



Surveys on Patient Safety Culture®

2024 Results for the AHRQ Surveys on Patient Safety Culture® (SOPS®) Workplace Safety Supplemental Items for Hospitals

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

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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 SOPS Hospital Workplace Safety Supplemental Items 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

- Job satisfaction
- Intent to leave
- 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 six patient safety culture composite measures and four single items. These single items ask respondents if there is a problem with providers or staff being verbally aggressive toward other providers or staff, if they can report any workplace safety concerns without fear of negative consequences, and the extent to which they are feeling symptoms of burnout. The fourth item is an overall unit/work area rating on workplace safety for providers and staff.

Comparing Your Results

You can compare your hospital's percent positive scores on the SOPS Workplace Safety Supplemental Items composite measures and items with the averages shown in Appendix A for hospitals with characteristics (bed size, teaching status, ownership, geographic region) similar to your hospital.

To compare your hospital's results with the averages in Appendix B, your hospital will need to compute percent positive scores on the SOPS Workplace Safety Supplemental Items composite

measures and items by job satisfaction, intent to leave, staff position, unit/work area, tenure in current unit/work area, and interaction with patients.

Highlights From Appendix A

Bed Size (Tables A-1, A-4, A-5)

- Hospitals with *6-49 beds* had the highest Workplace Safety Composite Measure Average (77 percent); hospitals with *200-299 beds*, had the lowest (70 percent).
- Hospitals with *300-399 beds* had the lowest average percentage of respondents who reported symptoms of burnout (25 percent); hospitals with *50-99 beds* had the highest (34 percent).
- Hospitals with *6-49 beds* had the highest average percentage of respondents who gave their unit/work area a workplace safety rating of “Excellent” or “Very Good” (61 percent); hospitals with *300-399 beds* had the lowest (51 percent).

Teaching Status and Ownership (Table A-10)

- *Nonteaching* hospitals had a higher average percentage of respondents who gave their unit/work area a workplace safety rating of “Excellent” or “Very Good” (59 percent) compared with *Teaching* hospitals (53 percent).

Geographic Region (Table A-15)

- Hospitals in the *Midwest* had the highest average percentage of respondents who gave their unit/work area a workplace safety rating of “Excellent” or “Very Good” (60 percent); hospitals in the *Northeast* had the lowest (50 percent).

Highlights From Appendix B

Job Satisfaction (Tables B-1, B-4, B-5)

- Respondents who were *Very Satisfied/Satisfied* with their job had the highest Workplace Safety Composite Measure Average (80 percent); respondents who were *Very Dissatisfied/Dissatisfied* had the lowest (52 percent).
- Respondents who were *Very Satisfied/Satisfied* with their job had the lowest average percentage of respondents who reported symptoms of burnout (20 percent); respondents who were *Very Dissatisfied/Dissatisfied* had the highest (73 percent).
- Respondents who were *Very Satisfied/Satisfied* with their job had the highest average percentage of respondents who gave their unit/work area a workplace safety rating of “Excellent” or “Very Good” (65 percent); respondents who were *Neither Satisfied Nor Dissatisfied* had the lowest (23 percent).

Intent To Leave (Tables B-6, B-9, B-10)

- Respondents with *no intent to leave* had the highest Workplace Safety Composite Measure Average (78 percent); respondents intending to leave for *other reasons* than to retire had the lowest (58 percent).
- Respondents with *no intent to leave* had the lowest average percentage of respondents who reported symptoms of burnout (21 percent); respondents intending to leave for *other reasons* than to retire had the highest (65 percent).
- Respondents with *no intent to leave* had the highest average percentage of respondents who gave their unit/work area a workplace safety rating of “Excellent” or “Very Good” (62 percent); respondents intending to leave for *other reasons* than to retire had the lowest (30 percent).

Staff Position (Tables B-11, B-14, B-15)

- *Supervisors/Managers/Clinical Leaders/Senior Leaders* had the highest Workplace Safety Composite Measure Average (82 percent); *Patient Care Aides/Nursing Assistants* and *RNs/LVNs/LPNs* had the lowest (69 percent).
- *Support Staff* had the lowest average percentage of respondents who reported symptoms of burnout (23 percent); *Technologists/Technicians* had the highest (37 percent).
- *Supervisors/Managers/Clinical Leaders/Senior Leaders* had the highest average percentage of respondents who gave their unit/work area a workplace safety rating of “Excellent” or “Very Good” (73 percent); *RNs/LVNs/LPNs* had the lowest (46 percent).

Unit/Work Area (Tables B-16, B-19, B-20)

- *Administration/Management* and *Rehabilitation/Physical Medicine* had the highest Workplace Safety Composite Measure Average (82 percent); *Emergency Department/Short Stay* had the lowest (57 percent).
- *Gastroenterology* had the lowest average percentage of respondents who reported symptoms of burnout (22 percent); *ICU (all adult types)* had the highest (41 percent).
- *Administration/Management* had the highest average percentage of respondents who gave their unit/work area a workplace safety rating of “Excellent” or “Very Good” (72 percent); *Emergency Department/Short Stay* had the lowest (36 percent).

Tenure in Current Unit/Work Area (Tables B-21, B-24, B-25)

- Respondents who have worked *Less than 1 year* in their current unit/work area had the highest Workplace Safety Composite Measure Average (78 percent); respondents who have worked *1-5 years* had the lowest (72 percent).
- Respondents who have worked *Less than 1 year* in their current unit/work area had the lowest average percentage of respondents who reported symptoms of burnout (20 percent); respondents who have worked *6 to 10 years* had the highest (37 percent).

- Respondents who have worked *Less than 1 year* in their current unit/work area had the highest average percentage of respondents who gave their unit/work area a workplace safety rating of “Excellent” or “Very Good” (63 percent); respondents who have worked *1-5 years* had the lowest (52 percent).

Interaction With Patients (Tables B-26, B-29, B-30)

- Respondents *without direct patient interaction* had a higher Workplace Safety Composite Measure Average (80 percent) compared with respondents *with direct patient interaction* (72 percent).
- Respondents *without direct patient interaction* had a lower average percentage of respondents who reported symptoms of burnout (26 percent) compared with respondents *with direct patient interaction* (31 percent).
- Respondents *without direct patient interaction* had a higher average percentage of respondents who gave their unit/work area a workplace safety rating of “Excellent” or “Very Good” (64 percent) compared with respondents *with direct patient interaction* (53 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 Workplace Safety Supplemental Items Results

Workplace Safety Composite Measures	Bed Size					
	6-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400+ Beds
<i># Hospitals</i>	30	13	15	10	10	16
<i># Respondents</i>	4,422	4,317	6,364	7,670	10,248	28,746
1. Protection From Workplace Hazards	92%	91%	91%	89%	90%	90%
2. Supervisor, Manager, or Clinical Leader Support for Workplace Safety	86%	79%	83%	81%	84%	81%
3. Moving, Transferring, or Lifting Patients	79%	75%	76%	71%	73%	71%
4. Workplace Aggression Policies, Procedures, and Training	75%	71%	73%	67%	72%	67%
5. Hospital Management Support for Workplace Safety	75%	69%	71%	67%	68%	66%
6. Addressing Workplace Aggression From Patients or Visitors	57%	51%	47%	43%	38%	46%
Composite Measure Average	77%	73%	74%	70%	72%	71%

Table A-2. Item Average Percent Positive Response by Bed Size – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 1 of 3)

Survey Items by Workplace Safety Composite Measure	Bed Size					
	6-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400+ Beds
<i># Hospitals</i>	30	13	15	10	10	16
<i># Respondents</i>	4,422	4,317	6,364	7,670	10,248	28,746
1. Protection From Workplace Hazards	% Strongly Agree/Agree					
This unit has effective procedures to protect providers and staff from exposure to hazardous materials, contagious diseases, blood, or other bodily fluids. (Item WPA1)	93%	91%	92%	89%	89%	90%
In this unit, providers and staff are provided with the appropriate personal protective equipment (PPE). (Item WPA2)	94%	94%	94%	91%	92%	92%
In this unit, providers and staff use PPE appropriately. (Item WPA3)	89%	87%	88%	88%	89%	89%
2. Supervisor, Manager, or Clinical Leader Support for Workplace Safety	% Strongly Agree/Agree					
My supervisor, manager, or clinical leader regularly monitors the workplace to identify unsafe working conditions for providers and staff. (Item WPD1)	81%	74%	78%	78%	81%	77%
My supervisor, manager, or clinical leader encourages providers and staff to report their concerns about workplace safety. (Item WPD2)	89%	82%	86%	84%	86%	84%
My supervisor, manager, or clinical leader can be trusted to do the right thing to keep providers and staff safe. (Item WPD3)	87%	81%	84%	82%	84%	82%

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

Table A-2. Item Average Percent Positive Response by Bed Size – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 2 of 3)

Survey Items by Workplace Safety Composite Measure	Bed Size					
	6-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400+ Beds
<i># Hospitals</i>	30	13	15	10	10	16
<i># Respondents</i>	4,422	4,317	6,364	7,670	10,248	28,746
3. Moving, Transferring, or Lifting Patients	% Always/Most of the time					
Equipment or assistive devices are available when needed to help move, transfer, or lift patients in this unit. (Item WPB1)	82%	81%	80%	75%	77%	74%
In this unit, staff use equipment or assistive devices when needed to help move, transfer, or lift patients, even if it takes more time. (Item WPB2)	81%	79%	79%	76%	77%	74%
In this unit, enough staff are available when needed to help move, transfer, or lift patients. (Item WPB3)	73%	66%	70%	62%	65%	66%
4. Workplace Aggression Policies, Procedures, and Training	% Strongly Agree/Agree					
In this unit, there are effective policies and procedures to keep providers and staff safe from aggressive patients or visitors. (Item WPC3)	75%	70%	74%	68%	71%	68%
In this unit, providers and staff are trained on how to de-escalate or calm down aggressive behavior from patients or visitors. (Item WPC4)	74%	71%	73%	67%	72%	66%

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

Table A-2. Item Average Percent Positive Response by Bed Size – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 3 of 3)

Survey Items by Workplace Safety Composite Measure	Bed Size					
	6-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400+ Beds
<i># Hospitals</i>	30	13	15	10	10	16
<i># Respondents</i>	4,422	4,317	6,364	7,670	10,248	28,746
5. Hospital Management Support for Workplace Safety	% Strongly Agree/Agree					
The actions of hospital management show that the safety of providers and staff is a top priority. (Item WPE1)	75%	69%	70%	68%	68%	65%
Hospital management provides adequate resources to ensure the safety of providers and staff. (Item WPE2)	76%	68%	71%	66%	68%	65%
Hospital management takes action to address provider and staff concerns about workplace safety. (Item WPE3)	76%	69%	71%	68%	69%	66%
6. Addressing Workplace Aggression From Patients or Visitors	% Strongly Disagree/Disagree					
In this unit, there is a problem with patients or visitors being physically aggressive toward providers or staff. (Item WPC1*)	63%	56%	51%	47%	40%	50%
In this unit, there is a problem with patients or visitors being verbally aggressive toward providers or staff. (Item WPC2*)	51%	47%	43%	38%	36%	42%

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. Single-Item Average Percent Positive Response by Bed Size – 2024 SOPS Hospital Workplace Safety Supplemental Items Results

Workplace Safety Single Items	Bed Size					
	6-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400+ Beds
<i># Hospitals</i>	30	13	15	10	10	16
<i># Respondents</i>	4,422	4,317	6,364	7,670	10,248	28,746
Addressing Verbal Aggression From Providers or Staff	% Strongly Disagree/Disagree					
In this unit, there is a problem with providers or staff being verbally aggressive toward other providers or staff. (Item WPC5*)	67%	67%	62%	54%	54%	57%
Workplace Safety Reporting	% Strongly Agree/Agree					
I can report my concerns about workplace safety without fear of negative consequences for me. (Item WPF1)	82%	74%	78%	74%	76%	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-4. Average Percentage of Respondents Reporting Work Stress/Burnout by Bed Size – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 1 of 2)

Work Stress/Burnout	Bed Size					
	6-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400+ Beds
<i># Hospitals</i>	30	13	15	10	10	16
<i># Respondents</i>	4,422	4,317	6,364	7,670	10,248	28,746
Using your own definition of “burnout,” please select one of the answers below: (Item WPG1)						
Experienced no symptoms of burnout (Two response options below combined)	72%	66%	70%	70%	75%	67%
I have no symptoms of burnout.	39%	32%	35%	37%	44%	34%
I am under stress, and don’t always have as much energy as I did, but I don’t feel burned out.	33%	33%	35%	33%	31%	33%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Experienced no symptoms of burnout" may not equal the sum of the separate response option percentages due to rounding.

Table A-4. Average Percentage of Respondents Reporting Work Stress/Burnout by Bed Size – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 2 of 2)

Work Stress/Burnout	Bed Size					
	6-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400+ Beds
<i># Hospitals</i>	30	13	15	10	10	16
<i># Respondents</i>	4,422	4,317	6,364	7,670	10,248	28,746
Using your own definition of “burnout,” please select one of the answers below: (Item WPG1)						
Experienced one or more symptoms of burnout (Three response options below combined)	28%	34%	30%	30%	25%	33%
I am beginning to burn out and have one or more symptoms of burnout, e.g., emotional exhaustion.	20%	19%	20%	19%	17%	21%
The symptoms of burnout that I am experiencing won’t go away. I think about work frustrations a lot.	7%	12%	8%	9%	7%	10%
I feel completely burned out. I am at the point where I may need to seek help.	2%	4%	2%	3%	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. "Experienced one or more symptoms of burnout" may not equal the sum of the separate response option percentages due to rounding.

Table A-5. Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Workplace Safety by Bed Size – 2024 SOPS Hospital Workplace Safety Supplemental Items Results

Unit/Work Area Workplace Safety Rating	Bed Size					
	6-49 Beds	50-99 Beds	100-199 Beds	200-299 Beds	300-399 Beds	400+ Beds
<i># Hospitals</i>	30	13	15	10	10	16
<i># Respondents</i>	4,422	4,317	6,364	7,670	10,248	28,746
How would you rate your unit/work area on workplace safety for providers and staff? (Item WPH1)						
Excellent or Very Good	61%	54%	59%	52%	51%	52%
Excellent	26%	20%	25%	22%	22%	21%
Very Good	35%	34%	33%	30%	29%	31%
Good	27%	29%	28%	29%	31%	30%
Fair	9%	13%	11%	15%	14%	14%
Poor	3%	3%	2%	4%	4%	4%

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 will vary because of the omission of a specific survey item and individual nonresponse/missing data. In addition, a small number of “Investor Owned” hospitals submitted data for Workplace Safety Supplemental Items and were omitted from the following tables.

Table A-6. Composite Measure Average Percent Positive Response by Teaching Status and Ownership – 2024 SOPS Hospital Workplace Safety Supplemental Items Results

Workplace Safety Composite Measures	Teaching Status and Ownership			
	Teaching	Nonteaching	Government	Nongovernment
<i># Hospitals</i>	52	42	16	74
<i># Respondents</i>	50,376	11,391	4,909	53,996
1. Protection From Workplace Hazards	90%	92%	91%	91%
2. Supervisor, Manager, or Clinical Leader Support for Workplace Safety	82%	84%	84%	83%
3. Moving, Transferring, or Lifting Patients	73%	78%	77%	74%
4. Workplace Aggression Policies, Procedures, and Training	71%	73%	72%	71%
5. Hospital Management Support Workplace Safety	68%	73%	73%	69%
6. Addressing Workplace Aggression From Patients or Visitors	46%	54%	51%	48%
Composite Measure Average	72%	76%	74%	73%

Table A-7. Item Average Percent Positive Response by Teaching Status and Ownership – 2024 Hospital SOPS Workplace Safety Supplemental Items Results (Page 1 of 3)

Survey Items by Workplace Safety Composite Measure	Teaching Status and Ownership			
	Teaching	Nonteaching	Government	Nongovernment
	<i># Hospitals</i>			
	<i># Respondents</i>			
	52	42	16	74
	50,376	11,391	4,909	53,996
1. Protection From Workplace Hazards	% Strongly Agree/Agree			
This unit has effective procedures to protect providers and staff from exposure to hazardous materials, contagious diseases, blood, or other bodily fluids. (Item WPA1)	90%	93%	92%	91%
In this unit, providers and staff are provided with the appropriate personal protective equipment (PPE). (Item WPA2)	92%	94%	93%	93%
In this unit, providers and staff use PPE appropriately. (Item WPA3)	88%	89%	89%	88%
2. Supervisor, Manager, or Clinical Leader Support for Workplace Safety	% Strongly Agree/Agree			
My supervisor, manager, or clinical leader regularly monitors the workplace to identify unsafe working conditions for providers and staff. (Item WPD1)	78%	79%	80%	78%
My supervisor, manager, or clinical leader encourages providers and staff to report their concerns about workplace safety. (Item WPD2)	84%	88%	86%	86%
My supervisor, manager, or clinical leader can be trusted to do the right thing to keep providers and staff safe. (Item WPD3)	83%	86%	85%	84%

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

Table A-7. Item Average Percent Positive Response by Teaching Status and Ownership – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 2 of 3)

Survey Items by Workplace Safety Composite Measure	Teaching Status and Ownership				
	Teaching	Nonteaching	Government	Nongovernment	
	<i># Hospitals</i>	52	42	16	74
	<i># Respondents</i>	50,376	11,391	4,909	53,996
3. Moving, Transferring, or Lifting Patients		% Always/Most of the time			
Equipment or assistive devices are available when needed to help move, transfer, or lift patients in this unit. (Item WPB1)		77%	82%	80%	78%
In this unit, staff use equipment or assistive devices when needed to help move, transfer, or lift patients, even if it takes more time. (Item WPB2)		77%	80%	79%	78%
In this unit, enough staff are available when needed to help move, transfer, or lift patients. (Item WPB3)		66%	72%	72%	67%
4. Workplace Aggression Policies, Procedures, and Training		% Strongly Agree/Agree			
In this unit, there are effective policies and procedures to keep providers and staff safe from aggressive patients or visitors. (Item WPC3)		70%	74%	72%	71%
In this unit, providers and staff are trained on how to de-escalate or calm down aggressive behavior from patients or visitors. (Item WPC4)		71%	72%	72%	71%

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

Table A-7. Item Average Percent Positive Response by Teaching Status and Ownership – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 3 of 3)

Survey Items by Workplace Safety Composite Measure	Teaching Status and Ownership			
	Teaching	Nonteaching	Government	Nongovernment
	<i># Hospitals</i>			
	<i># Respondents</i>			
	52	42	16	74
	50,376	11,391	4,909	53,996
5. Hospital Management Support for Workplace Safety	% Strongly Agree/Agree			
The actions of hospital management show that the safety of providers and staff is a top priority. (Item WPE1)	68%	73%	74%	69%
Hospital management provides adequate resources to ensure the safety of providers and staff. (Item WPE2)	68%	74%	73%	69%
Hospital management takes action to address provider and staff concerns about workplace safety. (Item WPE3)	69%	73%	73%	70%
6. Addressing Workplace Aggression From Patients or Visitors	% Strongly Disagree/Disagree			
In this unit, there is a problem with patients or visitors being physically aggressive toward providers or staff. (Item WPC1*)	49%	59%	57%	52%
In this unit, there is a problem with patients or visitors being verbally aggressive toward providers or staff. (Item WPC2*)	42%	48%	45%	44%

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-8. Single-Item Average Percent Positive Response by Teaching Status and Ownership – 2024 SOPS Hospital Workplace Safety Supplemental Items Results

Workplace Safety Single Items	Teaching Status and Ownership			
	Teaching	Nonteaching	Government	Nongovernment
<i># Hospitals</i>	52	42	16	74
<i># Respondents</i>	50,376	11,391	4,909	53,996
Addressing Verbal Aggression From Providers or Staff	% Strongly Disagree/Disagree			
In this unit, there is a problem with providers or staff being verbally aggressive toward other providers or staff. (Item WPC5*)	58%	67%	68%	60%
Workplace Safety Reporting	% Strongly Agree/Agree			
I can report my concerns about workplace safety without fear of negative consequences for me. (Item WPF1)	76%	80%	78%	77%

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-9. Average Percentage of Respondents Reporting Work Stress/Burnout by Teaching Status and Ownership – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 1 of 2)

Work Stress/Burnout	Teaching Status and Ownership			
	Teaching	Nonteaching	Government	Nongovernment
<i># Hospitals</i>	52	42	16	74
<i># Respondents</i>	50,376	11,391	4,909	53,996
Using your own definition of “burnout,” please select one of the answers below: (Item WPG1)				
Experienced no symptoms of burnout (Two response options below combined)	69%	70%	71%	69%
I have no symptoms of burnout.	37%	36%	39%	36%
I am under stress, and don’t always have as much energy as I did, but I don’t feel burned out.	32%	34%	32%	33%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Experienced no symptoms of burnout" may not equal the sum of the separate response option percentages due to rounding.

Table A-9. Average Percentage of Respondents Reporting Work Stress/Burnout by Teaching Status and Ownership – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 2 of 2)

Work Stress/Burnout	Teaching Status and Ownership			
	Teaching	Nonteaching	Government	Nongovernment
<i># Hospitals</i>	52	42	16	74
<i># Respondents</i>	50,376	11,391	4,909	53,996
Using your own definition of “burnout,” please select one of the answers below: (Item WPG1)				
Experienced one or more symptoms of burnout (Three response options below combined)	31%	30%	29%	31%
I am beginning to burn out and have one or more symptoms of burnout, e.g., emotional exhaustion.	19%	20%	18%	20%
The symptoms of burnout that I am experiencing won’t go away. I think about work frustrations a lot.	9%	8%	8%	8%
I feel completely burned out. I am at the point where I may need to seek help.	3%	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. "Experienced one or more symptoms of burnout" may not equal the sum of the separate response option percentages due to rounding.

Table A-10. Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Workplace Safety by Teaching Status and Ownership – 2024 SOPS Hospital Workplace Safety Supplemental Items Results

Unit/Work Area Workplace Safety Rating	Teaching Status and Ownership			
	Teaching	Nonteaching	Government	Nongovernment
<i># Hospitals</i>	52	42	16	74
<i># Respondents</i>	50,376	11,391	4,909	53,996
How would you rate your unit/work area on patient safety for providers and staff? (Item WPH1)				
Excellent or Very Good	53%	59%	59%	55%
Excellent	23%	24%	26%	23%
Very Good	31%	35%	34%	32%
Good	29%	29%	29%	29%
Fair	14%	10%	10%	13%
Poor	4%	3%	2%	4%

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 will vary because of the omission of a specific survey item and individual nonresponse/missing data. In addition, a small number of hospitals located in the “West” region submitted data for Workplace Safety Supplemental Items and were omitted from the following tables.

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-11. Composite Measure Average Percent Positive Response by Geographic Region – 2024 SOPS Hospital Workplace Safety Supplemental Items Results

Workplace Safety Composite Measures	Geographic Region		
	Northeast	South	Midwest
<i># Hospitals</i>	24	30	37
<i># Respondents</i>	25,696	21,800	13,879
1. Protection From Workplace Hazards	91%	90%	92%
2. Supervisor, Manager, or Clinical Leader Support for Workplace Safety	83%	82%	84%
3. Moving, Transferring, or Lifting Patients	74%	71%	78%
4. Workplace Aggression Policies, Procedures, and Training	71%	72%	72%
5. Hospital Management Support for Workplace Safety	69%	69%	71%
6. Addressing Workplace Aggression From Patients or Visitors	45%	45%	53%
Composite Measure Average	72%	72%	76%

Table A-12. Item Average Percent Positive Response by Geographic Region – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 1 of 3)

Survey Items by Workplace Safety Composite Measure	Geographic Region		
	Northeast	South	Midwest
<i># Hospitals</i>	24	30	37
<i># Respondents</i>	25,696	21,800	13,879
1. Protection From Workplace Hazards	% Strongly Agree/Agree		
This unit has effective procedures to protect providers and staff from exposure to hazardous materials, contagious diseases, blood, or other bodily fluids. (Item WPA1)	90%	90%	93%
In this unit, providers and staff are provided with the appropriate personal protective equipment (PPE). (Item WPA2)	92%	92%	94%
In this unit, providers and staff use PPE appropriately. (Item WPA3)	89%	87%	88%
2. Supervisor, Manager, or Clinical Leader Support for Workplace Safety	% Strongly Agree/Agree		
My supervisor, manager, or clinical leader regularly monitors the workplace to identify unsafe working conditions for providers and staff. (Item WPD1)	80%	78%	78%
My supervisor, manager, or clinical leader encourages providers and staff to report their concerns about workplace safety. (Item WPD2)	85%	85%	87%
My supervisor, manager, or clinical leader can be trusted to do the right thing to keep providers and staff safe. (Item WPD3)	83%	82%	86%

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

Table A-12. Item Average Percent Positive Response by Geographic Region – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 2 of 3)

Survey Items by Workplace Safety Composite Measure	Geographic Region		
	Northeast	South	Midwest
<i># Hospitals</i>	24	30	37
<i># Respondents</i>	25,696	21,800	13,879
3. Moving, Transferring, or Lifting Patients	% Always/Most of the time		
Equipment or assistive devices are available when needed to help move, transfer, or lift patients in this unit. (Item WPB1)	78%	74%	82%
In this unit, staff use equipment or assistive devices when needed to help move, transfer, or lift patients, even if it takes more time. (Item WPB2)	77%	76%	79%
In this unit, enough staff are available when needed to help move, transfer, or lift patients. (Item WPB3)	66%	63%	73%
4. Workplace Aggression Policies, Procedures, and Training	% Strongly Agree/Agree		
In this unit, there are effective policies and procedures to keep providers and staff safe from aggressive patients or visitors. (Item WPC3)	70%	71%	73%
In this unit, providers and staff are trained on how to de-escalate or calm down aggressive behavior from patients or visitors. (Item WPC4)	72%	72%	71%

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

Table A-12. Item Average Percent Positive Response by Geographic Region – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 3 of 3)

Survey Items by Workplace Safety Composite Measure	Geographic Region		
	Northeast	South	Midwest
<i># Hospitals</i>	24	30	37
<i># Respondents</i>	25,696	21,800	13,879
5. Hospital Management Support for Workplace Safety	% Strongly Agree/Agree		
The actions of hospital management show that the safety of providers and staff is a top priority. (Item WPE1)	70%	69%	71%
Hospital management provides adequate resources to ensure the safety of providers and staff. (Item WPE2)	68%	69%	72%
Hospital management takes action to address provider and staff concerns about workplace safety. (Item WPE3)	70%	69%	72%
6. Addressing Workplace Aggression From Patients or Visitors	% Strongly Agree/Agree		
In this unit, there is a problem with patients or visitors being physically aggressive toward providers or staff. (Item WPC1*)	51%	47%	58%
In this unit, there is a problem with patients or visitors being verbally aggressive toward providers or staff. (Item WPC2*)	39%	44%	48%

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-13. Single Item Average Percent Positive Response by Geographic Region – 2024 SOPS Hospital Workplace Safety Supplemental Items Results

Workplace Safety Single Items	Geographic Region		
	Northeast	South	Midwest
<i># Hospitals</i>	24	30	37
<i># Respondents</i>	25,696	21,800	13,879
Addressing Verbal Aggression From Providers or Staff	% Strongly Disagree/Disagree		
In this unit, there is a problem with providers or staff being verbally aggressive toward other providers or staff. (Item WPC5*)	65%	53%	65%
Workplace Safety Reporting	% Strongly Agree/Agree		
I can report my concerns about workplace safety without fear of negative consequences for me. (Item WPF1)	76%	75%	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-14. Average Percentage of Respondents Reporting Work Stress/Burnout by Geographic Region – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 1 of 2)

Work Stress/Burnout	Geographic Region		
	Northeast	South	Midwest
<i># Hospitals</i>	24	30	37
<i># Respondents</i>	25,696	21,800	13,879
Using your own definition of “burnout,” please select one of the answers below: (Item WPG1)			
Experienced no symptoms of burnout (Two response options below combined)	71%	71%	68%
I have no symptoms of burnout.	40%	39%	33%
I am under stress, and don’t always have as much energy as I did, but I don’t feel burned out.	31%	32%	36%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Experienced no symptoms of burnout" may not equal the sum of the separate response option percentages due to rounding.

Table A-14. Average Percentage of Respondents Reporting Work Stress/Burnout by Geographic Region – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 2 of 2)

Work Stress/Burnout	Geographic Region		
	Northeast	South	Midwest
<i># Hospitals</i>	24	30	37
<i># Respondents</i>	25,696	21,800	13,879
Using your own definition of “burnout,” please select one of the answers below: (Item WPG1)			
Experienced one or more symptoms of burnout (Three response options below combined)	29%	29%	32%
I am beginning to burn out and have one or more symptoms of burnout, e.g., emotional exhaustion.	18%	19%	21%
The symptoms of burnout that I am experiencing won’t go away. I think about work frustrations a lot.	8%	8%	9%
I feel completely burned out. I am at the point where I may need to seek help.	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. "Experienced one or more symptoms of burnout" may not equal the sum of the separate response option percentages due to rounding.

Table A-15. Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Workplace Safety by Geographic Region – 2024 SOPS Hospital Workplace Safety Supplemental Items Results

Unit/Work Area Workplace Safety Rating	Geographic Region		
	Northeast	South	Midwest
<i># Hospitals</i>	24	30	37
<i># Respondents</i>	25,696	21,800	13,879
How would you rate your unit/work area on workplace safety for providers and staff? (Item WPH1)			
Excellent or Very Good	50%	55%	60%
Excellent	22%	23%	24%
Very Good	28%	32%	36%
Good	29%	29%	29%
Fair	16%	12%	9%
Poor	4%	4%	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

Job Satisfaction

Note: The number of hospitals and respondents by job satisfaction 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-1. Composite Measure Average Percent Positive Response by Job Satisfaction – 2024 SOPS Hospital Workplace Safety Supplemental Items Results

Workplace Safety Composite Measures	Job Satisfaction		
	Very Dissatisfied/ Dissatisfied	Neither Satisfied nor Dissatisfied	Very Satisfied/ Satisfied
<i># Hospitals</i>	76	77	77
<i># Respondents</i>	3,369	6,266	31,511
1. Protection From Workplace Hazards	81%	82%	94%
2. Supervisor, Manager, or Clinical Leader Support for Workplace Safety	54%	63%	90%
3. Moving, Transferring, or Lifting Patients	53%	59%	81%
4. Workplace Aggression Policies, Procedures, and Training	50%	52%	77%
5. Hospital Management Support for Workplace Safety	37%	44%	79%
6. Addressing Workplace Aggression From Patients or Visitors	41%	36%	58%
Composite Measure Average	52%	56%	80%

Table B-2. Item Average Percent Positive Response by Job Satisfaction – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 1 of 3)

Survey Items by Workplace Safety Composite Measure	Job Satisfaction		
	Very Dissatisfied/ Dissatisfied	Neither Satisfied nor Dissatisfied	Very Satisfied/ Satisfied
# Hospitals	76	77	77
# Respondents	3,369	6,266	31,511
1. Protection From Workplace Hazards	% Strongly Agree/Agree		
This unit has effective procedures to protect providers and staff from exposure to hazardous materials, contagious diseases, blood, or other bodily fluids. (Item WPA1)	81%	82%	94%
In this unit, providers and staff are provided with the appropriate personal protective equipment (PPE). (Item WPA2)	86%	86%	96%
In this unit, providers and staff use PPE appropriately. (Item WPA3)	76%	80%	92%
2. Supervisor, Manager, or Clinical Leader Support for Workplace Safety	% Strongly Agree/Agree		
My supervisor, manager, or clinical leader regularly monitors the workplace to identify unsafe working conditions for providers and staff. (Item WPD1)	48%	57%	86%
My supervisor, manager, or clinical leader encourages providers and staff to report their concerns about workplace safety. (Item WPD2)	60%	70%	92%
My supervisor, manager, or clinical leader can be trusted to do the right thing to keep providers and staff safe. (Item WPD3)	53%	63%	91%

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

Table B-2. Item Average Percent Positive Response by Job Satisfaction – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 2 of 3)

Survey Items by Workplace Safety Composite Measure	Job Satisfaction		
	Very Dissatisfied/ Dissatisfied	Neither Satisfied nor Dissatisfied	Very Satisfied/ Satisfied
<i># Hospitals</i>	76	77	77
<i># Respondents</i>	3,369	6,266	31,511
3. Moving, Transferring, or Lifting Patients	% Always/Most of the time		
Equipment or assistive devices are available when needed to help move, transfer, or lift patients in this unit. (Item WPB1)	61%	65%	84%
In this unit, staff use equipment or assistive devices when needed to help move, transfer, or lift patients, even if it takes more time. (Item WPB2)	60%	64%	83%
In this unit, enough staff are available when needed to help move, transfer, or lift patients. (Item WPB3)	39%	47%	76%
4. Workplace Aggression Policies, Procedures, and Training	% Strongly Agree/Agree		
In this unit, there are effective policies and procedures to keep providers and staff safe from aggressive patients or visitors. (Item WPC3)	48%	50%	78%
In this unit, providers and staff are trained on how to de-escalate or calm down aggressive behavior from patients or visitors. (Item WPC4)	53%	55%	76%

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

Table B-2. Item Average Percent Positive Response by Job Satisfaction – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 3 of 3)

Survey Items by Workplace Safety Composite Measure	Job Satisfaction		
	Very Dissatisfied/ Dissatisfied	Neither Satisfied nor Dissatisfied	Very Satisfied/ Satisfied
# Hospitals	76	77	77
# Respondents	3,369	6,266	31,511
5. Hospital Management Support for Workplace Safety	% Strongly Agree/Agree		
The actions of hospital management show that the safety of providers and staff is a top priority. (Item WPE1)	36%	43%	79%
Hospital management provides adequate resources to ensure the safety of providers and staff. (Item WPE2)	37%	45%	79%
Hospital management takes action to address provider and staff concerns about workplace safety. (Item WPE3)	37%	44%	80%
6. Addressing Workplace Aggression From Patients or Visitors	% Strongly Disagree/Disagree		
In this unit, there is a problem with patients or visitors being physically aggressive toward providers or staff. (Item WPC1*)	47%	43%	63%
In this unit, there is a problem with patients or visitors being verbally aggressive toward providers or staff. (Item WPC2*)	34%	29%	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-3. Single-Item Average Percent Positive Response by Job Satisfaction – 2024 SOPS Hospital Workplace Safety Supplemental Items Results

Workplace Safety Single Items	Job Satisfaction		
	Very Dissatisfied/ Dissatisfied	Neither Satisfied nor Dissatisfied	Very Satisfied/ Satisfied
<i># Hospitals</i>	76	77	77
<i># Respondents</i>	3,369	6,266	31,511
Addressing Verbal Aggression From Providers or Staff	% Strongly Disagree/Disagree		
In this unit, there is a problem with providers or staff being verbally aggressive toward other providers or staff. (Item WPC5*)	49%	50%	75%
Workplace Safety Reporting	% Strongly Agree/Agree		
I can report my concerns about workplace safety without fear of negative consequences for me. (Item WPF1)	46%	52%	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-4. Average Percentage of Respondents Reporting Work Stress/Burnout by Job Satisfaction – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 1 of 2)

Work Stress/Burnout	Job Satisfaction		
	Very Dissatisfied/ Dissatisfied	Neither Satisfied nor Dissatisfied	Very Satisfied/ Satisfied
<i># Hospitals</i>	76	77	77
<i># Respondents</i>	3,369	6,266	31,511
Using your own definition of “burnout,” please select one of the answers below: (Item WPG1)			
Experienced no symptoms of burnout (Two response options below combined)	27%	39%	80%
I have no symptoms of burnout.	16%	14%	43%
I am under stress, and don’t always have as much energy as I did, but I don’t feel burned out.	11%	26%	36%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Experienced no symptoms of burnout" may not equal the sum of the separate response option percentages due to rounding.

Table B-4. Average Percentage of Respondents Reporting Work Stress/Burnout by Job Satisfaction – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 2 of 2)

Work Stress/Burnout	Job Satisfaction		
	Very Dissatisfied/ Dissatisfied	Neither Satisfied nor Dissatisfied	Very Satisfied/ Satisfied
<i># Hospitals</i>	76	77	77
<i># Respondents</i>	3,369	6,266	31,511
Using your own definition of “burnout,” please select one of the answers below: (Item WPG1)			
Experienced one or more symptoms of burnout (Three response options below combined)	73%	61%	20%
I am beginning to burn out and have one or more symptoms of burnout, e.g., emotional exhaustion.	26%	37%	16%
The symptoms of burnout that I am experiencing won’t go away. I think about work frustrations a lot.	35%	19%	4%
I feel completely burned out. I am at the point where I may need to seek help.	12%	4%	1%

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

Table B-5. Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Workplace Safety by Job Satisfaction – 2024 SOPS Hospital Workplace Safety Supplemental Items Results

Unit/Work Area Workplace Safety Rating	Job Satisfaction		
	Very Dissatisfied/ Dissatisfied	Neither Satisfied nor Dissatisfied	Very Satisfied/ Satisfied
# Hospitals	76	77	77
# Respondents	3,369	6,266	31,511
How would you rate your unit/work area on workplace safety for providers and staff? (Item WPH1)			
Excellent or Very Good	24%	23%	65%
Excellent	8%	6%	28%
Very Good	15%	17%	37%
Good	28%	42%	27%
Fair	29%	29%	7%
Poor	19%	6%	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

Intent To Leave

Note 1: The number of hospitals and respondents by intent to leave 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.

Note 2: The following responses to the intent to leave question are combined into the “Yes, other reason” category: “Yes, to take another job within healthcare,” “Yes, to take another job outside of healthcare,” and “Yes, other.”

Table B-6. Composite Measure Average Percent Positive Response by Intent To Leave – 2024 SOPS Hospital Workplace Safety Supplemental Items Results

Workplace Safety Composite Measures	Intent To Leave		
	NO	YES, To Retire	YES, Other Reason
<i># Hospitals</i>	76	72	76
<i># Respondents</i>	31,138	1,347	8,398
1. Protection From Workplace Hazards	93%	91%	84%
2. Supervisor, Manager, or Clinical Leader Support for Workplace Safety	88%	80%	64%
3. Moving, Transferring, or Lifting Patients	80%	76%	60%
4. Workplace Aggression Policies, Procedures, and Training	75%	72%	56%
5. Hospital Management Support for Workplace Safety	77%	71%	45%
6. Addressing Workplace Aggression From Patients or Visitors	56%	51%	40%
Composite Measure Average	78%	74%	58%

Table B-7. Item Average Percent Positive Response by Intent To Leave – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 1 of 3)

Survey Items by Workplace Safety Composite Measure	Intent To Leave		
	NO	YES, To Retire	YES, Other Reason
<i># Hospitals</i>	76	72	76
<i># Respondents</i>	31,138	1,347	8,398
1. Protection From Workplace Hazards	% Strongly Agree/Agree		
This unit has effective procedures to protect providers and staff from exposure to hazardous materials, contagious diseases, blood, or other bodily fluids. (Item WPA1)	94%	89%	83%
In this unit, providers and staff are provided with the appropriate personal protective equipment (PPE). (Item WPA2)	95%	92%	87%
In this unit, providers and staff use PPE appropriately. (Item WPA3)	91%	90%	80%
2. Supervisor, Manager, or Clinical Leader Support for Workplace Safety	% Strongly Agree/Agree		
My supervisor, manager, or clinical leader regularly monitors the workplace to identify unsafe working conditions for providers and staff. (Item WPD1)	84%	75%	58%
My supervisor, manager, or clinical leader encourages providers and staff to report their concerns about workplace safety. (Item WPD2)	90%	83%	70%
My supervisor, manager, or clinical leader can be trusted to do the right thing to keep providers and staff safe. (Item WPD3)	90%	83%	64%

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

Table B-7. Item Average Percent Positive Response by Intent To Leave – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 2 of 3)

Survey Items by Workplace Safety Composite Measure	Intent To Leave		
	NO	YES, To Retire	YES, Other Reason
<i># Hospitals</i>	76	72	76
<i># Respondents</i>	31,138	1,347	8,398
3. Moving, Transferring, or Lifting Patients	% Always/Most of the time		
Equipment or assistive devices are available when needed to help move, transfer, or lift patients in this unit. (Item WPB1)	83%	80%	66%
In this unit, staff use equipment or assistive devices when needed to help move, transfer, or lift patients, even if it takes more time. (Item WPB2)	82%	76%	67%
In this unit, enough staff are available when needed to help move, transfer, or lift patients. (Item WPB3)	75%	71%	47%
4. Workplace Aggression Policies, Procedures, and Training	% Strongly Agree/Agree		
In this unit, there are effective policies and procedures to keep providers and staff safe from aggressive patients or visitors. (Item WPC3)	76%	74%	53%
In this unit, providers and staff are trained on how to de-escalate or calm down aggressive behavior from patients or visitors. (Item WPC4)	75%	71%	59%

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

Table B-7. Item Average Percent Positive Response by Intent To Leave – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 3 of 3)

Survey Items by Workplace Safety Composite Measure	Intent To Leave		
	NO	YES, To Retire	YES, Other Reason
<i># Hospitals</i>	76	72	76
<i># Respondents</i>	31,138	1,347	8,398
5. Hospital Management Support for Workplace Safety	% Strongly Agree/Agree		
The actions of hospital management show that the safety of providers and staff is a top priority. (Item WPE1)	77%	71%	44%
Hospital management provides adequate resources to ensure the safety of providers and staff. (Item WPE2)	77%	72%	45%
Hospital management takes action to address provider and staff concerns about workplace safety. (Item WPE3)	78%	69%	46%
6. Addressing Workplace Aggression From Patients or Visitors	% Strongly Disagree/Disagree		
In this unit, there is a problem with patients or visitors being physically aggressive toward providers or staff. (Item WPC1*)	62%	56%	47%
In this unit, there is a problem with patients or visitors being verbally aggressive toward providers or staff. (Item WPC2*)	50%	48%	32%

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-8. Single-Item Average Percent Positive Response by Intent To Leave – 2024 SOPS Hospital Workplace Safety Supplemental Items Results

Workplace Safety Single Items	Intent To Leave		
	NO	YES, To Retire	YES, Other Reason
<i># Hospitals</i>	76	72	76
<i># Respondents</i>	31,138	1,347	8,398
Addressing Verbal Aggression From Providers or Staff	% Strongly Disagree/Disagree		
In this unit, there is a problem with providers or staff being verbally aggressive toward other providers or staff. (Item WPC5*)	74%	67%	55%
Workplace Safety Reporting	% Strongly Agree/Agree		
I can report my concerns about workplace safety without fear of negative consequences for me. (Item WPF1)	84%	78%	54%

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-9. Average Percentage of Respondents Reporting Work Stress/Burnout by Intent To Leave – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 1 of 2)

Work Stress/Burnout		Intent To Leave		
		NO	YES, To Retire	YES, Other Reason
	<i># Hospitals</i>	76	72	76
	<i># Respondents</i>	31,138	1,347	8,398
Using your own definition of “burnout,” please select one of the answers below: (Item WPG1)				
Experienced no symptoms of burnout (Two response options below combined)		79%	66%	35%
I have no symptoms of burnout.		43%	35%	13%
I am under stress, and don’t always have as much energy as I did, but I don’t feel burned out.		36%	31%	22%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Experienced no symptoms of burnout" may not equal the sum of the separate response option percentages due to rounding.

Table B-9. Average Percentage of Respondents Reporting Work Stress/Burnout by Intent To Leave – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 2 of 2)

Work Stress/Burnout	Intent To Leave		
	NO	YES, To Retire	YES, Other Reason
<i># Hospitals</i>	76	72	76
<i># Respondents</i>	31,138	1,347	8,398
Using your own definition of “burnout,” please select one of the answers below: (Item WPG1)			
Experienced one or more symptoms of burnout (Three response options below combined)	21%	34%	65%
I am beginning to burn out and have one or more symptoms of burnout, e.g., emotional exhaustion.	16%	22%	34%
The symptoms of burnout that I am experiencing won’t go away. I think about work frustrations a lot.	4%	10%	24%
I feel completely burned out. I am at the point where I may need to seek help.	1%	1%	7%

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

Table B-10. Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Workplace Safety by Intent To Leave – 2024 SOPS Hospital Workplace Safety Supplemental Items Results

Unit/Work Area Workplace Safety Rating	Intent To Leave		
	NO	YES, To Retire	YES, Other Reason
<i># Hospitals</i>	76	72	76
<i># Respondents</i>	31,138	1,347	8,398
How would you rate your unit/work area on workplace safety for providers and staff? (Item WPH1)			
Excellent or Very Good	62%	54%	30%
Excellent	27%	19%	9%
Very Good	35%	36%	21%
Good	28%	30%	35%
Fair	9%	13%	26%
Poor	2%	3%	9%

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-11. Composite Measure Average Percent Positive Response by Staff Position – 2024 SOPS Hospital Workplace Safety Supplemental Items Results

Workplace Safety Composite Measures	Staff Position									
	Advanced Practice Nurse (NP, CRNA, CNS, CNM)	Pat. Care Aide/ Nursing Asst.	Pharmacist/ Pharm Tech	Physician, Resident, Intern, PA	RN/ LVN/ LPN	Supv./Mgr. Clinical/Sr Leader	Support Staff	Tech-nologist/ Technician (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Other Clinical Staff
<i># Hospitals</i>	70	90	87	74	93	94	94	89	90	80
<i># Respondents</i>	975	4,187	1,849	3,667	18,703	5,098	10,609	5,092	2,872	1,134
1. Protection From Workplace Hazards	93%	87%	95%	92%	91%	95%	89%	91%	93%	90%
2. Supervisor, Manager, or Clinical Leader Support for Workplace Safety	85%	80%	87%	82%	79%	92%	84%	79%	85%	84%
3. Moving, Transferring, or Lifting Patients	75%	74%	85%	81%	70%	82%	79%	73%	78%	77%
4. Workplace Aggression Policies, Procedures, and Training	68%	71%	74%	69%	67%	80%	76%	68%	71%	70%
5. Hospital Management Support for Workplace Safety	69%	65%	78%	73%	59%	86%	78%	66%	71%	71%
6. Addressing Workplace Aggression From Patients or Visitors	45%	38%	61%	50%	46%	52%	49%	55%	57%	48%
Composite Measure Average	74%	69%	80%	75%	69%	82%	76%	73%	77%	73%

Table B-12. Item Average Percent Positive Response by Staff Position – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 1 of 3)

Survey Items by Workplace Safety 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	70	90	87	74	93	94	94	89	90	80
# Respondents	975	4,187	1,849	3,667	18,703	5,098	10,609	5,092	2,872	1,134
1. Protection From Workplace Hazards	% Strongly Agree/Agree									
This unit has effective procedures to protect providers and staff from exposure to hazardous materials, contagious diseases, blood, or other bodily fluids. (Item WPA1)	94%	87%	94%	92%	92%	96%	89%	90%	94%	90%
In this unit, providers and staff are provided with the appropriate personal protective equipment (PPE). (Item WPA2)	96%	90%	97%	94%	94%	98%	90%	92%	95%	92%
In this unit, providers and staff use PPE appropriately. (Item WPA3)	90%	85%	93%	91%	88%	90%	88%	90%	91%	88%
2. Supervisor, Manager, or Clinical Leader Support for Workplace Safety	% Strongly Agree/Agree									
My supervisor, manager, or clinical leader regularly monitors the workplace to identify unsafe working conditions for providers and staff. (Item WPD1)	80%	76%	82%	79%	76%	88%	80%	74%	80%	80%
My supervisor, manager, or clinical leader encourages providers and staff to report their concerns about workplace safety. (Item WPD2)	87%	83%	89%	83%	84%	95%	86%	82%	88%	86%
My supervisor, manager, or clinical leader can be trusted to do the right thing to keep providers and staff safe. (Item WPD3)	86%	80%	89%	84%	79%	94%	85%	79%	87%	86%

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

Table B-12. Item Average Percent Positive Response by Staff Position – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 2 of 3)

Survey Items by Workplace Safety 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	70	90	87	74	93	94	94	89	90	80
# Respondents	975	4,187	1,849	3,667	18,703	5,098	10,609	5,092	2,872	1,134
3. Moving, Transferring, or Lifting Patients	% Always/Most of the time									
Equipment or assistive devices are available when needed to help move, transfer, or lift patients in this unit. (Item WPB1)	79%	78%	89%	83%	75%	86%	83%	77%	82%	78%
In this unit, staff use equipment or assistive devices when needed to help move, transfer, or lift patients, even if it takes more time. (Item WPB2)	78%	79%	86%	80%	73%	82%	81%	78%	81%	82%
In this unit, enough staff are available when needed to help move, transfer, or lift patients. (Item WPB3)	70%	66%	73%	79%	63%	79%	74%	63%	71%	71%
4. Workplace Aggression Policies, Procedures, and Training	% Strongly Agree/Agree									
In this unit, there are effective policies and procedures to keep providers and staff safe from aggressive patients or visitors. (Item WPC3)	69%	68%	80%	71%	63%	83%	77%	70%	75%	71%
In this unit, providers and staff are trained on how to de-escalate or calm down aggressive behavior from patients or visitors. (Item WPC4)	67%	75%	68%	69%	70%	77%	74%	65%	67%	70%

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

Table B-12. Item Average Percent Positive Response by Staff Position – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 3 of 3)

Survey Items by Workplace Safety 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	70	90	87	74	93	94	94	89	90	80
# Respondents	975	4,187	1,849	3,667	18,703	5,098	10,609	5,092	2,872	1,134
5. Hospital Management Support for Workplace Safety	% Strongly Agree/Agree									
The actions of hospital management show that the safety of providers and staff is a top priority. (Item WPE1)	70%	64%	78%	71%	58%	87%	78%	66%	72%	71%
Hospital management provides adequate resources to ensure the safety of providers and staff. (Item WPE2)	66%	65%	78%	72%	59%	84%	79%	67%	70%	69%
Hospital management takes action to address provider and staff concerns about workplace safety. (Item WPE3)	71%	67%	78%	74%	60%	87%	78%	66%	72%	71%
6. Addressing Workplace Aggression From Patients or Visitors	% Strongly Disagree/Disagree									
In this unit, there is a problem with patients or visitors being physically aggressive toward providers or staff. (Item WPC1*)	49%	42%	65%	54%	51%	57%	53%	59%	61%	54%
In this unit, there is a problem with patients or visitors being verbally aggressive toward providers or staff. (Item WPC2*)	41%	34%	58%	46%	41%	47%	44%	52%	54%	42%

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-13. Single-Item Average Percent Positive Response by Staff Position – 2024 SOPS Hospital Workplace Safety Supplemental Items Results

Workplace Safety Single Items	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	70	90	87	74	93	94	94	89	90	80
# Respondents	975	4,187	1,849	3,667	18,703	5,098	10,609	5,092	2,872	1,134
Addressing Verbal Aggression From Providers or Staff	% Strongly Disagree/Disagree									
In this unit, there is a problem with providers or staff being verbally aggressive toward other providers or staff. (Item WPC5*)	57%	59%	63%	68%	60%	64%	59%	58%	67%	65%
Workplace Safety Reporting	% Strongly Agree/Agree									
I can report my concerns about workplace safety without fear of negative consequences for me. (Item WPF1)	81%	71%	84%	80%	72%	91%	78%	76%	81%	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. Average Percentage of Respondents Reporting Work Stress/Burnout by Staff Position – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 1 of 2)

Work Stress/Burnout	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	70	90	87	74	93	94	94	89	90	80
# Respondents	975	4,187	1,849	3,667	18,703	5,098	10,609	5,092	2,872	1,134
Using your own definition of “burnout,” please select one of the answers below: (Item WPG1)										
Experienced no symptoms of burnout (Two response options below combined)	70%	69%	71%	71%	65%	66%	77%	63%	72%	73%
I have no symptoms of burnout.	38%	38%	34%	38%	29%	27%	51%	32%	35%	39%
I am under stress, and don’t always have as much energy as I did, but I don’t feel burned out.	31%	31%	37%	33%	36%	39%	26%	31%	37%	34%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Experienced no symptoms of burnout" may not equal the sum of the separate response option percentages due to rounding.

Table B-14. Average Percentage of Respondents Reporting Work Stress/Burnout by Staff Position – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 2 of 2)

Work Stress/Burnout	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	70	90	87	74	93	94	94	89	90	80
# Respondents	975	4,187	1,849	3,667	18,703	5,098	10,609	5,092	2,872	1,134
Using your own definition of “burnout,” please select one of the answers below: (Item WPG1)										
Experienced one or more symptoms of burnout (Three response options below combined)	30%	31%	29%	29%	35%	34%	23%	37%	28%	27%
I am beginning to burn out and have one or more symptoms of burnout, e.g., emotional exhaustion.	22%	21%	20%	19%	23%	22%	14%	21%	20%	19%
The symptoms of burnout that I am experiencing won’t go away. I think about work frustrations a lot.	7%	8%	7%	8%	10%	9%	6%	12%	6%	7%
I feel completely burned out. I am at the point where I may need to seek help.	1%	2%	2%	2%	2%	3%	3%	3%	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. "Experienced one or more symptoms of burnout" may not equal the sum of the separate response option percentages due to rounding.

Table B-15. Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Workplace Safety by Staff Position – 2024 SOPS Hospital Workplace Safety Supplemental Items Results

Unit/Work Area Workplace Safety Rating	Staff Position									
	Advanced Practice Nurse (NP, CRNA, CNS, CNM)	Pat. Care Aide/ Nursing Asst.	Pharmacist/ Pharm Tech	Physician, Resident, Intern, PA	RN/ LVN/ LPN	Supv./Mgr. Clinical/Sr Leader	Support Staff	Tech-nologist/ Technician (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Other Clinical Staff
# Hospitals	70	90	87	74	93	94	94	89	90	80
# Respondents	975	4,187	1,849	3,667	18,703	5,098	10,609	5,092	2,872	1,134
How would you rate your unit/work area on patient safety for providers and staff? (Item WPH1)										
Excellent or Very Good	59%	51%	63%	62%	46%	73%	59%	54%	61%	62%
Excellent	24%	20%	28%	28%	17%	34%	27%	22%	25%	30%
Very Good	35%	31%	35%	34%	29%	40%	32%	31%	36%	32%
Good	30%	29%	28%	27%	31%	20%	29%	30%	28%	27%
Fair	9%	15%	8%	9%	18%	6%	9%	13%	9%	10%
Poor	2%	5%	2%	2%	5%	1%	3%	4%	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.



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-16. Composite Measure Average Percent Positive Response by Unit/Work Area – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 1 of 2)

Workplace Safety 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>	94	86	84	85	85	80	73	86	74
<i># Respondents</i>	5,218	6,341	1,935	1,754	2,567	701	822	5,712	4,120
1. Protection From Workplace Hazards	93%	90%	94%	95%	93%	94%	92%	88%	94%
2. Supervisor, Manager, or Clinical Leader Support for Workplace Safety	89%	83%	81%	87%	82%	87%	85%	84%	82%
3. Moving, Transferring, or Lifting Patients	86%	74%	79%	81%	73%	80%	77%	79%	81%
4. Workplace Aggression Policies, Procedures, and Training	82%	69%	70%	76%	69%	68%	74%	75%	73%
5. Hospital Management Support for Workplace Safety	86%	65%	74%	79%	69%	75%	73%	78%	69%
6. Addressing Workplace Aggression From Patients or Visitors	50%	43%	53%	63%	55%	48%	47%	44%	67%
Composite Measure Average	82%	71%	75%	81%	75%	78%	74%	75%	79%

Table B-16. Composite Measure Average Percent Positive Response by Unit/Work Area – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 2 of 2)

Workplace Safety Composite Measures	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	Telemetry
<i># Hospitals</i>	59	83	30	63	65	47	44	59	36	84	39
<i># Respondents</i>	1,717	3,497	174	2,145	2,363	1,096	2,004	1,777	192	2,329	1,446
1. Protection From Workplace Hazards	93%	87%	93%	90%	95%	94%	92%	88%	88%	94%	91%
2. Supervisor, Manager, or Clinical Leader Support for Workplace Safety	82%	77%	76%	76%	77%	85%	78%	83%	74%	87%	79%
3. Moving, Transferring, or Lifting Patients	77%	56%	60%	65%	81%	71%	81%	66%	63%	82%	64%
4. Workplace Aggression Policies, Procedures, and Training	70%	60%	63%	59%	70%	65%	65%	79%	63%	75%	70%
5. Hospital Management Support for Workplace Safety	68%	50%	63%	49%	61%	66%	62%	66%	64%	75%	58%
6. Addressing Workplace Aggression From Patients or Visitors	53%	27%	48%	38%	61%	64%	49%	36%	37%	62%	32%
Composite Measure Average	75%	57%	69%	63%	76%	75%	73%	67%	63%	82%	65%

Table B-17. Item Average Percent Positive Response by Unit/Work Area – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 1 of 6)

Survey Items by Workplace Safety 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	94	86	84	85	85	80	73	86	74
# Respondents	5,218	6,341	1,935	1,754	2,567	701	822	5,712	4,120
1. Protection From Workplace Hazards	% Strongly Agree/Agree								
This unit has effective procedures to protect providers and staff from exposure to hazardous materials, contagious diseases, blood, or other bodily fluids. (Item WPA1)	95%	90%	94%	95%	93%	94%	91%	87%	94%
In this unit, providers and staff are provided with the appropriate personal protective equipment (PPE). (Item WPA2)	95%	93%	95%	97%	93%	95%	94%	90%	96%
In this unit, providers and staff use PPE appropriately. (Item WPA3)	90%	87%	92%	93%	92%	94%	91%	88%	93%
2. Supervisor, Manager, or Clinical Leader Support for Workplace Safety	% Strongly Agree/Agree								
My supervisor, manager, or clinical leader regularly monitors the workplace to identify unsafe working conditions for providers and staff. (Item WPD1)	84%	79%	78%	82%	79%	84%	81%	80%	78%
My supervisor, manager, or clinical leader encourages providers and staff to report their concerns about workplace safety. (Item WPD2)	92%	86%	83%	89%	84%	89%	87%	86%	87%
My supervisor, manager, or clinical leader can be trusted to do the right thing to keep providers and staff safe. (Item WPD3)	92%	82%	82%	89%	83%	89%	88%	85%	82%

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

Table B-17. Item Average Percent Positive Response by Unit/Work Area – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 2 of 6)

Survey Items by Workplace Safety 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	59	83	30	63	65	47	44	59	36	84	39
# Respondents	1,717	3,497	174	2,145	2,363	1,096	2,004	1,777	192	2,329	1,446
1. Protection From Workplace Hazards	% Strongly Agree/Agree										
This unit has effective procedures to protect providers and staff from exposure to hazardous materials, contagious diseases, blood, or other bodily fluids. (Item WPA1)	93%	87%	89%	89%	95%	94%	93%	87%	83%	93%	90%
In this unit, providers and staff are provided with the appropriate personal protective equipment (PPE). (Item WPA2)	95%	92%	96%	94%	97%	94%	95%	90%	90%	96%	93%
In this unit, providers and staff use PPE appropriately. (Item WPA3)	91%	81%	93%	88%	94%	93%	90%	88%	91%	93%	91%
2. Supervisor, Manager, or Clinical Leader Support for Workplace Safety	% Strongly Agree/Agree										
My supervisor, manager, or clinical leader regularly monitors the workplace to identify unsafe working conditions for providers and staff. (Item WPD1)	78%	71%	65%	71%	72%	82%	75%	81%	70%	84%	75%
My supervisor, manager, or clinical leader encourages providers and staff to report their concerns about workplace safety. (Item WPD2)	84%	81%	85%	82%	81%	86%	81%	86%	75%	90%	81%
My supervisor, manager, or clinical leader can be trusted to do the right thing to keep providers and staff safe. (Item WPD3)	83%	78%	78%	76%	77%	86%	78%	82%	79%	89%	83%

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

Table B-17. Item Average Percent Positive Response by Unit/Work Area – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 3 of 6)

Survey Items by Workplace Safety 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	94	86	84	85	85	80	73	86	74
# Respondents	5,218	6,341	1,935	1,754	2,567	701	822	5,712	4,120
3. Moving, Transferring, or Lifting Patients	% Always/Most of the time								
Equipment or assistive devices are available when needed to help move, transfer, or lift patients in this unit. (Item WPB1)	90%	80%	80%	85%	79%	85%	80%	81%	84%
In this unit, staff use equipment or assistive devices when needed to help move, transfer, or lift patients, even if it takes more time. (Item WPB2)	83%	79%	81%	83%	80%	80%	78%	80%	83%
In this unit, enough staff are available when needed to help move, transfer, or lift patients. (Item WPB3)	83%	62%	73%	75%	61%	76%	71%	74%	77%
4. Workplace Aggression Policies, Procedures, and Training	% Strongly Agree/Agree								
In this unit, there are effective policies and procedures to keep providers and staff safe from aggressive patients or visitors. (Item WPC3)	85%	69%	74%	83%	72%	70%	76%	77%	78%
In this unit, providers and staff are trained on how to de-escalate or calm down aggressive behavior from patients or visitors. (Item WPC4)	78%	70%	66%	70%	66%	65%	72%	73%	69%

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

Table B-17. Item Average Percent Positive Response by Unit/Work Area – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 4 of 6)

Survey Items by Workplace Safety 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	59	83	30	63	65	47	44	59	36	84	39
# Respondents	1,717	3,497	174	2,145	2,363	1,096	2,004	1,777	192	2,329	1,446
3. Moving, Transferring, or Lifting Patients	% Always/Most of the time										
Equipment or assistive devices are available when needed to help move, transfer, or lift patients in this unit. (Item WPB1)	78%	58%	63%	73%	84%	72%	84%	67%	69%	84%	71%
In this unit, staff use equipment or assistive devices when needed to help move, transfer, or lift patients, even if it takes more time. (Item WPB2)	79%	54%	64%	72%	80%	77%	83%	68%	68%	86%	72%
In this unit, enough staff are available when needed to help move, transfer, or lift patients. (Item WPB3)	75%	55%	65%	51%	78%	67%	78%	64%	47%	76%	48%
4. Workplace Aggression Policies, Procedures, and Training	% Strongly Agree/Agree										
In this unit, there are effective policies and procedures to keep providers and staff safe from aggressive patients or visitors. (Item WPC3)	71%	50%	65%	56%	73%	69%	66%	73%	62%	78%	70%
In this unit, providers and staff are trained on how to de-escalate or calm down aggressive behavior from patients or visitors. (Item WPC4)	68%	71%	62%	63%	66%	61%	63%	86%	64%	73%	70%

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

Table B-17. Item Average Percent Positive Response by Unit/Work Area – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 5 of 6)

Survey Items by Workplace Safety Composite Measure	Unit/Work Area								
	Admin/ Mgmt	Medical/ Surgical	Pathology/ Lab	Pharmacy	Radiology/ Imaging	Respiratory Therapy	Social Services/ Case Mgmt/ Discharge	Support Services	Surgical Services
<i># Hospitals</i>	94	86	84	85	85	80	73	86	74
<i># Respondents</i>	5,218	6,341	1,935	1,754	2,567	701	822	5,712	4,120
5. Hospital Management Support for Workplace Safety	% Strongly Agree/Agree								
The actions of hospital management show that the safety of providers and staff is a top priority. (Item WPE1)	87%	64%	73%	79%	69%	74%	74%	79%	67%
Hospital management provides adequate resources to ensure the safety of providers and staff. (Item WPE2)	85%	65%	75%	79%	69%	75%	72%	79%	70%
Hospital management takes action to address provider and staff concerns about workplace safety. (Item WPE3)	87%	67%	74%	80%	69%	76%	73%	78%	70%
6. Addressing Workplace Aggression From Patients or Visitors	% Strongly Disagree/Disagree								
In this unit, there is a problem with patients or visitors being physically aggressive toward providers or staff. (Item WPC1*)	56%	48%	56%	66%	59%	49%	52%	49%	71%
In this unit, there is a problem with patients or visitors being verbally aggressive toward providers or staff. (Item WPC2*)	45%	38%	50%	60%	51%	46%	41%	40%	63%

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-17. Item Average Percent Positive Response by Unit/Work Area – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 6 of 6)

Survey Items by Workplace Safety 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	59	83	30	63	65	47	44	59	36	84	39
# Respondents	1,717	3,497	174	2,145	2,363	1,096	2,004	1,777	192	2,329	1,446
5. Hospital Management Support for Workplace Safety	% Strongly Agree/Agree										
The actions of hospital management show that the safety of providers and staff is a top priority. (Item WPE1)	67%	51%	61%	47%	60%	65%	59%	66%	65%	76%	57%
Hospital management provides adequate resources to ensure the safety of providers and staff. (Item WPE2)	68%	48%	65%	49%	62%	67%	62%	66%	61%	73%	58%
Hospital management takes action to address provider and staff concerns about workplace safety. (Item WPE3)	68%	51%	66%	52%	62%	66%	64%	67%	67%	75%	60%
6. Addressing Workplace Aggression From Patients or Visitors	% Strongly Disagree/Disagree										
In this unit, there is a problem with patients or visitors being physically aggressive toward providers or staff. (Item WPC1*)	57%	29%	54%	43%	68%	69%	55%	39%	40%	67%	37%
In this unit, there is a problem with patients or visitors being verbally aggressive toward providers or staff. (Item WPC2*)	49%	26%	42%	33%	55%	59%	43%	33%	34%	58%	26%

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-18. Single-Item Average Percent Positive Response by Unit/Work Area – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 1 of 2)

Workplace Safety Single Items	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>	94	86	84	85	85	80	73	86	74
<i># Respondents</i>	5,218	6,341	1,935	1,754	2,567	701	822	5,712	4,120
Addressing Verbal Aggression From Providers or Staff	% Strongly Disagree/Disagree								
In this unit, there is a problem with providers or staff being verbally aggressive toward other providers or staff. (Item WPC5*)	65%	62%	53%	62%	62%	55%	60%	57%	58%
Workplace Safety Reporting	% Strongly Agree/Agree								
I can report my concerns about workplace safety without fear of negative consequences for me. (Item WPF1)	90%	74%	78%	84%	80%	80%	81%	77%	77%

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-18. Single-Item Average Percent Positive Response by Unit/Work Area – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 2 of 2)

Workplace Safety Single Items	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
<i># Hospitals</i>	59	83	30	63	65	47	44	59	36	84	39
<i># Respondents</i>	1,717	3,497	174	2,145	2,363	1,096	2,004	1,777	192	2,329	1,446
Addressing Verbal Aggression From Providers or Staff	% Strongly Disagree/Disagree										
In this unit, there is a problem with providers or staff being verbally aggressive toward other providers or staff. (Item WPC5*)	59%	61%	58%	53%	55%	71%	62%	62%	55%	68%	54%
Workplace Safety Reporting	% Strongly Agree/Agree										
I can report my concerns about workplace safety without fear of negative consequences for me. (Item WPF1)	76%	69%	73%	67%	70%	79%	70%	76%	75%	84%	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 B-19. Average Percentage of Respondents Reporting Work Stress/Burnout by Unit/Work Area – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 1 of 4)

Work Stress/Burnout	Unit/Work Area								
	Admin/ Mgmt	Medical/ Surgical	Pathology/ Lab	Pharmacy	Radiology/ Imaging	Respiratory Therapy	Social Services/ Case Mgmt/ Discharge	Support Services	Surgical Services
# Hospitals	94	86	84	85	85	80	73	86	74
# Respondents	5,218	6,341	1,935	1,754	2,567	701	822	5,712	4,120
Using your own definition of “burnout,” please select one of the answers below: (Item WPG1)									
Experienced no symptoms of burnout (Two response options below combined)	76%	66%	66%	71%	66%	76%	71%	74%	71%
I have no symptoms of burnout.	40%	33%	36%	35%	32%	45%	40%	48%	31%
I am under stress, and don’t always have as much energy as I did, but I don’t feel burned out.	35%	33%	31%	36%	35%	31%	31%	26%	40%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Experienced no symptoms of burnout" may not equal the sum of the separate response option percentages due to rounding.

Table B-19. Average Percentage of Respondents Reporting Work Stress/Burnout by Unit/Work Area – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 2 of 4)

Work Stress/Burnout	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>	59	83	30	63	65	47	44	59	36	84	39
<i># Respondents</i>	1,717	3,497	174	2,145	2,363	1,096	2,004	1,777	192	2,329	1,446
Using your own definition of “burnout,” please select one of the answers below: (Item WPG1)											
Experienced no symptoms of burnout (Two response options below combined)	71%	61%	78%	59%	63%	68%	73%	77%	63%	69%	63%
I have no symptoms of burnout.	39%	27%	32%	24%	27%	33%	35%	45%	33%	32%	31%
I am under stress, and don’t always have as much energy as I did, but I don’t feel burned out.	32%	34%	46%	35%	36%	35%	37%	32%	29%	37%	33%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Experienced no symptoms of burnout" may not equal the sum of the separate response option percentages due to rounding.

Table B-19. Average Percentage of Respondents Reporting Work Stress/Burnout by Unit/Work Area – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 3 of 4)

Work Stress/Burnout	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>	94	86	84	85	85	80	73	86	74
<i># Respondents</i>	5,218	6,341	1,935	1,754	2,567	701	822	5,712	4,120
Using your own definition of “burnout,” please select one of the answers below: (Item WPG1)									
Experienced one or more symptoms of burnout (Three response options below combined)	24%	34%	34%	29%	34%	24%	29%	26%	29%
I am beginning to burn out and have one or more symptoms of burnout, e.g., emotional exhaustion.	16%	20%	19%	20%	22%	18%	21%	16%	21%
The symptoms of burnout that I am experiencing won’t go away. I think about work frustrations a lot.	6%	10%	11%	6%	10%	4%	6%	8%	8%
I feel completely burned out. I am at the point where I may need to seek help.	2%	3%	3%	3%	2%	2%	3%	3%	1%

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

Table B-19. Average Percentage of Respondents Reporting Work Stress/Burnout by Unit/Work Area – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 4 of 4)

Work Stress/Burnout	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	59	83	30	63	65	47	44	59	36	84	39
# Respondents	1,717	3,497	174	2,145	2,363	1,096	2,004	1,777	192	2,329	1,446
Using your own definition of “burnout,” please select one of the answers below: (Item WPG1)											
Experienced one or more symptoms of burnout (Three response options below combined)	29%	39%	22%	41%	37%	32%	27%	23%	37%	31%	37%
I am beginning to burn out and have one or more symptoms of burnout, e.g., emotional exhaustion.	20%	25%	16%	29%	23%	23%	16%	17%	25%	24%	25%
The symptoms of burnout that I am experiencing won't go away. I think about work frustrations a lot.	8%	12%	4%	9%	12%	8%	9%	5%	11%	6%	10%
I feel completely burned out. I am at the point where I may need to seek help.	1%	2%	2%	3%	2%	1%	2%	1%	1%	1%	2%

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

Table B-20. Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Workplace Safety by Unit/Work Area – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 1 of 2)

Unit/Work Area Workplace Safety Rating	Unit/Work Area								
	Admin/ Mgmt	Medical/ Surgical	Pathology/ Lab	Pharmacy	Radiology/ Imaging	Respiratory Therapy	Social Services/ Case Mgmt/ Discharge	Support Services	Surgical Services
# Hospitals	94	86	84	85	85	80	73	86	74
# Respondents	5,218	6,341	1,935	1,754	2,567	701	822	5,712	4,120
How would you rate your unit/work area on workplace safety for providers and staff? (Item WPH1)									
Excellent or Very Good	72%	47%	61%	65%	60%	60%	63%	58%	62%
Excellent	37%	19%	24%	29%	27%	26%	31%	24%	26%
Very Good	34%	28%	36%	36%	33%	35%	32%	34%	37%
Good	21%	32%	29%	27%	27%	25%	24%	30%	26%
Fair	6%	16%	8%	7%	11%	9%	11%	9%	10%
Poor	1%	4%	2%	1%	3%	5%	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. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding.

Table B-20. Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Workplace Safety by Unit/Work Area – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 2 of 2)

Unit/Work Area Workplace Safety Rating	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>	59	83	30	63	65	47	44	59	36	84	39
<i># Respondents</i>	1,717	3,497	174	2,145	2,363	1,096	2,004	1,777	192	2,329	1,446
How would you rate your unit/work area on workplace safety for providers and staff? (Item WPH1)											
Excellent or Very Good	61%	36%	59%	44%	53%	65%	49%	52%	50%	64%	40%
Excellent	29%	11%	36%	14%	21%	29%	17%	25%	24%	31%	11%
Very Good	32%	25%	23%	30%	32%	37%	31%	28%	26%	33%	30%
Good	26%	32%	20%	29%	29%	23%	35%	26%	27%	27%	36%
Fair	11%	22%	17%	22%	14%	9%	14%	18%	19%	8%	17%
Poor	1%	10%	4%	5%	3%	2%	3%	4%	5%	2%	6%

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-21. Composite Measure Average Percent Positive Response by Tenure in Current Unit/Work Area – 2024 SOPS Hospital Workplace Safety Supplemental Items Results

Workplace Safety 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>	94	94	94	93
<i># Respondents</i>	11,721	24,696	9,840	13,496
1. Protection From Workplace Hazards	91%	90%	91%	93%
2. Supervisor, Manager, or Clinical Leader Support for Workplace Safety	88%	82%	82%	83%
3. Moving, Transferring, or Lifting Patients	80%	73%	75%	78%
4. Workplace Aggression Policies, Procedures, and Training	74%	70%	71%	75%
5. Hospital Management Support for Workplace Safety	77%	67%	69%	74%
6. Addressing Workplace Aggression From Patients or Visitors	52%	48%	48%	51%
Composite Measure Average	78%	72%	73%	76%

Table B-22 Item Average Percent Positive Response by Tenure in Current Unit/Work Area – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 1 of 3)

Survey Items by Workplace Safety 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>	94	94	94	93
<i># Respondents</i>	11,721	24,696	9,840	13,496
1. Protection From Workplace Hazards	% Strongly Agree/Agree			
This unit has effective procedures to protect providers and staff from exposure to hazardous materials, contagious diseases, blood, or other bodily fluids. (Item WPA1)	92%	90%	91%	93%
In this unit, providers and staff are provided with the appropriate personal protective equipment (PPE). (Item WPA2)	93%	93%	93%	95%
In this unit, providers and staff use PPE appropriately. (Item WPA3)	88%	88%	88%	90%
2. Supervisor, Manager, or Clinical Leader Support for Workplace Safety	% Strongly Agree/Agree			
My supervisor, manager, or clinical leader regularly monitors the workplace to identify unsafe working conditions for providers and staff. (Item WPD1)	85%	77%	77%	79%
My supervisor, manager, or clinical leader encourages providers and staff to report their concerns about workplace safety. (Item WPD2)	90%	85%	86%	86%
My supervisor, manager, or clinical leader can be trusted to do the right thing to keep providers and staff safe. (Item WPD3)	89%	83%	84%	85%

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

Table B-22. Item Average Percent Positive Response by Tenure in Current Unit/Work Area – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 2 of 3)

Survey Items by Workplace Safety 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>	94	94	94	93
<i># Respondents</i>	11,721	24,696	9,840	13,496
3. Moving, Transferring, or Lifting Patients	% Always/Most of the time			
Equipment or assistive devices are available when needed to help move, transfer, or lift patients in this unit. (Item WPB1)	83%	76%	79%	83%
In this unit, staff use equipment or assistive devices when needed to help move, transfer, or lift patients, even if it takes more time. (Item WPB2)	82%	76%	77%	80%
In this unit, enough staff are available when needed to help move, transfer, or lift patients. (Item WPB3)	74%	65%	67%	72%
4. Workplace Aggression Policies, Procedures, and Training	% Strongly Agree/Agree			
In this unit, there are effective policies and procedures to keep providers and staff safe from aggressive patients or visitors. (Item WPC3)	76%	69%	70%	76%
In this unit, providers and staff are trained on how to de-escalate or calm down aggressive behavior from patients or visitors. (Item WPC4)	72%	70%	71%	73%

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

Table B-22. Item Average Percent Positive Response by Tenure in Current Unit/Work Area – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 3 of 3)

Survey Items by Workplace Safety 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
# Hospitals	94	94	94	93
# Respondents	11,721	24,696	9,840	13,496
5. Hospital Management Support for Workplace Safety	% Strongly Agree/Agree			
The actions of hospital management show that the safety of providers and staff is a top priority. (Item WPE1)	76%	67%	69%	74%
Hospital management provides adequate resources to ensure the safety of providers and staff. (Item WPE2)	77%	67%	69%	73%
Hospital management takes action to address provider and staff concerns about workplace safety. (Item WPE3)	77%	68%	70%	74%
6. Addressing Workplace Aggression From Patients or Visitors	% Strongly Disagree/Disagree			
In this unit, there is a problem with patients or visitors being physically aggressive toward providers or staff. (Item WPC1*)	56%	53%	52%	55%
In this unit, there is a problem with patients or visitors being verbally aggressive toward providers or staff. (Item WPC2*)	48%	42%	44%	48%

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-23. Single-Item Average Percent Positive Response by Tenure in Current Unit/Work Area – 2024 SOPS Hospital Workplace Safety Supplemental Items Results

Workplace Safety Single Items	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>	94	94	94	93
<i># Respondents</i>	11,721	24,696	9,840	13,496
Addressing Verbal Aggression From Providers or Staff	% Strongly Disagree/Disagree			
In this unit, there is a problem with providers or staff being verbally aggressive toward other providers or staff. (Item WPC5*)	64%	61%	61%	62%
Workplace Safety Reporting	% Strongly Agree/Agree			
I can report my concerns about workplace safety without fear of negative consequences for me. (Item WPF1)	81%	75%	78%	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-24. Average Percentage of Respondents Reporting Work Stress/Burnout by Tenure in Current Unit/Work Area – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 1 of 2)

Work Stress/Burnout	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>	94	94	94	93
<i># Respondents</i>	11,721	24,696	9,840	13,496
Using your own definition of “burnout,” please select one of the answers below: (Item WPG1)				
Experienced no symptoms of burnout (Two response options below combined)	80%	68%	63%	71%
I have no symptoms of burnout.	47%	34%	30%	38%
I am under stress, and don’t always have as much energy as I did, but I don’t feel burned out.	33%	33%	33%	33%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Experienced no symptoms of burnout" may not equal the sum of the separate response option percentages due to rounding.

Table B-24. Average Percentage of Respondents Reporting Work Stress/Burnout by Tenure in Current Unit/Work Area – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 2 of 2)

Work Stress/Burnout	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>	94	94	94	93
<i># Respondents</i>	11,721	24,696	9,840	13,496
Using your own definition of “burnout,” please select one of the answers below: (Item WPG1)				
Experienced one or more symptoms of burnout (Three response options below combined)	20%	32%	37%	29%
I am beginning to burn out and have one or more symptoms of burnout, e.g., emotional exhaustion.	15%	21%	23%	19%
The symptoms of burnout that I am experiencing won’t go away.	4%	9%	11%	8%
I think about work frustrations a lot.				
I feel completely burned out. I am at the point where I may need to seek help.	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. "Experienced one or more symptoms of burnout" may not equal the sum of the separate response option percentages due to rounding.

Table B-25. Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Workplace Safety by Tenure in Current Unit/Work Area – 2024 SOPS Hospital Workplace Safety Supplemental Items Results

Unit/Work Area Workplace 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>	94	94	94	93
<i># Respondents</i>	11,721	24,696	9,840	13,496
How would you rate your unit/work area on workplace safety for providers and staff? (Item WPH1)				
Excellent or Very Good	63%	52%	55%	60%
Excellent	29%	21%	22%	26%
Very Good	34%	31%	33%	34%
Good	26%	30%	29%	27%
Fair	9%	14%	12%	10%
Poor	2%	4%	4%	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-26. Composite Measure Average Percent Positive Response by Interaction With Patients – 2024 SOPS Hospital Workplace Safety Supplemental Items Results

Workplace Safety Composite Measures	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
	94	94
<i># Hospitals</i>		
<i># Respondents</i>	45,204	14,412
1. Protection From Workplace Hazards	91%	92%
2. Supervisor, Manager, or Clinical Leader Support for Workplace Safety	82%	87%
3. Moving, Transferring, or Lifting Patients	75%	81%
4. Workplace Aggression Policies, Procedures, and Training	70%	78%
5. Hospital Management Support for Workplace Safety	67%	82%
6. Addressing Workplace Aggression From Patients or Visitors	48%	55%
Composite Measure Average	72%	80%

Table B-27. Item Average Percent Positive Response by Interaction With Patients – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 1 of 3)

Survey Items by Workplace Safety Composite Measure	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
# Hospitals	94	94
# Respondents	45,204	14,412
1. Protection From Workplace Hazards	% Strongly Agree/Agree	
This unit has effective procedures to protect providers and staff from exposure to hazardous materials, contagious diseases, blood, or other bodily fluids. (Item WPA1)	91%	92%
In this unit, providers and staff are provided with the appropriate personal protective equipment (PPE). (Item WPA2)	93%	94%
In this unit, providers and staff use PPE appropriately. (Item WPA3)	88%	90%
2. Supervisor, Manager, or Clinical Leader Support for Workplace Safety	% Strongly Agree/Agree	
My supervisor, manager, or clinical leader regularly monitors the workplace to identify unsafe working conditions for providers and staff. (Item WPD1)	77%	83%
My supervisor, manager, or clinical leader encourages providers and staff to report their concerns about workplace safety. (Item WPD2)	85%	90%
My supervisor, manager, or clinical leader can be trusted to do the right thing to keep providers and staff safe. (Item WPD3)	83%	89%

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

Table B-27. Item Average Percent Positive Response by Interaction With Patients – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 2 of 3)

Survey Items by Workplace Safety Composite Measure	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	94	94
<i># Respondents</i>	45,204	14,412
3. Moving, Transferring, or Lifting Patients	% Always/Most of the time	
Equipment or assistive devices are available when needed to help move, transfer, or lift patients in this unit. (Item WPB1)	78%	85%
In this unit, staff use equipment or assistive devices when needed to help move, transfer, or lift patients, even if it takes more time. (Item WPB2)	78%	81%
In this unit, enough staff are available when needed to help move, transfer, or lift patients. (Item WPB3)	67%	77%
4. Workplace Aggression Policies, Procedures, and Training	% Strongly Agree/Agree	
In this unit, there are effective policies and procedures to keep providers and staff safe from aggressive patients or visitors. (Item WPC3)	70%	81%
In this unit, providers and staff are trained on how to de-escalate or calm down aggressive behavior from patients or visitors. (Item WPC4)	71%	74%

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

Table B-27. Item Average Percent Positive Response by Interaction With Patients – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 3 of 3)

Survey Items by Workplace Safety Composite Measure	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	94	94
<i># Respondents</i>	45,204	14,412
5. Hospital Management Support for Workplace Safety	% Strongly Agree/Agree	
The actions of hospital management show that the safety of providers and staff is a top priority. (Item WPE1)	66%	82%
Hospital management provides adequate resources to ensure the safety of providers and staff. (Item WPE2)	67%	81%
Hospital management takes action to address provider and staff concerns about workplace safety. (Item WPE3)	67%	82%
6. Addressing Workplace Aggression From Patients or Visitors	% Strongly Disagree/Disagree	
In this unit, there is a problem with patients or visitors being physically aggressive toward providers or staff. (Item WPC1*)	53%	58%
In this unit, there is a problem with patients or visitors being verbally aggressive toward providers or staff. (Item WPC2*)	44%	51%

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

Table B-28. Single-Item Average Percent Positive Response by Interaction With Patients – 2024 SOPS Hospital Workplace Safety Supplemental Items Results

Workplace Safety Single Items	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	94	94
<i># Respondents</i>	45,204	14,412
Addressing Verbal Aggression From Providers or Staff	% Strongly Disagree/Disagree	
In this unit, there is a problem with providers or staff being verbally aggressive toward other providers or staff. (Item WPC5*)	62%	61%
Workplace Safety Reporting	% Strongly Agree/Agree	
I can report my concerns about workplace safety without fear of negative consequences for me. (Item WPF1)	76%	85%

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-29. Average Percentage of Respondents Reporting Burnout by Interaction With Patients – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 1 of 2)

Work Stress/Burnout	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	94	94
<i># Respondents</i>	45,204	14,412
Using your own definition of “burnout,” please select one of the answers below: (Item WPG1)		
Experienced no symptoms of burnout (Two response options below combined)	69%	74%
I have no symptoms of burnout.	35%	42%
I am under stress, and don’t always have as much energy as I did, but I don’t feel burned out.	34%	31%

Note: The item’s survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Experienced no symptoms of burnout" may not equal the sum of the separate response option percentages due to rounding.

Table B-29. Average Percentage of Respondents Reporting Burnout by Interaction With Patients – 2024 SOPS Hospital Workplace Safety Supplemental Items Results (Page 2 of 2)

Work Stress/Burnout	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
# Hospitals	94	94
# Respondents	45,204	14,412
Using your own definition of “burnout,” please select one of the answers below: (Item WPG1)		
Experienced one or more symptoms of burnout (Three response options below combined)	31%	26%
I am beginning to burn out and have one or more symptoms of burnout, e.g., emotional exhaustion.	21%	17%
The symptoms of burnout that I am experiencing won’t go away. I think about work frustrations a lot.	9%	7%
I feel completely burned out. I am at the point where I may need to seek help.	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. "Experienced one or more symptoms of burnout" may not equal the sum of the separate response option percentages due to rounding.

Table B-30. Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Workplace Safety by Interaction With Patients – 2024 SOPS Hospital Workplace Safety Supplemental Items Results

Unit/Work Area Workplace Safety Rating	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	94	94
<i># Respondents</i>	45,204	14,412
How would you rate your unit/work area on workplace safety for providers and staff? (Item WPH1)		
Excellent or Very Good	53%	64%
Excellent	22%	29%
Very Good	32%	35%
Good	30%	27%
Fair	14%	7%
Poor	4%	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.