%	70%
<b>5. Communication About Error</b>	64%	73%	77%	63%	68%	87%	76%	72%	73%	68%
<b>6. Organizational Learning – Continuous Improvement</b>	65%	68%	75%	68%	67%	85%	70%	67%	71%	68%
<b>7. Hospital Management Support for Patient Safety</b>	55%	64%	67%	61%	56%	78%	73%	63%	63%	63%
<b>8. Response to Error</b>	57%	55%	70%	58%	62%	82%	60%	59%	67%	62%
<b>9. Handoffs and Information Exchange</b>	60%	62%	48%	62%	65%	65%	62%	62%	58%	53%
<b>10. Staffing and Work Pace</b>	45%	43%	59%	46%	48%	62%	54%	50%	56%	52%
<b>Composite Measure Average</b>	64%	67%	69%	65%	67%	81%	71%	68%	70%	67%

**Table B-2. Item Average Percent Positive Response by Staff Position – 2022 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
# Hospitals	280	373	341	281	386	375	371	351	356	303
# Respondents	3,764	13,736	6,500	8,876	65,152	15,322	29,498	18,375	10,322	2,983
<b>1. Teamwork</b>	% Strongly Agree/Agree									
In this unit, we work together as an effective team. (Item A1)	87%	82%	84%	89%	89%	94%	85%	85%	90%	88%
During busy times, staff in this unit help each other. (Item A8)	87%	79%	83%	88%	88%	94%	84%	84%	89%	87%
% Strongly Disagree/Disagree										
There is a problem with disrespectful behavior by those working in this unit. (Item A9*)	70%	65%	69%	77%	71%	80%	67%	70%	78%	74%
<b>2. Supervisor, Manager, or Clinical Leader Support for Patient Safety</b>	% Strongly Agree/Agree									
My supervisor, manager, or clinical leader seriously considers staff suggestions for improving patient safety. (Item B1)	78%	76%	82%	80%	77%	91%	79%	76%	84%	79%
My supervisor, manager, or clinical leader takes action to address patient safety concerns that are brought to their attention. (Item B3)	82%	81%	86%	82%	82%	93%	84%	81%	88%	84%
% Strongly Disagree/Disagree										
My supervisor, manager, or clinical leader wants us to work faster during busy times, even if it means taking shortcuts. (Item B2*)	73%	74%	83%	73%	76%	89%	76%	76%	81%	73%

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



**Table B-2. Item Average Percent Positive Response by Staff Position – 2022 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	280	373	341	281	386	375	371	351	356	303
# Respondents	3,764	13,736	6,500	8,876	65,152	15,322	29,498	18,375	10,322	2,983
<b>3. Communication Openness</b>	% Always/Most of the time									
In this unit, staff speak up if they see something that may negatively affect patient care. (Item C4)	79%	79%	83%	78%	82%	91%	83%	84%	86%	82%
When staff in this unit see someone with more authority doing something unsafe for patients, they speak up. (Item C5)	66%	71%	74%	70%	71%	83%	75%	74%	73%	71%
When staff in this unit speak up, those with more authority are open to their patient safety concerns. (Item C6)	71%	72%	81%	78%	71%	90%	77%	75%	77%	73%
	% Never/Rarely									
In this unit, staff are afraid to ask questions when something does not seem right. (Item C7*)	68%	67%	75%	71%	70%	84%	71%	72%	75%	70%
<b>4. Reporting Patient Safety Events</b>	% Always/Most of the time									
When a mistake is caught and corrected before reaching the patient, how often is this reported? (Item D1)	59%	70%	61%	56%	62%	72%	72%	65%	58%	65%
When a mistake reaches the patient and could have harmed the patient, but did not, how often is this reported? (Item D2)	79%	79%	87%	75%	83%	90%	82%	84%	77%	75%

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

**Table B-2. Item Average Percent Positive Response by Staff Position – 2022 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
<i># Hospitals</i>	280	373	341	281	386	375	371	351	356	303
<i># Respondents</i>	3,764	13,736	6,500	8,876	65,152	15,322	29,498	18,375	10,322	2,983
<b>5. Communication About Error</b>	% Always/Most of the time									
We are informed about errors that happen in this unit. (Item C1)	61%	71%	78%	60%	67%	88%	77%	72%	71%	65%
When errors happen in this unit, we discuss ways to prevent them from happening again. (Item C2)	70%	75%	80%	69%	71%	91%	79%	74%	77%	71%
In this unit, we are informed about changes that are made based on event reports. (Item C3)	62%	73%	75%	61%	66%	84%	73%	69%	72%	66%
<b>6. Organizational Learning – Continuous Improvement</b>	% Strongly Agree/Agree									
This unit regularly reviews work processes to determine if changes are needed to improve patient safety. (Item A4)	70%	69%	77%	71%	68%	88%	72%	67%	73%	70%
In this unit, changes to improve patient safety are evaluated to see how well they worked. (Item A12)	62%	67%	70%	63%	64%	82%	66%	61%	67%	64%
	% Strongly Disagree/Disagree									
This unit lets the same patient safety problems keep happening. (Item A14*)	64%	68%	78%	68%	68%	85%	73%	74%	74%	70%

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

**Table B-2. Item Average Percent Positive Response by Staff Position – 2022 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	280	373	341	281	386	375	371	351	356	303
# Respondents	3,764	13,736	6,500	8,876	65,152	15,322	29,498	18,375	10,322	2,983
<b>7. Hospital Management Support for Patient Safety</b>	% Strongly Agree/Agree									
The actions of hospital management show that patient safety is a top priority. (Item F1)	66%	75%	79%	71%	66%	89%	84%	75%	75%	76%
Hospital management provides adequate resources to improve patient safety. (Item F2)	58%	70%	70%	64%	59%	82%	81%	69%	69%	68%
% Strongly Disagree/Disagree										
Hospital management seems interested in patient safety only after an adverse event happens. (Item F3*)	40%	46%	52%	48%	42%	65%	54%	45%	46%	44%
<b>8. Response to Error</b>	% Strongly Agree/Agree									
When staff make errors, this unit focuses on learning rather than blaming individuals. (Item A10)	63%	65%	75%	67%	69%	86%	68%	65%	71%	67%
% Strongly Disagree/Disagree										
In this unit, staff feel like their mistakes are held against them. (Item A6*)	56%	50%	69%	55%	60%	80%	57%	58%	66%	61%
When an event is reported in this unit, it feels like the person is being written up, not the problem. (Item A7*)	54%	48%	68%	50%	58%	80%	53%	54%	62%	58%
In this unit, there is a lack of support for staff involved in patient safety errors. (Item A13*)	55%	58%	69%	59%	60%	84%	62%	61%	67%	62%

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

**Table B-2. Item Average Percent Positive Response by Staff Position – 2022 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	280	373	341	281	386	375	371	351	356	303
# Respondents	3,764	13,736	6,500	8,876	65,152	15,322	29,498	18,375	10,322	2,983
<b>9. Handoffs and Information Exchange</b>	% Strongly Agree/Agree									
During shift changes, there is adequate time to exchange all key patient care information. (Item F6)	66%	71%	60%	67%	75%	75%	66%	68%	68%	59%
	% Strongly Disagree/Disagree									
When transferring patients from one unit to another, important information is often left out. (Item F4*)	52%	57%	33%	59%	57%	56%	59%	54%	51%	48%
During shift changes, important patient care information is often left out. (Item F5*)	61%	57%	51%	61%	65%	64%	61%	64%	57%	52%
<b>10. Staffing and Work Pace</b>	% Strongly Agree/Agree									
In this unit, we have enough staff to handle the workload. (Item A2)	42%	35%	50%	45%	42%	55%	47%	39%	50%	49%
	% Strongly Disagree/Disagree									
Staff in this unit work longer hours than is best for patient care. (Item A3*)	40%	36%	57%	40%	49%	59%	43%	46%	52%	44%
This unit relies too much on temporary, float, or PRN staff. (Item A5*)	49%	45%	67%	42%	49%	62%	59%	57%	54%	56%
The work pace in this unit is so rushed that it negatively affects patient safety. (Item A11*)	50%	56%	62%	58%	51%	73%	67%	58%	66%	60%

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

**Table B-3. Average Percentage of Respondents Reporting Events in the Past 12 Months by Staff Position – 2022 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>	280	373	341	281	386	375	371	351	356	303
<i># Respondents</i>	3,764	13,736	6,500	8,876	65,152	15,322	29,498	18,375	10,322	2,983
<b>In the past 12 months, how many patient safety events have you reported? (Item D3)</b>										
1 or more events	44%	36%	58%	43%	61%	64%	21%	39%	41%	27%
None	56%	64%	42%	57%	39%	36%	79%	61%	59%	73%
1 to 2	28%	25%	24%	26%	36%	27%	14%	27%	31%	19%
3 to 5	11%	8%	19%	13%	17%	21%	5%	9%	8%	6%
6 to 10	3%	1%	7%	3%	5%	9%	1%	2%	1%	1%
11 or more	2%	2%	7%	1%	3%	7%	2%	2%	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 – 2022 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
<i># Hospitals</i>	280	373	341	281	386	375	371	351	356	303
<i># Respondents</i>	3,764	13,736	6,500	8,876	65,152	15,322	29,498	18,375	10,322	2,983
<b>How would you rate your unit/work area on patient safety? (Item E1)</b>										
Excellent or Very Good	61%	62%	73%	64%	59%	80%	72%	72%	71%	66%
Excellent	28%	26%	32%	26%	22%	36%	35%	33%	32%	28%
Very Good	33%	37%	41%	38%	37%	44%	37%	39%	39%	39%
Good	25%	24%	19%	24%	27%	16%	21%	19%	21%	25%
Fair	11%	11%	7%	8%	11%	4%	6%	7%	7%	8%
Poor	3%	3%	1%	4%	3%	1%	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:** 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 2:** The number of hospitals and respondents by unit/work area is shown in each table. The number of hospitals includes those hospitals that asked respondents to indicate their unit/work area. 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.

**Note 3:** 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:

**Table B-5. Composite Measure Average Percent Positive Response by Unit/Work Area – 2022 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>	363	372	316	338	331	289	265	348	291
<i># Respondents</i>	14,295	27,711	6,886	6,291	9,552	2,290	2,358	15,401	11,372
<b>1. Teamwork</b>	89%	80%	77%	80%	84%	82%	83%	77%	80%
<b>2. Supervisor, Manager, or Clinical Leader Support for Patient Safety</b>	89%	78%	79%	84%	80%	82%	79%	79%	78%
<b>3. Communication Openness</b>	87%	73%	74%	80%	80%	79%	78%	74%	78%
<b>4. Reporting Patient Safety Events</b>	82%	73%	78%	76%	74%	71%	76%	75%	76%
<b>5. Communication About Error</b>	85%	70%	71%	79%	75%	76%	73%	75%	72%
<b>6. Organizational Learning – Continuous Improvement</b>	82%	67%	67%	77%	71%	69%	71%	69%	69%
<b>7. Hospital Management Support for Patient Safety</b>	80%	60%	66%	69%	64%	62%	66%	74%	59%
<b>8. Response to Error</b>	78%	59%	59%	72%	64%	62%	66%	59%	63%
<b>9. Handoffs and Information Exchange</b>	61%	62%	59%	50%	62%	68%	52%	62%	65%
<b>10. Staffing and Work Pace</b>	67%	43%	47%	61%	53%	48%	55%	53%	52%
<b>Composite Measure Average</b>	80%	66%	68%	71%	71%	69%	70%	70%	69%



**Table B-5. Composite Measure Average Percent Positive Response by Unit/Work Area – 2022 SOPS Hospital 2.0 Database (Page 2 of 2)**

SOPS Composite Measures	Unit/Work Area (Patient Care Units)										
	Cardiology	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	Telemetry
<i># Hospitals</i>	224	334	109	272	216	165	157	167	79	319	197
<i># Respondents</i>	5,093	12,063	670	9,952	7,724	3,266	5,276	4,483	521	6,546	3,981
<b>1. Teamwork</b>	82%	81%	82%	85%	83%	84%	85%	79%	83%	88%	77%
<b>2. Supervisor, Manager, or Clinical Leader Support for Patient Safety</b>	79%	75%	79%	79%	78%	84%	78%	76%	78%	87%	76%
<b>3. Communication Openness</b>	78%	71%	78%	72%	73%	80%	74%	71%	73%	84%	69%
<b>4. Reporting Patient Safety Events</b>	74%	67%	71%	67%	74%	78%	74%	74%	71%	75%	67%
<b>5. Communication About Error</b>	73%	65%	68%	67%	70%	77%	67%	66%	73%	78%	69%
<b>6. Organizational Learning – Continuous Improvement</b>	70%	62%	70%	65%	70%	74%	70%	64%	68%	79%	63%
<b>7. Hospital Management Support for Patient Safety</b>	60%	54%	63%	49%	56%	60%	55%	57%	55%	68%	52%
<b>8. Response to Error</b>	63%	56%	66%	57%	62%	67%	62%	60%	60%	76%	54%
<b>9. Handoffs and Information Exchange</b>	60%	71%	61%	65%	71%	59%	73%	59%	52%	56%	55%
<b>10. Staffing and Work Pace</b>	51%	40%	53%	39%	51%	53%	57%	50%	47%	62%	35%
<b>Composite Measure Average</b>	68%	64%	68%	65%	69%	70%	70%	65%	65%	75%	62%

**Table B-6. Item Average Percent Positive Response by Unit/Work Area – 2022 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
# Hospitals	363	372	316	338	331	289	265	348	291
# Respondents	14,295	27,711	6,886	6,291	9,552	2,290	2,358	15,401	11,372
<b>1. Teamwork</b>	% Strongly Agree/Agree								
In this unit, we work together as an effective team. (Item A1)	92%	88%	83%	85%	89%	87%	86%	83%	88%
During busy times, staff in this unit help each other. (Item A8)	92%	85%	82%	84%	87%	88%	87%	82%	87%
	% Strongly Disagree/Disagree								
There is a problem with disrespectful behavior by those working in this unit. (Item A9*)	83%	69%	67%	71%	76%	72%	75%	64%	66%
<b>2. Supervisor, Manager, or Clinical Leader Support for Patient Safety</b>	% Strongly Agree/Agree								
My supervisor, manager, or clinical leader seriously considers staff suggestions for improving patient safety. (Item B1)	89%	77%	76%	83%	79%	81%	77%	78%	77%
My supervisor, manager, or clinical leader takes action to address patient safety concerns that are brought to their attention. (Item B3)	91%	82%	82%	87%	84%	86%	84%	83%	83%
	% Strongly Disagree/Disagree								
My supervisor, manager, or clinical leader wants us to work faster during busy times, even if it means taking shortcuts. (Item B2*)	86%	75%	79%	84%	78%	78%	76%	75%	74%

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

**Table B-6. Item Average Percent Positive Response by Unit/Work Area – 2022 SOPS Hospital 2.0 Database (Page 2 of 10)**

Survey Items by SOPS Composite Measure	Unit/Work Area (Patient Care Units)										
	Cardiology	ED/Short Stay	Gastroenterology	ICU (All Adult Types)	Labor & Deliv/ OB	Oncology/ Hematology	Peds, NICU, PICU	Psych/ Behavioral Health	Pulmonology	Rehab/ Physical Medicine	Telemetry
# Hospitals	224	334	109	272	216	165	157	167	79	319	197
# Respondents	5,093	12,063	670	9,952	7,724	3,266	5,276	4,483	521	6,546	3,981
<b>1. Teamwork</b>	% Strongly Agree/Agree										
In this unit, we work together as an effective team. (Item A1)	88%	88%	88%	90%	91%	89%	92%	85%	88%	92%	83%
During busy times, staff in this unit help each other. (Item A8)	88%	87%	88%	91%	90%	88%	92%	86%	88%	90%	83%
	% Strongly Disagree/Disagree										
There is a problem with disrespectful behavior by those working in this unit. (Item A9*)	70%	68%	69%	73%	68%	76%	72%	66%	73%	83%	65%
<b>2. Supervisor, Manager, or Clinical Leader Support for Patient Safety</b>	% Strongly Agree/Agree										
My supervisor, manager, or clinical leader seriously considers staff suggestions for improving patient safety. (Item B1)	79%	76%	78%	78%	77%	82%	75%	74%	78%	88%	76%
My supervisor, manager, or clinical leader takes action to address patient safety concerns that are brought to their attention. (Item B3)	82%	78%	84%	82%	82%	86%	80%	78%	80%	90%	81%
	% Strongly Disagree/Disagree										
My supervisor, manager, or clinical leader wants us to work faster during busy times, even if it means taking shortcuts. (Item B2*)	76%	70%	77%	77%	76%	83%	79%	76%	76%	83%	72%

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

**Table B-6. Item Average Percent Positive Response by Unit/Work Area – 2022 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	363	372	316	338	331	289	265	348	291
# Respondents	14,295	27,711	6,886	6,291	9,552	2,290	2,358	15,401	11,372
<b>3. Communication Openness</b>	% Always/Most of the time								
In this unit, staff speak up if they see something that may negatively affect patient care. (Item C4)	91%	80%	80%	84%	87%	86%	84%	81%	87%
When staff in this unit see someone with more authority doing something unsafe for patients, they speak up. (Item C5)	85%	70%	71%	76%	77%	76%	78%	73%	78%
When staff in this unit speak up, those with more authority are open to their patient safety concerns. (Item C6)	89%	72%	75%	83%	79%	78%	77%	75%	74%
	% Never/Rarely								
In this unit, staff are afraid to ask questions when something does not seem right. (Item C7*)	82%	69%	71%	76%	76%	74%	72%	68%	72%
<b>4. Reporting Patient Safety Events</b>	% Always/Most of the time								
When a mistake is caught and corrected before reaching the patient, how often is this reported? (Item D1)	76%	65%	69%	63%	64%	62%	72%	69%	67%
When a mistake reaches the patient and could have harmed the patient, but did not, how often is this reported? (Item D2)	88%	81%	87%	88%	85%	80%	81%	81%	85%

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

**Table B-6. Item Average Percent Positive Response by Unit/Work Area – 2022 SOPS Hospital 2.0 Database (Page 4 of 10)**

Survey Items by SOPS Composite Measure	Unit/Work Area (Patient Care Units)										
	Cardiology	ED/Short Stay	Gastroenterology	ICU (All Adult Types)	Labor & Deliv/ OB	Oncology/ Hematology	Peds, NICU, PICU	Psych/ Behavioral Health	Pulmonology	Rehab/ Physical Medicine	Telemetry
# Hospitals	224	334	109	272	216	165	157	167	79	319	197
# Respondents	5,093	12,063	670	9,952	7,724	3,266	5,276	4,483	521	6,546	3,981
<b>3. Communication Openness</b>	% Always/Most of the time										
In this unit, staff speak up if they see something that may negatively affect patient care. (Item C4)	85%	78%	85%	82%	83%	85%	84%	79%	83%	89%	76%
When staff in this unit see someone with more authority doing something unsafe for patients, they speak up. (Item C5)	76%	68%	76%	69%	72%	78%	71%	68%	67%	79%	67%
When staff in this unit speak up, those with more authority are open to their patient safety concerns. (Item C6)	76%	69%	77%	69%	70%	80%	73%	70%	71%	84%	68%
	% Never/Rarely										
In this unit, staff are afraid to ask questions when something does not seem right. (Item C7*)	75%	69%	73%	70%	69%	77%	69%	66%	69%	81%	67%
<b>4. Reporting Patient Safety Events</b>	% Always/Most of the time										
When a mistake is caught and corrected before reaching the patient, how often is this reported? (Item D1)	65%	56%	60%	57%	63%	71%	62%	67%	59%	65%	59%
When a mistake reaches the patient and could have harmed the patient, but did not, how often is this reported? (Item D2)	83%	78%	82%	77%	85%	86%	85%	82%	79%	84%	76%

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

**Table B-6. Item Average Percent Positive Response by Unit/Work Area – 2022 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	363	372	316	338	331	289	265	348	291
# Respondents	14,295	27,711	6,886	6,291	9,552	2,290	2,358	15,401	11,372
<b>5. Communication About Error</b>	% Always/Most of the time								
We are informed about errors that happen in this unit. (Item C1)	84%	68%	72%	79%	76%	76%	72%	77%	70%
When errors happen in this unit, we discuss ways to prevent them from happening again. (Item C2)	88%	73%	72%	81%	78%	78%	76%	78%	77%
In this unit, we are informed about changes that are made based on event reports. (Item C3)	81%	69%	68%	77%	72%	74%	72%	72%	70%
<b>6. Organizational Learning – Continuous Improvement</b>	% Strongly Agree/Agree								
This unit regularly reviews work processes to determine if changes are needed to improve patient safety. (Item A4)	85%	68%	70%	78%	69%	71%	72%	71%	70%
In this unit, changes to improve patient safety are evaluated to see how well they worked. (Item A12)	80%	65%	60%	72%	63%	64%	67%	65%	65%
	% Strongly Disagree/Disagree								
This unit lets the same patient safety problems keep happening. (Item A14*)	82%	67%	71%	80%	79%	73%	72%	73%	73%

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

**Table B-6. Item Average Percent Positive Response by Unit/Work Area – 2022 SOPS Hospital 2.0 Database (Page 6 of 10)**

Survey Items by SOPS Composite Measure	Unit/Work Area (Patient Care Units)										
	Cardi-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	Telem-etry
# Hospitals	224	334	109	272	216	165	157	167	79	319	197
# Respondents	5,093	12,063	670	9,952	7,724	3,266	5,276	4,483	521	6,546	3,981
<b>5. Communication About Error</b>	% Always/Most of the time										
We are informed about errors that happen in this unit. (Item C1)	71%	64%	66%	65%	68%	75%	64%	65%	72%	75%	67%
When errors happen in this unit, we discuss ways to prevent them from happening again. (Item C2)	77%	66%	73%	70%	74%	81%	71%	68%	77%	83%	71%
In this unit, we are informed about changes that are made based on event reports. (Item C3)	70%	64%	65%	66%	69%	75%	67%	65%	68%	77%	68%
<b>6. Organizational Learning – Continuous Improvement</b>	% Strongly Agree/Agree										
This unit regularly reviews work processes to determine if changes are needed to improve patient safety. (Item A4)	70%	64%	72%	68%	71%	76%	69%	66%	69%	79%	66%
In this unit, changes to improve patient safety are evaluated to see how well they worked. (Item A12)	65%	58%	65%	63%	66%	71%	66%	63%	63%	75%	61%
	% Strongly Disagree/Disagree										
This unit lets the same patient safety problems keep happening. (Item A14*)	75%	63%	72%	65%	73%	77%	75%	62%	71%	84%	61%

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

**Table B-6. Item Average Percent Positive Response by Unit/Work Area – 2022 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	363	372	316	338	331	289	265	348	291
# Respondents	14,295	27,711	6,886	6,291	9,552	2,290	2,358	15,401	11,372
<b>7. Hospital Management Support for Patient Safety</b>	% Strongly Agree/Agree								
The actions of hospital management show that patient safety is a top priority. (Item F1)	90%	70%	77%	80%	76%	72%	77%	85%	71%
Hospital management provides adequate resources to improve patient safety. (Item F2)	85%	64%	71%	72%	70%	68%	72%	82%	66%
	% Strongly Disagree/Disagree								
Hospital management seems interested in patient safety only after an adverse event happens. (Item F3*)	65%	45%	49%	54%	47%	45%	49%	54%	42%
<b>8. Response to Error</b>	% Strongly Agree/Agree								
When staff make errors, this unit focuses on learning rather than blaming individuals. (Item A10)	82%	68%	66%	77%	70%	70%	71%	65%	69%
	% Strongly Disagree/Disagree								
In this unit, staff feel like their mistakes are held against them. (Item A6*)	77%	56%	57%	71%	63%	61%	64%	55%	60%
When an event is reported in this unit, it feels like the person is being written up, not the problem. (Item A7*)	75%	54%	54%	70%	59%	56%	64%	52%	59%
In this unit, there is a lack of support for staff involved in patient safety errors. (Item A13*)	79%	58%	61%	71%	66%	63%	67%	61%	65%

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



**Table B-6. Item Average Percent Positive Response by Unit/Work Area – 2022 SOPS Hospital 2.0 Database (Page 8 of 10)**

Survey Items by SOPS Composite Measure	Unit/Work Area (Patient Care Units)										
	Cardi-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	224	334	109	272	216	165	157	167	79	319	197
# Respondents	5,093	12,063	670	9,952	7,724	3,266	5,276	4,483	521	6,546	3,981
<b>7. Hospital Management Support for Patient Safety</b>	% Strongly Agree/Agree										
The actions of hospital management show that patient safety is a top priority. (Item F1)	71%	65%	76%	60%	67%	71%	65%	68%	65%	80%	62%
Hospital management provides adequate resources to improve patient safety. (Item F2)	65%	56%	68%	52%	62%	64%	60%	60%	58%	72%	55%
	% Strongly Disagree/Disagree										
Hospital management seems interested in patient safety only after an adverse event happens. (Item F3*)	44%	39%	46%	36%	41%	44%	39%	41%	43%	52%	38%
<b>8. Response to Error</b>	% Strongly Agree/Agree										
When staff make errors, this unit focuses on learning rather than blaming individuals. (Item A10)	69%	65%	75%	67%	68%	74%	66%	64%	69%	79%	66%
	% Strongly Disagree/Disagree										
In this unit, staff feel like their mistakes are held against them. (Item A6*)	60%	55%	63%	55%	59%	65%	58%	59%	58%	74%	50%
When an event is reported in this unit, it feels like the person is being written up, not the problem. (Item A7*)	59%	52%	58%	52%	57%	62%	58%	56%	57%	73%	48%
In this unit, there is a lack of support for staff involved in patient safety errors. (Item A13*)	64%	54%	65%	56%	64%	68%	65%	60%	58%	76%	52%

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

**Table B-6. Item Average Percent Positive Response by Unit/Work Area – 2022 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	363	372	316	338	331	289	265	348	291
# Respondents	14,295	27,711	6,886	6,291	9,552	2,290	2,358	15,401	11,372
<b>9. Handoffs and Information Exchange</b>	% Strongly Agree/Agree								
During shift changes, there is adequate time to exchange all key patient care information. (Item F6)	68%	71%	69%	63%	66%	81%	56%	67%	68%
	% Strongly Disagree/Disagree								
When transferring patients from one unit to another, important information is often left out. (Item F4*)	55%	54%	44%	33%	56%	54%	51%	57%	61%
During shift changes, important patient care information is often left out. (Item F5*)	59%	61%	60%	53%	65%	67%	52%	62%	66%
<b>10. Staffing and Work Pace</b>	% Strongly Agree/Agree								
In this unit, we have enough staff to handle the workload. (Item A2)	64%	37%	34%	51%	42%	41%	46%	42%	49%
	% Strongly Disagree/Disagree								
Staff in this unit work longer hours than is best for patient care. (Item A3*)	54%	42%	44%	59%	51%	49%	47%	43%	45%
This unit relies too much on temporary, float, or PRN staff. (Item A5*)	72%	42%	55%	70%	59%	44%	66%	61%	58%
The work pace in this unit is so rushed that it negatively affects patient safety. (Item A11*)	77%	48%	56%	63%	60%	57%	62%	67%	57%

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

**Table B-6. Item Average Percent Positive Response by Unit/Work Area – 2022 SOPS Hospital 2.0 Database (Page 10 of 10)**

Survey Items by SOPS Composite Measure	Unit/Work Area (Patient Care Units)										
	Cardi-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	Telem-etry
# Hospitals	224	334	109	272	216	165	157	167	79	319	197
# Respondents	5,093	12,063	670	9,952	7,724	3,266	5,276	4,483	521	6,546	3,981
<b>9. Handoffs and Information Exchange</b>	% Strongly Agree/Agree										
During shift changes, there is adequate time to exchange all key patient care information. (Item F6)	66%	74%	58%	75%	83%	66%	84%	74%	66%	61%	67%
	% Strongly Disagree/Disagree										
When transferring patients from one unit to another, important information is often left out. (Item F4*)	55%	68%	57%	53%	58%	55%	57%	45%	40%	51%	45%
During shift changes, important patient care information is often left out. (Item F5*)	59%	70%	64%	67%	72%	62%	76%	59%	51%	56%	53%
<b>10. Staffing and Work Pace</b>	% Strongly Agree/Agree										
In this unit, we have enough staff to handle the workload. (Item A2)	43%	33%	45%	37%	41%	46%	48%	37%	43%	54%	29%
	% Strongly Disagree/Disagree										
Staff in this unit work longer hours than is best for patient care. (Item A3*)	45%	44%	44%	39%	48%	51%	54%	48%	45%	56%	36%
This unit relies too much on temporary, float, or PRN staff. (Item A5*)	57%	38%	60%	32%	58%	58%	60%	56%	46%	65%	34%
The work pace in this unit is so rushed that it negatively affects patient safety. (Item A11*)	56%	45%	60%	48%	58%	56%	67%	58%	50%	74%	39%

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

**Table B-7. Average Percentage of Respondents Reporting Events in the Past 12 Months by Unit/Work Area – 2022 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>	363	372	316	338	331	289	265	348	291
<i># Respondents</i>	14,295	27,711	6,886	6,291	9,552	2,290	2,358	15,401	11,372
<b>In the past 12 months, how many patient safety events have you reported? (Item D3)</b>									
1 or more events	37%	54%	49%	59%	44%	41%	31%	29%	49%
None	63%	46%	51%	41%	56%	59%	69%	71%	51%
1 to 2	16%	32%	28%	24%	30%	30%	20%	18%	32%
3 to 5	12%	16%	13%	19%	10%	9%	8%	7%	12%
6 to 10	5%	4%	5%	8%	2%	2%	2%	2%	3%
11 or more	4%	2%	4%	9%	1%	1%	1%	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 – 2022 SOPS Hospital 2.0 Database (Page 2 of 2)**

Number of Events Reported by Respondents	Unit/Work Area (Patient Care Units)										
	Cardi-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	Telem-etry
<i># Hospitals</i>	224	334	109	272	216	165	157	167	79	319	197
<i># Respondents</i>	5,093	12,063	670	9,952	7,724	3,266	5,276	4,483	521	6,546	3,981
<b>In the past 12 months, how many patient safety events have you reported? (Item D3)</b>											
1 or more events	43%	50%	44%	59%	51%	48%	54%	50%	34%	45%	62%
None	57%	50%	56%	41%	49%	52%	46%	50%	66%	55%	38%
1 to 2	29%	29%	32%	35%	34%	31%	38%	28%	19%	32%	33%
3 to 5	10%	14%	10%	17%	12%	11%	13%	13%	11%	10%	18%
6 to 10	2%	4%	2%	4%	3%	4%	3%	5%	3%	2%	7%
11 or more	2%	3%	1%	3%	2%	1%	1%	3%	1%	1%	5%

**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 – 2022 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	363	372	316	338	331	289	265	348	291
# Respondents	14,295	27,711	6,886	6,291	9,552	2,290	2,358	15,401	11,372
<b>How would you rate your unit/work area on patient safety? (Item E1)</b>									
Excellent or Very Good	81%	57%	68%	74%	78%	71%	71%	70%	72%
Excellent	45%	20%	29%	35%	36%	31%	31%	31%	34%
Very Good	36%	37%	39%	40%	41%	40%	40%	39%	38%
Good	16%	29%	22%	19%	16%	22%	22%	22%	20%
Fair	3%	11%	8%	6%	5%	6%	6%	6%	7%
Poor	0%	3%	2%	1%	1%	2%	1%	2%	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.

**Table B-8. Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Patient Safety by Unit/Work Area – 2022 SOPS Hospital 2.0 Database (Page 2 of 2)**

Unit/Work Area Patient Safety Rating	Unit/Work Area (Patient Care Units)										
	Cardi-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	Telem-etry
<i># Hospitals</i>	224	334	109	272	216	165	157	167	79	319	197
<i># Respondents</i>	5,093	12,063	670	9,952	7,724	3,266	5,276	4,483	521	6,546	3,981
<b>How would you rate your unit/work area on patient safety? (Item E1)</b>											
Excellent or Very Good	72%	54%	76%	55%	66%	75%	67%	58%	76%	78%	49%
Excellent	34%	18%	34%	17%	24%	34%	29%	26%	43%	40%	15%
Very Good	38%	36%	42%	37%	42%	40%	38%	32%	33%	38%	34%
Good	19%	26%	17%	28%	23%	18%	22%	26%	17%	17%	29%
Fair	7%	14%	6%	13%	9%	6%	9%	12%	4%	5%	15%
Poor	2%	5%	1%	5%	1%	1%	1%	4%	3%	1%	7%

**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. In addition, respondents who did not answer (missing) were not included.

**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 – 2022 SOPS Hospital 2.0 Database**

SOPS Composite Measures	Tenure in Current Unit/Work area			
	Less Than 1 Year	1 Year to 5 Years	6 Years to 10 Years	11 Years or More
<i># Hospitals</i>	391	391	390	386
<i># Respondents</i>	36,862	76,924	31,151	41,678
<b>1. Teamwork</b>	84%	81%	82%	83%
<b>2. Supervisor, Manager, or Clinical Leader Support for Patient Safety</b>	84%	79%	79%	82%
<b>3. Communication Openness</b>	80%	75%	75%	77%
<b>4. Reporting Patient Safety Events</b>	78%	73%	73%	75%
<b>5. Communication About Error</b>	79%	72%	70%	74%
<b>6. Organizational Learning – Continuous Improvement</b>	73%	68%	69%	72%
<b>7. Hospital Management Support for Patient Safety</b>	69%	62%	62%	68%
<b>8. Response to Error</b>	66%	62%	63%	65%
<b>9. Handoffs and Information Exchange</b>	68%	62%	60%	63%
<b>10. Staffing and Work Pace</b>	54%	50%	51%	54%
<b>Composite Measure Average</b>	74%	68%	68%	71%

**Table B-10. Item Average Percent Positive Response by Tenure in Current Unit/Work Area – 2022 SOPS Hospital 2.0 Database (Page 1 of 5)**

Survey Items by SOPS Composite Measure	Tenure in Current Unit/Work area			
	Less Than 1 Year	1 Year to 5 Years	6 Years to 10 Years	11 Years or More
<i># Hospitals</i>	391	391	390	386
<i># Respondents</i>	36,862	76,924	31,151	41,678
<b>1. Teamwork</b>	% Strongly Agree/Agree			
In this unit, we work together as an effective team. (Item A1)	89%	86%	87%	89%
During busy times, staff in this unit help each other. (Item A8)	89%	86%	87%	88%
	% Strongly Disagree/Disagree			
There is a problem with disrespectful behavior by those working in this unit. (Item A9*)	74%	70%	72%	72%
<b>2. Supervisor, Manager, or Clinical Leader Support for Patient Safety</b>	% Strongly Agree/Agree			
My supervisor, manager, or clinical leader seriously considers staff suggestions for improving patient safety. (Item B1)	83%	78%	79%	81%
My supervisor, manager, or clinical leader takes action to address patient safety concerns that are brought to their attention. (Item B3)	87%	83%	82%	85%
	% Strongly Disagree/Disagree			
My supervisor, manager, or clinical leader wants us to work faster during busy times, even if it means taking shortcuts. (Item B2*)	81%	77%	77%	78%

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

**Table B-10. Item Average Percent Positive Response by Tenure in Current Unit/Work Area – 2022 SOPS Hospital 2.0 Database (Page 2 of 5)**

Survey Items by SOPS Composite Measure	Tenure in Current Unit/Work area			
	Less Than 1 Year	1 Year to 5 Years	6 Years to 10 Years	11 Years or More
<i># Hospitals</i>	391	391	390	386
<i># Respondents</i>	36,862	76,924	31,151	41,678
<b>3. Communication Openness</b>	% Always/Most of the time			
In this unit, staff speak up if they see something that may negatively affect patient care. (Item C4)	86%	82%	83%	85%
When staff in this unit see someone with more authority doing something unsafe for patients, they speak up. (Item C5)	78%	72%	72%	74%
When staff in this unit speak up, those with more authority are open to their patient safety concerns. (Item C6)	80%	73%	74%	78%
	% Never/Rarely			
In this unit, staff are afraid to ask questions when something does not seem right. (Item C7*)	76%	71%	71%	72%
<b>4. Reporting Patient Safety Events</b>	% Always/Most of the time			
When a mistake is caught and corrected before reaching the patient, how often is this reported? (Item D1)	71%	65%	64%	66%
When a mistake reaches the patient and could have harmed the patient, but did not, how often is this reported? (Item D2)	85%	82%	82%	84%

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

**Table B-10. Item Average Percent Positive Response by Tenure in Current Unit/Work Area – 2022 SOPS Hospital 2.0 Database (Page 3 of 5)**

Survey Items by SOPS Composite Measure	Tenure in Current Unit/Work area			
	Less Than 1 Year	1 Year to 5 Years	6 Years to 10 Years	11 Years or More
<i># Hospitals</i>	391	391	390	386
<i># Respondents</i>	36,862	76,924	31,151	41,678
<b>5. Communication About Error</b>	% Always/Most of the time			
We are informed about errors that happen in this unit. (Item C1)	77%	71%	70%	73%
When errors happen in this unit, we discuss ways to prevent them from happening again. (Item C2)	81%	74%	74%	77%
In this unit, we are informed about changes that are made based on event reports. (Item C3)	78%	69%	67%	71%
<b>6. Organizational Learning – Continuous Improvement</b>	% Strongly Agree/Agree			
This unit regularly reviews work processes to determine if changes are needed to improve patient safety. (Item A4)	75%	70%	71%	73%
In this unit, changes to improve patient safety are evaluated to see how well they worked. (Item A12)	70%	65%	65%	68%
	% Strongly Disagree/Disagree			
This unit lets the same patient safety problems keep happening. (Item A14*)	75%	70%	71%	75%

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

**Table B-10. Item Average Percent Positive Response by Tenure in Current Unit/Work Area – 2022 SOPS Hospital 2.0 Database (Page 4 of 5)**

Survey Items by SOPS Composite Measure	Tenure in Current Unit/Work area			
	Less Than 1 Year	1 Year to 5 Years	6 Years to 10 Years	11 Years or More
<i># Hospitals</i>	391	391	390	386
<i># Respondents</i>	36,862	76,924	31,151	41,678
<b>7. Hospital Management Support for Patient Safety</b>	% Strongly Agree/Agree			
The actions of hospital management show that patient safety is a top priority. (Item F1)	81%	72%	73%	78%
Hospital management provides adequate resources to improve patient safety. (Item F2)	76%	67%	67%	72%
	% Strongly Disagree/Disagree			
Hospital management seems interested in patient safety only after an adverse event happens. (Item F3*)	51%	46%	47%	52%
<b>8. Response to Error</b>	% Strongly Agree/Agree			
When staff make errors, this unit focuses on learning rather than blaming individuals. (Item A10)	73%	68%	69%	71%
	% Strongly Disagree/Disagree			
In this unit, staff feel like their mistakes are held against them. (Item A6*)	63%	60%	61%	63%
When an event is reported in this unit, it feels like the person is being written up, not the problem. (Item A7*)	59%	58%	59%	61%
In this unit, there is a lack of support for staff involved in patient safety errors. (Item A13*)	68%	62%	63%	66%

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

**Table B-10. Item Average Percent Positive Response by Tenure in Current Unit/Work Area – 2022 SOPS Hospital 2.0 Database (Page 5 of 5)**

Survey Items by SOPS Composite Measure	Tenure in Current Unit/Work area			
	Less Than 1 Year	1 Year to 5 Years	6 Years to 10 Years	11 Years or More
<i># Hospitals</i>	391	391	390	386
<i># Respondents</i>	36,862	76,924	31,151	41,678
<b>9. Handoffs and Information Exchange</b>	% Strongly Agree/Agree			
During shift changes, there is adequate time to exchange all key patient care information. (Item F6)	74%	70%	68%	70%
	% Strongly Disagree/Disagree			
When transferring patients from one unit to another, important information is often left out. (Item F4*)	62%	54%	53%	55%
During shift changes, important patient care information is often left out. (Item F5*)	68%	62%	60%	62%
<b>10. Staffing and Work Pace</b>	% Strongly Agree/Agree			
In this unit, we have enough staff to handle the workload. (Item A2)	50%	43%	44%	47%
	% Strongly Disagree/Disagree			
Staff in this unit work longer hours than is best for patient care. (Item A3*)	48%	46%	48%	49%
This unit relies too much on temporary, float, or PRN staff. (Item A5*)	54%	53%	54%	57%
The work pace in this unit is so rushed that it negatively affects patient safety. (Item A11*)	66%	58%	58%	61%

**Note:** The item’s survey location is shown after the item text. An \* indicates a negatively worded item, where the % Strongly Disagree/Disagree or % Never/Rarely 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 – 2022 SOPS Hospital 2.0 Database**

Number of Events Reported by Respondents	Tenure in Current Unit/Work Area			
	Less Than 1 Year	1 Year to 5 Years	6 Years to 10 Years	11 Years or More
<i># Hospitals</i>	391	391	390	386
<i># Respondents</i>	36,862	76,924	31,151	41,678
<b>In the past 12 months, how many patient safety events have you reported? (Item D3)</b>				
1 or more events	33%	48%	50%	47%
None	67%	52%	50%	53%
1 to 2	22%	28%	27%	28%
3 to 5	8%	14%	14%	13%
6 to 10	2%	4%	5%	4%
11 or more	1%	3%	4%	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 – 2022 SOPS Hospital 2.0 Database**

Unit/Work Area Patient Safety Rating	Tenure in Current Unit/Work Area			
	Less Than 1 Year	1 Year to 5 Years	6 Years to 10 Years	11 Years or More
<i># Hospitals</i>	391	391	390	386
<i># Respondents</i>	36,862	76,924	31,151	41,678
<b>How would you rate your unit/work area on patient safety? (Item E1)</b>				
Excellent or Very Good	71%	64%	66%	69%
Excellent	33%	28%	29%	30%
Very Good	38%	36%	37%	39%
Good	21%	24%	23%	22%
Fair	7%	9%	9%	7%
Poor	2%	3%	2%	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 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. In addition, respondents who did not answer (missing) were not included.

**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 – 2022 SOPS Hospital 2.0 Database**

SOPS Composite Measures	Interaction With Patients		
	WITH Direct Interaction	WITHOUT Direct Interaction	
	<i># Hospitals</i>	391	389
	<i># Respondents</i>	141,710	45,973
<b>1. Teamwork</b>	82%	83%	
<b>2. Supervisor, Manager, or Clinical Leader Support for Patient Safety</b>	79%	85%	
<b>3. Communication Openness</b>	75%	81%	
<b>4. Reporting Patient Safety Events</b>	73%	79%	
<b>5. Communication About Error</b>	71%	80%	
<b>6. Organizational Learning – Continuous Improvement</b>	68%	76%	
<b>7. Hospital Management Support for Patient Safety</b>	61%	75%	
<b>8. Response to Error</b>	62%	70%	
<b>9. Handoffs and Information Exchange</b>	64%	60%	
<b>10. Staffing and Work Pace</b>	50%	58%	
<b>Composite Measure Average</b>	68%	75%	

**Table B-14. Item Average Percent Positive Response by Interaction With Patients – 2022 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>	391	389
<i># Respondents</i>	141,710	45,973
<b>1. Teamwork</b>	% Strongly Agree/Agree	
In this unit, we work together as an effective team. (Item A1)	87%	88%
During busy times, staff in this unit help each other. (Item A8)	87%	88%
	% Strongly Disagree/Disagree	
There is a problem with disrespectful behavior by those working in this unit. (Item A9*)	71%	74%
<b>2. Supervisor, Manager, or Clinical Leader Support for Patient Safety</b>	% Strongly Agree/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%
	% Strongly Disagree/Disagree	
My supervisor, manager, or clinical leader wants us to work faster during busy times, even if it means taking shortcuts. (Item B2*)	77%	82%

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

**Table B-14. Item Average Percent Positive Response by Interaction With Patients – 2022 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>	391	389
<i># Respondents</i>	141,710	45,973
<b>3. Communication Openness</b>	% Always/Most of the time	
In this unit, staff speak up if they see something that may negatively affect patient care. (Item C4)	82%	87%
When staff in this unit see someone with more authority doing something unsafe for patients, they speak up. (Item C5)	72%	78%
When staff in this unit speak up, those with more authority are open to their patient safety concerns. (Item C6)	74%	82%
	% Never/Rarely	
In this unit, staff are afraid to ask questions when something does not seem right. (Item C7*)	71%	76%
<b>4. Reporting Patient Safety Events</b>	% Always/Most of the time	
When a mistake is caught and corrected before reaching the patient, how often is this reported? (Item D1)	64%	71%
When a mistake reaches the patient and could have harmed the patient, but did not, how often is this reported? (Item D2)	82%	86%

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

**Table B-14. Item Average Percent Positive Response by Interaction With Patients – 2022 SOPS Hospital 2.0 Database (Page 3 of 5)**

Survey Items by SOPS Composite Measure	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
# Hospitals	391	389
# Respondents	141,710	45,973
<b>5. Communication About Error</b>	% Always/Most of the time	
We are informed about errors that happen in this unit. (Item C1)	70%	79%
When errors happen in this unit, we discuss ways to prevent them from happening again. (Item C2)	74%	83%
In this unit, we are informed about changes that are made based on event reports. (Item C3)	69%	77%
<b>6. Organizational Learning – Continuous Improvement</b>	% Strongly Agree/Agree	
This unit regularly reviews work processes to determine if changes are needed to improve patient safety. (Item A4)	70%	78%
In this unit, changes to improve patient safety are evaluated to see how well they worked. (Item A12)	65%	72%
	% Strongly Disagree/Disagree	
This unit lets the same patient safety problems keep happening. (Item A14*)	71%	78%

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

**Table B-14. Item Average Percent Positive Response by Interaction With Patients – 2022 SOPS Hospital 2.0 Database (Page 4 of 5)**

Survey Items by SOPS Composite Measure	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
# Hospitals	391	389
# Respondents	141,710	45,973
<b>7. Hospital Management Support for Patient Safety</b>	% Strongly Agree/Agree	
The actions of hospital management show that patient safety is a top priority. (Item F1)	72%	86%
Hospital management provides adequate resources to improve patient safety. (Item F2)	66%	81%
	% Strongly Disagree/Disagree	
Hospital management seems interested in patient safety only after an adverse event happens. (Item F3*)	45%	59%
<b>8. Response to Error</b>	% Strongly Agree/Agree	
When staff make errors, this unit focuses on learning rather than blaming individuals. (Item A10)	68%	76%
	% Strongly Disagree/Disagree	
In this unit, staff feel like their mistakes are held against them. (Item A6*)	59%	67%
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*)	62%	70%

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

**Table B-14. Item Average Percent Positive Response by Interaction With Patients – 2022 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>	391	389
<i># Respondents</i>	141,710	45,973
<b>9. Handoffs and Information Exchange</b>	% Strongly Agree/Agree	
During shift changes, there is adequate time to exchange all key patient care information. (Item F6)	71%	68%
	% Strongly Disagree/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%	59%
<b>10. Staffing and Work Pace</b>	% Strongly Agree/Agree	
In this unit, we have enough staff to handle the workload. (Item A2)	43%	52%
	% Strongly Disagree/Disagree	
Staff in this unit work longer hours than is best for patient care. (Item A3*)	47%	49%
This unit relies too much on temporary, float, or PRN staff. (Item A5*)	52%	64%
The work pace in this unit is so rushed that it negatively affects patient safety. (Item A11*)	57%	68%

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

**Table B-15. Average Percentage of Respondents Reporting Events in the Past 12 Months by Interaction With Patients – 2022 SOPS Hospital 2.0 Database**

Number of Events Reported by Respondents	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	391	389
<i># Respondents</i>	141,710	45,973
<b>In the past 12 months, how many patient safety events have you reported? (Item D3)</b>		
1 or more events	49%	33%
None	51%	67%
1 to 2	30%	17%
3 to 5	13%	10%
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 – 2022 SOPS Hospital 2.0 Database**

Unit/Work Area Patient Safety Rating	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	391	389
<i># Respondents</i>	141,710	45,973
<b>How would you rate your unit/work area on patient safety? (Item E1)</b>		
Excellent or Very Good	64%	75%
Excellent	27%	36%
Very Good	37%	38%
Good	24%	20%
Fair	9%	5%
Poor	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