

Surveys on Patient Safety Culture® (SOPS®) Hospital Survey 2.0: 2024 User Database Report

Part II: Appendix A—Results by Hospital Characteristics Appendix B—Results by Respondent Characteristics

Prepared for:

Agency for Healthcare Research and Quality
U.S. Department of Health and Human Services
5600 Fishers Lane
Rockville, MD 20857
www.ahrq.gov

Managed and prepared by:

Emily Rose Tyler, M.S.
Olivia Yalden
Lei Fan, M.D., Ph.D.
Sherrie Ji
Jessica Kirchner, M.A.
Naomi Dyer Yount, Ph.D.
Joann Sorra, Ph.D.

Westat, Rockville, MD
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Overview of Appendixes

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. Results are shown by the following hospital and respondent characteristics.

Appendix A: Results by Hospital Characteristics

- Bed size
- Teaching status
- Ownership
- Geographic region

Appendix B: Results by Respondent Characteristics

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

Highlights from results by select hospital and respondent characteristics are presented on the next few pages. Highlights are based on results for the 10 patient safety culture composite measures, number of events reported, and an overall rating on patient safety.

Data Limitations

The database for the 2024 report includes only voluntary reporting from 445 hospitals. This number represents 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 Hospital 2.0 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 data in Appendix B, your hospital will have to compute percent positive scores on the SOPS Hospital 2.0 composite measures and items by staff position, unit/work area, tenure in unit/work area, or interaction with patients.

Highlights From Appendix A

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

- Hospitals with smaller bed sizes (*6-49 beds*) had the highest Composite Measure Average (75 percent); larger hospitals (*300 or more beds*) had the lowest (68 percent).
- Hospitals with the smallest bed size (*6-24 beds*) had the highest average percentage of respondents who reported one or more events in the past year (50 percent); hospitals with *25-49 beds* and *200-399 beds* had the lowest (46 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” (75 percent); larger hospitals (*300 or more beds*) had the lowest (64 percent).

Teaching Status and Ownership (Table A-8)

- *Nonteaching* hospitals had a higher average percentage of respondents who gave their unit/work area a patient safety rating of “Excellent” or “Very Good” (70 percent), compared with *Teaching* hospitals (65 percent).

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

- Hospitals in the *South* had the highest Composite Measure Average (73 percent); hospitals in the *West* had the lowest (65 percent).
- Hospitals in the *Midwest* had the highest average percentage of respondents who reported one or more events in the past year (51 percent); hospitals in the *Northeast* had the lowest (43 percent).
- Hospitals in the *South* and *Midwest* had the highest average percentage of respondents who gave their unit/work area a patient safety rating of “Excellent” or “Very Good” (70 percent); hospitals in the *West* had the lowest (61 percent).

Highlights From Appendix B

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

- *Supervisors/Managers/Clinical Leaders/Senior Leaders* had the highest Composite Measure Average (82 percent); *Advanced Practice Nurses, Physicians/Residents/Interns/Physician Assistants, and Other Clinical Staff* had the lowest (67 percent).
- *Supervisors/Managers/Clinical Leaders/Senior Leaders* had the highest average percentage of respondents who reported one or more events in the past year (65 percent); *Support Staff* had the lowest (25 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” (81 percent); *Registered Nurses/Licensed Vocational Nurses/Licensed Practical Nurses* had the lowest (61 percent).

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

- *Administration/Management* had the highest Composite Measure Average (80 percent); *Emergency Department/Observation/Short Stay and Psychiatry/Behavioral Health* had the lowest (65 percent).
- *Pharmacy* had the highest average percentage of respondents who reported one or more events in the past year (62 percent); *Support Services* had the lowest (31 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” (80 percent); *Telemetry* had the lowest (52 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 (75 percent); respondents who have worked *1-10 years* had the lowest (70 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 (53 percent); respondents who have worked *Less than 1 year* had the lowest (31 percent).
- Respondents who have worked *Less than 1 year and 11 or more years* 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 (65 percent).

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

- Respondents *without direct patient interaction* had a higher Composite Measure Average (75 percent) compared with respondents *with direct patient interaction* (70 percent).
- Respondents *with direct patient interaction* had a higher average percentage of respondents who reported one or more events in the past year (51 percent) compared with respondents *without direct patient interaction* (35 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” (74 percent) compared with respondents *with direct patient interaction* (66 percent).



Appendix A: Results by Hospital Characteristics

Bed Size

Note: The number of hospitals and respondents by bed size is shown in each table. However, the number of hospitals and respondents corresponding to each data cell will vary because of the omission of a specific survey item and individual nonresponse/missing data.

Table A-1. Composite Measure Average Percent Positive Response by Bed Size – 2024 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>	51	81	60	72	63	37	37	44
<i># Respondents</i>	4,183	11,863	18,371	35,637	48,422	44,628	31,295	89,637
1. Teamwork	83%	83%	80%	81%	79%	79%	78%	79%
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety	83%	83%	80%	80%	79%	78%	78%	78%
3. Communication Openness	79%	80%	76%	76%	76%	75%	73%	74%
4. Reporting Patient Safety Events	77%	78%	75%	77%	75%	75%	73%	73%
5. Communication About Error	76%	78%	74%	75%	75%	74%	71%	74%
6. Organizational Learning – Continuous Improvement	74%	75%	71%	72%	71%	70%	68%	70%
7. Hospital Management Support for Patient Safety	73%	71%	66%	64%	62%	62%	61%	60%
8. Handoffs and Information Exchange	75%	70%	65%	62%	62%	61%	61%	61%
9. Response to Error	69%	68%	63%	64%	62%	60%	61%	62%
10. Staffing and Work Pace	63%	62%	55%	52%	51%	49%	51%	49%
Composite Measure Average	75%	75%	70%	70%	69%	68%	68%	68%

Table A-2. Item Average Percent Positive Response by Bed Size – 2024 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>	51	81	60	72	63	37	37	44
<i># Respondents</i>	4,183	11,863	18,371	35,637	48,422	44,628	31,295	89,637
1. Teamwork	% Strongly Agree/Agree							
In this unit, we work together as an effective team. (Item A1)	86%	88%	85%	87%	85%	86%	83%	86%
During busy times, staff in this unit help each other. (Item A8)	89%	88%	86%	86%	86%	86%	85%	86%
% Strongly Disagree/Disagree								
There is a problem with disrespectful behavior by those working in this unit. (Item A9*)	73%	73%	68%	69%	68%	67%	67%	67%
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety	% Strongly Agree/Agree							
My supervisor, manager, or clinical leader seriously considers staff suggestions for improving patient safety. (Item B1)	82%	82%	79%	80%	78%	78%	76%	78%
My supervisor, manager, or clinical leader takes action to address patient safety concerns that are brought to their attention. (Item B3)	85%	86%	83%	83%	83%	83%	82%	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*)	83%	83%	78%	77%	75%	74%	76%	73%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table A-2. Item Average Percent Positive Response by Bed Size – 2024 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>	51	81	60	72	63	37	37	44
<i># Respondents</i>	4,183	11,863	18,371	35,637	48,422	44,628	31,295	89,637
3. Communication Openness	% Always/Most of the time							
In this unit, staff speak up if they see something that may negatively affect patient care. (Item C4)	86%	87%	83%	84%	83%	82%	80%	82%
When staff in this unit see someone with more authority doing something unsafe for patients, they speak up. (Item C5)	76%	79%	73%	74%	74%	73%	70%	72%
When staff in this unit speak up, those with more authority are open to their patient safety concerns. (Item C6)	79%	80%	75%	76%	76%	75%	74%	75%
	% Never/Rarely							
In this unit, staff are afraid to ask questions when something does not seem right. (Item C7*)	77%	76%	71%	71%	71%	69%	69%	67%
4. Reporting Patient Safety Events	% Always/Most of the time							
When a mistake is caught and corrected before reaching the patient, how often is this reported? (Item D1)	69%	70%	67%	70%	68%	69%	65%	66%
When a mistake reaches the patient and could have harmed the patient, but did not, how often is this reported? (Item D2)	86%	86%	82%	83%	82%	81%	81%	80%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table A-2. Item Average Percent Positive Response by Bed Size – 2024 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>	51	81	60	72	63	37	37	44
<i># Respondents</i>	4,183	11,863	18,371	35,637	48,422	44,628	31,295	89,637
5. Communication About Error	% Always/Most of the time							
We are informed about errors that happen in this unit. (Item C1)	76%	78%	74%	74%	74%	73%	71%	73%
When errors happen in this unit, we discuss ways to prevent them from happening again. (Item C2)	80%	81%	77%	78%	78%	77%	73%	78%
In this unit, we are informed about changes that are made based on event reports. (Item C3)	72%	75%	72%	73%	72%	72%	70%	72%
6. Organizational Learning – Continuous Improvement	% Strongly Agree/Agree							
This unit regularly reviews work processes to determine if changes are needed to improve patient safety. (Item A4)	75%	77%	74%	75%	73%	73%	70%	74%
In this unit, changes to improve patient safety are evaluated to see how well they worked. (Item A12)	70%	70%	67%	69%	68%	67%	66%	68%
	% Strongly Disagree/Disagree							
This unit lets the same patient safety problems keep happening. (Item A14*)	78%	77%	72%	70%	71%	69%	68%	69%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table A-2. Item Average Percent Positive Response by Bed Size – 2024 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>	51	81	60	72	63	37	37	44
<i># Respondents</i>	4,183	11,863	18,371	35,637	48,422	44,628	31,295	89,637
7. Hospital Management Support for Patient Safety	% Strongly Agree/Agree							
The actions of hospital management show that patient safety is a top priority. (Item F1)	83%	80%	77%	75%	73%	74%	72%	72%
Hospital management provides adequate resources to improve patient safety. (Item F2)	79%	77%	72%	70%	67%	67%	66%	66%
% Strongly Disagree/Disagree								
Hospital management seems interested in patient safety only after an adverse event happens. (Item F3*)	57%	55%	49%	47%	45%	44%	44%	43%
8. Handoffs and Information Exchange	% Strongly Agree/Agree							
During shift changes, there is adequate time to exchange all key patient care information. (Item F6)	81%	78%	73%	71%	70%	70%	68%	70%
% Strongly Disagree/Disagree								
When transferring patients from one unit to another, important information is often left out. (Item F4*)	70%	64%	58%	54%	53%	52%	55%	52%
During shift changes, important patient care information is often left out. (Item F5*)	74%	70%	63%	61%	61%	61%	62%	61%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table A-2. Item Average Percent Positive Response by Bed Size – 2024 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>	51	81	60	72	63	37	37	44
<i># Respondents</i>	4,183	11,863	18,371	35,637	48,422	44,628	31,295	89,637
9. Response to Error	% Strongly Agree/Agree							
When staff make errors, this unit focuses on learning rather than blaming individuals. (Item A10)	73%	74%	69%	72%	69%	69%	69%	72%
	% Strongly Disagree/Disagree							
In this unit, staff feel like their mistakes are held against them. (Item A6*)	67%	66%	61%	61%	59%	57%	59%	58%
When an event is reported in this unit, it feels like the person is being written up, not the problem. (Item A7*)	64%	64%	58%	58%	56%	54%	55%	57%
In this unit, there is a lack of support for staff involved in patient safety errors. (Item A13*)	70%	69%	64%	64%	63%	61%	62%	62%
10. Staffing and Work Pace	% Strongly Agree/Agree							
In this unit, we have enough staff to handle the workload. (Item A2)	60%	56%	51%	49%	48%	47%	45%	46%
	% Strongly Disagree/Disagree							
Staff in this unit work longer hours than is best for patient care. (Item A3*)	57%	57%	49%	47%	46%	43%	48%	44%
This unit relies too much on temporary, float, or PRN staff. (Item A5*)	66%	63%	57%	54%	54%	51%	54%	52%
The work pace in this unit is so rushed that it negatively affects patient safety. (Item A11*)	72%	70%	62%	59%	57%	55%	55%	55%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table A-3. Average Percentage of Respondents Reporting Events in the Past 12 Months by Bed Size – 2024 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>	51	81	60	72	63	37	37	44
<i># Respondents</i>	4,183	11,863	18,371	35,637	48,422	44,628	31,295	89,637
In the past 12 months, how many patient safety events have you reported? (Item D3)								
1 or more events	50%	46%	48%	48%	46%	46%	47%	47%
None	50%	54%	52%	52%	54%	54%	53%	53%
1 to 2	33%	27%	28%	28%	26%	27%	27%	27%
3 to 5	11%	13%	13%	13%	13%	13%	12%	13%
6 to 10	4%	4%	5%	4%	4%	4%	5%	4%
11 or more	2%	2%	3%	3%	3%	3%	4%	3%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "1 or more events" may not equal the sum of the separate response option percentages due to rounding.

Table A-4. Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Patient Safety by Bed Size – 2024 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>	51	81	60	72	63	37	37	44
<i># Respondents</i>	4,183	11,863	18,371	35,637	48,422	44,628	31,295	89,637
How would you rate your unit/work area on patient safety? (Item E1)								
Excellent or Very Good	75%	72%	67%	66%	65%	64%	64%	64%
Excellent	34%	34%	29%	29%	29%	28%	26%	27%
Very Good	41%	38%	38%	37%	36%	36%	39%	37%
Good	20%	21%	23%	23%	23%	25%	24%	24%
Fair	5%	6%	8%	8%	9%	9%	9%	9%
Poor	1%	1%	2%	3%	2%	2%	2%	3%

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

Teaching Status and Ownership

Note: The number of hospitals and respondents by teaching status and ownership is shown in each table. However, the number of hospitals and respondents corresponding to each data cell vary because of the omission of a specific survey item and individual nonresponse/missing data.

Table A-5. Composite Measure Average Percent Positive Response by Teaching Status and Ownership – 2024 SOPS Hospital 2.0 Database

SOPS Composite Measures	Teaching Status and Ownership					
		Teaching	Nonteaching	Government (Federal and Non-Federal)	Nongovernment (Not for Profit)	Investor Owned (For Profit)
	<i># Hospitals</i>	230	215	67	332	46
	<i># Respondents</i>	219,429	64,607	30,833	226,805	26,398
1. Teamwork		79%	82%	78%	81%	83%
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety		79%	82%	78%	81%	80%
3. Communication Openness		75%	79%	73%	77%	77%
4. Reporting Patient Safety Events		74%	77%	73%	76%	78%
5. Communication About Error		74%	76%	72%	75%	77%
6. Organizational Learning – Continuous Improvement		70%	74%	70%	72%	73%
7. Hospital Management Support for Patient Safety		62%	69%	63%	66%	66%
8. Handoffs and Information Exchange		62%	69%	62%	65%	68%
9. Response to Error		62%	67%	62%	65%	64%
10. Staffing and Work Pace		51%	58%	56%	55%	54%
Composite Measure Average		69%	73%	69%	71%	72%

Table A-6. Item Average Percent Positive Response by Teaching Status and Ownership – 2024 SOPS Hospital 2.0 Database (Page 1 of 6)

Survey Items by SOPS Composite Measure	Teaching Status and Ownership				
	Teaching	Nonteaching	Government (Federal and Non-Federal)	Nongovernment (Not for Profit)	Investor Owned (For Profit)
<i># Hospitals</i>	230	215	67	332	46
<i># Respondents</i>	219,429	64,607	30,833	226,805	26,398
1. Teamwork	% Strongly Agree/Agree				
In this unit, we work together as an effective team. (Item A1)	85%	88%	83%	86%	89%
During busy times, staff in this unit help each other. (Item A8)	85%	88%	84%	87%	88%
	% Strongly Disagree/Disagree				
There is a problem with disrespectful behavior by those working in this unit. (Item A9*)	67%	72%	66%	70%	72%
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety	% Strongly Agree/Agree				
My supervisor, manager, or clinical leader seriously considers staff suggestions for improving patient safety. (Item B1)	78%	81%	78%	80%	80%
My supervisor, manager, or clinical leader takes action to address patient safety concerns that are brought to their attention. (Item B3)	83%	85%	81%	84%	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*)	75%	81%	76%	78%	76%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table A-6. Item Average Percent Positive Response by Teaching Status and Ownership – 2024 SOPS Hospital 2.0 Database (Page 2 of 6)

Survey Items by SOPS Composite Measure	Teaching Status and Ownership				
	Teaching	Nonteaching	Government (Federal and Non-Federal)	Nongovernment (Not for Profit)	Investor Owned (For Profit)
<i># Hospitals</i>	230	215	67	332	46
<i># Respondents</i>	219,429	64,607	30,833	226,805	26,398
3. Communication Openness	% 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%	81%	84%	84%
When staff in this unit see someone with more authority doing something unsafe for patients, they speak up. (Item C5)	73%	76%	70%	75%	77%
When staff in this unit speak up, those with more authority are open to their patient safety concerns. (Item C6)	75%	78%	73%	77%	77%
	% Never/Rarely				
In this unit, staff are afraid to ask questions when something does not seem right. (Item C7*)	69%	75%	69%	72%	72%
4. Reporting Patient Safety Events	% Always/Most of the time				
When a mistake is caught and corrected before reaching the patient, how often is this reported? (Item D1)	68%	69%	66%	68%	73%
When a mistake reaches the patient and could have harmed the patient, but did not, how often is this reported? (Item D2)	81%	85%	80%	84%	84%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table A-6. Item Average Percent Positive Response by Teaching Status and Ownership – 2024 SOPS Hospital 2.0 Database (Page 3 of 6)

Survey Items by SOPS Composite Measure	Teaching Status and Ownership				
	Teaching	Nonteaching	Government (Federal and Non-Federal)	Nongovernment (Not for Profit)	Investor Owned (For Profit)
<i># Hospitals</i>	230	215	67	332	46
<i># Respondents</i>	219,429	64,607	30,833	226,805	26,398
5. Communication About Error	% Always/Most of the time				
We are informed about errors that happen in this unit. (Item C1)	73%	76%	72%	75%	77%
When errors happen in this unit, we discuss ways to prevent them from happening again. (Item C2)	77%	80%	76%	78%	80%
In this unit, we are informed about changes that are made based on event reports. (Item C3)	72%	74%	69%	73%	76%
6. Organizational Learning – Continuous Improvement	% Strongly Agree/Agree				
This unit regularly reviews work processes to determine if changes are needed to improve patient safety. (Item A4)	73%	76%	72%	75%	76%
In this unit, changes to improve patient safety are evaluated to see how well they worked. (Item A12)	68%	70%	66%	69%	71%
	% Strongly Disagree/Disagree				
This unit lets the same patient safety problems keep happening. (Item A14*)	69%	75%	70%	73%	73%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table A-6. Item Average Percent Positive Response by Teaching Status and Ownership – 2024 SOPS Hospital 2.0 Database (Page 4 of 6)

Survey Items by SOPS Composite Measure	Teaching Status and Ownership				
	Teaching	Nonteaching	Government (Federal and Non-Federal)	Nongovernment (Not for Profit)	Investor Owned (For Profit)
<i># Hospitals</i>	230	215	67	332	46
<i># Respondents</i>	219,429	64,607	30,833	226,805	26,398
7. Hospital Management Support for Patient Safety	% Strongly Agree/Agree				
The actions of hospital management show that patient safety is a top priority. (Item F1)	74%	79%	74%	76%	78%
Hospital management provides adequate resources to improve patient safety. (Item F2)	68%	75%	70%	71%	73%
% Strongly Disagree/Disagree					
Hospital management seems interested in patient safety only after an adverse event happens. (Item F3*)	45%	53%	46%	49%	47%
8. Handoffs and Information Exchange	% Strongly Agree/Agree				
During shift changes, there is adequate time to exchange all key patient care information. (Item F6)	70%	76%	70%	74%	76%
% Strongly Disagree/Disagree					
When transferring patients from one unit to another, important information is often left out. (Item F4*)	54%	62%	56%	58%	60%
During shift changes, important patient care information is often left out. (Item F5*)	61%	68%	61%	65%	67%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table A-6. Item Average Percent Positive Response by Teaching Status and Ownership – 2024 SOPS Hospital 2.0 Database (Page 5 of 6)

Survey Items by SOPS Composite Measure	Teaching Status and Ownership				
	Teaching	Nonteaching	Government (Federal and Non-Federal)	Nongovernment (Not for Profit)	Investor Owned (For Profit)
<i># Hospitals</i>	230	215	67	332	46
<i># Respondents</i>	219,429	64,607	30,833	226,805	26,398
9. Response to Error	% Strongly Agree/Agree				
When staff make errors, this unit focuses on learning rather than blaming individuals. (Item A10)	70%	73%	69%	72%	72%
	% Strongly Disagree/Disagree				
In this unit, staff feel like their mistakes are held against them. (Item A6*)	59%	65%	59%	62%	60%
When an event is reported in this unit, it feels like the person is being written up, not the problem. (Item A7*)	56%	62%	57%	60%	57%
In this unit, there is a lack of support for staff involved in patient safety errors. (Item A13*)	63%	68%	62%	65%	66%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table A-6. Item Average Percent Positive Response by Teaching Status and Ownership – 2024 SOPS Hospital 2.0 Database (Page 6 of 6)

Survey Items by SOPS Composite Measure	Teaching Status and Ownership				
	Teaching	Nonteaching	Government (Federal and Non-Federal)	Nongovernment (Not for Profit)	Investor Owned (For Profit)
<i># Hospitals</i>	230	215	67	332	46
<i># Respondents</i>	219,429	64,607	30,833	226,805	26,398
10. Staffing and Work Pace	% Strongly Agree/Agree				
In this unit, we have enough staff to handle the workload. (Item A2)	48%	54%	52%	50%	54%
	% Strongly Disagree/Disagree				
Staff in this unit work longer hours than is best for patient care. (Item A3*)	46%	54%	50%	50%	48%
This unit relies too much on temporary, float, or PRN staff. (Item A5*)	54%	60%	57%	57%	55%
The work pace in this unit is so rushed that it negatively affects patient safety. (Item A11*)	57%	66%	62%	62%	61%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table A-7. Average Percentage of Respondents Reporting Events in the Past 12 Months by Teaching Status and Ownership – 2024 SOPS Hospital 2.0 Database

Number of Events Reported by Respondents	Teaching Status and Ownership				
	Teaching	Nonteaching	Government (Federal and Non-Federal)	Nongovernment (Not for Profit)	Investor Owned (For Profit)
<i># Hospitals</i>	230	215	67	332	46
<i># Respondents</i>	219,429	64,607	30,833	226,805	26,398
In the past 12 months, how many patient safety events have you reported? (Item D3)					
1 or more events	47%	48%	45%	48%	45%
None	53%	52%	55%	52%	55%
1 to 2	27%	29%	27%	28%	27%
3 to 5	13%	13%	12%	13%	12%
6 to 10	4%	4%	4%	4%	4%
11 or more	3%	2%	2%	3%	2%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "1 or more events" may not equal the sum of the separate response option percentages 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 – 2024 SOPS Hospital 2.0 Database

Unit/Work Area Patient Safety Rating	Teaching Status and Ownership				
	Teaching	Nonteaching	Government (Federal and Non-Federal)	Nongovernment (Not for Profit)	Investor Owned (For Profit)
<i># Hospitals</i>	230	215	67	332	46
<i># Respondents</i>	219,429	64,607	30,833	226,805	26,398
How would you rate your unit/work area on patient safety? (Item E1)					
Excellent or Very Good	65%	70%	65%	68%	67%
Excellent	28%	32%	29%	30%	32%
Very Good	37%	38%	36%	38%	35%
Good	24%	22%	23%	23%	23%
Fair	9%	7%	9%	7%	8%
Poor	2%	2%	3%	2%	2%

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

Geographic Region

Note 1: The number of hospitals and respondents by geographic region is shown in each table. However, the number of hospitals and respondents corresponding to each data cell vary because of the omission of a specific survey item and individual nonresponse/missing data.

Note 2: States and territories are categorized into geographic regions as follows:

- Northeast: CT, MA, ME, NH, NJ, NY, PA, RI, VT
- South: AL, AR, DC, DE, FL, GA, KY, LA, MD, MS, NC, OK, PR, SC, TN, TX, VA, VI, WV
- Midwest: IA, IL, IN, KS, MI, MN, MO, ND, NE, OH, SD, WI
- West: AK, AS, AZ, CA, CO, GU, HI, ID, MH, MP, MT, NM, NV, OR, UT, WA, WY

Table A-9. Composite Measure Average Percent Positive Response by Geographic Region – 2024 SOPS Hospital 2.0 Database

SOPS Composite Measures	Geographic Region			
	Northeast	South	Midwest	West
<i># Hospitals</i>	74	200	132	39
<i># Respondents</i>	73,124	150,301	41,433	19,178
1. Teamwork	79%	82%	81%	77%
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety	78%	81%	81%	75%
3. Communication Openness	75%	79%	76%	71%
4. Reporting Patient Safety Events	75%	79%	74%	69%
5. Communication About Error	74%	78%	72%	69%
6. Organizational Learning – Continuous Improvement	70%	74%	71%	65%
7. Hospital Management Support for Patient Safety	62%	68%	66%	58%
8. Handoffs and Information Exchange	63%	67%	65%	59%
9. Response to Error	60%	66%	66%	58%
10. Staffing and Work Pace	49%	56%	57%	49%
Composite Measure Average	69%	73%	71%	65%

Table A-10. Item Average Percent Positive Response by Geographic Region – 2024 SOPS Hospital 2.0 Database (Page 1 of 5)

Survey Items by SOPS Composite Measure	Geographic Region			
	Northeast	South	Midwest	West
<i># Hospitals</i>	74	200	132	39
<i># Respondents</i>	73,124	150,301	41,433	19,178
1. Teamwork	% Strongly Agree/Agree			
In this unit, we work together as an effective team. (Item A1)	86%	88%	85%	81%
During busy times, staff in this unit help each other. (Item A8)	85%	87%	87%	84%
	% Strongly Disagree/Disagree			
There is a problem with disrespectful behavior by those working in this unit. (Item A9*)	65%	71%	70%	66%
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety	% Strongly Agree/Agree			
My supervisor, manager, or clinical leader seriously considers staff suggestions for improving patient safety. (Item B1)	79%	81%	79%	75%
My supervisor, manager, or clinical leader takes action to address patient safety concerns that are brought to their attention. (Item B3)	82%	85%	84%	78%
	% 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*)	74%	78%	81%	72%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table A-10. Item Average Percent Positive Response by Geographic Region – 2024 SOPS Hospital 2.0 Database (Page 2 of 5)

Survey Items by SOPS Composite Measure	Geographic Region			
	Northeast	South	Midwest	West
<i># Hospitals</i>	74	200	132	39
<i># Respondents</i>	73,124	150,301	41,433	19,178
3. Communication Openness	% Always/Most of the time			
In this unit, staff speak up if they see something that may negatively affect patient care. (Item C4)	83%	85%	84%	78%
When staff in this unit see someone with more authority doing something unsafe for patients, they speak up. (Item C5)	73%	78%	71%	69%
When staff in this unit speak up, those with more authority are open to their patient safety concerns. (Item C6)	74%	79%	76%	70%
	% Never/Rarely			
In this unit, staff are afraid to ask questions when something does not seem right. (Item C7*)	70%	73%	73%	66%
4. Reporting Patient Safety Events	% Always/Most of the time			
When a mistake is caught and corrected before reaching the patient, how often is this reported? (Item D1)	69%	72%	63%	64%
When a mistake reaches the patient and could have harmed the patient, but did not, how often is this reported? (Item D2)	81%	85%	84%	75%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table A-10. Item Average Percent Positive Response by Geographic Region – 2024 SOPS Hospital 2.0 Database (Page 3 of 5)

Survey Items by SOPS Composite Measure	Geographic Region			
	Northeast	South	Midwest	West
<i># Hospitals</i>	74	200	132	39
<i># Respondents</i>	73,124	150,301	41,433	19,178
5. Communication About Error	% Always/Most of the time			
We are informed about errors that happen in this unit. (Item C1)	73%	78%	72%	68%
When errors happen in this unit, we discuss ways to prevent them from happening again. (Item C2)	78%	81%	76%	73%
In this unit, we are informed about changes that are made based on event reports. (Item C3)	72%	76%	69%	66%
6. Organizational Learning – Continuous Improvement	% Strongly Agree/Agree			
This unit regularly reviews work processes to determine if changes are needed to improve patient safety. (Item A4)	74%	77%	73%	68%
In this unit, changes to improve patient safety are evaluated to see how well they worked. (Item A12)	68%	71%	67%	61%
	% Strongly Disagree/Disagree			
This unit lets the same patient safety problems keep happening. (Item A14*)	69%	74%	73%	65%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table A-10. Item Average Percent Positive Response by Geographic Region – 2024 SOPS Hospital 2.0 Database (Page 4 of 5)

Survey Items by SOPS Composite Measure	Geographic Region			
	Northeast	South	Midwest	West
<i># Hospitals</i>	74	200	132	39
<i># Respondents</i>	73,124	150,301	41,433	19,178
7. Hospital Management Support for Patient Safety	% Strongly Agree/Agree			
The actions of hospital management show that patient safety is a top priority. (Item F1)	75%	78%	76%	70%
Hospital management provides adequate resources to improve patient safety. (Item F2)	68%	74%	72%	63%
	% Strongly Disagree/Disagree			
Hospital management seems interested in patient safety only after an adverse event happens. (Item F3*)	45%	51%	49%	40%
8. Handoffs and Information Exchange	% Strongly Agree/Agree			
During shift changes, there is adequate time to exchange all key patient care information. (Item F6)	69%	76%	74%	67%
	% Strongly Disagree/Disagree			
When transferring patients from one unit to another, important information is often left out. (Item F4*)	55%	60%	57%	52%
During shift changes, important patient care information is often left out. (Item F5*)	63%	67%	64%	59%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table A-10. Item Average Percent Positive Response by Geographic Region – 2024 SOPS Hospital 2.0 Database (Page 5 of 5)

Survey Items by SOPS Composite Measure	Geographic Region			
	Northeast	South	Midwest	West
<i># Hospitals</i>	74	200	132	39
<i># Respondents</i>	73,124	150,301	41,433	19,178
9. Response to Error	% Strongly Agree/Agree			
When staff make errors, this unit focuses on learning rather than blaming individuals. (Item A10)	69%	73%	72%	66%
	% Strongly Disagree/Disagree			
In this unit, staff feel like their mistakes are held against them. (Item A6*)	57%	62%	65%	55%
When an event is reported in this unit, it feels like the person is being written up, not the problem. (Item A7*)	55%	60%	61%	53%
In this unit, there is a lack of support for staff involved in patient safety errors. (Item A13*)	61%	67%	66%	58%
10. Staffing and Work Pace	% Strongly Agree/Agree			
In this unit, we have enough staff to handle the workload. (Item A2)	46%	54%	50%	46%
	% Strongly Disagree/Disagree			
Staff in this unit work longer hours than is best for patient care. (Item A3*)	42%	51%	53%	43%
This unit relies too much on temporary, float, or PRN staff. (Item A5*)	51%	57%	61%	52%
The work pace in this unit is so rushed that it negatively affects patient safety. (Item A11*)	58%	64%	62%	55%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table A-11. Average Percentage of Respondents Reporting Events in the Past 12 Months by Geographic Region – 2024 SOPS Hospital 2.0 Database

Number of Events Reported by Respondents	Geographic Region			
	Northeast	South	Midwest	West
<i># Hospitals</i>	74	200	132	39
<i># Respondents</i>	73,124	150,301	41,433	19,178
In the past 12 months, how many patient safety events have you reported? (Item D3)				
1 or more events	43%	46%	51%	47%
None	57%	54%	49%	53%
1 to 2	25%	28%	29%	28%
3 to 5	12%	12%	14%	13%
6 to 10	3%	4%	5%	4%
11 or more	3%	2%	3%	2%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "1 or more events" may not equal the sum of the separate response option percentages due to rounding.

Table A-12. Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Patient Safety by Geographic Region – 2024 SOPS Hospital 2.0 Database

Unit/Work Area Patient Safety Rating	Geographic Region			
	Northeast	South	Midwest	West
<i># Hospitals</i>	74	200	132	39
<i># Respondents</i>	73,124	150,301	41,433	19,178
How would you rate your unit/work area on patient safety? (Item E1)				
Excellent or Very Good	62%	70%	70%	61%
Excellent	28%	33%	28%	25%
Very Good	35%	36%	42%	36%
Good	25%	21%	23%	25%
Fair	10%	7%	6%	11%
Poor	3%	2%	1%	3%

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

Staff Position

Note 1: The number of hospitals and respondents by staff position is shown in each table. However, the number of hospitals and respondents corresponding to each data cell will vary because of the omission of a specific survey item and individual nonresponse/missing data. In addition, respondents who selected “Other” were omitted.

Note 2: 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 – 2024 SOPS Hospital 2.0 Database

SOPS Composite Measures	Staff Position									
	Advanced Practice Nurse (NP, CRNA, CNS, CNM)	Pat. Care Aide/ Nursing Asst.	Pharm- acist/ Pharm Tech	Physician, Resident, Intern, PA	RN/ LVN/ LPN	Supv./Mgr. Clinical/Sr Leader	Support Staff	Tech- nologist/ Technician (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Other Clinical Staff
<i># Hospitals</i>	314	415	394	334	440	437	434	415	408	355
<i># Respondents</i>	4,179	21,321	9,148	13,376	93,764	21,478	43,441	26,645	14,641	5,155
1. Teamwork	82%	74%	80%	85%	81%	88%	77%	79%	86%	82%
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety	79%	77%	84%	79%	79%	91%	79%	78%	84%	81%
3. Communication Openness	75%	73%	80%	77%	74%	87%	76%	77%	79%	75%
4. Reporting Patient Safety Events	73%	77%	77%	69%	74%	83%	77%	77%	71%	72%
5. Communication About Error	68%	75%	79%	67%	71%	88%	77%	74%	76%	72%
6. Organizational Learning – Continuous Improvement	70%	71%	77%	70%	69%	87%	71%	69%	74%	70%
7. Hospital Management Support for Patient Safety	58%	65%	69%	62%	56%	78%	73%	64%	65%	63%
8. Handoffs and Information Exchange	63%	63%	52%	64%	67%	67%	64%	65%	62%	52%
9. Response to Error	61%	55%	72%	61%	62%	83%	60%	61%	69%	63%
10. Staffing and Work Pace	51%	47%	61%	49%	52%	65%	54%	52%	60%	53%
Composite Measure Average	67%	68%	72%	67%	68%	82%	71%	70%	72%	67%

Table B-2. Item Average Percent Positive Response by Staff Position – 2024 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	314	415	394	334	440	437	434	415	408	355
# Respondents	4,179	21,321	9,148	13,376	93,764	21,478	43,441	26,645	14,641	5,155
1. Teamwork	% Strongly Agree/Agree									
In this unit, we work together as an effective team. (Item A1)	88%	81%	85%	89%	89%	92%	82%	84%	90%	86%
During busy times, staff in this unit help each other. (Item A8)	87%	79%	84%	89%	88%	95%	83%	84%	89%	86%
	% Strongly Disagree/Disagree									
There is a problem with disrespectful behavior by those working in this unit. (Item A9*)	70%	63%	71%	78%	68%	77%	65%	68%	78%	74%
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety	% Strongly Agree/Agree									
My supervisor, manager, or clinical leader seriously considers staff suggestions for improving patient safety. (Item B1)	80%	76%	82%	80%	77%	91%	78%	76%	84%	82%
My supervisor, manager, or clinical leader takes action to address patient safety concerns that are brought to their attention. (Item B3)	83%	81%	87%	83%	82%	93%	84%	82%	88%	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*)	74%	74%	82%	72%	77%	89%	75%	76%	81%	76%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table B-2. Item Average Percent Positive Response by Staff Position – 2024 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.	Pharm- acist/ Pharm Tech	Physician, Resident, Intern, PA	RN/ LVN/ LPN	Supv./Mgr. Clinical/Sr Leader	Support Staff	Tech- nologist/ Technician (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Other Clinical Staff
# Hospitals	314	415	394	334	440	437	434	415	408	355
# Respondents	4,179	21,321	9,148	13,376	93,764	21,478	43,441	26,645	14,641	5,155
3. Communication Openness	% Always/Most of the time									
In this unit, staff speak up if they see something that may negatively affect patient care. (Item C4)	80%	80%	85%	80%	83%	92%	83%	84%	87%	83%
When staff in this unit see someone with more authority doing something unsafe for patients, they speak up. (Item C5)	74%	70%	77%	74%	72%	84%	76%	75%	76%	70%
When staff in this unit speak up, those with more authority are open to their patient safety concerns. (Item C6)	76%	73%	82%	80%	72%	90%	77%	76%	78%	76%
	% Never/Rarely									
In this unit, staff are afraid to ask questions when something does not seem right. (Item C7*)	70%	67%	75%	71%	70%	82%	70%	72%	74%	70%
4. Reporting Patient Safety Events	% Always/Most of the time									
When a mistake is caught and corrected before reaching the patient, how often is this reported? (Item D1)	66%	73%	67%	62%	65%	75%	74%	69%	63%	67%
When a mistake reaches the patient and could have harmed the patient, but did not, how often is this reported? (Item D2)	80%	81%	87%	77%	82%	91%	81%	84%	78%	78%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table B-2. Item Average Percent Positive Response by Staff Position – 2024 SOPS Hospital 2.0 Database (Page 3 of 5)

Survey Items by SOPS Composite Measure	Staff Position									
	Advanced Practice Nurse (NP, CRNA, CNS, CNM)	Pat. Care Aide/ Nursing Asst.	Pharmacist/ Pharm Tech	Physician, Resident, Intern, PA	RN/ LVN/ LPN	Supv./Mgr. Clinical/Sr Leader	Support Staff	Tech-nologist/ Technician (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Other Clinical Staff
# Hospitals	314	415	394	334	440	437	434	415	408	355
# Respondents	4,179	21,321	9,148	13,376	93,764	21,478	43,441	26,645	14,641	5,155
5. Communication About Error	% Always/Most of the time									
We are informed about errors that happen in this unit. (Item C1)	65%	73%	79%	63%	70%	88%	77%	74%	74%	69%
When errors happen in this unit, we discuss ways to prevent them from happening again. (Item C2)	73%	78%	81%	73%	73%	92%	80%	76%	80%	77%
In this unit, we are informed about changes that are made based on event reports. (Item C3)	65%	74%	77%	64%	69%	85%	73%	71%	74%	70%
6. Organizational Learning – Continuous Improvement	% Strongly Agree/Agree									
This unit regularly reviews work processes to determine if changes are needed to improve patient safety. (Item A4)	74%	73%	80%	73%	72%	90%	73%	70%	75%	75%
In this unit, changes to improve patient safety are evaluated to see how well they worked. (Item A12)	67%	70%	73%	67%	67%	84%	67%	65%	70%	67%
	% Strongly Disagree/Disagree									
This unit lets the same patient safety problems keep happening. (Item A14*)	67%	69%	78%	70%	67%	86%	73%	73%	76%	68%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table B-2. Item Average Percent Positive Response by Staff Position – 2024 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.	Pharm- acist/ Pharm Tech	Physician, Resident, Intern, PA	RN/ LVN/ LPN	Supv./ Mgr. Clinical/Sr Leader	Support Staff	Tech- nologist/ Technician (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Other Clinical Staff
# Hospitals	314	415	394	334	440	437	434	415	408	355
# Respondents	4,179	21,321	9,148	13,376	93,764	21,478	43,441	26,645	14,641	5,155
7. Hospital Management Support for Patient Safety	% Strongly Agree/Agree									
The actions of hospital management show that patient safety is a top priority. (Item F1)	70%	77%	81%	73%	67%	89%	84%	75%	76%	77%
Hospital management provides adequate resources to improve patient safety. (Item F2)	64%	74%	74%	66%	60%	83%	81%	72%	71%	70%
% Strongly Disagree/Disagree										
Hospital management seems interested in patient safety only after an adverse event happens. (Item F3*)	41%	46%	52%	47%	41%	64%	54%	47%	48%	42%
8. Handoffs and Information Exchange	% Strongly Agree/Agree									
During shift changes, there is adequate time to exchange all key patient care information. (Item F6)	73%	73%	65%	68%	76%	77%	68%	71%	71%	56%
% Strongly Disagree/Disagree										
When transferring patients from one unit to another, important information is often left out. (Item F4*)	56%	58%	37%	61%	57%	58%	59%	57%	55%	50%
During shift changes, important patient care information is often left out. (Item F5*)	61%	59%	54%	64%	66%	66%	64%	67%	60%	51%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table B-2. Item Average Percent Positive Response by Staff Position – 2024 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	314	415	394	334	440	437	434	415	408	355
# Respondents	4,179	21,321	9,148	13,376	93,764	21,478	43,441	26,645	14,641	5,155
9. Response to Error	% Strongly Agree/Agree									
When staff make errors, this unit focuses on learning rather than blaming individuals. (Item A10)	68%	65%	78%	70%	69%	87%	69%	68%	74%	68%
	% Strongly Disagree/Disagree									
In this unit, staff feel like their mistakes are held against them. (Item A6*)	58%	51%	69%	58%	60%	80%	56%	58%	69%	61%
When an event is reported in this unit, it feels like the person is being written up, not the problem. (Item A7*)	57%	46%	69%	52%	58%	81%	53%	54%	65%	57%
In this unit, there is a lack of support for staff involved in patient safety errors. (Item A13*)	61%	59%	70%	63%	62%	84%	63%	63%	70%	64%
10. Staffing and Work Pace	% Strongly Agree/Agree									
In this unit, we have enough staff to handle the workload. (Item A2)	50%	42%	54%	50%	50%	60%	49%	46%	57%	51%
	% Strongly Disagree/Disagree									
Staff in this unit work longer hours than is best for patient care. (Item A3*)	43%	38%	57%	43%	52%	61%	43%	47%	56%	44%
This unit relies too much on temporary, float, or PRN staff. (Item A5*)	52%	48%	69%	41%	54%	66%	57%	57%	58%	58%
The work pace in this unit is so rushed that it negatively affects patient safety. (Item A11*)	58%	58%	65%	59%	53%	74%	67%	59%	68%	60%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table B-3. Average Percentage of Respondents Reporting Events in the Past 12 Months by Staff Position – 2024 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
# Hospitals	314	415	394	334	440	437	434	415	408	355
# Respondents	4,179	21,321	9,148	13,376	93,764	21,478	43,441	26,645	14,641	5,155
In the past 12 months, how many patient safety events have you reported? (Item D3)										
1 or more events	44%	39%	62%	44%	63%	65%	25%	41%	46%	32%
None	56%	61%	38%	56%	37%	35%	75%	59%	54%	68%
1 to 2	28%	26%	25%	28%	36%	26%	14%	28%	35%	22%
3 to 5	11%	9%	18%	11%	18%	22%	7%	10%	9%	6%
6 to 10	2%	2%	10%	3%	5%	10%	2%	2%	2%	2%
11 or more	2%	1%	8%	1%	3%	7%	2%	1%	1%	1%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "1 or more events" may not equal the sum of the separate response option percentages due to rounding.

Table B-4. Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Patient Safety by Staff Position – 2024 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.	Pharm- acist/ Pharm Tech	Physician, Resident, Intern, PA	RN/ LVN/ LPN	Supv./Mgr. Clinical/Sr Leader	Support Staff	Tech- nologist/ Technician (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Other Clinical Staff
# Hospitals	314	415	394	334	440	437	434	415	408	355
# Respondents	4,179	21,321	9,148	13,376	93,764	21,478	43,441	26,645	14,641	5,155
How would you rate your unit/work area on patient safety? (Item E1)										
Excellent or Very Good	69%	62%	72%	66%	61%	81%	70%	71%	72%	67%
Excellent	30%	28%	34%	29%	23%	39%	35%	33%	34%	30%
Very Good	39%	34%	39%	37%	38%	42%	35%	38%	38%	37%
Good	22%	26%	20%	22%	26%	16%	22%	20%	21%	25%
Fair	7%	9%	7%	9%	11%	3%	7%	7%	6%	7%
Poor	2%	3%	2%	3%	3%	0%	1%	2%	1%	1%

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

Unit/Work Area

Note 1: The number of hospitals and respondents by unit/work area is shown in each table. However, the number of hospitals and respondents corresponding to each data cell will vary because of the omission of a specific survey item and individual nonresponse/missing data. In addition, respondents who selected “Many different hospital units, No specific unit” or “Other” or who did not answer (missing) were omitted.

Note 2: 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 – 2024 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>	421	405	376	384	380	339	313	382	330
<i># Respondents</i>	20,689	39,191	9,931	8,675	12,210	3,768	3,649	20,713	16,280
1. Teamwork	88%	79%	78%	80%	84%	83%	83%	75%	79%
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety	88%	79%	80%	84%	80%	83%	81%	78%	78%
3. Communication Openness	86%	75%	77%	81%	80%	79%	79%	74%	77%
4. Reporting Patient Safety Events	84%	75%	80%	78%	76%	73%	78%	77%	77%
5. Communication About Error	85%	74%	73%	81%	77%	79%	76%	77%	73%
6. Organizational Learning – Continuous Improvement	82%	70%	72%	78%	72%	74%	73%	70%	71%
7. Hospital Management Support for Patient Safety	78%	61%	68%	70%	65%	66%	68%	73%	60%
8. Handoffs and Information Exchange	62%	62%	63%	53%	66%	70%	54%	62%	67%
9. Response to Error	78%	61%	62%	73%	67%	67%	67%	58%	63%
10. Staffing and Work Pace	67%	47%	53%	62%	55%	58%	58%	53%	56%
Composite Measure Average	80%	68%	70%	73%	72%	73%	71%	70%	70%

Table B-5. Composite Measure Average Percent Positive Response by Unit/Work Area – 2024 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>	264	374	125	286	259	196	186	210	117	367	212	
<i># Respondents</i>	7,383	18,680	1,021	13,416	11,167	4,544	7,378	6,474	714	10,351	5,990	
1. Teamwork	81%	79%	79%	84%	80%	82%	84%	76%	78%	87%	78%	
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety	81%	75%	77%	78%	76%	82%	79%	76%	82%	86%	76%	
3. Communication Openness	80%	71%	78%	73%	72%	80%	75%	72%	76%	83%	73%	
4. Reporting Patient Safety Events	78%	69%	77%	72%	75%	79%	77%	74%	78%	77%	75%	
5. Communication About Error	77%	68%	74%	72%	70%	76%	71%	68%	74%	79%	75%	
6. Organizational Learning – Continuous Improvement	74%	64%	68%	70%	70%	73%	71%	65%	70%	79%	68%	
7. Hospital Management Support for Patient Safety	62%	53%	59%	51%	56%	59%	56%	58%	61%	70%	57%	
8. Handoffs and Information Exchange	64%	70%	60%	66%	72%	60%	74%	61%	67%	56%	59%	
9. Response to Error	66%	56%	63%	60%	61%	68%	61%	59%	61%	76%	55%	
10. Staffing and Work Pace	55%	44%	49%	49%	56%	54%	59%	53%	49%	63%	41%	
Composite Measure Average	71%	65%	68%	68%	69%	70%	71%	65%	73%	75%	66%	

Table B-6. Item Average Percent Positive Response by Unit/Work Area – 2024 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	421	405	376	384	380	339	313	382	330
# Respondents	20,689	39,191	9,931	8,675	12,210	3,768	3,649	20,713	16,280
1. Teamwork	% Strongly Agree/Agree								
In this unit, we work together as an effective team. (Item A1)	91%	86%	84%	85%	88%	89%	88%	80%	87%
During busy times, staff in this unit help each other. (Item A8)	92%	85%	83%	85%	88%	90%	87%	82%	87%
	% Strongly Disagree/Disagree								
There is a problem with disrespectful behavior by those working in this unit. (Item A9*)	81%	67%	65%	71%	75%	72%	74%	62%	64%
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety	% Strongly Agree/Agree								
My supervisor, manager, or clinical leader seriously considers staff suggestions for improving patient safety. (Item B1)	89%	78%	76%	83%	80%	83%	82%	77%	78%
My supervisor, manager, or clinical leader takes action to address patient safety concerns that are brought to their attention. (Item B3)	91%	83%	83%	88%	84%	86%	85%	84%	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*)	85%	76%	80%	83%	77%	81%	76%	74%	75%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table B-6. Item Average Percent Positive Response by Unit/Work Area – 2024 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	264	374	125	286	259	196	186	210	117	367	212
# Respondents	7,383	18,680	1,021	13,416	11,167	4,544	7,378	6,474	714	10,351	5,990
1. Teamwork	% Strongly Agree/Agree										
In this unit, we work together as an effective team. (Item A1)	88%	87%	88%	91%	89%	89%	90%	82%	87%	91%	84%
During busy times, staff in this unit help each other. (Item A8)	87%	85%	85%	91%	89%	88%	92%	83%	83%	89%	84%
	% Strongly Disagree/Disagree										
There is a problem with disrespectful behavior by those working in this unit. (Item A9*)	69%	65%	63%	71%	64%	71%	69%	62%	64%	81%	64%
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety	% Strongly Agree/Agree										
My supervisor, manager, or clinical leader seriously considers staff suggestions for improving patient safety. (Item B1)	81%	76%	77%	77%	73%	82%	76%	75%	80%	86%	75%
My supervisor, manager, or clinical leader takes action to address patient safety concerns that are brought to their attention. (Item B3)	84%	80%	81%	82%	80%	85%	83%	78%	87%	89%	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*)	76%	70%	73%	76%	76%	80%	79%	74%	78%	81%	72%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table B-6. Item Average Percent Positive Response by Unit/Work Area – 2024 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	421	405	376	384	380	339	313	382	330
# Respondents	20,689	39,191	9,931	8,675	12,210	3,768	3,649	20,713	16,280
3. Communication Openness	% Always/Most of the time								
In this unit, staff speak up if they see something that may negatively affect patient care. (Item C4)	91%	82%	82%	85%	87%	88%	86%	81%	86%
When staff in this unit see someone with more authority doing something unsafe for patients, they speak up. (Item C5)	86%	72%	74%	78%	79%	78%	76%	73%	77%
When staff in this unit speak up, those with more authority are open to their patient safety concerns. (Item C6)	88%	75%	78%	83%	79%	77%	79%	76%	73%
	% Never/Rarely								
In this unit, staff are afraid to ask questions when something does not seem right. (Item C7*)	80%	70%	74%	77%	76%	73%	75%	66%	70%
4. Reporting Patient Safety Events	% Always/Most of the time								
When a mistake is caught and corrected before reaching the patient, how often is this reported? (Item D1)	79%	68%	73%	68%	67%	68%	73%	72%	70%
When a mistake reaches the patient and could have harmed the patient, but did not, how often is this reported? (Item D2)	88%	82%	87%	88%	85%	79%	82%	81%	84%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table B-6. Item Average Percent Positive Response by Unit/Work Area – 2024 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	264	374	125	286	259	196	186	210	117	367	212
# Respondents	7,383	18,680	1,021	13,416	11,167	4,544	7,378	6,474	714	10,351	5,990
3. Communication Openness	% Always/Most of the time										
In this unit, staff speak up if they see something that may negatively affect patient care. (Item C4)	86%	79%	86%	82%	83%	87%	85%	81%	86%	89%	80%
When staff in this unit see someone with more authority doing something unsafe for patients, they speak up. (Item C5)	78%	69%	77%	72%	71%	79%	73%	69%	77%	80%	70%
When staff in this unit speak up, those with more authority are open to their patient safety concerns. (Item C6)	79%	70%	78%	70%	67%	79%	72%	70%	76%	84%	73%
	% Never/Rarely										
In this unit, staff are afraid to ask questions when something does not seem right. (Item C7*)	76%	67%	70%	69%	67%	75%	69%	64%	67%	78%	67%
4. Reporting Patient Safety Events	% Always/Most of the time										
When a mistake is caught and corrected before reaching the patient, how often is this reported? (Item D1)	72%	59%	73%	64%	65%	72%	68%	67%	70%	70%	70%
When a mistake reaches the patient and could have harmed the patient, but did not, how often is this reported? (Item D2)	85%	78%	83%	80%	84%	87%	86%	81%	83%	83%	80%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table B-6. Item Average Percent Positive Response by Unit/Work Area – 2024 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	421	405	376	384	380	339	313	382	330
# Respondents	20,689	39,191	9,931	8,675	12,210	3,768	3,649	20,713	16,280
5. Communication About Error	% Always/Most of the time								
We are informed about errors that happen in this unit. (Item C1)	84%	73%	74%	81%	77%	79%	74%	78%	71%
When errors happen in this unit, we discuss ways to prevent them from happening again. (Item C2)	88%	76%	76%	83%	79%	81%	80%	80%	77%
In this unit, we are informed about changes that are made based on event reports. (Item C3)	82%	72%	70%	78%	74%	78%	74%	73%	70%
6. Organizational Learning – Continuous Improvement	% Strongly Agree/Agree								
This unit regularly reviews work processes to determine if changes are needed to improve patient safety. (Item A4)	85%	73%	74%	81%	72%	77%	77%	73%	72%
In this unit, changes to improve patient safety are evaluated to see how well they worked. (Item A12)	80%	69%	67%	74%	66%	70%	68%	66%	67%
	% Strongly Disagree/Disagree								
This unit lets the same patient safety problems keep happening. (Item A14*)	82%	69%	74%	79%	78%	76%	73%	72%	73%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table B-6. Item Average Percent Positive Response by Unit/Work Area – 2024 SOPS Hospital 2.0 Database (Page 6 of 10)

Survey Items by SOPS Composite Measure	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	Telem- etry
# Hospitals	264	374	125	286	259	196	186	210	117	367	212
# Respondents	7,383	18,680	1,021	13,416	11,167	4,544	7,378	6,474	714	10,351	5,990
5. Communication About Error	% Always/Most of the time										
We are informed about errors that happen in this unit. (Item C1)	76%	67%	73%	71%	68%	75%	68%	67%	72%	77%	74%
When errors happen in this unit, we discuss ways to prevent them from happening again. (Item C2)	81%	71%	78%	75%	73%	80%	74%	71%	79%	83%	78%
In this unit, we are informed about changes that are made based on event reports. (Item C3)	76%	67%	72%	71%	68%	75%	69%	66%	71%	77%	74%
6. Organizational Learning – Continuous Improvement	% Strongly Agree/Agree										
This unit regularly reviews work processes to determine if changes are needed to improve patient safety. (Item A4)	75%	70%	70%	74%	72%	77%	73%	68%	75%	80%	71%
In this unit, changes to improve patient safety are evaluated to see how well they worked. (Item A12)	70%	62%	65%	68%	67%	69%	69%	65%	64%	75%	67%
	% Strongly Disagree/Disagree										
This unit lets the same patient safety problems keep happening. (Item A14*)	75%	61%	70%	68%	70%	74%	72%	62%	72%	82%	64%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table B-6. Item Average Percent Positive Response by Unit/Work Area – 2024 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	421	405	376	384	380	339	313	382	330
# Respondents	20,689	39,191	9,931	8,675	12,210	3,768	3,649	20,713	16,280
7. Hospital Management Support for Patient Safety	% Strongly Agree/Agree								
The actions of hospital management show that patient safety is a top priority. (Item F1)	89%	72%	79%	82%	77%	76%	80%	85%	72%
Hospital management provides adequate resources to improve patient safety. (Item F2)	84%	66%	74%	75%	72%	74%	75%	82%	67%
% Strongly Disagree/Disagree									
Hospital management seems interested in patient safety only after an adverse event happens. (Item F3*)	63%	46%	51%	53%	47%	49%	49%	52%	43%
8. Handoffs and Information Exchange	% Strongly Agree/Agree								
During shift changes, there is adequate time to exchange all key patient care information. (Item F6)	70%	72%	72%	66%	71%	84%	58%	67%	71%
% Strongly Disagree/Disagree									
When transferring patients from one unit to another, important information is often left out. (Item F4*)	57%	52%	49%	37%	58%	58%	50%	58%	63%
During shift changes, important patient care information is often left out. (Item F5*)	60%	62%	65%	55%	68%	67%	56%	62%	68%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table B-6. Item Average Percent Positive Response by Unit/Work Area – 2024 SOPS Hospital 2.0 Database (Page 8 of 10)

Survey Items by SOPS Composite Measure	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	Telem- etry
<i># Hospitals</i>	264	374	125	286	259	196	186	210	117	367	212
<i># Respondents</i>	7,383	18,680	1,021	13,416	11,167	4,544	7,378	6,474	714	10,351	5,990
7. Hospital Management Support for Patient Safety	% Strongly Agree/Agree										
The actions of hospital management show that patient safety is a top priority. (Item F1)	72%	65%	70%	62%	66%	71%	67%	68%	72%	81%	69%
Hospital management provides adequate resources to improve patient safety. (Item F2)	68%	58%	62%	54%	61%	65%	62%	61%	65%	74%	62%
% Strongly Disagree/Disagree											
Hospital management seems interested in patient safety only after an adverse event happens. (Item F3*)	45%	37%	43%	37%	40%	42%	40%	43%	46%	54%	41%
8. Handoffs and Information Exchange	% Strongly Agree/Agree										
During shift changes, there is adequate time to exchange all key patient care information. (Item F6)	68%	75%	61%	79%	83%	65%	85%	76%	76%	60%	71%
% Strongly Disagree/Disagree											
When transferring patients from one unit to another, important information is often left out. (Item F4*)	59%	66%	60%	52%	60%	54%	60%	48%	59%	54%	47%
During shift changes, important patient care information is often left out. (Item F5*)	64%	68%	61%	68%	73%	61%	75%	60%	69%	56%	59%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table B-6. Item Average Percent Positive Response by Unit/Work Area – 2024 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	421	405	376	384	380	339	313	382	330
# Respondents	20,689	39,191	9,931	8,675	12,210	3,768	3,649	20,713	16,280
9. Response to Error	% Strongly Agree/Agree								
When staff make errors, this unit focuses on learning rather than blaming individuals. (Item A10)	83%	70%	68%	78%	72%	72%	73%	67%	70%
	% Strongly Disagree/Disagree								
In this unit, staff feel like their mistakes are held against them. (Item A6*)	75%	57%	59%	71%	65%	65%	63%	54%	60%
When an event is reported in this unit, it feels like the person is being written up, not the problem. (Item A7*)	74%	54%	56%	71%	62%	61%	62%	51%	57%
In this unit, there is a lack of support for staff involved in patient safety errors. (Item A13*)	79%	62%	64%	72%	67%	70%	68%	61%	66%
10. Staffing and Work Pace	% Strongly Agree/Agree								
In this unit, we have enough staff to handle the workload. (Item A2)	65%	44%	46%	55%	47%	57%	53%	47%	55%
	% Strongly Disagree/Disagree								
Staff in this unit work longer hours than is best for patient care. (Item A3*)	55%	44%	47%	58%	53%	57%	47%	42%	49%
This unit relies too much on temporary, float, or PRN staff. (Item A5*)	72%	47%	57%	70%	58%	52%	67%	58%	58%
The work pace in this unit is so rushed that it negatively affects patient safety. (Item A11*)	77%	52%	62%	66%	61%	67%	65%	66%	60%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table B-6. Item Average Percent Positive Response by Unit/Work Area – 2024 SOPS Hospital 2.0 Database (Page 10 of 10)

Survey Items by SOPS Composite Measure	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	Telem- etry
# Hospitals	264	374	125	286	259	196	186	210	117	367	212
# Respondents	7,383	18,680	1,021	13,416	11,167	4,544	7,378	6,474	714	10,351	5,990
9. Response to Error	% Strongly Agree/Agree										
When staff make errors, this unit focuses on learning rather than blaming individuals. (Item A10)	73%	65%	68%	69%	67%	75%	69%	63%	66%	80%	67%
	% Strongly Disagree/Disagree										
In this unit, staff feel like their mistakes are held against them. (Item A6*)	63%	53%	62%	56%	58%	66%	57%	57%	58%	74%	51%
When an event is reported in this unit, it feels like the person is being written up, not the problem. (Item A7*)	61%	49%	57%	54%	55%	63%	55%	56%	55%	73%	48%
In this unit, there is a lack of support for staff involved in patient safety errors. (Item A13*)	67%	55%	64%	58%	62%	68%	64%	59%	63%	76%	55%
10. Staffing and Work Pace	% Strongly Agree/Agree										
In this unit, we have enough staff to handle the workload. (Item A2)	53%	41%	46%	47%	50%	49%	55%	47%	42%	56%	40%
	% Strongly Disagree/Disagree										
Staff in this unit work longer hours than is best for patient care. (Item A3*)	48%	46%	43%	46%	55%	50%	57%	49%	44%	57%	36%
This unit relies too much on temporary, float, or PRN staff. (Item A5*)	58%	45%	51%	47%	60%	60%	58%	55%	53%	65%	42%
The work pace in this unit is so rushed that it negatively affects patient safety. (Item A11*)	61%	46%	56%	55%	59%	57%	67%	60%	55%	73%	45%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table B-7. Average Percentage of Respondents Reporting Events in the Past 12 Months by Unit/Work Area – 2024 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>	421	405	376	384	380	339	313	382	330
<i># Respondents</i>	20,689	39,191	9,931	8,675	12,210	3,768	3,649	20,713	16,280
In the past 12 months, how many patient safety events have you reported? (Item D3)									
1 or more events	38%	55%	51%	62%	46%	42%	33%	31%	50%
None	62%	45%	49%	38%	54%	58%	67%	69%	50%
1 to 2	17%	32%	29%	25%	31%	28%	22%	18%	30%
3 to 5	11%	15%	13%	18%	11%	10%	8%	9%	13%
6 to 10	5%	4%	5%	10%	2%	2%	2%	3%	4%
11 or more	5%	3%	4%	9%	1%	1%	1%	2%	2%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "1 or more events" may not equal the sum of the separate response option percentages due to rounding.

Table B-7. Average Percentage of Respondents Reporting Events in the Past 12 Months by Unit/Work Area – 2024 SOPS Hospital 2.0 Database (Page 2 of 2)

Number of Events Reported by Respondents	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	Telem- etry
<i># Hospitals</i>	264	374	125	286	259	196	186	210	117	367	212
<i># Respondents</i>	7,383	18,680	1,021	13,416	11,167	4,544	7,378	6,474	714	10,351	5,990
In the past 12 months, how many patient safety events have you reported? (Item D3)											
1 or more events	44%	54%	35%	60%	54%	51%	54%	50%	34%	48%	59%
None	56%	46%	65%	40%	46%	49%	46%	50%	66%	52%	41%
1 to 2	29%	32%	23%	37%	34%	31%	36%	27%	23%	34%	33%
3 to 5	10%	15%	8%	16%	14%	14%	14%	15%	8%	10%	18%
6 to 10	3%	5%	3%	5%	4%	4%	3%	5%	2%	3%	4%
11 or more	1%	3%	2%	3%	2%	2%	2%	3%	1%	1%	4%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "1 or more events" may not equal the sum of the separate response option percentages 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 – 2024 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
<i># Hospitals</i>	421	405	376	384	380	339	313	382	330
<i># Respondents</i>	20,689	39,191	9,931	8,675	12,210	3,768	3,649	20,713	16,280
How would you rate your unit/work area on patient safety? (Item E1)									
Excellent or Very Good	80%	58%	71%	75%	75%	71%	70%	69%	74%
Excellent	46%	23%	30%	36%	36%	32%	33%	31%	33%
Very Good	34%	36%	40%	40%	39%	39%	37%	38%	41%
Good	16%	28%	22%	17%	18%	22%	24%	23%	19%
Fair	3%	11%	6%	6%	6%	5%	5%	6%	6%
Poor	0%	3%	1%	2%	1%	1%	1%	1%	1%

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

Table B-8. Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Patient Safety by Unit/Work Area – 2024 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
# Hospitals	264	374	125	286	259	196	186	210	117	367	212
# Respondents	7,383	18,680	1,021	13,416	11,167	4,544	7,378	6,474	714	10,351	5,990
How would you rate your unit/work area on patient safety? (Item E1)											
Excellent or Very Good	71%	53%	74%	60%	65%	69%	67%	55%	70%	78%	52%
Excellent	35%	19%	38%	22%	26%	34%	27%	21%	35%	41%	19%
Very Good	36%	34%	36%	39%	39%	36%	40%	35%	35%	37%	34%
Good	20%	29%	19%	26%	24%	24%	24%	27%	21%	17%	33%
Fair	8%	13%	5%	11%	9%	6%	7%	14%	6%	4%	12%
Poor	2%	5%	2%	3%	2%	1%	1%	4%	3%	1%	3%

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

Tenure in Current Unit/Work Area

Note: The number of hospitals and respondents by tenure in their current unit/work area is shown in each table. However, the number of hospitals and respondents corresponding to each data cell in the tables will vary because of the omission of a specific survey item and individual nonresponse/missing data.

Table B-9. Composite Measure Average Percent Positive Response by Tenure in Current Unit/Work Area – 2024 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>	437	442	439	437
<i># Respondents</i>	54,017	114,646	41,981	52,324
1. Teamwork	83%	80%	81%	82%
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety	84%	80%	79%	82%
3. Communication Openness	81%	76%	75%	78%
4. Reporting Patient Safety Events	80%	75%	74%	77%
5. Communication About Error	81%	74%	73%	76%
6. Organizational Learning – Continuous Improvement	76%	71%	70%	73%
7. Hospital Management Support for Patient Safety	71%	62%	63%	68%
8. Handoffs and Information Exchange	70%	64%	63%	65%
9. Response to Error	65%	63%	65%	67%
10. Staffing and Work Pace	58%	54%	54%	57%
Composite Measure Average	75%	70%	70%	72%

Table B-10. Item Average Percent Positive Response by Tenure in Current Unit/Work Area – 2024 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>	437	442	439	437
<i># Respondents</i>	54,017	114,646	41,981	52,324
1. Teamwork	% Strongly Agree/Agree			
In this unit, we work together as an effective team. (Item A1)	88%	86%	86%	87%
During busy times, staff in this unit help each other. (Item A8)	88%	86%	87%	88%
	% Strongly Disagree/Disagree			
There is a problem with disrespectful behavior by those working in this unit. (Item A9*)	72%	68%	69%	71%
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety	% Strongly Agree/Agree			
My supervisor, manager, or clinical leader seriously considers staff suggestions for improving patient safety. (Item B1)	84%	78%	78%	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*)	80%	77%	77%	78%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table B-10. Item Average Percent Positive Response by Tenure in Current Unit/Work Area – 2024 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>	437	442	439	437
<i># Respondents</i>	54,017	114,646	41,981	52,324
3. Communication Openness	% Always/Most of the time			
In this unit, staff speak up if they see something that may negatively affect patient care. (Item C4)	86%	83%	83%	85%
When staff in this unit see someone with more authority doing something unsafe for patients, they speak up. (Item C5)	79%	74%	73%	75%
When staff in this unit speak up, those with more authority are open to their patient safety concerns. (Item C6)	82%	75%	75%	78%
	% Never/Rarely			
In this unit, staff are afraid to ask questions when something does not seem right. (Item C7*)	76%	71%	71%	72%
4. Reporting Patient Safety Events	% Always/Most of the time			
When a mistake is caught and corrected before reaching the patient, how often is this reported? (Item D1)	74%	68%	66%	69%
When a mistake reaches the patient and could have harmed the patient, but did not, how often is this reported? (Item D2)	85%	83%	82%	84%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table B-10. Item Average Percent Positive Response by Tenure in Current Unit/Work Area – 2024 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>	437	442	439	437
<i># Respondents</i>	54,017	114,646	41,981	52,324
5. Communication About Error	% Always/Most of the time			
We are informed about errors that happen in this unit. (Item C1)	79%	74%	72%	75%
When errors happen in this unit, we discuss ways to prevent them from happening again. (Item C2)	83%	77%	76%	79%
In this unit, we are informed about changes that are made based on event reports. (Item C3)	80%	72%	70%	73%
6. Organizational Learning – Continuous Improvement	% Strongly Agree/Agree			
This unit regularly reviews work processes to determine if changes are needed to improve patient safety. (Item A4)	78%	74%	73%	76%
In this unit, changes to improve patient safety are evaluated to see how well they worked. (Item A12)	73%	67%	68%	70%
	% Strongly Disagree/Disagree			
This unit lets the same patient safety problems keep happening. (Item A14*)	76%	71%	71%	75%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table B-10. Item Average Percent Positive Response by Tenure in Current Unit/Work Area – 2024 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>	437	442	439	437
<i># Respondents</i>	54,017	114,646	41,981	52,324
7. Hospital Management Support for Patient Safety	% Strongly Agree/Agree			
The actions of hospital management show that patient safety is a top priority. (Item F1)	83%	73%	73%	79%
Hospital management provides adequate resources to improve patient safety. (Item F2)	78%	68%	68%	73%
% Strongly Disagree/Disagree				
Hospital management seems interested in patient safety only after an adverse event happens. (Item F3*)	51%	46%	47%	53%
8. Handoffs and Information Exchange	% Strongly Agree/Agree			
During shift changes, there is adequate time to exchange all key patient care information. (Item F6)	76%	72%	71%	73%
% Strongly Disagree/Disagree				
When transferring patients from one unit to another, important information is often left out. (Item F4*)	63%	56%	55%	57%
During shift changes, important patient care information is often left out. (Item F5*)	70%	63%	63%	64%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table B-10. Item Average Percent Positive Response by Tenure in Current Unit/Work Area – 2024 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>	437	442	439	437
<i># Respondents</i>	54,017	114,646	41,981	52,324
9. Response to Error	% Strongly Agree/Agree			
When staff make errors, this unit focuses on learning rather than blaming individuals. (Item A10)	74%	70%	71%	74%
	% Strongly Disagree/Disagree			
In this unit, staff feel like their mistakes are held against them. (Item A6*)	62%	60%	63%	64%
When an event is reported in this unit, it feels like the person is being written up, not the problem. (Item A7*)	57%	58%	61%	62%
In this unit, there is a lack of support for staff involved in patient safety errors. (Item A13*)	68%	64%	64%	68%
10. Staffing and Work Pace	% Strongly Agree/Agree			
In this unit, we have enough staff to handle the workload. (Item A2)	57%	49%	50%	53%
	% Strongly Disagree/Disagree			
Staff in this unit work longer hours than is best for patient care. (Item A3*)	48%	49%	51%	52%
This unit relies too much on temporary, float, or PRN staff. (Item A5*)	57%	56%	57%	59%
The work pace in this unit is so rushed that it negatively affects patient safety. (Item A11*)	68%	60%	59%	62%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table B-11. Average Percentage of Respondents Reporting Events in the Past 12 Months by Tenure in Current Unit/Work Area – 2024 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>	437	442	439	437
<i># Respondents</i>	54,017	114,646	41,981	52,324
In the past 12 months, how many patient safety events have you reported? (Item D3)				
1 or more events	31%	50%	53%	50%
None	69%	50%	47%	50%
1 to 2	22%	30%	29%	28%
3 to 5	7%	14%	14%	14%
6 to 10	2%	4%	6%	5%
11 or more	1%	2%	4%	3%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "1 or more events" may not equal the sum of the separate response option percentages 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 – 2024 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>	437	442	439	437
<i># Respondents</i>	54,017	114,646	41,981	52,324
How would you rate your unit/work area on patient safety? (Item E1)				
Excellent or Very Good	71%	65%	67%	71%
Excellent	34%	28%	30%	32%
Very Good	38%	37%	37%	39%
Good	21%	24%	23%	21%
Fair	6%	9%	8%	7%
Poor	2%	2%	2%	2%

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

Interaction With Patients

Note: The number of hospitals and respondents by interaction with patients is shown in each table. However, the number of hospitals and respondents corresponding to each data cell will vary because of the omission of a specific survey item and individual nonresponse/missing data.

Table B-13. Composite Measure Average Percent Positive Response by Interaction With Patients – 2024 SOPS Hospital 2.0 Database

SOPS Composite Measures	Interaction With Patients		
	WITH Direct Interaction	WITHOUT Direct Interaction	
	# Hospitals	441	436
	# Respondents	201,883	60,970
1. Teamwork	81%	82%	
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety	80%	84%	
3. Communication Openness	76%	81%	
4. Reporting Patient Safety Events	75%	80%	
5. Communication About Error	74%	81%	
6. Organizational Learning – Continuous Improvement	71%	77%	
7. Hospital Management Support for Patient Safety	63%	75%	
8. Handoffs and Information Exchange	66%	62%	
9. Response to Error	63%	69%	
10. Staffing and Work Pace	54%	60%	
Composite Measure Average	70%	75%	

Table B-14. Item Average Percent Positive Response by Interaction With Patients – 2024 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>	441	436
<i># Respondents</i>	201,883	60,970
1. Teamwork	% Strongly Agree/Agree	
In this unit, we work together as an effective team. (Item A1)	86%	86%
During busy times, staff in this unit help each other. (Item A8)	87%	87%
	% Strongly Disagree/Disagree	
There is a problem with disrespectful behavior by those working in this unit. (Item A9*)	69%	72%
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety	% Strongly Agree/Agree	
My supervisor, manager, or clinical leader seriously considers staff suggestions for improving patient safety. (Item B1)	79%	83%
My supervisor, manager, or clinical leader takes action to address patient safety concerns that are brought to their attention. (Item B3)	83%	87%
	% 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%	81%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table B-14. Item Average Percent Positive Response by Interaction With Patients – 2024 SOPS Hospital 2.0 Database (Page 2 of 5)

Survey Items by SOPS Composite Measure	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
# Hospitals	441	436
# Respondents	201,883	60,970
3. Communication Openness	% Always/Most of the time	
In this unit, staff speak up if they see something that may negatively affect patient care. (Item C4)	83%	86%
When staff in this unit see someone with more authority doing something unsafe for patients, they speak up. (Item C5)	73%	79%
When staff in this unit speak up, those with more authority are open to their patient safety concerns. (Item C6)	75%	83%
	% Never/Rarely	
In this unit, staff are afraid to ask questions when something does not seem right. (Item C7*)	71%	75%
4. Reporting Patient Safety Events	% Always/Most of the time	
When a mistake is caught and corrected before reaching the patient, how often is this reported? (Item D1)	67%	74%
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 in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table B-14. Item Average Percent Positive Response by Interaction With Patients – 2024 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	441	436
# Respondents	201,883	60,970
5. Communication About Error	% Always/Most of the time	
We are informed about errors that happen in this unit. (Item C1)	73%	81%
When errors happen in this unit, we discuss ways to prevent them from happening again. (Item C2)	77%	84%
In this unit, we are informed about changes that are made based on event reports. (Item C3)	72%	78%
6. Organizational Learning – Continuous Improvement	% Strongly Agree/Agree	
This unit regularly reviews work processes to determine if changes are needed to improve patient safety. (Item A4)	74%	80%
In this unit, changes to improve patient safety are evaluated to see how well they worked. (Item A12)	68%	73%
	% 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 in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table B-14. Item Average Percent Positive Response by Interaction With Patients – 2024 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	441	436
# Respondents	201,883	60,970
7. Hospital Management Support for Patient Safety	% Strongly Agree/Agree	
The actions of hospital management show that patient safety is a top priority. (Item F1)	74%	85%
Hospital management provides adequate resources to improve patient safety. (Item F2)	68%	81%
	% Strongly Disagree/Disagree	
Hospital management seems interested in patient safety only after an adverse event happens. (Item F3*)	46%	58%
8. Handoffs and Information Exchange	% Strongly Agree/Agree	
During shift changes, there is adequate time to exchange all key patient care information. (Item F6)	74%	71%
	% Strongly Disagree/Disagree	
When transferring patients from one unit to another, important information is often left out. (Item F4*)	58%	53%
During shift changes, important patient care information is often left out. (Item F5*)	65%	62%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table B-14. Item Average Percent Positive Response by Interaction With Patients – 2024 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>	441	436
<i># Respondents</i>	201,883	60,970
9. Response to Error	% Strongly Agree/Agree	
When staff make errors, this unit focuses on learning rather than blaming individuals. (Item A10)	70%	76%
	% Strongly Disagree/Disagree	
In this unit, staff feel like their mistakes are held against them. (Item A6*)	61%	66%
When an event is reported in this unit, it feels like the person is being written up, not the problem. (Item A7*)	58%	65%
In this unit, there is a lack of support for staff involved in patient safety errors. (Item A13*)	64%	70%
10. Staffing and Work Pace	% Strongly Agree/Agree	
In this unit, we have enough staff to handle the workload. (Item A2)	49%	56%
	% Strongly Disagree/Disagree	
Staff in this unit work longer hours than is best for patient care. (Item A3*)	49%	50%
This unit relies too much on temporary, float, or PRN staff. (Item A5*)	55%	64%
The work pace in this unit is so rushed that it negatively affects patient safety. (Item A11*)	60%	70%

Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table B-15. Average Percentage of Respondents Reporting Events in the Past 12 Months by Interaction With Patients – 2024 SOPS Hospital 2.0 Database

Number of Events Reported by Respondents	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	441	436
<i># Respondents</i>	201,883	60,970
In the past 12 months, how many patient safety events have you reported? (Item D3)		
1 or more events	51%	35%
None	49%	65%
1 to 2	31%	17%
3 to 5	14%	10%
6 to 10	4%	5%
11 or more	2%	3%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "1 or more events" may not equal the sum of the separate response option percentages 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 – 2024 SOPS Hospital 2.0 Database

Unit/Work Area Patient Safety Rating	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	441	436
<i># Respondents</i>	201,883	60,970
How would you rate your unit/work area on patient safety? (Item E1)		
Excellent or Very Good	66%	74%
Excellent	28%	37%
Very Good	38%	37%
Good	23%	20%
Fair	9%	5%
Poor	2%	1%

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