

# Community Pharmacy Survey on Patient Safety Culture: 2015 User Comparative Database Report

## Part II

### Appendix A—Overall Results by Community Pharmacy Characteristics

### Appendix B—Overall Results by Respondent Characteristics

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## Table of Contents

Executive Summary .....	iii
Part II—Appendixes A & B: Overall Results by Community Pharmacy and Respondent Characteristics .....	iii
Highlights From Appendix A: Overall Results by Community Pharmacy Characteristics.....	v
Highlights From Appendix B: Overall Results by Respondent Characteristics .....	vi
Part II .....	1
Appendix A: Overall Results by Community Pharmacy Characteristics .....	1
(1) Average Number of Prescriptions Filled per Week .....	1
(2) Geographic Region.....	11
Appendix B: Overall Results by Respondent Characteristics.....	21
(1) Staff Position .....	21

## List of Tables

Table A-1. Composite-Level Average Percent Positive Response by Average Number of Prescriptions Filled per Week – 2015 Database Community Pharmacies.....	2
Table A-2. Item-Level Average Percent Positive Response by Average Number of Prescriptions Filled per Week – 2015 Database Community Pharmacies.....	3
Table A-3. Item-Level Average Percentages for Documenting Mistakes by Average Number of Prescriptions Filled per Week – 2015 Database Community Pharmacies .....	7
Table A-4. Average Percentage of Respondents Giving Their Community Pharmacy an Overall Rating on Patient Safety by Average Number of Prescriptions Filled per Week – 2015 Database Community Pharmacies .....	10
Table A-5. Composite-Level Average Percent Positive Response by Geographic Region – 2015 Database Community Pharmacies .....	12
Table A-6. Item-Level Average Percent Positive Response by Geographic Region – 2015 Database Community Pharmacies .....	13
Table A-7. Item-Level Average Percentages for Documenting Mistakes by Geographic Region – 2015 Database Community Pharmacies.....	17
Table A-8. Average Percentage of Respondents Giving Their Community Pharmacy an Overall Rating on Patient Safety by Geographic Region – 2015 Database Community Pharmacies .....	20
Table B-1. Composite-Level Average Percent Positive Response by Staff Position - 2015 Database Community Pharmacies .....	22
Table B-2. Item-Level Average Percent Positive Response by Staff Position – 2015 Database Community Pharmacies .....	23
Table B-3. Item-Level Average Percentages for Documenting Mistakes by Staff Position – 2015 Database Pharmacies .....	27

Table B-4. Average Percentage of Respondents Giving Their Community Pharmacy an Overall Rating on Patient Safety by Staff Position – 2015 Database Community Pharmacies .....	30
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## **Executive Summary**

### **Part II—Appendixes A and B: Overall Results by Community Pharmacy and Respondent Characteristics**

Appendixes A and B present data tables that show average percent positive scores on the survey composites and items across database community pharmacies, broken down by the following community pharmacy and respondent characteristics:

#### **Appendix A: Overall Results by Community Pharmacy Characteristics**

- Average Number of Prescriptions Filled per Week
- Geographic Region

#### **Appendix B: Overall Results by Respondent Characteristics**

- Staff Position

Highlights from these results by community pharmacy and respondent characteristics were presented in the main body of the report at the end of Chapter 6 and are also shown on the next two pages. Highlights were based on results for the 11 patient safety culture composites, 3 items on documenting mistakes, and an overall rating on patient safety. The bottom row of the composite-level tables shows an overall average across composites as a summary statistic for comparing across breakout categories.

### **Data Limitations**

It is important to note the following limitations of this report:

- Only 255 community pharmacies voluntarily submitted data to the database for the 2015 report, which represents less than 1 percent of the total number of community pharmacies in the United States.
- Among community pharmacies that submitted data, only 3 percent are independent, while nationally 34 percent of community pharmacies are independent.

An additional consideration when reading this report is that the average percent positive scores on the survey's composites are much higher for community pharmacies participating in the 2015 database compared with patient safety culture results presented in similar comparative database reports for hospitals, medical offices, and nursing homes.

### **Comparing Your Results**

You can compare your community pharmacy's percent positive scores on the patient safety culture composites and items with the averages shown in Appendix A for community pharmacies with your same average number of prescriptions filled per week or geographic region. You can use a 5 percentage point difference as a rule of thumb for determining which differences to pay attention to.

To compare your community pharmacy's results with the data in Appendix B, your community pharmacy will have to compute percent positive scores on the safety culture composites and items broken down by staff position. You can then compare your community pharmacy's percent positive scores with the averages shown in the tables. Again, you can use a 5 percentage point difference as a rule of thumb.

## Highlights From Appendix A: Overall Results by Community Pharmacy Characteristics

### Average Number of Prescriptions Filled per Week (Tables A-1, A-4)

- Community pharmacies with an average of *700 or fewer* prescriptions filled per week had the highest average percent positive on all 11 patient safety culture composites.
- The highest percentage of respondents who gave their pharmacy an Overall Rating on Patient Safety of “Excellent” or “Very good” came from community pharmacies with an average of *700 or fewer* prescriptions filled per week (90 percent); community pharmacies with *1,501 or more* had the lowest (85 percent).

### Geographic Region (Tables A-5, A-8)

- Overall, community pharmacies did not have large differences across geographic regions on the 11 patient safety culture composites.
- Community pharmacies from the *New England/Mid-Atlantic/South Atlantic* and *Mountain/Pacific* regions had the highest percentage of respondents who gave their pharmacy an Overall Rating on Patient Safety of “Excellent” or “Very good” (89 percent); community pharmacies from the *West Central* region had the lowest (81 percent).

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

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

- *Pharmacists* had the highest average percent positive response across the composites (83 percent); *Pharmacy technicians* and *pharmacy student interns/externs* had the lowest (76 percent each).
- *Pharmacy clerks/cashiers* had the highest percentage of respondents who gave their pharmacy an Overall Rating on Patient Safety of “Excellent” or “Very good” (92 percent); *Pharmacy student interns/externs* had the lowest (80 percent).



## **Part II**

### **Appendix A: Overall Results by Community Pharmacy Characteristics**

#### **(1) Average Number of Prescriptions Filled per Week**

**Note:** The number of community pharmacies and respondents by average number of prescriptions filled per week is shown in each table. However, the precise number of community pharmacies and respondents corresponding to each data cell in a table will vary because pharmacies may have omitted a specific survey item and because of individual nonresponse/missing data.

**Table A-1. Composite-Level Average Percent Positive Response by Average Number of Prescriptions Filled per Week – 2015 Database  
Community Pharmacies**

Patient Safety Culture Composites		Average Number of Prescriptions Filled per Week		
		700 or fewer	701-1,500	1,501 or more
	<i># Pharmacies</i>	67	108	80
	<i># Respondents</i>	359	751	493
<b>1.</b>	<b>Patient Counseling</b>	96%	95%	93%
<b>2.</b>	<b>Communication Openness</b>	90%	86%	86%
<b>3.</b>	<b>Communication About Mistakes</b>	92%	86%	81%
<b>4.</b>	<b>Overall Perceptions of Patient Safety</b>	90%	86%	78%
<b>5.</b>	<b>Teamwork</b>	90%	81%	78%
<b>6.</b>	<b>Organizational Learning—Continuous Improvement</b>	85%	82%	79%
<b>7.</b>	<b>Communication About Prescriptions Across Shifts</b>	91%	82%	74%
<b>8.</b>	<b>Response to Mistakes</b>	84%	80%	75%
<b>9.</b>	<b>Staff Training and Skills</b>	85%	80%	72%
<b>10.</b>	<b>Physical Space and Environment</b>	78%	71%	69%
<b>11.</b>	<b>Staffing, Work Pressure, and Pace</b>	52%	43%	40%
	<b>Average Across Composites</b>	85%	79%	75%

**Table A-2. Item-Level Average Percent Positive Response by Average Number of Prescriptions Filled per Week – 2015 Database Community Pharmacies (Page 1 of 4)**

Survey Items by Composite		Average Number of Prescriptions Filled per Week		
		700 or fewer	701-1,500	1,501 or more
	# Pharmacies	67	108	80
	# Respondents	359	751	493
<b>Patient Counseling</b>				
1.	We encourage patients to talk to pharmacists about their medications. (B2)	98%	96%	94%
2.	Our pharmacists spend enough time talking to patients about how to use their medications. (B7)	94%	92%	89%
3.	Our pharmacists tell patients important information about their new prescriptions. (B11)	97%	97%	95%
<b>Communication Openness</b>				
1.	Staff ideas and suggestions are valued in this pharmacy. (B1)	84%	80%	78%
2.	Staff feel comfortable asking questions when they are unsure about something. (B5)	96%	90%	92%
3.	It is easy for staff to speak up to their supervisor/manager about patient safety concerns in this pharmacy. (B10)	91%	88%	89%
<b>Communication About Mistakes</b>				
1.	Staff in this pharmacy discuss mistakes. (B8)	91%	84%	81%
2.	When patient safety issues occur in this pharmacy, staff discuss them. (B13)	93%	86%	80%
3.	In this pharmacy, we talk about ways to prevent mistakes from happening again. (B15)	91%	87%	84%

**Note:** The item's survey location is shown to the right after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

**Table A-2. Item-Level Average Percent Positive Response by Average Number of Prescriptions Filled per Week – 2015 Database Community Pharmacies (Page 2 of 4)**

Survey Items by Composite		Average Number of Prescriptions Filled per Week		
		700 or fewer	701-1,500	1,501 or more
	# Pharmacies	67	108	80
	# Respondents	359	751	493
<b>Overall Perceptions of Patient Safety</b>				
1.	This pharmacy places more emphasis on sales than on patient safety. (C3R)	81%	78%	66%
2.	This pharmacy is good at preventing mistakes. (C6)	93%	87%	80%
3.	The way we do things in this pharmacy reflects a strong focus on patient safety. (C9)	95%	93%	89%
<b>Teamwork</b>				
1.	Staff treat each other with respect. (A2)	91%	81%	78%
2.	Staff in this pharmacy clearly understand their roles and responsibilities. (A4)	88%	78%	78%
3.	Staff work together as an effective team. (A9)	90%	81%	77%
<b>Organizational Learning—Continuous Improvement</b>				
1.	When a mistake happens, we try to figure out what problems in the work process led to the mistake. (C2)	94%	88%	85%
2.	When the same mistake keeps happening, we change the way we do things. (C5)	85%	82%	78%
3.	Mistakes have led to positive changes in this pharmacy. (C10)	76%	76%	74%

**Note:** The item’s survey location is shown to the right after the item text. An “R” indicates a negatively worded item, where the percent positive response is based on those who responded “Strongly disagree” or “Disagree,” or “Never” or “Rarely” (depending on the response category used for the item).

**Table A-2. Item-Level Average Percent Positive Response by Average Number of Prescriptions Filled per Week – 2015 Database Community Pharmacies (Page 3 of 4)**

Survey Items by Composite		Average Number of Prescriptions Filled per Week		
		700 or fewer	701-1,500	1,501 or more
	# Pharmacies	67	108	80
	# Respondents	359	751	493
<b>Communication About Prescriptions Across Shifts</b>				
1.	We have clear expectations about exchanging important prescription information across shifts. (B4)	93%	86%	75%
2.	We have standard procedures for communicating prescription information across shifts. (B6)	92%	80%	75%
3.	The status of problematic prescriptions is well communicated across shifts. (B14)	91%	82%	71%
<b>Response to Mistakes</b>				
1.	Staff are treated fairly when they make mistakes. (C1)	87%	80%	81%
2.	This pharmacy helps staff learn from their mistakes rather than punishing them. (C4)	88%	83%	76%
3.	We look at staff actions and the way we do things to understand why mistakes happen in this pharmacy. (C7)	89%	86%	81%
4.	Staff feel like their mistakes are held against them. (C8R)	73%	70%	63%
<b>Staff Training and Skills</b>				
1.	Technicians in this pharmacy receive the training they need to do their jobs. (A3)	87%	83%	74%
2.	Staff in this pharmacy have the skills they need to do their jobs well. (A6)	90%	87%	80%
3.	Staff who are new to this pharmacy receive adequate orientation. (A8)	81%	72%	65%
4.	Staff get enough training from this pharmacy. (A10)	84%	78%	69%

**Note:** The item’s survey location is shown to the right after the item text. An “R” indicates a negatively worded item, where the percent positive response is based on those who responded “Strongly disagree” or “Disagree,” or “Never” or “Rarely” (depending on the response category used for the item).

**Table A-2. Item-Level Average Percent Positive Response by Average Number of Prescriptions Filled per Week – 2015 Database Community Pharmacies (Page 4 of 4)**

Survey Items by Composite		Average Number of Prescriptions Filled per Week		
		700 or fewer	701-1,500	1,501 or more
	# Pharmacies	67	108	80
	# Respondents	359	751	493
<b>Physical Space and Environment</b>				
1.	This pharmacy is well organized. (A1)	89%	85%	75%
2.	This pharmacy is free of clutter. (A5)	76%	71%	75%
3.	The physical layout of this pharmacy supports good workflow. (A7)	70%	59%	57%
<b>Staffing, Work Pressure, and Pace</b>				
1.	Staff take adequate breaks during their shifts. (B3)	65%	62%	76%
2.	We feel rushed when processing prescriptions. (B9R)	29%	20%	16%
3.	We have enough staff to handle the workload. (B12)	75%	59%	43%
4.	Interruptions/distractions (from phone calls, faxes, customers, etc.) in this pharmacy make it difficult for staff to work accurately. (B16R)	41%	30%	24%

**Note:** The item's survey location is shown to the right after the item text. An "R" indicates a negatively worded item, where the percent positive response is based on those who responded "Strongly disagree" or "Disagree," or "Never" or "Rarely" (depending on the response category used for the item).

**Table A-3. Item-Level Average Percentages for Documenting Mistakes by Average Number of Prescriptions Filled per Week – 2015 Database Community Pharmacies (Page 1 of 3)**

D1 . When a mistake reaches the patient and could cause harm but does not, how often is it documented?	Average Number of Prescriptions Filled per Week		
	700 or fewer	701-1,500	1,501 or more
# Pharmacies	67	108	80
# Respondents	359	751	493
<b>Always documented or Most of the time documented</b>	94%	95%	93%
<b>Always documented</b>	75%	82%	80%
<b>Most of the time documented</b>	19%	13%	13%
<b>Sometimes documented</b>	4%	3%	5%
<b>Rarely documented</b>	1%	1%	1%
<b>Never documented</b>	2%	0%	1%

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

7

**Table A-3. Item-Level Average Percentages for Documenting Mistakes by Average Number of Prescriptions Filled per Week – 2015 Database Community Pharmacies (Page 2 of 3)**

D2 . When a mistake reaches the patient but has no potential to harm the patient, how often is it documented?	Average Number of Prescriptions Filled per Week		
	700 or fewer	701-1,500	1,501 or more
# Pharmacies	67	108	80
# Respondents	359	751	493
<b>Always documented or Most of the time documented</b>	89%	91%	92%
<b>Always documented</b>	69%	70%	75%
<b>Most of the time documented</b>	20%	21%	17%
<b>Sometimes documented</b>	7%	7%	6%
<b>Rarely documented</b>	2%	2%	2%
<b>Never documented</b>	2%	0%	1%

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



**Table A-3. Item-Level Average Percentages for Documenting Mistakes by Average Number of Prescriptions Filled per Week – 2015 Database Community Pharmacies (Page 3 of 3)**

D3 . When a mistake that could have harmed the patient is corrected BEFORE the medication leaves the pharmacy, how often is it documented?	Average Number of Prescriptions Filled per Week		
	700 or fewer	701-1,500	1,501 or more
# Pharmacies	67	108	80
# Respondents	359	751	493
<b>Always documented or Most of the time documented</b>	59%	58%	55%
<b>Always documented</b>	37%	34%	36%
<b>Most of the time documented</b>	22%	24%	19%
<b>Sometimes documented</b>	19%	17%	21%
<b>Rarely documented</b>	10%	13%	13%
<b>Never documented</b>	12%	11%	10%

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

**Table A-4. Average Percentage of Respondents Giving Their Community Pharmacy an Overall Rating on Patient Safety by Average Number of Prescriptions Filled per Week – 2015 Database Community Pharmacies**

Overall Rating on Patient Safety	Average Number of Prescriptions Filled per Week		
	700 or fewer	701-1,500	1,501 or more
# Pharmacies	67	108	80
# Respondents	359	751	493
<b>Excellent or Very good</b>	90%	86%	85%
<b>Excellent</b>	54%	55%	48%
<b>Very good</b>	36%	32%	37%
<b>Good</b>	7%	11%	12%
<b>Fair</b>	2%	3%	2%
<b>Poor</b>	1%	1%	1%

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

## **Appendix A: Overall Results by Community Pharmacy Characteristics**

### **(2) Geographic Region**

**Note:** The number of community pharmacies and respondents by geographic region is shown in each table. However, the precise number of community pharmacies and respondents corresponding to each data cell in a table will vary because pharmacies may have omitted a specific survey item and because of individual nonresponse/missing data.

**Table A-5. Composite-Level Average Percent Positive Response by Geographic Region – 2015 Database Community Pharmacies**

Patient Safety Culture Composites	Geographic Region			
	New England/ Mid-Atlantic/ South Atlantic	East Central	West Central	Mountain/Pacific
<i># Pharmacies</i>	30	53	113	59
<i># Respondents</i>	177	254	905	267
<b>1. Patient Counseling</b>	94%	94%	96%	94%
<b>2. Communication Openness</b>	86%	89%	86%	89%
<b>3. Communication About Mistakes</b>	87%	86%	85%	88%
<b>4. Overall Perceptions of Patient Safety</b>	87%	86%	85%	82%
<b>5. Teamwork</b>	81%	85%	82%	81%
<b>6. Organizational Learning—Continuous Improvement</b>	84%	84%	79%	83%
<b>7. Communication About Prescriptions Across Shifts</b>	83%	82%	83%	79%
<b>8. Response to Mistakes</b>	77%	82%	79%	79%
<b>9. Staff Training and Skills</b>	78%	81%	79%	75%
<b>10. Physical Space and Environment</b>	71%	71%	71%	75%
<b>11. Staffing, Work Pressure, and Pace</b>	46%	43%	44%	43%
<b>Average Across Composites</b>	79%	80%	79%	79%

**Table A-6. Item-Level Average Percent Positive Response by Geographic Region – 2015 Database Community Pharmacies (Page 1 of 4)**

Survey Items by Composite		Geographic Region			
		New England/ Mid-Atlantic/ South Atlantic	East Central	West Central	Mountain/Pacific
	# Pharmacies	30	53	113	59
	# Respondents	177	254	905	267
<b>Patient Counseling</b>					
1.	We encourage patients to talk to pharmacists about their medications. (B2)	95%	97%	96%	95%
2.	Our pharmacists spend enough time talking to patients about how to use their medications. (B7)	91%	91%	92%	90%
3.	Our pharmacists tell patients important information about their new prescriptions. (B11)	95%	94%	98%	96%
<b>Communication Openness</b>					
1.	Staff ideas and suggestions are valued in this pharmacy. (B1)	83%	82%	77%	84%
2.	Staff feel comfortable asking questions when they are unsure about something. (B5)	87%	93%	93%	92%
3.	It is easy for staff to speak up to their supervisor/manager about patient safety concerns in this pharmacy. (B10)	89%	90%	87%	92%
<b>Communication About Mistakes</b>					
1.	Staff in this pharmacy discuss mistakes. (B8)	84%	83%	84%	89%
2.	When patient safety issues occur in this pharmacy, staff discuss them. (B13)	88%	86%	85%	88%
3.	In this pharmacy, we talk about ways to prevent mistakes from happening again. (B15)	89%	88%	86%	87%

**Note:** The item’s survey location is shown to the right after the item text. An “R” indicates a negatively worded item, where the percent positive response is based on those who responded “Strongly disagree” or “Disagree,” or “Never” or “Rarely” (depending on the response category used for the item).

**Table A-6. Item-Level Average Percent Positive Response by Geographic Region – 2015 Database Community Pharmacies (Page 2 of 4)**

Survey Items by Composite		Geographic Region			
		New England/ Mid-Atlantic/ South Atlantic	East Central	West Central	Mountain/Pacific
	# Pharmacies	30	53	113	59
	# Respondents	177	254	905	267
<b>Overall Perceptions of Patient Safety</b>					
1.	This pharmacy places more emphasis on sales than on patient safety. (C3R)	73%	76%	78%	70%
2.	This pharmacy is good at preventing mistakes. (C6)	95%	87%	85%	84%
3.	The way we do things in this pharmacy reflects a strong focus on patient safety. (C9)	93%	92%	91%	93%
<b>Teamwork</b>					
1.	Staff treat each other with respect. (A2)	80%	85%	82%	83%
2.	Staff in this pharmacy clearly understand their roles and responsibilities. (A4)	83%	82%	81%	78%
3.	Staff work together as an effective team. (A9)	80%	84%	82%	80%
<b>Organizational Learning—Continuous Improvement</b>					
1.	When a mistake happens, we try to figure out what problems in the work process led to the mistake. (C2)	91%	92%	87%	88%
2.	When the same mistake keeps happening, we change the way we do things. (C5)	82%	82%	79%	86%
3.	Mistakes have led to positive changes in this pharmacy. (C10)	79%	80%	71%	76%

**Note:** The item’s survey location is shown to the right after the item text. An “R” indicates a negatively worded item, where the percent positive response is based on those who responded “Strongly disagree” or “Disagree,” or “Never” or “Rarely” (depending on the response category used for the item).

**Table A-6. Item-Level Average Percent Positive Response by Geographic Region – 2015 Database Community Pharmacies (Page 3 of 4)**

Survey Items by Composite		Geographic Region			
		New England/ Mid-Atlantic/ South Atlantic	East Central	West Central	Mountain/Pacific
	# Pharmacies	30	53	113	59
	# Respondents	177	254	905	267
<b>Communication About Prescriptions Across Shifts</b>					
1.	We have clear expectations about exchanging important prescription information across shifts. (B4)	83%	86%	86%	79%
2.	We have standard procedures for communicating prescription information across shifts. (B6)	84%	81%	81%	81%
3.	The status of problematic prescriptions is well communicated across shifts. (B14)	82%	80%	82%	77%
<b>Response to Mistakes</b>					
1.	Staff are treated fairly when they make mistakes. (C1)	79%	87%	82%	80%
2.	This pharmacy helps staff learn from their mistakes rather than punishing them. (C4)	78%	82%	83%	83%
3.	We look at staff actions and the way we do things to understand why mistakes happen in this pharmacy. (C7)	83%	88%	82%	89%
4.	Staff feel like their mistakes are held against them. (C8R)	67%	73%	69%	65%
<b>Staff Training and Skills</b>					
1.	Technicians in this pharmacy receive the training they need to do their jobs. (A3)	82%	83%	82%	77%
2.	Staff in this pharmacy have the skills they need to do their jobs well. (A6)	82%	86%	89%	81%
3.	Staff who are new to this pharmacy receive adequate orientation. (A8)	74%	74%	71%	70%
4.	Staff get enough training from this pharmacy. (A10)	75%	78%	77%	76%

**Note:** The item’s survey location is shown to the right after the item text. An “R” indicates a negatively worded item, where the percent positive response is based on those who responded “Strongly disagree” or “Disagree,” or “Never” or “Rarely” (depending on the response category used for the item).

**Table A-6. Item-Level Average Percent Positive Response by Geographic Region – 2015 Database Community Pharmacies (Page 4 of 4)**

Survey Items by Composite		Geographic Region			
		New England/ Mid-Atlantic/ South Atlantic	East Central	West Central	Mountain/Pacific
	# Pharmacies	30	53	113	59
	# Respondents	177	254	905	267
<b>Physical Space and Environment</b>					
1.	This pharmacy is well organized. (A1)	82%	84%	80%	86%
2.	This pharmacy is free of clutter. (A5)	77%	73%	67%	84%
3.	The physical layout of this pharmacy supports good workflow. (A7)	56%	58%	66%	56%
<b>Staffing, Work Pressure, and Pace</b>					
1.	Staff take adequate breaks during their shifts. (B3)	74%	67%	64%	71%
2.	We feel rushed when processing prescriptions. (B9R)	26%	18%	20%	23%
3.	We have enough staff to handle the workload. (B12)	51%	58%	65%	49%
4.	Interruptions/distractions (from phone calls, faxes, customers, etc.) in this pharmacy make it difficult for staff to work accurately. (B16R)	33%	30%	31%	30%

**Note:** The item’s survey location is shown to the right after the item text. An “R” indicates a negatively worded item, where the percent positive response is based on those who responded “Strongly disagree” or “Disagree,” or “Never” or “Rarely” (depending on the response category used for the item).



**Table A-7. Item-Level Average Percentages for Documenting Mistakes by Geographic Region – 2015 Database Community Pharmacies (Page 1 of 3)**

D1. When a mistake reaches the patient and could cause harm but does not, how often is it documented?	Geographic Region			
	New England/ Mid-Atlantic/ South Atlantic	East Central	West Central	Mountain/Pacific
# Pharmacies	30	53	113	59
# Respondents	177	254	905	267
<b>Always documented or Most of the time documented</b>	93%	97%	93%	96%
<b>Always documented</b>	84%	85%	73%	86%
<b>Most of the time documented</b>	9%	12%	20%	10%
<b>Sometimes documented</b>	5%	2%	5%	3%
<b>Rarely documented</b>	1%	1%	1%	1%
<b>Never documented</b>	1%	0%	1%	0%

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

**Table A-7. Item-Level Average Percentages for Documenting Mistakes by Geographic Region – 2015 Database Community Pharmacies (Page 2 of 3)**

D2. When a mistake reaches the patient but has no potential to harm the patient, how often is it documented?	Geographic Region			
	New England/ Mid-Atlantic/ South Atlantic	East Central	West Central	Mountain/Pacific
# Pharmacies	30	53	113	59
# Respondents	177	254	905	267
<b>Always documented or Most of the time documented</b>	91%	92%	88%	95%
<b>Always documented</b>	80%	74%	64%	80%
<b>Most of the time documented</b>	12%	18%	24%	15%
<b>Sometimes documented</b>	5%	7%	9%	4%
<b>Rarely documented</b>	3%	1%	3%	1%
<b>Never documented</b>	1%	0%	1%	0%

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

**Table A-7. Item-Level Average Percentages for Documenting Mistakes by Geographic Region – 2015 Database Community Pharmacies (Page 3 of 3)**

D3. When a mistake that could have harmed the patient is corrected BEFORE the medication leaves the pharmacy, how often is it documented?	Geographic Region			
	New England/ Mid-Atlantic/ South Atlantic	East Central	West Central	Mountain/Pacific
# Pharmacies	30	53	113	59
# Respondents	177	254	905	267
<b>Always documented or Most of the time documented</b>	57%	63%	52%	65%
<b>Always documented</b>	38%	32%	32%	44%
<b>Most of the time documented</b>	19%	30%	20%	21%
<b>Sometimes documented</b>	27%	17%	17%	19%
<b>Rarely documented</b>	5%	11%	18%	7%
<b>Never documented</b>	11%	9%	13%	9%

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

**Table A-8. Average Percentage of Respondents Giving Their Community Pharmacy an Overall Rating on Patient Safety by Geographic Region – 2015 Database Community Pharmacies**

Overall Rating on Patient Safety	Geographic Region			
	New England/ Mid-Atlantic/ South Atlantic	East Central	West Central	Mountain/Pacific
# Pharmacies	30	53	113	59
# Respondents	177	254	905	267
<b>Excellent or Very good</b>	89%	85%	81%	89%
<b>Excellent</b>	54%	43%	52%	58%
<b>Very good</b>	35%	41%	29%	31%
<b>Good</b>	8%	12%	13%	10%
<b>Fair</b>	2%	2%	4%	1%
<b>Poor</b>	1%	1%	2%	0%

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

## **Appendix B: Overall Results by Respondent Characteristics**

### **(1) Staff Position**

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

**Note 2:** The number of community pharmacies and respondents by staff position is shown in each table. The number of community pharmacies is based on whether pharmacies asked respondents to indicate their staff position (not all community pharmacies asked this question). However, the precise number of community pharmacies and respondents corresponding to each data cell in the tables will vary because pharmacies may have omitted a specific survey item and because of individual nonresponse/missing data.

**Table B-1. Composite-Level Average Percent Positive Response by Staff Position - 2015 Database Community Pharmacies**

Patient Safety Culture Composites		Staff Position			
		Pharmacist	Pharmacy technician	Pharmacy clerk/cashier	Pharmacy student intern/extern
	# Pharmacies	237	236	104	17
	# Respondents	553	673	291	23
<b>1.</b>	<b>Patient Counseling</b>	95%	94%	97%	90%
<b>2.</b>	<b>Communication Openness</b>	93%	81%	84%	84%
<b>3.</b>	<b>Communication About Mistakes</b>	89%	83%	84%	84%
<b>4.</b>	<b>Overall Perceptions of Patient Safety</b>	87%	82%	85%	82%
<b>5.</b>	<b>Teamwork</b>	88%	77%	79%	85%
<b>6.</b>	<b>Organizational Learning—Continuous Improvement</b>	89%	76%	76%	78%
<b>7.</b>	<b>Communication About Prescriptions Across Shifts</b>	85%	79%	81%	80%
<b>8.</b>	<b>Response to Mistakes</b>	87%	74%	74%	77%
<b>9.</b>	<b>Staff Training and Skills</b>	82%	76%	82%	67%
<b>10.</b>	<b>Physical Space and Environment</b>	75%	70%	75%	70%
<b>11.</b>	<b>Staffing, Work Pressure, and Pace</b>	40%	45%	50%	42%
	<b>Average Across Composites</b>	83%	76%	79%	76%

**Table B-2. Item-Level Average Percent Positive Response by Staff Position – 2015 Database Community Pharmacies (Page 1 of 4)**

Survey Items by Composite		Staff Position			
		Pharmacist	Pharmacy technician	Pharmacy clerk/cashier	Pharmacy student intern/extern
	# Pharmacies	237	236	104	17
	# Respondents	553	673	291	23
<b>Patient Counseling</b>					
1.	We encourage patients to talk to pharmacists about their medications. (B2)	96%	96%	97%	83%
2.	Our pharmacists spend enough time talking to patients about how to use their medications. (B7)	90%	92%	96%	94%
3.	Our pharmacists tell patients important information about their new prescriptions. (B11)	98%	95%	98%	93%
<b>Communication Openness</b>					
1.	Staff ideas and suggestions are valued in this pharmacy. (B1)	89%	73%	71%	75%
2.	Staff feel comfortable asking questions when they are unsure about something. (B5)	96%	88%	91%	85%
3.	It is easy for staff to speak up to their supervisor/manager about patient safety concerns in this pharmacy. (B10)	94%	83%	88%	82%
<b>Communication About Mistakes</b>					
1.	Staff in this pharmacy discuss mistakes. (B8)	89%	81%	81%	77%
2.	When patient safety issues occur in this pharmacy, staff discuss them. (B13)	89%	83%	82%	88%
3.	In this pharmacy, we talk about ways to prevent mistakes from happening again. (B15)	89%	85%	87%	87%

**Note:** The item’s survey location is shown to the right after the item text. An “R” indicates a negatively worded item, where the percent positive response is based on those who responded “Strongly disagree” or “Disagree,” or “Never” or “Rarely” (depending on the response category used for the item).

**Table B-2. Item-Level Average Percent Positive Response by Staff Position – 2015 Database Community Pharmacies (Page 2 of 4)**

Survey Items by Composite		Staff Position			
		Pharmacist	Pharmacy technician	Pharmacy clerk/cashier	Pharmacy student intern/extern
	# Pharmacies	237	236	104	17
	# Respondents	553	673	291	23
<b>Overall Perceptions of Patient Safety</b>					
1.	This pharmacy places more emphasis on sales than on patient safety. (C3R)	77%	73%	81%	79%
2.	This pharmacy is good at preventing mistakes. (C6)	92%	82%	84%	79%
3.	The way we do things in this pharmacy reflects a strong focus on patient safety. (C9)	93%	91%	89%	88%
<b>Teamwork</b>					
1.	Staff treat each other with respect. (A2)	89%	78%	81%	91%
2.	Staff in this pharmacy clearly understand their roles and responsibilities. (A4)	86%	75%	80%	76%
3.	Staff work together as an effective team. (A9)	90%	76%	77%	87%
<b>Organizational Learning—Continuous Improvement</b>					
1.	When a mistake happens, we try to figure out what problems in the work process led to the mistake. (C2)	93%	85%	86%	85%
2.	When the same mistake keeps happening, we change the way we do things. (C5)	92%	74%	77%	82%
3.	Mistakes have led to positive changes in this pharmacy. (C10)	83%	68%	67%	69%

**Note:** The item’s survey location is shown to the right after the item text. An “R” indicates a negatively worded item, where the percent positive response is based on those who responded “Strongly disagree” or “Disagree,” or “Never” or “Rarely” (depending on the response category used for the item).



**Table B-2. Item-Level Average Percent Positive Response by Staff Position – 2015 Database Community Pharmacies (Page 3 of 4)**

Survey Items by Composite		Staff Position			
		Pharmacist	Pharmacy technician	Pharmacy clerk/cashier	Pharmacy student intern/extern
	# Pharmacies	237	236	104	17
	# Respondents	553	673	291	23
<b>Communication About Prescriptions Across Shifts</b>					
1.	We have clear expectations about exchanging important prescription information across shifts. (B4)	87%	81%	83%	77%
2.	We have standard procedures for communicating prescription information across shifts. (B6)	83%	79%	81%	84%
3.	The status of problematic prescriptions is well communicated across shifts. (B14)	84%	77%	82%	75%
<b>Response to Mistakes</b>					
1.	Staff are treated fairly when they make mistakes. (C1)	92%	74%	74%	71%
2.	This pharmacy helps staff learn from their mistakes rather than punishing them. (C4)	91%	76%	79%	82%
3.	We look at staff actions and the way we do things to understand why mistakes happen in this pharmacy. (C7)	91%	81%	79%	79%
4.	Staff feel like their mistakes are held against them. (C8R)	74%	65%	67%	69%
<b>Staff Training and Skills</b>					
1.	Technicians in this pharmacy receive the training they need to do their jobs. (A3)	84%	80%	89%	59%
2.	Staff in this pharmacy have the skills they need to do their jobs well. (A6)	90%	82%	89%	71%
3.	Staff who are new to this pharmacy receive adequate orientation. (A8)	73%	69%	75%	68%
4.	Staff get enough training from this pharmacy. (A10)	80%	75%	78%	71%

**Note:** The item’s survey location is shown to the right after the item text. An “R” indicates a negatively worded item, where the percent positive response is based on those who responded “Strongly disagree” or “Disagree,” or “Never” or “Rarely” (depending on the response category used for the item).

**Table B-2. Item-Level Average Percent Positive Response by Staff Position – 2015 Database Community Pharmacies (Page 4 of 4)**

Survey Items by Composite		Staff Position			
		Pharmacist	Pharmacy technician	Pharmacy clerk/cashier	Pharmacy student intern/extern
	# Pharmacies	237	236	104	17
	# Respondents	553	673	291	23
<b>Physical Space and Environment</b>					
1.	This pharmacy is well organized. (A1)	87%	79%	83%	76%
2.	This pharmacy is free of clutter. (A5)	76%	70%	72%	74%
3.	The physical layout of this pharmacy supports good workflow. (A7)	61%	61%	70%	60%
<b>Staffing, Work Pressure, and Pace</b>					
1.	Staff take adequate breaks during their shifts. (B3)	72%	63%	61%	61%
2.	We feel rushed when processing prescriptions. (B9R)	12%	27%	27%	18%
3.	We have enough staff to handle the workload. (B12)	58%	57%	65%	44%
4.	Interruptions/distractions (from phone calls, faxes, customers, etc.) in this pharmacy make it difficult for staff to work accurately. (B16R)	19%	35%	49%	45%

**Note:** The item’s survey location is shown to the right after the item text. An “R” indicates a negatively worded item, where the percent positive response is based on those who responded “Strongly disagree” or “Disagree,” or “Never” or “Rarely” (depending on the response category used for the item).

**Table B-3. Item-Level Average Percentages for Documenting Mistakes by Staff Position – 2015 Database Pharmacies (Page 1 of 3)**

D1. When a mistake reaches the patient and could cause harm but does not, how often is it documented?	Staff Position			
	Pharmacist	Pharmacy technician	Pharmacy clerk/cashier	Pharmacy student intern/extern
# Pharmacies	237	236	104	17
# Respondents	553	673	291	23
<b>Always documented or Most of the time documented</b>	96%	92%	94%	100%
<b>Always documented</b>	82%	79%	80%	82%
<b>Most of the time documented</b>	14%	14%	14%	18%
<b>Sometimes documented</b>	3%	5%	5%	0%
<b>Rarely documented</b>	1%	2%	1%	0%
<b>Never documented</b>	1%	1%	0%	0%

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

**Table B-3. Item-Level Average Percentages for Documenting Mistakes by Staff Position – 2015 Database Pharmacies (Page 2 of 3)**

D2. When a mistake reaches the patient but has no potential to harm the patient, how often is it documented?	Staff Position			
	Pharmacist	Pharmacy technician	Pharmacy clerk/cashier	Pharmacy student intern/extern
# Pharmacies	237	236	104	17
# Respondents	553	673	291	23
<b>Always documented or Most of the time documented</b>	91%	89%	93%	91%
<b>Always documented</b>	71%	71%	73%	82%
<b>Most of the time documented</b>	20%	17%	20%	9%
<b>Sometimes documented</b>	7%	7%	6%	9%
<b>Rarely documented</b>	1%	3%	1%	0%
<b>Never documented</b>	1%	1%	0%	0%

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

**Table B-3. Item-Level Average Percentages for Documenting Mistakes by Staff Position – 2015 Database Pharmacies (Page 3 of 3)**

D3. When a mistake that could have harmed the patient is corrected BEFORE the medication leaves the pharmacy, how often is it documented?	Staff Position			
	Pharmacist	Pharmacy technician	Pharmacy clerk/cashier	Pharmacy student intern/extern
# Pharmacies	237	236	104	17
# Respondents	553	673	291	23
<b>Always documented or Most of the time documented</b>	46%	62%	85%	73%
<b>Always documented</b>	26%	39%	61%	64%
<b>Most of the time documented</b>	20%	22%	25%	9%
<b>Sometimes documented</b>	20%	18%	11%	9%
<b>Rarely documented</b>	19%	8%	2%	18%
<b>Never documented</b>	15%	12%	2%	0%

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

**Table B-4. Average Percentage of Respondents Giving Their Community Pharmacy an Overall Rating on Patient Safety by Staff Position – 2015 Database Community Pharmacies**

Overall Rating on Patient Safety	Staff Position			
	Pharmacist	Pharmacy technician	Pharmacy clerk/cashier	Pharmacy student intern/extern
# Pharmacies	237	236	104	17
# Respondents	553	673	291	23
<b>Excellent or Very good</b>	88%	84%	92%	80%
<b>Excellent</b>	51%	51%	52%	45%
<b>Very good</b>	36%	33%	40%	35%
<b>Good</b>	10%	13%	7%	14%
<b>Fair</b>	2%	2%	2%	0%
<b>Poor</b>	1%	1%	0%	6%

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