



Surveys on Patient Safety Culture[®]

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

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Highlights



Surveys on Patient Safety Culture®

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

The Hospital Workplace Safety Supplemental Items assess the extent to which the organizational culture of a hospital supports workplace safety for providers and staff. The 2024 results include data from:



94

Participating Hospitals



61,767

Provider and Staff Respondents



47%

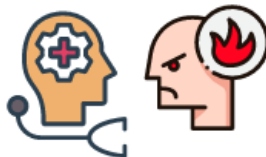
Average Hospital Response Rate

Highest Composite Measure: Protection From Workplace Hazards



91% of respondents agreed that procedures are in place to protect providers and staff from workplace hazards, providers and staff are provided with personal protective equipment (PPE), and they use PPE appropriately.

Lowest Composite Measure: Addressing Workplace Aggression From Patients or Visitors



49% of respondents agreed that physical and verbal aggression from patients or visitors is appropriately addressed.



Overall Composite Measure Average



Highest and Lowest Composite Measure Average by Unit/Work Area

Highest



Administration/Management
and
Rehabilitation/Physical Medicine

Lowest



Emergency
Department/Short Stay

Highest and Lowest Items

Highest PPE Provided



93% of respondents agreed that "In this unit, providers and staff are provided with the appropriate personal protective equipment (PPE)."

Lowest Verbal Aggression



45% of respondents disagreed that "In this unit there is a problem with patients or visitors being **verbally** aggressive toward providers or staff."

What's Next? Action planning for patient safety improvement

The *Action Planning Tool for the AHRQ Surveys on Patient Safety Culture* provides step-by-step guidance on how to develop an action plan to improve patient safety culture, available at www.ahrq.gov/sops/resources/planning-tool.



Overview of Workplace Safety Supplemental Items Report

The AHRQ Surveys on Patient Safety Culture® (SOPS®) Workplace Safety Supplemental Items for Hospitals assess the extent to which the organizational culture in hospitals supports workplace safety for providers and staff. The supplemental items were designed to be administered toward the end of the SOPS Hospital Survey 2.0, just before the background questions.

This report presents statistics (averages, standard deviations, minimum and maximum scores, and percentiles) for 94 U.S. hospitals and 61,767 respondents included in the database on the workplace safety composite measures and items.

Part II of the report (Appendixes A and B) presents data tables showing results 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

The appendixes in Part II are available online at ahrq.gov/sops/surveys/hospital/supplemental-items/workplace-safety.



1 Introduction

The SOPS Hospital Workplace Safety Supplemental Items include 16 survey items grouped into six composite measures (a composite measure consists of 2 to 3 survey items that assess the same area of workplace safety culture), described in Table 1-1. The survey items use 5-point agreement scales (“Strongly Disagree” to “Strongly Agree”) and 5-point frequency scales (“Never” to “Always”) and include a “Does Not Apply or Don’t Know” response option.

Table 1-1. SOPS Hospital Workplace Safety Composite Measures and Definitions

Workplace Safety Composite Measures	Definition: The extent to which...	Number of Items
Protection From Workplace Hazards	Procedures are in place to protect providers and staff from workplace hazards, providers and staff are provided with personal protective equipment (PPE), and they use PPE appropriately.	3
Moving, Transferring, or Lifting Patients	Equipment or assistive devices are available, staff use them when needed, and staff are available when needed to move, transfer, or lift patients.	3
Addressing Workplace Aggression From Patients or Visitors	Physical and verbal aggression from patients or visitors is appropriately addressed.	2
Workplace Aggression Policies, Procedures, and Training	Effective policies, procedures, and training are in place to manage workplace aggression and keep providers and staff safe.	2
Supervisor, Manager, or Clinical Leader Support for Workplace Safety	Supervisors, managers, or clinical leaders monitor the workplace, encourage providers and staff to report their concerns, and can be trusted to keep providers and staff safe.	3
Hospital Management Support for Workplace Safety	Hospital management shows that workplace safety is a top priority, provides adequate resources for workplace safety, and takes action to address concerns.	3

In addition to items that make up these composite measures, the survey includes four single-item measures. These 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. Lastly, the Workplace Safety Supplemental Items for Hospitals include two background items that ask about job satisfaction and intent to leave the hospital.



2 Survey Administration Statistics

This chapter presents descriptive information on the number of hospitals and survey respondents, overall and average response rates (Table 2-1), and modes of survey administration (Table 2-2).

Table 2-1. Response Statistics – 2024 SOPS Hospital Workplace Safety Supplemental Items Database

Overall Response Information	Statistic
Number of hospitals	94
Number of respondents	61,767
Number of surveys distributed	157,472
Overall response rate	39%
Average Response Rate Information	Statistic
Average number of respondents per hospital (range: 15 to 6,179)	657
Average number of surveys distributed per hospital (range: 38 to 13,776)	1,675
Average hospital response rate (range: 11% to 100%)	47%

Table 2-2. Survey Administration Mode Statistics – 2024 SOPS Hospital Workplace Safety Supplemental Items Database

Survey Administration Mode	Hospitals		Respondents		Average Response Rate
	Number	Percent	Number	Percent	Percent
Paper only	4	4%	658	1%	24%
Web only	89	95%	60,815	98%	48%
Mixed mode (paper and web)	1	1%	294	<1%	63%
Total	94	100%	61,767	100%	--

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



3 Hospital Characteristics

This chapter presents information about the characteristics of hospitals that administered and submitted data, including bed size, teaching status, ownership, and geographic region (Table 3-1). To provide an understanding of the database hospitals by bed size, teaching status, ownership, and geographic region, the distribution of 2023 AHA-registered hospitalsⁱ corresponding to each characteristic is shown.

Table 3-1. Characteristics of Hospitals in the 2024 SOPS Workplace Safety Supplemental Items Database Compared With 2023 AHA-Registered Hospitals (Page 1 of 2)

Hospital Characteristics	AHA-Registered Hospitals (N = 6,193)		Database Hospitals (N=94)		Database Respondents (N=61,767)	
	Number	Percent	Number	Percent	Number	Percent
Bed Size						
6-49 beds	2,329	38%	30	32%	4,422	7%
50-99 beds	1,197	19%	13	14%	4,317	7%
100-199 beds	1,189	19%	15	16%	6,364	10%
200-299 beds	591	10%	10	11%	7,670	12%
300-399 beds	355	6%	10	11%	10,248	17%
400+ beds	532	9%	16	17%	28,746	47%
Teaching Status	Number	Percent	Number	Percent	Number	Percent
Teaching	2,720	44%	52	55%	50,376	82%
Nonteaching	3,473	56%	42	45%	11,391	18%
Ownership	Number	Percent	Number	Percent	Number	Percent
Government (federal and nonfederal)	1,392	22%	16	17%	4,909	8%
Nongovernment (not for profit)	3,175	51%	74	79%	53,996	87%
Investor owned (for profit)	1,626	26%	4	4%	2,862	5%

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

ⁱ Data for U.S. and U.S. territory AHA-registered hospitals were obtained from the 2023 AHA Annual Survey of Hospitals Database, © 2023 Health Forum, LLC, an affiliate of the American Hospital Association. Hospitals not registered with AHA were asked to provide information on their hospital's characteristics, such as bed size, teaching status, and ownership.

Table 3-1. Characteristics of Hospitals in the 2024 SOPS Workplace Safety Supplemental Items Database Compared With 2023 AHA-Registered Hospitals (Page 2 of 2)

Hospital Characteristics	AHA-Registered Hospitals (N=6,193)		Database Hospitals (N=94)		Database Respondents (N=61,767)	
	Number	Percent	Number	Percent	Number	Percent
Northeast	781	13%	24	26%	25,696	42%
South	2,539	41%	30	32%	21,800	35%
Midwest	1,667	27%	37	39%	13,879	22%
West	1,206	19%	3	3%	392	1%

Note: Percentages may not add to 100 due to rounding. States are categorized into 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



4 Respondent Characteristics

This chapter describes the characteristics of the 61,767 respondents in the SOPS Hospital Workplace Safety Supplemental Items Database.

Table 4-1. Respondent Staff Positions From the 2024 SOPS Hospital Workplace Safety Supplemental Items Database (Page 1 of 2)

Respondent Characteristics	Respondents	
	Number	Percent
Hospital Staff Position		
Nursing		
Advanced Practice Nurse (NP, CRNA, CNS, CNM)	975	2%
Licensed Vocational Nurse (LVN), Licensed Practical Nurse (LPN)	700	1%
Patient Care Aide, Hospital Aide, Nursing Assistant	4,187	7%
Registered Nurse (RN)	18,003	29%
Nursing Subtotal	23,865	39%
Medical		
Physician Assistant	431	1%
Resident, Intern	915	1%
Physician, Attending, Hospitalist	2,321	4%
Medical Subtotal	3,667	6%
Other Clinical Position		
Dietitian	322	1%
Pharmacist, Pharmacy Technician	1,849	3%
Physical, Occupational, or Speech Therapist	1,741	3%
Psychologist	66	<1%
Respiratory Therapist	1,131	2%
Social Worker	746	1%
Technologist, Technician (e.g. EKG, Lab, Radiology)	5,092	8%
Other Clinical Position Subtotal	10,947	18%
Supervisor, Manager, Clinical Leader, Senior Leader		
Supervisor, Manager, Department Manager, Clinical Leader, Administrator, Director	4,660	8%
Senior Leader, Executive, C-Suite	438	1%
Supervisor, Manager, Clinical Leader, Senior Leader Subtotal	5,098	8%

Table 4-1. Respondent Staff Positions From the 2024 SOPS Hospital Workplace Safety Supplemental Items Database (Page 2 of 2)

Respondent Characteristics	Respondents	
	Number	Percent
Hospital Staff Position		
Support		
Facilities	698	1%
Food Services	1,325	2%
Housekeeping, Environmental Services	1,778	3%
Information Technology, Health Information Services, Clinical Informatics	1,103	2%
Security	1,080	2%
Transporter	582	1%
Unit Clerk, Secretary, Receptionist, Office Staff	4,043	7%
Support Subtotal	10,609	17%
Other Staff Position	7,285	12%
Total for All Staff Positions	61,471	100%
Missing	296	--
Overall Total	61,767	--

Note: Subtotals may not add to the percentage shown due to rounding. Percentages may not add to 100 due to rounding.

Table 4-2. Respondent Unit/Work Area From the 2024 SOPS Hospital Workplace Safety Supplemental Items Database (Page 1 of 2)

Respondent Characteristics	Respondents	
	Number	Percent
Unit/Work Area		
Multiple Units, No Specific Unit	4,542	8%
Medical/Surgical Units		
Combined Medical/Surgical Unit	3,269	6%
Medical Unit (Nonsurgical)	1,198	2%
Surgical Unit	1,874	3%
Medical/Surgical Units Subtotal	6,341	11%
Patient Care Units		
Cardiology	1,717	3%
Emergency Department, Observation, Short Stay	3,497	6%
Gastroenterology	174	<1%
ICU (All Adult Types)	2,145	4%
Labor and Delivery, Obstetrics and Gynecology	2,363	4%
Oncology, Hematology	1,096	2%
Pediatrics (including NICU, PICU)	2,004	3%
Psychiatry, Behavioral Health	1,777	3%
Pulmonology	192	<1%
Rehabilitation, Physical Medicine	2,329	4%
Telemetry	1,446	2%
Patient Care Units Subtotal	18,740	32%

Table 4-2. Respondent Unit/Work Area From the 2024 SOPS Hospital Workplace Safety Supplemental Items Database (Page 2 of 2)

Respondent Characteristics Unit/Work Area	Respondents	
	Number	Percent
Surgical Services		
Anesthesiology	411	1%
Endoscopy, Colonoscopy	308	1%
Pre Op, Operating Room/Suite, PACU/Post Op, Peri Op	3,401	6%
Surgical Services Subtotal	4,120	7%
Clinical Services		
Pathology, Lab	1,935	3%
Pharmacy	1,754	3%
Radiology, Imaging	2,567	4%
Respiratory Therapy	701	1%
Social Services, Case Management, Discharge Planning	822	1%
Clinical Services Subtotal	7,779	13%
Administration/Management		
Administration, Management	2,597	4%
Financial Services, Billing	552	1%
Human Resources, Training	344	1%
Information Technology, Health Information Management, Clinical Informatics	1,032	2%
Quality, Risk Management, Patient Safety	693	1%
Administration/Management Subtotal	5,218	9%
Support Services		
Admitting/Registration	1,197	2%
Food Services, Dietary	1,447	2%
Housekeeping, Environmental Services, Facilities	1,890	3%
Security Services	738	1%
Transport	440	1%
Support Services Subtotal	5,712	10%
Other Unit/Work Area	6,243	11%
Total for All Units/Work Areas	58,695	100%
Missing	3,072	--
Overall Total	61,767	--

Note: Subtotals may not add to the percentages shown due to rounding. Percentages may not add to 100 due to rounding.

Table 4-3. Other Respondent Characteristics From the 2024 SOPS Hospital Workplace Safety Supplemental Items Database (Page 1 of 2)

Respondent Characteristics	Respondents	
	Number	Percent
Job Satisfaction (Workplace Safety Background Item)		
Very Dissatisfied	1,119	3%
Dissatisfied	2,250	5%
Neither Satisfied nor Dissatisfied	6,266	15%
Satisfied	19,828	48%
Very Satisfied	11,683	28%
Total	41,146	100%
Missing	20,621	--
Overall Total	61,767	--
Intent To Leave Hospital (Workplace Safety Background Item)	Number	Percent
No	31,138	76%
Yes, to retire	1,347	3%
Yes, to take another job within healthcare	4,930	12%
Yes, to take another job outside of healthcare	1,004	2%
Yes, other	2,464	6%
Total	40,883	100%
Missing	20,884	--
Overall Total	61,767	--
Tenure in Hospital	Number	Percent
Less than 1 year	9,339	16%
1 to 5 years	21,157	35%
6 to 10 years	10,444	17%
11 or more years	18,844	32%
Total	59,784	100%
Missing	1,983	--
Overall Total	61,767	--
Tenure in Unit/Work Area	Number	Percent
Less than 1 year	11,721	20%
1 to 5 years	24,696	41%
6 to 10 years	9,840	16%
11 or more years	13,496	23%
Total	59,753	100%
Missing	2,014	--
Overall Total	61,767	--
Hours Worked per Week in Hospital	Number	Percent
Less than 30 hours per week	8,411	14%
30 to 40 hours per week	35,197	59%
More than 40 hours per week	16,223	27%
Total	59,831	100%
Missing	1,936	--
Overall Total	61,767	--

Table 4-3. Other Respondent Characteristics From the 2024 SOPS Hospital Workplace Safety Supplemental Items Database (Page 2 of 2)

Respondent Characteristics	Respondents	
	Number	Percent
Interaction With Patients		
Yes, I typically have direct interaction or contact with patients	45,204	76%
No, I typically do NOT have direct interaction or contact with patients	14,412	24%
Total	59,616	100%
Missing	2,151	--
Overall Total	61,767	--

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



5 Overall Results

This chapter presents overall findings for the SOPS Hospital Workplace Safety Supplemental Items. We present the average percentage of positive responses for each of the survey's composite measures and items, summarized for all database hospitals. Reporting the average for all hospitals ensures each hospital's scores receive equal weight, regardless of the hospital's size. We do not report the percentage of positive responses summarized for all respondents, as this approach would give greater weight to those hospitals with more staff. Reporting the data at the hospital level, rather than the respondent level, is important because culture is considered to be a group characteristic, not an individual characteristic.

Composite Measure and Item Charts

This section provides the overall composite measure and item results. The methods for calculating the percent positive scores at the composite measure and item levels are described in the Explanation of Calculations section of this report.

Composite Measure Results

Chart 5-1 shows the average percent positive response for each of the six SOPS workplace safety composite measures. The SOPS workplace safety composite measures are shown in order from the highest average percent positive response to the lowest.

Item Results

Chart 5-2 shows the average percent positive response for each of the 16 survey items. Items are listed in their respective workplace safety composite measure, grouped by positively and negatively worded items and then in the order in which they appear in the survey.

Charts 5-3 shows the average percent positive response for the single-item measures regarding providers or staff being verbally aggressive toward other providers or staff, and if respondents can report any workplace safety concerns without fear of negative consequences.

Work Stress/Burnout

Chart 5-4 shows results for the extent to which respondents are feeling symptoms of work stress/burnout.

Overall Rating on Workplace Safety

Chart 5-5 shows results for overall rating on workplace safety for providers and staff in the respondent's unit/work area.

**Chart 5-1. Composite Measure Results
Average Percent Positive Response — 2024 SOPS Hospital Workplace
Safety Supplemental Items**

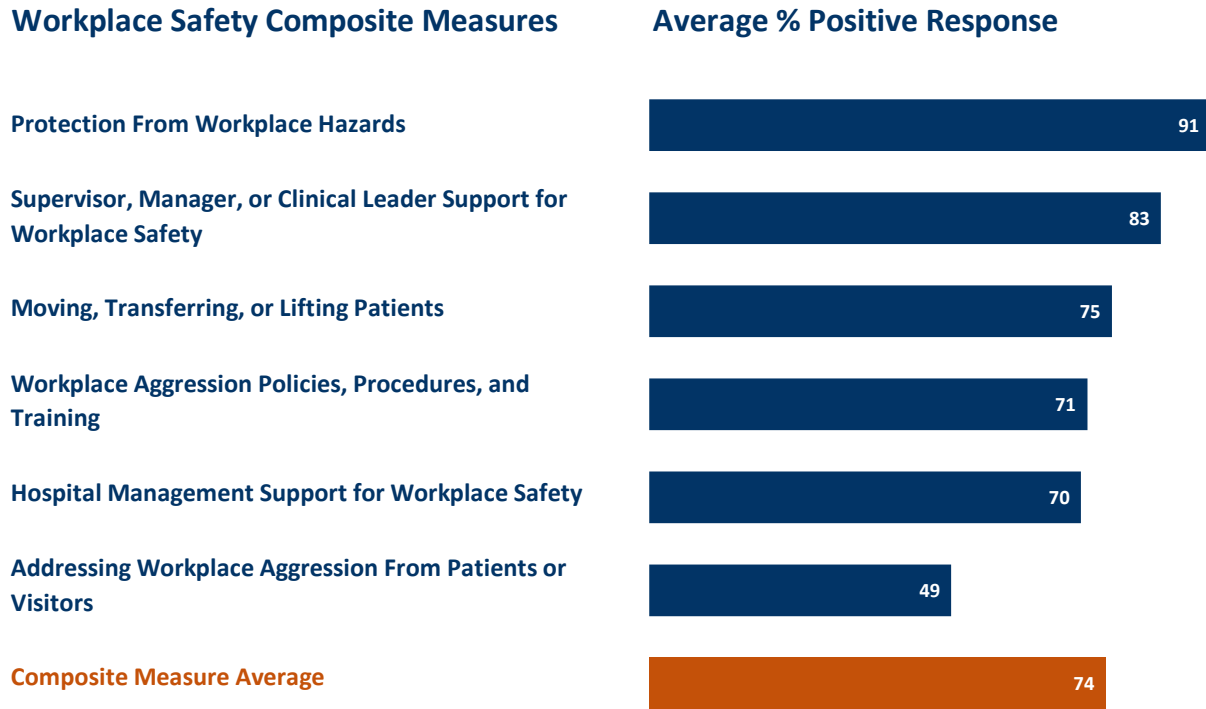


Chart 5-2. Item Results
Average Percent Positive Response — 2024 SOPS Hospital Workplace Safety Supplemental Items (Page 1 of 2)

1. Protection From Workplace Hazards

Average % Positive Response

This unit has effective procedures to protect providers and staff from exposure to hazardous materials, contagious diseases, blood, or other bodily fluids. (Item WPA1)



In this unit, providers and staff are provided with the appropriate personal protective equipment (PPE). (Item WPA2)



In this unit, providers and staff use PPE appropriately. (Item WPA3)



2. Supervisor, Manager, or Clinical Leader Support for Workplace Safety

My supervisor, manager, or clinical leader regularly monitors the workplace to identify unsafe working conditions for providers and staff. (Item WPD1)



My supervisor, manager, or clinical leader encourages providers and staff to report their concerns about workplace safety. (Item WPD2)



My supervisor, manager, or clinical leader can be trusted to do the right thing to keep providers and staff safe. (Item WPD3)



3. Moving, Transferring, or Lifting Patients

Equipment or assistive devices are available when needed to help move, transfer, or lift patients in this unit. (Item WPB1)



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)



In this unit, enough staff are available when needed to help move, transfer, or lift patients. (Item WPB3)



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.

Chart 5-2. Item Results
Average Percent Positive Response — 2024 SOPS Hospital Workplace Safety Supplemental Items (Page 2 of 2)

4. Workplace Aggression Policies, Procedures, and Training

Average % Positive Response

In this unit, there are effective policies and procedures to keep providers and staff safe from aggressive patients or visitors. (Item WPC3)



In this unit, providers and staff are trained on how to deescalate or calm down aggressive behavior from patients or visitors. (Item WPC4)



5. Hospital Management Support for Workplace Safety

The actions of hospital management show that the safety of providers and staff is a top priority. (Item WPE1)



Hospital management provides adequate resources to ensure the safety of providers and staff. (Item WPE2)



Hospital management takes action to address provider and staff concerns about workplace safety. (Item WPE3)



6. Addressing Workplace Aggression From Patients or Visitors

In this unit, there is a problem with patients or visitors being **physically** aggressive toward providers or staff. (Item WPC1*)



In this unit, there is a problem with patients or visitors being **verbally** aggressive toward providers or staff. (Item WPC2*)



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.

Chart 5-3. Single-Item Results
Average Percent Positive Response — 2024 SOPS Hospital Workplace Safety Supplemental Items

Addressing Verbal Aggression From Providers or Staff

In this unit, there is a problem with providers or staff being **verbally** aggressive toward other providers or staff. (Item WPC5*)

Average % Positive Response



Workplace Safety Reporting

I can report my concerns about workplace safety without fear of negative consequences for me. (Item WPF1)

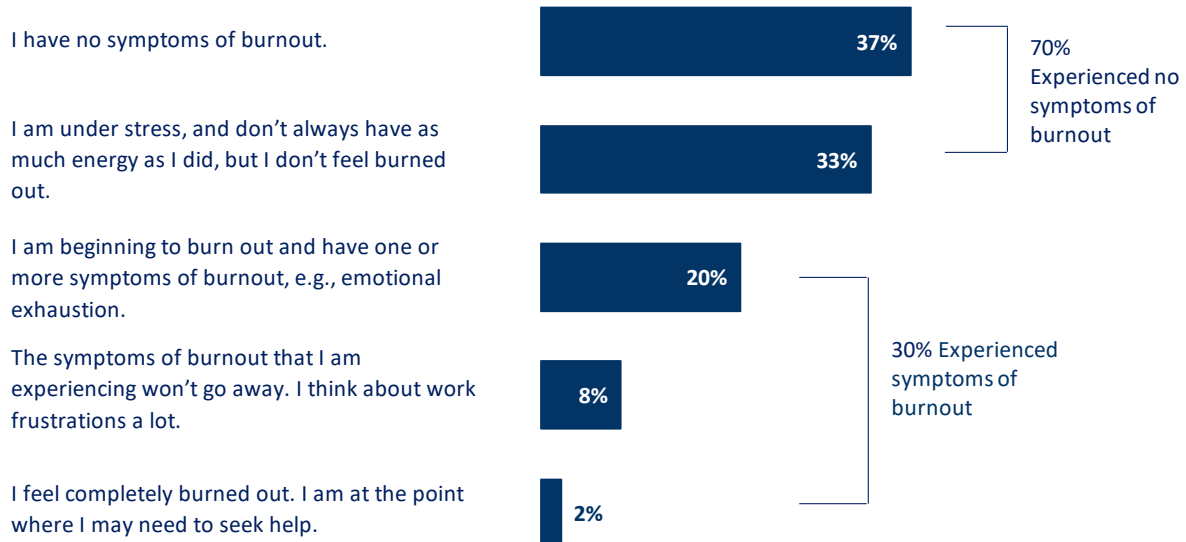


Note: The item’s survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Chart 5-4. Single-Item Results
Average Percentage Response for Work Stress/Burnout — 2024 SOPS
Hospital Workplace Safety Supplemental Items

Work Stress/Burnout

Using your own definition of “burnout,” please select **one** of the answers below:
 (Item WPG1)

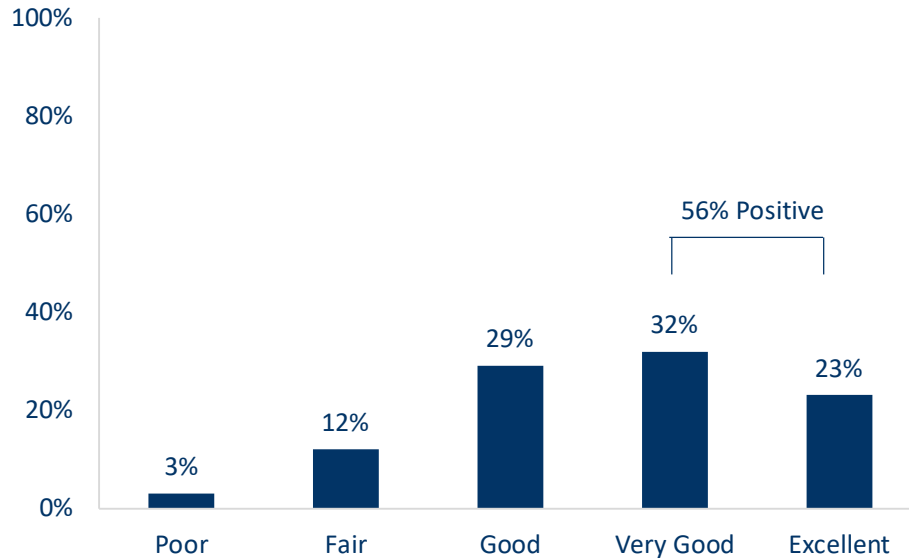


Note: Percentages indicate the database average percent response for each response option. The percent positive displayed might not equal the sum of the separate response option percentages due to rounding. Percentages might not add to 100 due to rounding.

Chart 5-5. Single-Item Results
Average Percentage Response for Overall Rating on Workplace Safety —
2024 SOPS Hospital Workplace Safety Supplemental Items

Overall Rating on Workplace Safety for Providers and Staff

How would you rate your unit/work area on workplace safety for providers and staff?
(Item WPH1)



Note: Percentages indicate the database average percent response for each response option. The percent positive displayed might not equal the sum of the separate response option percentages due to rounding. Percentages might not add to 100 due to rounding.



6 Comparing Hospital Results

The data in this report can be used to supplement a hospital's efforts to identify areas of strength and areas to focus on to improve patient safety culture.

To compare a hospital's survey results with the findings from the database, calculate the hospital's percent positive response on the survey's 10 composite measures and survey items. These include the number of events reported and overall rating on patient safety. The Explanation of Calculations section at the end of this report describes how to calculate percent positive scores. Individual hospital results can then be compared with the database averages and the percentile scores for all hospitals in the database.

When comparing your hospital's results with the database results, note that the database only provides *relative* comparisons. Although your hospital's survey results might have higher percent positive results than the database statistics, there may still be room for improvement in a particular area within your hospital in an *absolute* sense.

Composite Measure and Item Tables

Table 6-1 presents statistics (average percent positive, standard deviation [s.d.], minimum and maximum scores, and percentiles) for each of the six composite measures.

Table 6-2 presents statistics for each of the 16 survey items in the composite measures. Items are listed in their respective composite measure, with positively worded items listed before negatively worded items.

Table 6-3 presents statistics for the single-item measures regarding providers or staff being verbally aggressive toward other providers or staff, and if respondents can report any workplace safety concerns without fear of negative consequences.

Table 6-4 presents statistics for respondents' level of work stress/burnout. Results in the table represent average percent positive scores for respondents who answered, "I have no symptoms of burnout" or "I am under stress, and don't always have as much energy as I did, but I don't feel burned out."

Table 6-5 presents statistics for respondents' overall rating on workplace safety of their unit/work area. Results in the table represent average percent positive scores for respondents who answered "Excellent" or "Very Good."

Table 6-1. Composite Measure Results — 2024 SOPS Hospital Workplace Safety Supplemental Items

Workplace Safety Composite Measures	Average % Positive	s.d.	Composite Measure % Positive Response						
			Min	10th %ile	25th %ile	Median/ 50th %ile	75th %ile	90th %ile	Max
1. Protection From Workplace Hazards	91%	3.41%	78%	86%	89%	92%	93%	95%	97%
2. Supervisor, Manager, or Clinical Leader Support for Workplace Safety	83%	5.51%	66%	76%	79%	83%	87%	90%	92%
3. Moving, Transferring, or Lifting Patients	75%	8.53%	51%	63%	71%	76%	80%	87%	94%
4. Workplace Aggression Policies, Procedures, and Training	71%	7.78%	52%	62%	67%	72%	77%	81%	88%
5. Hospital Management Support for Workplace Safety	70%	9.52%	50%	57%	64%	71%	76%	83%	93%
6. Addressing Workplace Aggression From Patients or Visitors	49%	14.99%	10%	29%	39%	50%	60%	68%	83%
Composite Measure Average	74%	6.00%	59%	66%	69%	74%	77%	83%	85%

Note: (1) Each composite measure is the average of the unrounded composite measure scores of hospitals that submitted data for the Workplace Safety Supplemental Items; (2) the Composite Measure Average is the average of the six unrounded composite measure scores of each hospital that submitted data.

Table 6-2. Item Results — 2024 SOPS Hospital Workplace Safety Supplemental Items (Page 1 of 3)

Survey Items by Workplace Safety Composite Measure	Average % Positive	s.d.	Survey Item % Positive Response						
			Min	10th %ile	25th %ile	Median/ 50th %ile	75th %ile	90th %ile	Max
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%	3.32%	83%	86%	89%	92%	94%	95%	98%
In this unit, providers and staff are provided with the appropriate personal protective equipment (PPE). (Item WPA2)	93%	3.61%	79%	87%	92%	94%	95%	97%	99%
In this unit, providers and staff use PPE appropriately. (Item WPA3)	88%	4.87%	69%	82%	86%	89%	92%	94%	97%
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)	79%	6.40%	58%	70%	75%	78%	83%	87%	89%
My supervisor, manager, or clinical leader encourages providers and staff to report their concerns about workplace safety. (Item WPD2)	86%	5.55%	64%	79%	83%	87%	90%	92%	97%
My supervisor, manager, or clinical leader can be trusted to do the right thing to keep providers and staff safe. (Item WPD3)	84%	5.49%	67%	77%	80%	85%	88%	90%	94%

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 6-2. Item Results — 2024 SOPS Hospital Workplace Safety Supplemental Items (Page 2 of 3)

Survey Items by Workplace Safety Composite Measure	Average % Positive	s.d.	Survey Item % Positive Response						
			Min	10 th %ile	25 th %ile	Median/ 50 th %ile	75 th %ile	90 th %ile	Max
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%	9.58%	46%	65%	75%	80%	85%	91%	96%
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%	8.17%	48%	67%	75%	79%	82%	89%	98%
In this unit, enough staff are available when needed to help move, transfer, or lift patients. (Item WPB3)	68%	10.78%	38%	53%	61%	70%	75%	82%	91%
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)	72%	7.75%	39%	63%	67%	72%	76%	81%	91%
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%	9.78%	43%	58%	65%	72%	78%	84%	93%

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 6-2. Item Results — 2024 SOPS Hospital Workplace Safety Supplemental Items (Page 3 of 3)

Survey Items by Workplace Safety Composite Measure	Average % Positive	s.d.	Survey Item % Positive Response						
			Min	10 th %ile	25 th %ile	Median/ 50 th %ile	75 th %ile	90 th %ile	Max
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%	9.40%	49%	57%	63%	71%	76%	82%	94%
Hospital management provides adequate resources to ensure the safety of providers and staff. (Item WPE2)	70%	10.15%	49%	55%	63%	71%	76%	84%	94%
Hospital management takes action to address provider and staff concerns about workplace safety. (Item WPE3)	71%	9.51%	51%	56%	64%	72%	77%	83%	92%
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*)	54%	18.96%	0%	25%	44%	58%	66%	75%	92%
In this unit, there is a problem with patients or visitors being verbally aggressive toward providers or staff. (Item WPC2*)	45%	12.13%	19%	30%	36%	44%	53%	61%	74%

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 6-3. Single-Item Results — 2024 SOPS Hospital Workplace Safety Supplemental Items

Workplace Safety Single Items	Average % Positive	s.d.	Survey Item % Positive Response						
			Min	10 th %ile	25 th %ile	Median/ 50 th %ile	75 th %ile	90 th %ile	Max
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%	20.41%	7%	19%	62%	67%	74%	80%	89%
Workplace Safety Reporting	% Strongly Agree/Agree								
I can report my concerns about workplace safety without fear of negative consequences for me. (Item WPF1)	78%	6.93%	54%	70%	74%	79%	82%	86%	93%

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 6-4. Single-Item Results for Work Stress/Burnout — 2024 SOPS Hospital Workplace Safety Supplemental Items

Work Stress/Burnout	Average % Positive	s.d.	Survey Item % Response						
			Min	10th %ile	25th %ile	Median/ 50th %ile	75th %ile	90th %ile	Max
Using your own definition of “burnout,” please select one of the answers below: (Item WPG1, Experienced no symptoms of burnout)	70%	6.51%	52%	62%	66%	70%	74%	78%	83%

Note: The item’s survey location is shown in parentheses after the item text. For the results for all response options, see Chart 5-4.

Table 6-5. Single-Item Results for Overall Rating on Workplace Safety — 2024 SOPS Hospital Workplace Safety Supplemental Items

Unit/Work Area Workplace Safety Rating	Average % Positive	s.d.	Survey Item % Response						
			Min	10th %ile	25th %ile	Median/ 50th %ile	75th %ile	90th %ile	Max
How would you rate your unit/work area on workplace safety for providers and staff? (Item WPH1, Excellent or Very Good)	56%	10.76%	31%	43%	47%	56%	64%	70%	84%

Note: The item’s survey location is shown in parentheses after the item text. For the results for all response options, see Chart 5-5.



Explanation of Calculations

This section provides additional detail regarding how various statistics presented in this report were calculated. Note that not all hospitals administered all survey items from the SOPS Hospital Workplace Safety Supplemental Items.

Calculation of Percent Positive Scores

Most of the survey items in the SOPS Hospital Workplace Safety Supplemental Items ask respondents to answer using 5-point response options in terms of agreement (Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree) or frequency (Always, Most of the time, Sometimes, Rarely, Never). The survey items also contain a “Does Not Apply or Don’t Know” response option that is not included in the calculation of percent positive scores.

Item Percent Positive Response

The survey items include both positively worded items (e.g., “Hospital management provides adequate resources to ensure the safety of providers and staff”) and negatively worded items (e.g., “In this unit, there is a problem with patients or visitors being **physically** aggressive toward providers or staff”). Calculating the percent positive response for positively worded items is different from calculating the percent positive response for negatively worded items:

- **For positively worded items**, percent positive response is the combined percentage of respondents within a hospital who answered “Strongly Agree” or “Agree,” or “Always” or “Most of the time,” depending on the response options used for the item.

For example, for the item “Hospital management provides adequate resources to ensure the safety of providers and staff,” if 50 percent of respondents within a hospital responded “Strongly Agree” and 25 percent responded “Agree,” the item percent positive response for that hospital would be $50\% + 25\% = 75\%$ positive.

- **For negatively worded items**, percent positive response is the combined percentage of respondents within a hospital who answered “Strongly Disagree” or “Disagree,” depending on the response options used for the item. Keep in mind that a *negative* answer to a negatively worded item indicates a *positive* response.

For example, for the item “In this unit, there is a problem with patients or visitors being **physically** aggressive toward providers or staff,” if 40 percent of respondents within a hospital responded “Strongly Disagree” and 20 percent responded “Disagree,” the item percent positive response for that hospital would be $40\% + 20\% = 60\%$ positive (i.e., 60 percent of respondents *do not* believe there is a problem with physical aggression from patients or visitors toward providers and staff).

Work Stress/Burnout and Overall Rating on Workplace Safety Positive Response

- For **Work Stress/Burnout**, the percent positive response, or “Experiencing no symptoms of burnout,” is the combined percentage of respondents who answered: “I have no symptoms of burnout” or “I am under stress, and don’t always have as much energy as I did, but I don’t feel burned out.”

For an example of how the results for *Work Stress/Burnout* are presented, see page 21 of this report.

- For **Overall Rating on Workplace Safety**, the percent positive response is the combined percentage of respondents who answered: “Excellent” or “Very Good.”

For an example of how the results for *Overall Rating on Workplace Safety* are presented, see page 22.

Composite Measure Percent Positive Response

The six SOPS Hospital Workplace Safety composite measures are each composed of two or three survey items. We calculated composite measure scores for each hospital by averaging the unrounded percent positive response on the items within a composite measure. For example, for a three-item composite measure, if the item percent positive responses were 45.8 percent, 56.8 percent, and 48.1 percent, the hospital’s composite measure percent positive response would be the average of these three percentages, or 50.2 percent positive, and displayed as a rounded percentage of 50%.

If a hospital had item data for at least 50 percent of the items within a composite measure, the site would still receive a composite measure score. For example, for a two-item composite measure, the number of item scores needed to calculate the composite measure score is one item. For a three-item composite measure, the number of item scores needed to calculate the composite measure score is two items. For an item score to be calculated, there must be at least three respondents for the item.

The *Composite Measure Average* is calculated by averaging the average percent positive response of all six composite measures.

Table N1 shows an example of computing a composite measure score for *Protection From Workplace Hazards* for a single hospital. This composite measure has three positively worded items.

Table N1. Example of Computing Item and Composite Measure Percent Positive Scores

Three Items Measuring "Protection From Workplace Hazards"	Calculation of Percent Positive		
	# of "Strongly Agree" or "Agree" Responses	Total # of Responses to the Item (Excluding "Does Not Apply or Don't Know" and Missing Responses)	Item Percent Positive Response
"This unit has effective procedures to protect providers and staff from exposure to hazardous materials, contagious diseases, blood, or other bodily fluids." (Item WPA1)	110	240	110/240=45.8%
"In this unit, providers and staff are provided with the appropriate personal protective equipment (PPE)." (Item WPA2)	142	250	142/250= 56.8%
"In this unit, providers and staff use PPE appropriately." (Item WPA3)	125	260	125/260=48.1%
Composite Measure Percent Positive Score = (45.8% + 56.8% + 48.1%) / 3 = 50.2%			

Standard Deviation

The standard deviation (s.d.) is a measure of the spread or variability of hospital scores around the average. The standard deviations presented in Chapter 6 show the extent to which hospital scores differ from the average:

- If scores from all hospitals were exactly the same, then the average would represent all their scores perfectly and the standard deviation would be zero.
- If scores from all hospitals were very close to the average, then the standard deviation would be small and close to zero.
- If scores from many hospitals were very different from the average, then the standard deviation would be a large number.

When the distribution of hospital scores follows a normal bell-shaped curve (where most of the scores fall in the middle of the distribution, with fewer scores at the lower and higher ends of the distribution), the average, plus or minus the standard deviation, will include about 68 percent of all hospital scores. For example, if an average percent positive score across the database hospitals was 70 percent with a standard deviation of 10 percent (and scores were normally distributed), then about 68 percent of all the database hospitals would have scores between 60 percent and 80 percent positive.

Minimum and Maximum Scores

The minimum (lowest) and maximum (highest) percent positive scores are presented for each composite measure and item. These scores provide information about the range of percent positive scores obtained by database hospitals and are actual scores from the lowest and highest scoring hospitals.

When comparing your data with the minimum and maximum scores, keep in mind that these scores may represent hospitals that are extreme outliers (indicated by large differences between the minimum score and the 10th percentile score, or between the 90th percentile score and the maximum score).

Percentiles

Percentiles provide information about the distribution of hospital scores. A specific percentile score shows the percentage of hospitals that scored at or below a particular score.

Percentiles were computed using the SAS[®] software default method. The first step in this procedure is to rank the percent positive scores from all the participating hospitals from lowest to highest. The next step is to multiply the number of hospitals (n) by the percentile of interest (p), which in our case would be the 10th, 25th, 50th, 75th, or 90th percentiles.

The following examples show how the 10th and 50th percentiles would be computed using a sample of percent positive scores from 12 hospitals (using fake data shown in Table N2). First, the percent positive scores for composite measure “A” are sorted from low to high.

Table N2. Data Table for Example of How To Compute Percentiles

Hospital	Composite Measure “A” % Positive Score	
1	33%	
2	48%	←10 th percentile score = 48%
3	52%	
4	60%	
5	63%	
6	64%	←50 th percentile score = 65%
7	66%	
8	70%	
9	72%	
10	75%	
11	75%	
12	78%	

10th percentile

1. For the 10th percentile, we would first multiply the number of hospitals (n) by 0.10 (p):
($n \times p = 12 \times 0.10 = 1.2$).
2. The product of $n \times p = 1.2$, where “j” = 1 (the integer) and “g” = 2 (the decimal). Because “g” is not equal to 0, the 10th percentile score is equal to the percent positive value of the hospital in the jth +1 position:
 1. “j” equals 1.
 2. The 10th percentile equals the value for the hospital in the 2nd position = 48%.

50th percentile

1. For the 50th percentile, we would first multiply the number of hospitals by 0.50:
($n \times p = 12 \times .50 = 6.0$).
2. The product of $n \times p = 6.0$, where “j” = 6 and “g” = 0. Because “g” = 0, the 50th percentile score is equal to the percent positive value of the hospital in the jth position plus the percent positive value of the hospital in the jth +1 position, divided by 2:
 1. “j” equals 6.
 2. The 50th percentile equals the average of the hospitals in the 6th and 7th positions
($64\% + 66\% / 2 = 65\%$).

When the distribution of hospital scores follows a normal bell-shaped curve (where most of the scores fall in the middle of the distribution with fewer scores at the lower and higher ends of the distribution), the 50th percentile, or median, will be very similar to the average score. Interpret the percentile scores as shown in Table N3.

Table N3. Interpretation of Percentile Scores

Percentile Score	Interpretation
10th percentile Represents the lowest scoring hospitals.	10% of the hospitals scored the same or lower. 90% of the hospitals scored higher.
25th percentile Represents lower scoring hospitals.	25% of the hospitals scored the same or lower. 75% of the hospitals scored higher.
50th percentile (or median) Represents the middle of the distribution of hospitals.	50% of the hospitals scored the same or lower. 50% of the hospitals scored higher.
75th percentile Represents higher scoring hospitals.	75% of the hospitals scored the same or lower. 25% of the hospitals scored higher.
90th percentile Represents the highest scoring hospitals.	90% of the hospitals scored the same or lower. 10% of the hospitals scored higher.

To compare with the database percentiles, compare your hospital’s percent positive scores with the percentile scores for each composite measure and item. See examples below in Table N4.

Table N4. Sample Percentile Statistics

Survey Item	Average % Positive	s.d	Survey Item % Positive Response						
			Min	10th %ile	25th %ile	Median/ 50th %ile	75th %ile	90th %ile	Max
Item 1	36%	12.26	8%	10%	25%	35%	49%	62%	96%

If your hospital's score is 55%, your score falls here:

If your hospital's score is 65%, your score falls here:

If your hospital's score is 55 percent positive, it falls above the 75th percentile (but below the 90th), meaning that your hospital scored higher than at least 75 percent of the hospitals in the database.

If your hospital's score is 65 percent positive, it falls above the 90th percentile, meaning your hospital scored higher than at least 90 percent of the hospitals in the database.

Data Limitations

When comparing your hospital's results with the results in this document, keep in mind that these results are from a small number of hospitals and as such will provide only a general indication of how your hospital compares with other hospitals in the United States. The data summarized here were not derived from a statistically representative sample of U.S. hospitals.