

Surveys on Patient Safety Culture™ (SOPS®) Nursing Home Survey: 2023 User Database Report

Part II: Appendix A - Results by Nursing Home Characteristics

Appendix B - Results by Respondent Characteristics

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Executive Summary

Part II—Appendixes A and B: Results by Nursing Home and Respondent Characteristics

Appendixes A and B present average percent positive scores for the survey composite measures and items across database nursing homes broken out by the following nursing home and respondent characteristics.

Appendix A: Results by Nursing Home Characteristics

- Bed size
- Ownership

Appendix B: Results by Respondent Characteristics

- Job title
- Work area
- Interaction with residents
- Shift worked most often
- Tenure in nursing home

Highlights from the results by nursing home and respondent characteristics are presented on the next few pages. Highlights were based on results for the 12 patient safety culture composite measures, Willingness To Recommend, and Overall Rating on Resident Safety. The bottom row of the composite measure tables presents the composite measures average as a summary statistic for comparing breakout categories.

Data Limitations

The database for the 2023 report includes only 62 nursing homes, which represent less than 1 percent of the total number of nursing homes in the United States. For additional details about data limitations, refer to Part I of the report.

Comparing Your Results

You can compare your nursing home's percent positive scores on the SOPS Nursing Home composite measures and items with the averages shown in Appendix A for nursing homes with characteristics (bed size and ownership) similar to your nursing home.

To compare your nursing home's results with the averages in Appendix B, your nursing home will need to compute percent positive scores on the SOPS Nursing Home composite measures and items broken out by job title, work area, interaction with residents, shift worked most often, and tenure in nursing home.

Highlights From Appendix A: Results by Nursing Home Characteristics

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

- Nursing homes with *1-99 beds* had a higher:
 - Composite Measure Average (67 percent) than nursing homes with *100 beds or more* (61 percent).
 - Average percentage of respondents who were willing to recommend their nursing home (78 percent) than nursing homes with *100 beds or more* (65 percent).
 - Average percentage of respondents who gave their nursing home a Resident Safety Rating of “Excellent” or “Very Good” (61 percent) than nursing homes with *100 beds or more* (50 percent).

Ownership (Tables A-5, A-7, A-8)

- *Nonprofit/Government* nursing homes had a higher:
 - Composite Measure Average (65 percent) than *For Profit* nursing homes (59 percent).
 - Average percentage of respondents who were willing to recommend their nursing home (73 percent) than *For Profit* nursing homes (61 percent).
 - Average percentage of respondents who gave their nursing home a resident safety rating of “Excellent” or “Very Good” (58 percent) than *For Profit* nursing homes (45 percent).

Highlights From Appendix B: Results by Respondent Characteristics

Job Title (Tables B-1, B-3, B-4)

- *Administrative Support Staff* and *Physicians/Other Providers* had the highest Composite Measure Average (74 percent); *Nursing Assistants/Aides* had the lowest (59 percent).
- *Administrators/Managers* had the highest average percentage of respondents who were willing to recommend their nursing home (86 percent), *Nursing Assistants/Nursing Aides* had the lowest (67 percent).

- *Administrators/Managers* had the highest average percentage of respondents who gave their nursing home a resident safety rating of “Excellent” or “Very Good” (72 percent); *Physicians/Other Providers* had the lowest (48 percent).

Work Area (Table B-5)

- *Rehab Units* had the highest Composite Measure Average (68 percent); *Alzheimer's/Dementia Units* had the lowest (57 percent).

Interaction With Residents (Tables B-9, B-11, B-12)

- Respondents *without* direct resident interaction had a higher:
 - Composite Measure Average (70 percent) than those *with* direct resident interaction (61 percent).
 - Average percentage of respondents who were willing to recommend their nursing home (74 percent) than those *with* direct resident interaction (69 percent).
 - Average percentage of respondents who gave their nursing home a resident safety rating of “Excellent” or “Very Good” (61 percent) than those *with* direct resident interaction (52 percent).

Shift Worked Most Often (Tables B-13, B-15, B-16)

- Respondents working the *day shift* had the highest:
 - Composite Measure Average (65 percent); respondents working the *night shift* had the lowest (59 percent).
 - Average percentage of respondents who were willing to recommend their nursing home (72 percent); respondents working the *night shift* had the lowest (65 percent).
 - Average percentage of respondents who gave their nursing home a resident safety rating of “Excellent” or “Very Good” (57 percent); respondents working the *evening* and *night shift* had the lowest (51 percent).

Tenure in Nursing Home (Tables B-17, B-19, B-20)

- Respondents who have worked in the nursing home *less than 1 year* had the highest:
 - Composite Measure Average (70 percent); respondents who have worked in the nursing home *3 to 5 years* had the lowest (61 percent).

- Average percentage of respondents who were willing to recommend their nursing home (74 percent); respondents who have worked *3 to 5 years* had the lowest (67 percent).
 - Average percentage of respondents who gave their nursing home a resident safety rating of “Excellent” or “Very Good”(61 percent); respondents who have worked in their nursing home *3 to 5 years* had the lowest (51 percent).
-

Part II

Appendix A: Results by Nursing Home Characteristics

(1) Bed Size

Note: The number of nursing homes and respondents in each bed size category is shown in each table. However, the precise number of nursing homes and respondents corresponding to each data cell in a table will vary because nursing homes 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 – 2023 SOPS Nursing Home Database

SOPS Composite Measures	Bed Size	
	1-99 Beds	100 Beds or More
<i># Nursing Homes</i>	25	37
<i># Respondents</i>	1,039	2,185
1. Feedback and Communication About Incidents	86%	81%
2. Overall Perceptions of Resident Safety	86%	78%
3. Supervisor Expectations and Actions Promoting Resident Safety	81%	78%
4. Organizational Learning	69%	61%
5. Training and Skills	69%	61%
6. Management Support for Resident Safety	67%	60%
7. Handoffs	65%	60%
8. Teamwork	66%	58%
9. Compliance With Procedures	61%	57%
10. Communication Openness	56%	53%
11. Nonpunitive Response to Mistakes	56%	52%
12. Staffing	44%	36%
Composite Measure Average	67%	61%

Table A-2. Item Average Percent Positive Response by Bed Size – 2023 SOPS Nursing Home Database (Page 1 of 6)

Survey Items by SOPS Composite Measure	Bed Size	
	1-99 Beds	100 Beds or More
<i># Nursing Homes</i>	25	37
<i># Respondents</i>	1,039	2,185
1. Feedback and Communication About Incidents	% Always/Most of the Time	
When staff report something that could harm a resident, someone takes care of it. (Item B4)	85%	79%
In this nursing home, we talk about ways to keep incidents from happening again. (Item B5)	84%	80%
Staff tell someone if they see something that might harm a resident. (Item B6)	89%	85%
In this nursing home, we discuss ways to keep residents safe from harm. (Item B8)	84%	80%
2. Overall Perceptions of Resident Safety	% Strongly Agree/Agree	
Residents are well cared for in this nursing home. (Item D1)	84%	77%
This nursing home does a good job keeping residents safe. (Item D6)	86%	78%
This nursing home is a safe place for residents. (Item D8)	88%	80%

Note: The item’s survey location is shown in parentheses after the item text.

Table A-2. Item Average Percent Positive Response by Bed Size – 2023 SOPS Nursing Home Database (Page 2 of 6)

Survey Items by SOPS Composite Measure	Bed Size	
	1-99 Beds	100 Beds or More
<i># Nursing Homes</i>	25	37
<i># Respondents</i>	1,039	2,185
3. Supervisor Expectations and Actions Promoting Resident Safety	% Strongly Agree/Agree	
My supervisor listens to staff ideas and suggestions about resident safety. (Item C1)	80%	78%
My supervisor says a good word to staff who follow the right procedures. (Item C2)	77%	74%
My supervisor pays attention to resident safety problems in this nursing home. (Item C3)	85%	82%
4. Organizational Learning	% Strongly Agree/Agree	
It is easy to make changes to improve resident safety in this nursing home. (Item D4)	65%	56%
This nursing home is always doing things to improve resident safety. (Item D5)	76%	67%
When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (Item D10)	72%	64%
	% Strongly Disagree/Disagree	
This nursing home lets the same mistakes happen again and again. (Item D3*)	64%	58%

Note: The item’s survey location is shown in parentheses after the item text. An * denotes 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 – 2023 SOPS Nursing Home Database (Page 3 of 6)

Survey Items by SOPS Composite Measure	Bed Size	
	1-99 Beds	100 Beds or More
<i># Nursing Homes</i>	25	37
<i># Respondents</i>	1,039	2,185
5. Training and Skills	% Strongly Agree/Agree	
Staff get the training they need in this nursing home. (Item A7)	74%	64%
Staff have enough training on how to handle difficult residents. (Item A11)	56%	48%
Staff understand the training they get in this nursing home. (Item A13)	76%	70%
6. Management Support for Resident Safety	% Strongly Agree/Agree	
Management asks staff how the nursing home can improve resident safety. (Item D2)	65%	59%
Management listens to staff ideas and suggestions to improve resident safety. (Item D7)	69%	61%
Management often walks around the nursing home to check on resident care. (Item D9)	66%	58%

Note: The item’s survey location is shown in parentheses after the item text.

Table A-2. Item Average Percent Positive Response by Bed Size – 2023 SOPS Nursing Home Database (Page 4 of 6)

Survey Items by SOPS Composite Measure	Bed Size	
	1-99 Beds	100 Beds or More
<i># Nursing Homes</i>	25	37
<i># Respondents</i>	1,039	2,185
7. Handoffs	% Always/Most of the Time	
Staff are told what they need to know before taking care of a resident for the first time. (Item B1)	73%	65%
Staff are told right away when there is a change in a resident’s care plan. (Item B2)	59%	54%
We have all the information we need when residents are transferred from the hospital. (Item B3)	53%	56%
Staff are given all the information they need to care for residents. (Item B10)	76%	67%
8. Teamwork	% Strongly Agree/Agree	
Staff in this nursing home treat each other with respect. (Item A1)	69%	60%
Staff support one another in this nursing home. (Item A2)	69%	60%
Staff feel like they are part of a team. (Item A5)	62%	55%
When someone gets really busy in this nursing home, other staff help out. (Item A9)	64%	56%

Note: The item’s survey location is shown in parentheses after the item text.

Table A-2. Item Average Percent Positive Response by Bed Size – 2023 SOPS Nursing Home Database (Page 5 of 6)

Survey Items by SOPS Composite Measure	Bed Size	
	1-99 Beds	100 Beds or More
<i># Nursing Homes</i>	25	37
<i># Respondents</i>	1,039	2,185
9. Compliance With Procedures	% Strongly Agree/Agree	
Staff follow standard procedures to care for residents. (Item A4)	80%	75%
	% Strongly Disagree/Disagree	
Staff use shortcuts to get their work done faster. (Item A6*)	40%	37%
To make work easier, staff often ignore procedures. (Item A14*)	62%	58%
10. Communication Openness	% Always/Most of the Time	
Staff ideas and suggestions are valued in this nursing home. (Item B7)	61%	55%
It is easy for staff to speak up about problems in this nursing home. (Item B11)	57%	56%
	% Never/Rarely	
Staff opinions are ignored in this nursing home. (Item B9*)	52%	47%

Note: The item’s survey location is shown in parentheses after the item text. An * denotes 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 – 2023 SOPS Nursing Home Database (Page 6 of 6)

Survey Items by SOPS Composite Measure	Bed Size	
	1-99 Beds	100 Beds or More
<i># Nursing Homes</i>	25	37
<i># Respondents</i>	1,039	2,185
11. Nonpunitive Response to Mistakes	% Strongly Agree/Agree	
Staff are treated fairly when they make mistakes. (Item A15)	64%	58%
Staff feel safe reporting their mistakes. (Item A18)	57%	54%
	% Strongly Disagree/Disagree	
Staff are blamed when a resident is harmed. (Item A10*)	53%	46%
Staff are afraid to report their mistakes. (Item A12*)	50%	49%
12. Staffing	% Strongly Agree/Agree	
We have enough staff to handle the workload. (Item A3)	28%	21%
Residents' needs are met during shift changes. (Item A16)	61%	55%
	% Strongly Disagree/Disagree	
Staff have to hurry because they have too much work to do. (Item A8*)	31%	25%
It is hard to keep residents safe here because so many staff quit their jobs. (Item A17*)	56%	44%

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

Table A-3. Average Percentage of Respondents Willing To Recommend by Bed Size – 2023 SOPS Nursing Home Database

Willingness To Recommend	Bed Size	
	1-99 Beds	100 Beds or More
<i># Nursing Homes</i>	25	37
<i># Respondents</i>	1,039	2,185
I would tell friends that this is a safe nursing home for their family. (Item E1)		
Yes	78%	65%
Maybe	18%	25%
No	4%	11%

Note: Percentages may not add to 100 due to rounding.

Table A-4. Average Percentage of Respondents for Overall Rating on Resident Safety by Bed Size – 2023 SOPS Nursing Home Database

Overall Rating on Resident Safety	Bed Size	
	1-99 Beds	100 Beds or More
<i># Nursing Homes</i>	25	37
<i># Respondents</i>	1,039	2,185
Please give this nursing home an overall rating on resident safety. (Item E2)		
Excellent or Very Good	61%	50%
Excellent	25%	18%
Very Good	36%	32%
Good	27%	29%
Fair	10%	18%
Poor	2%	4%

Note: Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding.

Appendix A: Results by Nursing Home Characteristics

(2) Ownership

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

Table A-5. Composite Measure Average Percent Positive Response by Ownership – 2023 SOPS Nursing Home Database

SOPS Composite Measures	Ownership	
	For Profit	Nonprofit/Government
	<i># Nursing Homes</i>	<i># Respondents</i>
	16	46
	930	2,294
1. Feedback and Communication About Incidents	78%	84%
2. Overall Perceptions of Resident Safety	74%	84%
3. Supervisor Expectations and Actions Promoting Resident Safety	76%	80%
4. Organizational Learning	58%	67%
5. Training and Skills	59%	65%
6. Management Support for Resident Safety	54%	65%
7. Handoffs	57%	64%
8. Teamwork	57%	62%
9. Compliance With Procedures	54%	60%
10. Communication Openness	46%	57%
11. Nonpunitive Response to Mistakes	51%	54%
12. Staffing	37%	40%
Composite Measure Average	59%	65%

Table A-6. Item Average Percent Positive Response by Ownership – 2023 SOPS Nursing Home Database (Page 1 of 6)

Survey Items by SOPS Composite Measure	Ownership	
	For Profit	Nonprofit/Government
<i># Nursing Homes</i>	16	46
<i># Respondents</i>	930	2,294
1. Feedback and Communication About Incidents	% Always/Most of the Time	
When staff report something that could harm a resident, someone takes care of it. (Item B4)	76%	83%
In this nursing home, we talk about ways to keep incidents from happening again. (Item B5)		83%
Staff tell someone if they see something that might harm a resident. (Item B6)	85%	87%
In this nursing home, we discuss ways to keep residents safe from harm. (Item B8)	75%	84%
2. Overall Perceptions of Resident Safety	% Strongly Agree/Agree	
Residents are well cared for in this nursing home. (Item D1)	73%	82%
This nursing home does a good job keeping residents safe. (Item D6)	74%	84%
This nursing home is a safe place for residents. (Item D8)	76%	85%

Note: The item’s survey location is shown in parentheses after the item text.

Table A-6. Item Average Percent Positive Response by Ownership – 2023 SOPS Nursing Home Database (Page 2 of 6)

Survey Items by SOPS Composite Measure	Ownership	
	For Profit	Nonprofit/Government
<i># Nursing Homes</i>	16	46
<i># Respondents</i>	930	2,294
3. Supervisor Expectations and Actions Promoting Resident Safety	% Strongly Agree/Agree	
My supervisor listens to staff ideas and suggestions about resident safety. (Item C1)	74%	80%
My supervisor says a good word to staff who follow the right procedures. (Item C2)	72%	76%
My supervisor pays attention to resident safety problems in this nursing home. (Item C3)	81%	84%
4. Organizational Learning	% Strongly Agree/Agree	
It is easy to make changes to improve resident safety in this nursing home. (Item D4)	57%	61%
This nursing home is always doing things to improve resident safety. (Item D5)	62%	74%
When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (Item D10)	62%	69%
	% Strongly Disagree/Disagree	
This nursing home lets the same mistakes happen again and again. (Item D3*)	52%	63%

Note: The item’s survey location is shown in parentheses after the item text. An * denotes 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 Ownership – 2023 SOPS Nursing Home Database (Page 3 of 6)

Survey Items by SOPS Composite Measure	Ownership	
	For Profit	Nonprofit/Government
<i># Nursing Homes</i>	16	46
<i># Respondents</i>	930	2,294
5. Training and Skills	% Strongly Agree/Agree	
Staff get the training they need in this nursing home. (Item A7)	62%	70%
Staff have enough training on how to handle difficult residents. (Item A11)	47%	53%
Staff understand the training they get in this nursing home. (Item A13)	69%	73%
6. Management Support for Resident Safety	% Strongly Agree/Agree	
Management asks staff how the nursing home can improve resident safety. (Item D2)	53%	65%
Management listens to staff ideas and suggestions to improve resident safety. (Item D7)	54%	68%
Management often walks around the nursing home to check on resident care. (Item D9)	55%	64%

Note: The item’s survey location is shown in parentheses after the item text.

Table A-6. Item Average Percent Positive Response by Ownership – 2023 SOPS Nursing Home Database (Page 4 of 6)

Survey Items by SOPS Composite Measure	Ownership	
	For Profit	Nonprofit/Government
<i># Nursing Homes</i>	16	46
<i># Respondents</i>	930	2,294
7. Handoffs	% Always/Most of the Time	
Staff are told what they need to know before taking care of a resident for the first time. (Item B1)	64%	70%
Staff are told right away when there is a change in a resident’s care plan. (Item B2)	51%	58%
We have all the information we need when residents are transferred from the hospital. (Item B3)	52%	56%
Staff are given all the information they need to care for residents. (Item B10)	62%	73%
8. Teamwork	% Strongly Agree/Agree	
Staff in this nursing home treat each other with respect. (Item A1)	58%	66%
Staff support one another in this nursing home. (Item A2)	60%	65%
Staff feel like they are part of a team. (Item A5)	54%	59%
When someone gets really busy in this nursing home, other staff help out. (Item A9)	57%	60%

Note: The item’s survey location is shown in parentheses after the item text.

Table A-6. Item Average Percent Positive Response by Ownership – 2023 SOPS Nursing Home Database (Page 5 of 6)

Survey Items by SOPS Composite Measure	Ownership	
	For Profit	Nonprofit/Government
<i># Nursing Homes</i>	16	46
<i># Respondents</i>	930	2,294
9. Compliance With Procedures	% Strongly Agree/Agree	
Staff follow standard procedures to care for residents. (Item A4)	72%	79%
	% Strongly Disagree/Disagree	
Staff use shortcuts to get their work done faster. (Item A6*)	36%	39%
To make work easier, staff often ignore procedures. (Item A14*)	54%	62%
10. Communication Openness	% Always/Most of the Time	
Staff ideas and suggestions are valued in this nursing home. (Item B7)	49%	60%
It is easy for staff to speak up about problems in this nursing home. (Item B11)	48%	59%
	% Never/Rarely	
Staff opinions are ignored in this nursing home. (Item B9*)	42%	52%

Note: The item’s survey location is shown in parentheses after the item text. An * denotes 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 Ownership – 2023 SOPS Nursing Home Database (Page 6 of 6)

Survey Items by SOPS Composite Measure	Ownership	
	For Profit	Nonprofit/Government
<i># Nursing Homes</i>	16	46
<i># Respondents</i>	930	2,294
11. Nonpunitive Response to Mistakes	% Strongly Agree/Agree	
Staff are treated fairly when they make mistakes. (Item A15)	57%	62%
Staff feel safe reporting their mistakes. (Item A18)	52%	56%
	% Strongly Disagree/Disagree	
Staff are blamed when a resident is harmed. (Item A10*)	46%	50%
Staff are afraid to report their mistakes. (Item A12*)	48%	50%
12. Staffing	% Strongly Agree/Agree	
We have enough staff to handle the workload. (Item A3)	22%	25%
Residents' needs are met during shift changes. (Item A16)	56%	58%
	% Strongly Disagree/Disagree	
Staff have to hurry because they have too much work to do. (Item A8*)	26%	28%
It is hard to keep residents safe here because so many staff quit their jobs. (Item A17*)	44%	50%

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

Table A-7. Average Percentage of Respondents Willing To Recommend by Ownership – 2023 SOPS Nursing Home Database

Willingness To Recommend	Ownership	
	For Profit	Nonprofit/Government
<i># Nursing Homes</i>	16	46
<i># Respondents</i>	930	2,294
I would tell friends that this is a safe nursing home for their family. (Item E1)		
Yes	61%	73%
Maybe	25%	21%
No	13%	6%

Note: Percentages may not add to 100 due to rounding.

Table A-8. Average Percentage of Respondents for Overall Rating on Resident Safety by Ownership – 2023 SOPS Nursing Home Database

Overall Rating on Resident Safety	Ownership	
	For Profit	Nonprofit/Government
<i># Nursing Homes</i>	16	46
<i># Respondents</i>	930	2,294
Please give this nursing home an overall rating on resident safety. (Item E2)		
Excellent or Very Good	45%	58%
Excellent	13%	24%
Very Good	32%	34%
Good	31%	27%
Fair	18%	14%
Poor	6%	2%

Note: Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding.

Appendix B: Results by Respondent Characteristics

(1) Job Title

Note 1: Nursing homes that did not ask respondents to indicate their job title 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 nursing homes and respondents by job title is shown in each table. The number of nursing homes includes those nursing homes that asked respondents to indicate their job title. However, the precise number of nursing homes and respondents corresponding to each data cell in the tables will vary because nursing homes may have omitted a specific survey item and because of individual nonresponse/missing data.

Note 3: The survey job titles are as follows:

- Administrators/Managers (Admin/Manager): Executive Director/Administrator, Medical Director, Director of Nursing/Nursing Supervisor, Department Head, Unit Manager/Charge Nurse, Assistant Director/Assistant Manager, Minimum Data Set (MDS) Coordinator/Resident Nurse Assessment Coordinator (RNAC)
- Administrative Support Staff (Admin Support Staff): Administrative Assistant, Admissions, Billing/Insurance, Secretary, Human Resources, Medical Records
- Direct Care Staff: Activities Staff Member, Dietitian/Nutritionist, Medication Technician, Pastoral Care/Chaplain, Pharmacist, Physical/Occupational/Speech/Respiratory Therapist, Podiatrist, Social Worker
- Licensed Nurse: Registered Nurse (RN), Licensed Practical Nurse (LPN), Wound Care Nurse
- Nursing Assistants/Nursing Aides (Nursing Asst/Aide): Certified Nursing Assistant (CNA), Geriatric Nursing Assistant (GNA), Nursing Aide/Nursing Assistant
- Physician/Other Provider: Physician (M.D., D.O.), Nurse Practitioner, Clinical Nurse Specialist, Physician Assistant
- Support Staff: Drivers, Food Service/Dietary, Housekeeping, Laundry Service, Maintenance, Security

Table B-1. Composite Measure Average Percent Positive Response by Job Title – 2023 SOPS Nursing Home Database

SOPS Composite Measures	Job Title							
	Admin/Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/Aide	Physician/Other Provider	Support Staff	
	<i># Nursing Homes</i>	59	55	62	62	61	17	54
	<i># Respondents</i>	345	255	335	539	842	46	512
1. Feedback and Communication About Incidents		91%	91%	84%	83%	77%	95%	84%
2. Overall Perceptions of Resident Safety		90%	91%	79%	80%	79%	89%	83%
3. Supervisor Expectations and Actions Promoting Resident Safety		90%	89%	82%	74%	71%	97%	83%
4. Organizational Learning		75%	77%	63%	58%	61%	70%	69%
5. Training and Skills		64%	69%	61%	61%	66%	70%	66%
6. Management Support for Resident Safety		82%	78%	63%	52%	52%	80%	68%
7. Handoffs		67%	76%	63%	58%	53%	80%	73%
8. Teamwork		72%	69%	62%	59%	53%	79%	64%
9. Compliance With Procedures		55%	64%	56%	56%	60%	60%	60%
10. Communication Openness		76%	67%	58%	48%	44%	75%	57%
11. Nonpunitive Response to Mistakes		66%	63%	53%	52%	49%	61%	51%
12. Staffing		46%	49%	37%	36%	38%	30%	42%
Composite Measure Average		73%	74%	63%	60%	59%	74%	66%

Table B-2. Item Average Percent Positive Response by Job Title – 2023 SOPS Nursing Home Database (Page 1 of 6)

Survey Items by SOPS Composite Measure	Job Title						
	Admin/Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/Aide	Physician/Other Provider	Support Staff
<i># Nursing Homes</i>	59	55	62	62	61	17	54
<i># Respondents</i>	345	255	335	539	842	46	512
1. Feedback and Communication About Incidents	% Always/Most of the Time						
When staff report something that could harm a resident, someone takes care of it. (Item B4)	92%	91%	82%	85%	75%	94%	82%
In this nursing home, we talk about ways to keep incidents from happening again. (Item B5)	92%	87%	83%	79%	74%	96%	85%
Staff tell someone if they see something that might harm a resident. (Item B6)	91%	93%	85%	89%	84%	95%	84%
In this nursing home, we discuss ways to keep residents safe from harm. (Item B8)	91%	92%	85%	79%	75%	97%	82%
2. Overall Perceptions of Resident Safety	% Strongly Agree/Agree						
Residents are well cared for in this nursing home. (Item D1)	90%	86%	79%	80%	78%	88%	78%
This nursing home does a good job keeping residents safe. (Item D6)	88%	94%	78%	79%	79%	89%	85%
This nursing home is a safe place for residents. (Item D8)	92%	92%	82%	82%	80%	90%	86%

Note: The item’s survey location is shown in parentheses after the item text.

Table B-2. Item Average Percent Positive Response by Job Title – 2023 SOPS Nursing Home Database (Page 2 of 6)

Survey Items by SOPS Composite Measure	Job Title						
	Admin/Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/Aide	Physician/Other Provider	Support Staff
# Nursing Homes	59	55	62	62	61	17	54
# Respondents	345	255	335	539	842	46	512
3. Supervisor Expectations and Actions Promoting Resident Safety	% Strongly Agree/Agree						
My supervisor listens to staff ideas and suggestions about resident safety. (Item C1)	92%	89%	86%	72%	69%	96%	80%
My supervisor says a good word to staff who follow the right procedures. (Item C2)	88%	86%	79%	69%	66%	95%	80%
My supervisor pays attention to resident safety problems in this nursing home. (Item C3)	91%	93%	83%	80%	78%	99%	88%
4. Organizational Learning	% Strongly Agree/Agree						
It is easy to make changes to improve resident safety in this nursing home. (Item D4)	61%	72%	58%	53%	63%	54%	67%
This nursing home is always doing things to improve resident safety. (Item D5)	79%	85%	70%	65%	66%	82%	77%
When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (Item D10)	84%	82%	63%	62%	60%	82%	69%
	% Strongly Disagree/Disagree						
This nursing home lets the same mistakes happen again and again. (Item D3*)	73%	70%	60%	54%	57%	64%	64%

Note: The item’s survey location is shown in parentheses after the item text. An * denotes 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 Job Title – 2023 SOPS Nursing Home Database (Page 3 of 6)

Survey Items by SOPS Composite Measure	Job Title							
	Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/ Aide	Physician/ Other Provider	Support Staff	
	<i># Nursing Homes</i>	59	55	62	62	61	17	54
	<i># Respondents</i>	345	255	335	539	842	46	512
5. Training and Skills	% Strongly Agree/Agree							
Staff get the training they need in this nursing home. (Item A7)	72%	71%	65%	66%	70%	72%	70%	
Staff have enough training on how to handle difficult residents. (Item A11)	46%	62%	50%	47%	53%	54%	56%	
Staff understand the training they get in this nursing home. (Item A13)	74%	73%	68%	71%	76%	84%	71%	
6. Management Support for Resident Safety	% Strongly Agree/Agree							
Management asks staff how the nursing home can improve resident safety. (Item D2)	80%	81%	64%	52%	51%	74%	66%	
Management listens to staff ideas and suggestions to improve resident safety. (Item D7)	83%	80%	66%	56%	55%	86%	67%	
Management often walks around the nursing home to check on resident care. (Item D9)	83%	74%	59%	49%	52%	78%	69%	

Note: The item’s survey location is shown in parentheses after the item text.

Table B-2. Item Average Percent Positive Response by Job Title – 2023 SOPS Nursing Home Database (Page 4 of 6)

Survey Items by SOPS Composite Measure	Job Title							
	Admin/Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/Aide	Physician/Other Provider	Support Staff	
	# Nursing Homes	59	55	62	62	61	17	54
	# Respondents	345	255	335	539	842	46	512
7. Handoffs		% Always/Most of the Time						
Staff are told what they need to know before taking care of a resident for the first time. (Item B1)		79%	83%	70%	67%	59%	84%	76%
Staff are told right away when there is a change in a resident’s care plan. (Item B2)		62%	70%	55%	52%	48%	70%	67%
We have all the information we need when residents are transferred from the hospital. (Item B3)		51%	66%	55%	47%	47%	72%	72%
Staff are given all the information they need to care for residents. (Item B10)		77%	85%	69%	67%	61%	93%	79%
8. Teamwork		% Strongly Agree/Agree						
Staff in this nursing home treat each other with respect. (Item A1)		73%	71%	66%	62%	58%	84%	64%
Staff support one another in this nursing home. (Item A2)		73%	70%	60%	67%	56%	89%	67%
Staff feel like they are part of a team. (Item A5)		66%	68%	62%	52%	51%	81%	59%
When someone gets really busy in this nursing home, other staff help out. (Item A9)		75%	68%	60%	54%	48%	62%	66%

Note: The item’s survey location is shown in parentheses after the item text.

Table B-2. Item Average Percent Positive Response by Job Title – 2023 SOPS Nursing Home Database (Page 5 of 6)

Survey Items by SOPS Composite Measure	Job Title						
	Admin/Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/Aide	Physician/Other Provider	Support Staff
# Nursing Homes	59	55	62	62	61	17	54
# Respondents	345	255	335	539	842	46	512
9. Compliance With Procedures	% Strongly Agree/Agree						
Staff follow standard procedures to care for residents. (Item A4)	78%	84%	76%	78%	75%	91%	82%
	% Strongly Disagree/Disagree						
Staff use shortcuts to get their work done faster. (Item A6*)	32%	47%	36%	33%	41%	35%	38%
To make work easier, staff often ignore procedures. (Item A14*)	57%	63%	57%	58%	65%	59%	58%
10. Communication Openness	% Always/Most of the Time						
Staff ideas and suggestions are valued in this nursing home. (Item B7)	80%	69%	62%	50%	47%	73%	60%
It is easy for staff to speak up about problems in this nursing home. (Item B11)	76%	69%	58%	51%	48%	83%	56%
	% Never/Rarely						
Staff opinions are ignored in this nursing home. (Item B9*)	71%	64%	53%	45%	38%	71%	52%

Note: The item’s survey location is shown in parentheses after the item text. An * denotes 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 Job Title – 2023 SOPS Nursing Home Database (Page 6 of 6)

Survey Items by SOPS Composite Measure	Job Title						
	Admin/Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/Aide	Physician/Other Provider	Support Staff
# Nursing Homes	59	55	62	62	61	17	54
# Respondents	345	255	335	539	842	46	512
11. Nonpunitive Response to Mistakes	% Strongly Agree/Agree						
Staff are treated fairly when they make mistakes. (Item A15)	81%	77%	61%	61%	48%	75%	60%
Staff feel safe reporting their mistakes. (Item A18)	62%	65%	53%	51%	53%	77%	54%
	% Strongly Disagree/Disagree						
Staff are blamed when a resident is harmed. (Item A10*)	66%	54%	53%	51%	41%	55%	42%
Staff are afraid to report their mistakes. (Item A12*)	56%	56%	45%	47%	53%	41%	47%
12. Staffing	% Strongly Agree/Agree						
We have enough staff to handle the workload. (Item A3)	38%	32%	28%	21%	17%	24%	28%
Residents' needs are met during shift changes. (Item A16)	59%	64%	43%	57%	63%	49%	58%
	% Strongly Disagree/Disagree						
Staff have to hurry because they have too much work to do. (Item A8*)	30%	40%	23%	19%	28%	13%	33%
It is hard to keep residents safe here because so many staff quit their jobs. (Item A17*)	58%	61%	53%	48%	45%	36%	45%

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

Table B-3. Average Percentage of Respondents Willing To Recommend by Job Title – 2023 SOPS Nursing Home Database

Willingness To Recommend	Job Title						
	Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/ Aide	Physician/ Other Provider	Support Staff
<i># Nursing Homes</i>	59	55	62	62	61	17	54
<i># Respondents</i>	345	255	335	539	842	46	512
I would tell friends that this is a safe nursing home for their family. (Item E1)							
Yes	86%	77%	69%	71%	67%	82%	68%
Maybe	12%	18%	23%	18%	23%	15%	24%
No	2%	5%	7%	11%	9%	2%	7%

Note: Percentages may not add to 100 due to rounding.

Table B-4. Average Percentage of Respondents for Overall Rating on Resident Safety by Job Title – 2023 SOPS Nursing Home Database

Overall Rating on Resident Safety	Job Title						
	Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/ Aide	Physician/ Other Provider	Support Staff
<i># Nursing Homes</i>	59	55	62	62	61	17	54
<i># Respondents</i>	345	255	335	539	842	46	512
Please give this nursing home an overall rating on resident safety. (Item E2)							
Excellent or Very Good	72%	63%	57%	52%	50%	48%	53%
Excellent	33%	29%	22%	14%	19%	27%	22%
Very Good	39%	34%	35%	38%	32%	21%	31%
Good	20%	28%	24%	28%	30%	35%	34%
Fair	8%	7%	18%	16%	16%	17%	11%
Poor	1%	2%	2%	4%	4%	0%	2%

Note: Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding.

Appendix B: Results by Respondent Characteristics

(2) Work Area

Note 1: Nursing homes that did not ask respondents to indicate their work area 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 nursing homes and respondents by work area is shown in each table. The number of nursing homes includes those nursing homes that asked respondents to indicate their work area. However, the precise number of nursing homes and respondents corresponding to each data cell in the tables will vary because nursing homes may have omitted a specific survey item and because of individual nonresponse/missing data.

Table B-5. Composite Measure Average Percent Positive Response by Work Area – 2023 SOPS Nursing Home Database

SOPS Composite Measures	Work Area				
	Alzheimer's/ Dementia Unit	Many/ No Specific Area or Unit	Rehab Unit	Skilled Nursing Unit	
	<i># Nursing Homes</i>	41	61	37	60
	<i># Respondents</i>	205	1,370	192	576
1. Feedback and Communication About Incidents		77%	83%	87%	81%
2. Overall Perceptions of Resident Safety		78%	81%	81%	80%
3. Supervisor Expectations and Actions Promoting Resident Safety		63%	81%	82%	75%
4. Organizational Learning		64%	64%	66%	62%
5. Training and Skills		63%	62%	64%	62%
6. Management Support for Resident Safety		49%	63%	68%	60%
7. Handoffs		59%	62%	68%	59%
8. Teamwork		57%	59%	69%	59%
9. Compliance With Procedures		59%	56%	57%	58%
10. Communication Openness		43%	55%	57%	53%
11. Nonpunitive Response to Mistakes		49%	53%	56%	54%
12. Staffing		35%	39%	41%	39%
Composite Measure Average		57%	63%	68%	62%

Table B-6. Item Average Percent Positive Response by Work Area – 2023 SOPS Nursing Home Database (Page 1 of 6)

Survey Items by SOPS Composite Measure	Work Area			
	Alzheimer's/ Dementia Unit	Many/ No Specific Area or Unit	Rehab Unit	Skilled Nursing Unit
<i># Nursing Homes</i>	41	61	37	60
<i># Respondents</i>	205	1,370	192	576
1. Feedback and Communication About Incidents	% Always/Most of the Time			
When staff report something that could harm a resident, someone takes care of it. (Item B4)	72%	81%	88%	82%
In this nursing home, we talk about ways to keep incidents from happening again. (Item B5)	76%	82%	86%	78%
Staff tell someone if they see something that might harm a resident. (Item B6)	81%	86%	92%	85%
In this nursing home, we discuss ways to keep residents safe from harm. (Item B8)	79%	83%	87%	78%
2. Overall Perceptions of Resident Safety	% Strongly Agree/Agree			
Residents are well cared for in this nursing home. (Item D1)	76%	79%	79%	80%
This nursing home does a good job keeping residents safe. (Item D6)	78%	81%	80%	80%
This nursing home is a safe place for residents. (Item D8)	79%	83%	84%	80%

Note: The item's survey location is shown in parentheses after the item text.

Table B-6. Item Average Percent Positive Response by Work Area – 2023 SOPS Nursing Home Database (Page 2 of 6)

Survey Items by SOPS Composite Measure	Work Area			
	Alzheimer's/ Dementia Unit	Many/ No Specific Area or Unit	Rehab Unit	Skilled Nursing Unit
<i># of Nursing Homes</i>	41	61	37	60
<i># Respondents</i>	205	1,370	192	576
3. Supervisor Expectations and Actions Promoting Resident Safety	% Strongly Agree/Agree			
My supervisor listens to staff ideas and suggestions about resident safety. (Item C1)	60%	81%	87%	75%
My supervisor says a good word to staff who follow the right procedures. (Item C2)	60%	78%	78%	70%
My supervisor pays attention to resident safety problems in this nursing home. (Item C3)	70%	83%	82%	81%
4. Organizational Learning	% Strongly Agree/Agree			
It is easy to make changes to improve resident safety in this nursing home. (Item D4)	61%	57%	60%	60%
This nursing home is always doing things to improve resident safety. (Item D5)	73%	71%	76%	67%
When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (Item D10)	58%	67%	66%	61%
	% Strongly Disagree/Disagree			
This nursing home lets the same mistakes happen again and again. (Item D3*)	61%	59%	67%	59%

Note: The item's survey location is shown in parentheses after the item text. An * denotes 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 Work Area – 2023 SOPS Nursing Home Database (Page 3 of 6)

Survey Items by SOPS Composite Measure	Work Area				
	Alzheimer's/ Dementia Unit	Many/ No Specific Area or Unit	Rehab Unit	Skilled Nursing Unit	
	<i># Nursing Homes</i>	41	61	37	60
	<i># Respondents</i>	205	1,370	192	576
5. Training and Skills	% Strongly Agree/Agree				
Staff get the training they need in this nursing home. (Item A7)	68%	68%	72%	65%	
Staff have enough training on how to handle difficult residents. (Item A11)	50%	48%	50%	50%	
Staff understand the training they get in this nursing home. (Item A13)	73%	71%	70%	71%	
6. Management Support for Resident Safety	% Strongly Agree/Agree				
Management asks staff how the nursing home can improve resident safety. (Item D2)	46%	62%	66%	59%	
Management listens to staff ideas and suggestions to improve resident safety. (Item D7)	54%	64%	72%	63%	
Management often walks around the nursing home to check on resident care. (Item D9)	46%	62%	64%	57%	

Note: The item's survey location is shown in parentheses after the item text.

Table B-6. Item Average Percent Positive Response by Work Area – 2023 SOPS Nursing Home Database (Page 4 of 6)

Survey Items by SOPS Composite Measure	Work Area				
	Alzheimer's/ Dementia Unit	Many/ No Specific Area or Unit	Rehab Unit	Skilled Nursing Unit	
	<i># Nursing Homes</i>	41	61	37	60
	<i># Respondents</i>	205	1,370	192	576
7. Handoffs		% Always/Most of the Time			
Staff are told what they need to know before taking care of a resident for the first time. (Item B1)		66%	68%	72%	63%
Staff are told right away when there is a change in a resident's care plan. (Item B2)		55%	56%	62%	53%
We have all the information we need when residents are transferred from the hospital. (Item B3)		52%	53%	67%	53%
Staff are given all the information they need to care for residents. (Item B10)		64%	71%	72%	66%
8. Teamwork		% Strongly Agree/Agree			
Staff in this nursing home treat each other with respect. (Item A1)		59%	61%	71%	63%
Staff support one another in this nursing home. (Item A2)		57%	62%	72%	63%
Staff feel like they are part of a team. (Item A5)		55%	56%	64%	58%
When someone gets really busy in this nursing home, other staff help out. (Item A9)		57%	58%	67%	52%

Note: The item's survey location is shown in parentheses after the item text.

Table B-6. Item Average Percent Positive Response by Work Area – 2023 SOPS Nursing Home Database (Page 5 of 6)

Survey Items by SOPS Composite Measure	Work Area				
	Alzheimer's/ Dementia Unit	Many/ No Specific Area or Unit	Rehab Unit	Skilled Nursing Unit	
	<i># of Nursing Homes</i>	41	61	37	60
	<i># Respondents</i>	205	1,370	192	576
9. Compliance With Procedures	% Strongly Agree/Agree				
Staff follow standard procedures to care for residents. (Item A4)	79%	75%	76%	75%	
	% Strongly Disagree/Disagree				
Staff use shortcuts to get their work done faster. (Item A6*)	45%	35%	32%	35%	
To make work easier, staff often ignore procedures. (Item A14*)	53%	59%	62%	63%	
10. Communication Openness	% Always/Most of the Time				
Staff ideas and suggestions are valued in this nursing home. (Item B7)	41%	58%	61%	55%	
It is easy for staff to speak up about problems in this nursing home. (Item B11)	48%	58%	53%	54%	
	% Never/Rarely				
Staff opinions are ignored in this nursing home. (Item B9*)	42%	50%	54%	49%	

Note: The item's survey location is shown in parentheses after the item text. An * denotes 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 Work Area – 2023 SOPS Nursing Home Database (Page 6 of 6)

Survey Items by SOPS Composite Measure	Work Area			
	Alzheimer's/ Dementia Unit	Many/ No Specific Area or Unit	Rehab Unit	Skilled Nursing Unit
<i># of Nursing Homes</i>	41	61	37	60
<i># Respondents</i>	205	1,370	192	576
11. Nonpunitive Response to Mistakes	% Strongly Agree/Agree			
Staff are treated fairly when they make mistakes. (Item A15)	47%	62%	62%	56%
Staff feel safe reporting their mistakes. (Item A18)	59%	54%	61%	54%
	% Strongly Disagree/Disagree			
Staff are blamed when a resident is harmed. (Item A10*)	40%	50%	47%	53%
Staff are afraid to report their mistakes. (Item A12*)	48%	47%	51%	55%
12. Staffing	% Strongly Agree/Agree			
We have enough staff to handle the workload. (Item A3)	19%	26%	27%	23%
Residents' needs are met during shift changes. (Item A16)	53%	57%	58%	58%
	% Strongly Disagree/Disagree			
Staff have to hurry because they have too much work to do. (Item A8*)	25%	26%	22%	27%
It is hard to keep residents safe here because so many staff quit their jobs. (Item A17*)	43%	49%	55%	47%

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

Table B-7. Average Percentage of Respondents Willing To Recommend by Work Area – 2023 SOPS Nursing Home Database

Willingness To Recommend		Work Area			
		Alzheimer's/ Dementia Unit	Many/ No Specific Area or Unit	Rehab Unit	Skilled Nursing Unit
	<i># Nursing Homes</i>	41	61	37	60
	<i># Respondents</i>	205	1,370	192	576
I would tell friends that this is a safe nursing home for their family. (Item E1)					
	Yes	68%	70%	70%	72%
	Maybe	22%	22%	22%	19%
	No	9%	8%	7%	9%

Note: Percentages may not add to 100 due to rounding.

Table B-8. Average Percentage of Respondents for Overall Rating on Resident Safety by Work Area – 2023 SOPS Nursing Home Database

Overall Rating on Resident Safety	Work Area				
	Alzheimer's/ Dementia Unit	Many/ No Specific Area or Unit	Rehab Unit	Skilled Nursing Unit	
	<i># Nursing Homes</i>	41	61	37	60
	<i># Respondents</i>	205	1,370	192	576
Please give this nursing home an overall rating on resident safety. (Item E2)					
Excellent or Very Good		51%	55%	54%	54%
Excellent		14%	22%	19%	20%
Very Good		37%	33%	35%	34%
Good		27%	26%	31%	29%
Fair		20%	17%	14%	13%
Poor		2%	3%	1%	3%

Note: Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding.

Appendix B: Results by Respondent Characteristics

(3) Interaction With Residents

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

Note 2: The number of nursing homes and respondents by interaction with residents is shown in each table. The number of nursing homes includes those nursing homes that asked respondents to indicate their interaction with residents. However, the precise number of nursing homes and respondents corresponding to each data cell in the tables will vary because nursing homes may have omitted a specific survey item and because of individual nonresponse/missing data.

Table B-9. Composite Measure Average Percent Positive Response by Interaction With Residents – 2023 SOPS Nursing Home Database

SOPS Composite Measures	Interaction With Residents		
	WITH Direct Interaction	WITHOUT Direct Interaction	
	# Nursing Homes	62	62
	# Respondents	2,003	1,017
1. Feedback and Communication About Incidents	80%	89%	
2. Overall Perceptions of Resident Safety	79%	86%	
3. Supervisor Expectations and Actions Promoting Resident Safety	76%	86%	
4. Organizational Learning	61%	73%	
5. Training and Skills	63%	65%	
6. Management Support for Resident Safety	57%	75%	
7. Handoffs	58%	72%	
8. Teamwork	59%	67%	
9. Compliance With Procedures	59%	58%	
10. Communication Openness	50%	66%	
11. Nonpunitive Response to Mistakes	52%	59%	
12. Staffing	37%	44%	
Composite Measure Average	61%	70%	

Table B-10. Item Average Percent Positive Response by Interaction With Residents – 2023 SOPS Nursing Home Database (Page 1 of 6)

Survey Items by SOPS Composite Measure	Interaction With Residents	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Nursing Homes</i>	62	62
<i># Respondents</i>	2,003	1,017
1. Feedback and Communication About Incidents	% Always/Most of the Time	
When staff report something that could harm a resident, someone takes care of it. (Item B4)	78%	88%
In this nursing home, we talk about ways to keep incidents from happening again. (Item B5)	79%	89%
Staff tell someone if they see something that might harm a resident. (Item B6)	85%	89%
In this nursing home, we discuss ways to keep residents safe from harm. (Item B8)	79%	88%
2. Overall Perceptions of Resident Safety	% Strongly Agree/Agree	
Residents are well cared for in this nursing home. (Item D1)	78%	83%
This nursing home does a good job keeping residents safe. (Item D6)	79%	87%
This nursing home is a safe place for residents. (Item D8)	80%	88%

Notes: The item’s survey location is shown in parentheses after the item text.

Table B-10. Item Average Percent Positive Response by Interaction With Residents – 2023 SOPS Nursing Homes Database (Page 2 of 6)

Survey Items by SOPS Composite Measure	Interaction With Residents	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># of Nursing Homes</i>	62	62
<i># Respondents</i>	2,003	1,017
3. Supervisor Expectations and Actions Promoting Resident Safety	% Strongly Agree/Agree	
My supervisor listens to staff ideas and suggestions about resident safety. (Item C1)	76%	86%
My supervisor says a good word to staff who follow the right procedures. (Item C2)	72%	83%
My supervisor pays attention to resident safety problems in this nursing home. (Item C3)	81%	89%
4. Organizational Learning	% Strongly Agree/Agree	
It is easy to make changes to improve resident safety in this nursing home. (Item D4)	58%	65%
This nursing home is always doing things to improve resident safety. (Item D5)	67%	81%
When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (Item D10)	63%	79%
	% Strongly Disagree/Disagree	
This nursing home lets the same mistakes happen again and again. (Item D3*)	57%	67%

Note: The item’s survey location is shown in parentheses after the item text. An * denotes 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 Interaction With Residents– 2023 SOPS Nursing Home Database (Page 3 of 6)

Survey Items by SOPS Composite Measure	Interaction With Residents	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Nursing Homes</i>	62	62
<i># Respondents</i>	2,003	1,017
5. Training and Skills	% Strongly Agree/Agree	
Staff get the training they need in this nursing home. (Item A7)	68%	69%
Staff have enough training on how to handle difficult residents. (Item A11)	50%	54%
Staff understand the training they get in this nursing home. (Item A13)	71%	73%
6. Management Support for Resident Safety	% Strongly Agree/Agree	
Management asks staff how the nursing home can improve resident safety. (Item D2)	57%	75%
Management listens to staff ideas and suggestions to improve resident safety. (Item D7)	59%	77%
Management often walks around the nursing home to check on resident care. (Item D9)	56%	73%

Notes: The item’s survey location is shown in parentheses after the item text.

Table B-10. Item Average Percent Positive Response by Interaction With Residents – 2023 SOPS Nursing Home Database (Page 4 of 6)

Survey Items by SOPS Composite Measure	Interaction With Residents	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Nursing Homes</i>	62	62
<i># Respondents</i>	2,003	1,017
7. Handoffs	% Always/Most of the Time	
Staff are told what they need to know before taking care of a resident for the first time. (Item B1)	65%	80%
Staff are told right away when there is a change in a resident’s care plan. (Item B2)	52%	66%
We have all the information we need when residents are transferred from the hospital. (Item B3)	51%	61%
Staff are given all the information they need to care for residents. (Item B10)	65%	82%
8. Teamwork	% Strongly Agree/Agree	
Staff in this nursing home treat each other with respect. (Item A1)	62%	68%
Staff support one another in this nursing home. (Item A2)	62%	69%
Staff feel like they are part of a team. (Item A5)	55%	64%
When someone gets really busy in this nursing home, other staff help out. (Item A9)	56%	67%

Note: The item’s survey location is shown in parentheses after the item text.

Table B-10. Item Average Percent Positive Response by Interaction With Residents – 2023 SOPS Nursing Home Database (Page 5 of 6)

Survey Items by SOPS Composite Measure	Interaction With Residents	
	WITH Direct Interaction	WITHOUT Direct Interaction
	# of Nursing Homes 62	62
	# Respondents 2,003	1,017
9. Compliance With Procedures	% Strongly Agree/Agree	
Staff follow standard procedures to care for residents. (Item A4)	77%	79%
	% Strongly Disagree/Disagree	
Staff use shortcuts to get their work done faster. (Item A6*)	38%	36%
To make work easier, staff often ignore procedures. (Item A14*)	62%	58%
10. Communication Openness	% Always/Most of the Time	
Staff ideas and suggestions are valued in this nursing home. (Item B7)	52%	68%
It is easy for staff to speak up about problems in this nursing home. (Item B11)	52%	68%
	% Never/Rarely	
Staff opinions are ignored in this nursing home. (Item B9*)	45%	61%

Note: The item’s survey location is shown in parentheses after the item text. An * denotes 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 Interaction With Residents – 2023 SOPS Nursing Home Database (Page 6 of 6)

Survey Items by SOPS Composite Measure	Interaction With Residents	
	WITH Direct Interaction	WITHOUT Direct Interaction
	# of Nursing Homes 62	62
	# Respondents 2,003	1,017
11. Nonpunitive Response to Mistakes	% Strongly Agree/Agree	
Staff are treated fairly when they make mistakes. (Item A15)	56%	72%
Staff feel safe reporting their mistakes. (Item A18)	54%	60%
	% Strongly Disagree/Disagree	
Staff are blamed when a resident is harmed. (Item A10*)	48%	55%
Staff are afraid to report their mistakes. (Item A12*)	50%	51%
12. Staffing	% Strongly Agree/Agree	
We have enough staff to handle the workload. (Item A3)	22%	31%
Residents' needs are met during shift changes. (Item A16)	56%	59%
	% Strongly Disagree/Disagree	
Staff have to hurry because they have too much work to do. (Item A8*)	25%	31%
It is hard to keep residents safe here because so many staff quit their jobs. (Item A17*)	47%	55%

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

Table B-11. Average Percentage of Respondents Willing To Recommend by Interaction With Residents – 2023 SOPS Nursing Home Database

Willingness to Recommend	Interaction With Residents	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Nursing Homes</i>	62	62
<i># Respondents</i>	2,003	1,017
I would tell friends that this is a safe nursing home for their family. (Item E1)		
Yes	69%	74%
Maybe	22%	21%
No	9%	5%

Note: Percentages may not add to 100 due to rounding.

Table B-12. Average Percentage of Respondents for Overall Rating on Resident Safety by Interaction With Residents – 2023 SOPS Nursing Home Database

Overall Rating on Resident Safety	Interaction With Residents	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Nursing Homes</i>	62	62
<i># Respondents</i>	2,003	1,017
Please give this nursing home an overall rating on resident safety. (Item E2)		
Excellent or Very Good	52%	61%
Excellent	19%	27%
Very Good	33%	34%
Good	28%	26%
Fair	17%	11%
Poor	3%	2%

Note: Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding.

Appendix B: Results by Respondent Characteristics

(4) Shift Worked Most Often

Note 1: Nursing homes that did not ask respondents to indicate their shift worked most often were excluded from these breakout tables. In addition, respondents who did not answer (missing) were not included.

Note 2: The number of nursing homes and respondents by their shift worked most often is shown in each table. The number of nursing homes includes those nursing homes that asked respondents to indicate their shift worked most often. However, the precise number of nursing homes and respondents corresponding to each data cell in the tables will vary because nursing homes may have omitted a specific survey item and because of individual nonresponse/missing data.

Table B-13. Composite Measure Average Percent Positive Response by Shift Worked Most Often – 2023 SOPS Nursing Home Database

SOPS Composite Measures	Shift Worked Most Often			
	Days	Evenings	Nights	
	<i># Nursing Homes</i>	62	58	59
	<i># Respondents</i>	2,208	404	343
1. Feedback and Communication About Incidents	85%	78%	79%	
2. Overall Perceptions of Resident Safety	83%	80%	76%	
3. Supervisor Expectations and Actions Promoting Resident Safety	82%	76%	71%	
4. Organizational Learning	67%	61%	60%	
5. Training and Skills	64%	64%	64%	
6. Management Support for Resident Safety	66%	55%	54%	
7. Handoffs	64%	62%	57%	
8. Teamwork	62%	63%	57%	
9. Compliance With Procedures	58%	59%	59%	
10. Communication Openness	58%	51%	46%	
11. Nonpunitive Response to Mistakes	56%	52%	45%	
12. Staffing	41%	40%	37%	
Composite Measure Average	65%	62%	59%	

Table B-14. Item Average Percent Positive Response by Shift Worked Most Often – 2023 SOPS Nursing Home Database (Page 1 of 6)

Survey Items by SOPS Composite Measure	Shift Worked Most Often		
	Days	Evenings	Nights
<i># Nursing Homes</i>	62	58	59
<i># Respondents</i>	2,208	404	343
1. Feedback and Communication About Incidents	% Always/Most of the Time		
When staff report something that could harm a resident, someone takes care of it. (Item B4)	83%	76%	78%
In this nursing home, we talk about ways to keep incidents from happening again. (Item B5)	84%	78%	73%
Staff tell someone if they see something that might harm a resident. (Item B6)	88%	83%	84%
In this nursing home, we discuss ways to keep residents safe from harm. (Item B8)	84%	75%	79%
2. Overall Perceptions of Resident Safety	% Strongly Agree/Agree		
Residents are well cared for in this nursing home. (Item D1)	80%	81%	76%
This nursing home does a good job keeping residents safe. (Item D6)	83%	76%	77%
This nursing home is a safe place for residents. (Item D8)	85%	82%	75%

Notes: The item’s survey location is shown in parentheses after the item text.

Table B-14. Item Average Percent Positive Response by Shift Worked Most Often – 2023 SOPS Nursing Home Database (Page 2 of 6)

Survey Items by SOPS Composite Measure	Shift Worked Most Often		
	Days	Evenings	Nights
<i># of Nursing Homes</i>	62	58	59
<i># Respondents</i>	2,208	404	343
3. Supervisor Expectations and Actions Promoting Resident Safety	% Strongly Agree/Agree		
My supervisor listens to staff ideas and suggestions about resident safety. (Item C1)	82%	75%	69%
My supervisor says a good word to staff who follow the right procedures. (Item C2)	78%	73%	66%
My supervisor pays attention to resident safety problems in this nursing home. (Item C3)	86%	79%	78%
4. Organizational Learning	% Strongly Agree/Agree		
It is easy to make changes to improve resident safety in this nursing home. (Item D4)	60%	60%	59%
This nursing home is always doing things to improve resident safety. (Item D5)	73%	67%	65%
When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (Item D10)	70%	62%	60%
	% Strongly Disagree/Disagree		
This nursing home lets the same mistakes happen again and again. (Item D3*)	63%	56%	56%

Note: The item’s survey location is shown in parentheses after the item text. An * denotes 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 Shift Worked Most Often – 2023 SOPS Nursing Home Database (Page 3 of 6)

Survey Items by SOPS Composite Measure	Shift Worked Most Often		
	Days	Evenings	Nights
<i># Nursing Homes</i>	62	58	59
<i># Respondents</i>	2,208	404	343
5. Training and Skills	% Strongly Agree/Agree		
Staff get the training they need in this nursing home. (Item A7)	69%	67%	66%
Staff have enough training on how to handle difficult residents. (Item A11)	51%	53%	59%
Staff understand the training they get in this nursing home. (Item A13)	73%	72%	65%
6. Management Support for Resident Safety	% Strongly Agree/Agree		
Management asks staff how the nursing home can improve resident safety. (Item D2)	65%	53%	55%
Management listens to staff ideas and suggestions to improve resident safety. (Item D7)	68%	58%	56%
Management often walks around the nursing home to check on resident care. (Item D9)	64%	56%	50%

Notes: The item’s survey location is shown in parentheses after the item text.

Table B-14. Item Average Percent Positive Response by Shift Worked Most Often – 2023 SOPS Nursing Home Database (Page 4 of 6)

Survey Items by SOPS Composite Measure	Shift Worked Most Often		
	Days	Evenings	Nights
<i># Nursing Homes</i>	62	58	59
<i># Respondents</i>	2,208	404	343
7. Handoffs	% Always/Most of the Time		
Staff are told what they need to know before taking care of a resident for the first time. (Item B1)	71%	70%	62%
Staff are told right away when there is a change in a resident’s care plan. (Item B2)	57%	57%	49%
We have all the information we need when residents are transferred from the hospital. (Item B3)	55%	54%	51%
Staff are given all the information they need to care for residents. (Item B10)	73%	67%	65%
8. Teamwork	% Strongly Agree/Agree		
Staff in this nursing home treat each other with respect. (Item A1)	64%	66%	63%
Staff support one another in this nursing home. (Item A2)	64%	71%	58%
Staff feel like they are part of a team. (Item A5)	59%	59%	52%
When someone gets really busy in this nursing home, other staff help out. (Item A9)	61%	55%	55%

Note: The item’s survey location is shown in parentheses after the item text.

Table B-14. Item Average Percent Positive Response by Shift Worked Most Often – 2023 SOPS Nursing Home Database (Page 5 of 6)

Survey Items by SOPS Composite Measure	Shift Worked Most Often		
	Days	Evenings	Nights
<i># of Nursing Homes</i>	62	58	59
<i># Respondents</i>	2,208	404	343
9. Compliance With Procedures	% Strongly Agree/Agree		
Staff follow standard procedures to care for residents. (Item A4)	78%	77%	75%
	% Strongly Disagree/Disagree		
Staff use shortcuts to get their work done faster. (Item A6*)	38%	38%	38%
To make work easier, staff often ignore procedures. (Item A14*)	59%	64%	64%
10. Communication Openness	% Always/Most of the Time		
Staff ideas and suggestions are valued in this nursing home. (Item B7)	61%	55%	47%
It is easy for staff to speak up about problems in this nursing home. (Item B11)	59%	54%	51%
	% Never/Rarely		
Staff opinions are ignored in this nursing home. (Item B9*)	53%	42%	40%

Note: The item's survey location is shown in parentheses after the item text. An * denotes 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 Shift Worked Most Often – 2023 SOPS Nursing Home Database (Page 6 of 6)

Survey Items by SOPS Composite Measure	Shift Worked Most Often		
	Days	Evenings	Nights
<i># of Nursing Homes</i>	62	58	59
<i># Respondents</i>	2,208	404	343
11. Nonpunitive Response to Mistakes	% Strongly Agree/Agree		
Staff are treated fairly when they make mistakes. (Item A15)	64%	55%	49%
Staff feel safe reporting their mistakes. (Item A18)	57%	56%	46%
	% Strongly Disagree/Disagree		
Staff are blamed when a resident is harmed. (Item A10*)	52%	46%	38%
Staff are afraid to report their mistakes. (Item A12*)	50%	51%	48%
12. Staffing	% Strongly Agree/Agree		
We have enough staff to handle the workload. (Item A3)	26%	25%	18%
Residents' needs are met during shift changes. (Item A16)	57%	61%	60%
	% Strongly Disagree/Disagree		
Staff have to hurry because they have too much work to do. (Item A8*)	28%	27%	29%
It is hard to keep residents safe here because so many staff quit their jobs. (Item A17*)	51%	46%	43%

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

Table B-15. Average Percentage of Respondents Willing To Recommend by Shift Worked Most Often – 2023 SOPS Nursing Home Database

Willingness To Recommend	Shift Worked Most Often		
	Days	Evenings	Nights
<i># Nursing Homes</i>	62	58	59
<i># Respondents</i>	2,208	404	343
I would tell friends that this is a safe nursing home for their family. (Item E1)			
Yes	72%	67%	65%
Maybe	21%	26%	25%
No	7%	8%	10%

Note: Percentages may not add to 100 due to rounding.

Table B-16. Average Percentage of Respondents for Overall Rating on Resident Safety by Shift Worked Most Often – 2023 SOPS Nursing Home Database

Overall Rating on Resident Safety	Shift Worked Most Often		
	Days	Evenings	Nights
<i># Nursing Homes</i>	62	58	59
<i># Respondents</i>	2,208	404	343
Please give this nursing home an overall rating on resident safety. (Item E2)			
Excellent or Very Good	57%	51%	51%
Excellent	22%	22%	19%
Very Good	34%	29%	32%
Good	27%	33%	28%
Fair	14%	11%	18%
Poor	3%	4%	2%

Note: Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding.

Appendix B: Results by Respondent Characteristics

(5) Tenure in Nursing Home

Note 1: Nursing homes that did not ask respondents to indicate their tenure in their nursing home were excluded from these breakout tables. In addition, respondents who did not answer (missing) were not included.

Note 2: The number of nursing homes and respondents by tenure in their nursing home is shown in each table. The number of nursing homes includes those nursing homes that asked respondents to indicate their tenure in their nursing home. However, the precise number of nursing homes and respondents corresponding to each data cell in the tables will vary because nursing homes may have omitted a specific survey item and because of individual nonresponse/missing data.

Table B-17. Composite Measure Average Percent Positive Response by Tenure in Nursing Home – 2023 SOPS Nursing Home Database

SOPS Composite Measures	Tenure in Nursing Home				
	Less Than 1 Year	1 to 2 Years	3 to 5 Years	6 to 10 Years	11 Years or More
<i># Nursing Homes</i>	61	61	61	61	60
<i># Respondents</i>	603	529	608	489	785
1. Feedback and Communication About Incidents	86%	83%	81%	85%	82%
2. Overall Perceptions of Resident Safety	85%	80%	81%	81%	80%
3. Supervisor Expectations and Actions Promoting Resident Safety	86%	82%	78%	78%	77%
4. Organizational Learning	70%	65%	62%	64%	64%
5. Training and Skills	71%	61%	60%	65%	62%
6. Management Support for Resident Safety	71%	61%	62%	60%	61%
7. Handoffs	70%	60%	59%	66%	60%
8. Teamwork	66%	62%	59%	61%	59%
9. Compliance With Procedures	65%	55%	56%	59%	58%
10. Communication Openness	64%	53%	52%	54%	54%
11. Nonpunitive Response to Mistakes	57%	53%	52%	52%	52%
12. Staffing	46%	41%	35%	40%	38%
Composite Measure Average	70%	63%	61%	64%	62%

Table B-18. Item Average Percent Positive Response by Tenure in Nursing Home – 2023 SOPS Nursing Home Database (Page 1 of 6)

Survey Items by SOPS Composite Measure	Tenure in Nursing Home				
	Less Than 1 Year	1 to 2 Years	3 to 5 Years	6 to 10 Years	11 Years or More
<i># Nursing Homes</i>	61	61	61	61	60
<i># Respondents</i>	603	529	608	489	785
1. Feedback and Communication About Incidents	% Always/Most of the Time				
When staff report something that could harm a resident, someone takes care of it. (Item B4)	82%	84%	79%	84%	81%
In this nursing home, we talk about ways to keep incidents from happening again. (Item B5)	86%	81%	81%	82%	82%
Staff tell someone if they see something that might harm a resident. (Item B6)	89%	86%	86%	88%	86%
In this nursing home, we discuss ways to keep residents safe from harm. (Item B8)	85%	81%	79%	85%	81%
2. Overall Perceptions of Resident Safety	% Strongly Agree/Agree				
Residents are well cared for in this nursing home. (Item D1)	84%	78%	80%	79%	76%
This nursing home does a good job keeping residents safe. (Item D6)	85%	81%	79%	81%	83%
This nursing home is a safe place for residents. (Item D8)	86%	82%	83%	82%	81%

Notes: The item’s survey location is shown in parentheses after the item text.

Table B-18. Item Average Percent Positive Response by Tenure in Nursing Home – 2023 SOPS Nursing Home Database (Page 2 of 6)

Survey Items by SOPS Composite Measure	Tenure in Nursing Home				
	Less Than 1 Year	1 to 2 Years	3 to 5 Years	6 to 10 Years	11 Years or More
<i># of Nursing Homes</i>	61	61	61	61	60
<i># Respondents</i>	603	529	608	489	785
3. Supervisor Expectations and Actions Promoting Resident Safety	% Strongly Agree/Agree				
My supervisor listens to staff ideas and suggestions about resident safety. (Item C1)	85%	82%	77%	78%	76%
My supervisor says a good word to staff who follow the right procedures. (Item C2)	83%	77%	74%	73%	72%
My supervisor pays attention to resident safety problems in this nursing home. (Item C3)	88%	88%	82%	82%	82%
4. Organizational Learning	% Strongly Agree/Agree				
It is easy to make changes to improve resident safety in this nursing home. (Item D4)	63%	61%	57%	57%	61%
This nursing home is always doing things to improve resident safety. (Item D5)	75%	70%	70%	72%	68%
When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (Item D10)	78%	67%	65%	70%	64%
	% Strongly Disagree/Disagree				
This nursing home lets the same mistakes happen again and again. (Item D3*)	64%	60%	57%	61%	64%

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

Table B-18. Item Average Percent Positive Response by Tenure in Nursing Home – 2023 SOPS Nursing Home Database (Page 3 of 6)

Survey Items by SOPS Composite Measure	Tenure in Nursing Home				
	Less Than 1 Year	1 to 2 Years	3 to 5 Years	6 to 10 Years	11 Years or More
<i># Nursing Homes</i>	61	61	61	61	60
<i># Respondents</i>	603	529	608	489	785
5. Training and Skills	% Strongly Agree/Agree				
Staff get the training they need in this nursing home. (Item A7)	75%	66%	65%	69%	66%
Staff have enough training on how to handle difficult residents. (Item A11)	57%	48%	47%	51%	50%
Staff understand the training they get in this nursing home. (Item A13)	81%	70%	69%	75%	70%
6. Management Support for Resident Safety	% Strongly Agree/Agree				
Management asks staff how the nursing home can improve resident safety. (Item D2)	69%	61%	61%	62%	61%
Management listens to staff ideas and suggestions to improve resident safety. (Item D7)	72%	63%	64%	62%	61%
Management often walks around the nursing home to check on resident care. (Item D9)	73%	60%	61%	56%	59%

Notes: The item’s survey location is shown in parentheses after the item text.

Table B-18. Item Average Percent Positive Response by Tenure in Nursing Home – 2023 SOPS Nursing Home Database (Page 4 of 6)

Survey Items by SOPS Composite Measure	Tenure in Nursing Home				
	Less Than 1 Year	1 to 2 Years	3 to 5 Years	6 to 10 Years	11 Years or More
<i># Nursing Homes</i>	61	61	61	61	60
<i># Respondents</i>	603	529	608	489	785
7. Handoffs	% Always/Most of the Time				
Staff are told what they need to know before taking care of a resident for the first time. (Item B1)	74%	66%	65%	74%	67%
Staff are told right away when there is a change in a resident’s care plan. (Item B2)	65%	55%	51%	58%	54%
We have all the information we need when residents are transferred from the hospital. (Item B3)	64%	50%	52%	57%	52%
Staff are given all the information they need to care for residents. (Item B10)	78%	70%	70%	73%	67%
8. Teamwork	% Strongly Agree/Agree				
Staff in this nursing home treat each other with respect. (Item A1)	67%	65%	62%	64%	63%
Staff support one another in this nursing home. (Item A2)	67%	65%	64%	64%	61%
Staff feel like they are part of a team. (Item A5)	66%	59%	56%	57%	55%
When someone gets really busy in this nursing home, other staff help out. (Item A9)	65%	57%	54%	60%	59%

Note: The item’s survey location is shown in parentheses after the item text.

Table B-18. Item Average Percent Positive Response by Tenure in Nursing Home – 2023 SOPS Nursing Home Database (Page 5 of 6)

Survey Items by SOPS Composite Measure	Tenure in Nursing Home				
	Less Than 1 Year	1 to 2 Years	3 to 5 Years	6 to 10 Years	11 Years or More
<i># of Nursing Homes</i>	61	61	61	61	60
<i># Respondents</i>	603	529	608	489	785
9. Compliance With Procedures	% Strongly Agree/Agree				
Staff follow standard procedures to care for residents. (Item A4)	81%	73%	75%	78%	79%
	% Strongly Disagree/Disagree				
Staff use shortcuts to get their work done faster. (Item A6*)	47%	36%	37%	38%	35%
To make work easier, staff often ignore procedures. (Item A14*)	66%	58%	57%	61%	59%
10. Communication Openness	% Always/Most of the Time				
Staff ideas and suggestions are valued in this nursing home. (Item B7)	68%	57%	54%	54%	57%
It is easy for staff to speak up about problems in this nursing home. (Item B11)	63%	54%	55%	58%	55%
	% Never/Rarely				
Staff opinions are ignored in this nursing home. (Item B9*)	63%	49%	45%	48%	50%

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

Table B-18. Item Average Percent Positive Response by Tenure in Nursing Home – 2023 SOPS Nursing Home Database (Page 6 of 6)

Survey Items by SOPS Composite Measure	Tenure in Nursing Home				
	Less Than 1 Year	1 to 2 Years	3 to 5 Years	6 to 10 Years	11 Years or More
<i># of Nursing Homes</i>	61	61	61	61	60
<i># Respondents</i>	603	529	608	489	785
11. Nonpunitive Response to Mistakes	% Strongly Agree/Agree				
Staff are treated fairly when they make mistakes. (Item A15)	65%	62%	60%	57%	56%
Staff feel safe reporting their mistakes. (Item A18)	59%	55%	54%	53%	55%
	% Strongly Disagree/Disagree				
Staff are blamed when a resident is harmed. (Item A10*)	49%	47%	49%	48%	48%
Staff are afraid to report their mistakes. (Item A12*)	55%	49%	46%	51%	49%
12. Staffing	% Strongly Agree/Agree				
We have enough staff to handle the workload. (Item A3)	29%	26%	21%	25%	23%
Residents' needs are met during shift changes. (Item A16)	65%	57%	52%	58%	56%
	% Strongly Disagree/Disagree				
Staff have to hurry because they have too much work to do. (Item A8*)	34%	30%	24%	28%	26%
It is hard to keep residents safe here because so many staff quit their jobs. (Item A17*)	58%	50%	44%	50%	50%

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

Table B-19. Average Percentage of Respondents Willing To Recommend by Tenure in Nursing Home – 2023 SOPS Nursing Home Database

Willingness To Recommend		Tenure in Nursing Home				
		Less Than 1 Year	1 to 2 Years	3 to 5 Years	6 to 10 Years	11 Years or More
	<i># Nursing Homes</i>	61	61	61	61	60
	<i># Respondents</i>	603	529	608	489	785
I would tell friends that this is a safe nursing home for their family. (Item E1)						
	Yes	74%	69%	67%	72%	71%
	Maybe	18%	21%	25%	19%	23%
	No	7%	10%	8%	8%	6%

Note: Percentages may not add to 100 due to rounding.

Table B-20. Average Percentage of Respondents for Overall Rating on Resident Safety by Tenure in Nursing Home – 2023 SOPS Nursing Home Database

Overall Rating on Resident Safety	Tenure in Nursing Home				
	Less Than 1 Year	1 to 2 Years	3 to 5 Years	6 to 10 Years	11 Years or More
<i># Nursing Homes</i>	61	61	61	61	60
<i># Respondents</i>	603	529	608	489	785
Please give this nursing home an overall rating on resident safety. (Item E2)					
Excellent or Very Good	61%	52%	51%	59%	52%
Excellent	25%	21%	20%	23%	23%
Very Good	36%	31%	30%	37%	29%
Good	23%	30%	30%	23%	31%
Fair	12%	15%	15%	16%	15%
Poor	3%	2%	4%	2%	2%

Note: Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding.