



Surveys on Patient Safety Culture®

2022 Updated Results for the AHRQ Surveys on Patient Safety Culture® (SOPS®) Workplace Safety Supplemental Item Set for Hospitals

Appendix C: Results by Additional Respondent Characteristics

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Appendix C: Results by Additional Respondent Characteristics

Appendix C presents data tables that show the average percent positive scores for the SOPS Workplace Safety Supplemental Item Set for Hospitals composite measures and items by four additional respondent characteristics listed below. Appendix C is a supplement to the [2022 Updated Results for the AHRQ Surveys on Patient Safety Culture® \(SOPS®\) Workplace Safety Supplemental Item Set for Hospitals](#) (AHRQ Publication Number 22(23)-0008), which contains Appendix A: Results by Respondent Characteristics and Appendix B: Explanation of Calculations.

Appendix C: Results by Additional Respondent Characteristics

- Job Satisfaction
- Intent To Leave
- Tenure in Current Unit/Work Area
- Interaction With Patients

Results are presented for the six workplace safety composite measures and three single item measures (Addressing Verbal Aggression From Providers or Staff, Workplace Safety and Reporting, and Work Stress/Burnout) by the four additional respondent characteristics shown above. The bottom row of the composite measure tables presents the composite measure average as a summary statistic.

Comparing Your Results

To compare your hospital's Workplace Safety Supplemental Item Set results with the data in Appendix C, compute your hospital's percent positive scores on the SOPS Workplace Safety Supplemental Item Set for Hospitals composite measures and items by job satisfaction, intent to leave, tenure in current unit/work area, and interaction with patients.

Appendix C: Results by Additional Respondent Characteristics

(1) Job Satisfaction

Note: The number of hospitals and respondents by job satisfaction is shown in each table. The precise 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 C-1. Composite Measure Average Percent Positive Response by Job Satisfaction – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results

Workplace Safety Composite Measures	Job Satisfaction		
	Very Dissatisfied/ Dissatisfied	Neither Satisfied nor Dissatisfied	Very Satisfied/ Satisfied
<i># Hospitals</i>	37	38	38
<i># Respondents</i>	963	1,506	7,490
1. Protection From Workplace Hazards	78%	79%	94%
2. Supervisor, Manager, or Clinical Leader Support for Workplace Safety	53%	60%	89%
3. Moving, Transferring, or Lifting Patients	55%	60%	78%
4. Hospital Management Support for Workplace Safety	33%	43%	78%
5. Workplace Aggression Policies, Procedures, and Training	46%	49%	73%
6. Addressing Workplace Aggression From Patients or Visitors	43%	43%	61%
Composite Measure Average	51%	56%	79%

Table C-2. Item Average Percent Positive Response by Job Satisfaction – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 1 of 3)

Survey Items by Workplace Safety Composite Measure	Job Satisfaction		
	Very Dissatisfied/ Dissatisfied	Neither Satisfied nor Dissatisfied	Very Satisfied/ Satisfied
<i># Hospitals</i>	37	38	38
<i># Respondents</i>	963	1,506	7,490
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)	79%	80%	95%
In this unit, providers and staff are provided with the appropriate personal protective equipment (PPE). (Item WPA2)	82%	80%	95%
In this unit, providers and staff use PPE appropriately. (Item WPA3)	74%	78%	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)	47%	56%	85%
My supervisor, manager, or clinical leader encourages providers and staff to report their concerns about workplace safety. (Item WPD2)	59%	65%	91%
My supervisor, manager, or clinical leader can be trusted to do the right thing to keep providers and staff safe. (Item WPD3)	52%	61%	90%

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

Table C-2. Item Average Percent Positive Response by Job Satisfaction – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals 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>	37	38	38
<i># Respondents</i>	963	1,506	7,490
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)	64%	66%	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)	64%	70%	80%
In this unit, enough staff are available when needed to help move, transfer, or lift patients. (Item WPB3)	39%	45%	71%
4. 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)	34%	43%	78%
Hospital management provides adequate resources to ensure the safety of providers and staff. (Item WPE2)	34%	43%	77%
Hospital management takes action to address provider and staff concerns about workplace safety. (Item WPE3)	31%	42%	77%

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

Table C-2. Item Average Percent Positive Response by Job Satisfaction – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 3 of 3)

Survey Items by Workplace Safety Composite Measure	Job Satisfaction		
	Very Dissatisfied/ Dissatisfied	Neither Satisfied nor Dissatisfied	Very Satisfied/ Satisfied
<i># Hospitals</i>	37	38	38
<i># Respondents</i>	963	1,506	7,490
5. 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)	44%	49%	75%
In this unit, providers and staff are trained on how to de-escalate or calm down aggressive behavior from patients or visitors. (Item WPC4)	48%	49%	72%
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*)	52%	51%	69%
In this unit, there is a problem with patients or visitors being verbally aggressive toward providers or staff. (Item WPC2*)	33%	35%	54%

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

Table C-3. Single Item Average Percent Positive Response by Job Satisfaction – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results

Workplace Safety Single Items	Job Satisfaction		
	Very Dissatisfied/ Dissatisfied	Neither Satisfied nor Dissatisfied	Very Satisfied/ Satisfied
<i># Hospitals</i>	37	38	38
<i># Respondents</i>	963	1,506	7,490
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%	81%
Workplace Safety and Reporting	% Strongly Agree/Agree		
I can report my concerns about workplace safety without fear of negative consequences for me. (Item WPF1)	40%	53%	86%

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

Table C-4. Average Percentage of Respondents Reporting Work Stress/Burnout by Job Satisfaction – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 1 of 2)

Work Stress/Burnout	Job Satisfaction		
	Very Dissatisfied/ Dissatisfied	Neither Satisfied nor Dissatisfied	Very Satisfied/ Satisfied
<i># Hospitals</i>	37	38	38
<i># Respondents</i>	963	1,506	7,490
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)	28%	40%	77%
I have no symptoms of burnout.	14%	11%	37%
I am under stress, and don’t always have as much energy as I did, but I don’t feel burned out.	14%	29%	41%

Note: (1) The item’s survey location is shown after the item text; (2) “Experienced no symptoms of burnout” may not equal the sum of the separate response option percentages due to rounding.

Table C-4. Average Percentage of Respondents Reporting Work Stress/Burnout by Job Satisfaction – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 2 of 2)

Work Stress/Burnout	Job Satisfaction		
	Very Dissatisfied/ Dissatisfied	Neither Satisfied nor Dissatisfied	Very Satisfied/ Satisfied
<i># Hospitals</i>	37	38	38
<i># Respondents</i>	963	1,506	7,490
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)	72%	60%	23%
I am beginning to burn out and have one or more symptoms of burnout, e.g., emotional exhaustion.	25%	38%	18%
The symptoms of burnout that I am experiencing won’t go away. I think about work frustrations a lot.	32%	19%	4%
I feel completely burned out. I am at the point where I may need to seek help.	15%	4%	1%

Note: (1) The item’s survey location is shown after the item text; (2) "Experienced one or more symptoms of burnout" may not equal the sum of the separate response option percentages due to rounding.

Table C-5. Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Workplace Safety by Job Satisfaction – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results

Unit/Work Area Workplace Safety Rating	Job Satisfaction		
	Very Dissatisfied/ Dissatisfied	Neither Satisfied nor Dissatisfied	Very Satisfied/ Satisfied
# Hospitals	37	38	38
# Respondents	963	1,506	7,490
How would you rate your unit/work area on workplace safety for providers and staff? (Item WPH1)			
Excellent or Very Good	25%	19%	62%
Excellent	9%	5%	25%
Very Good	16%	14%	37%
Good	30%	45%	30%
Fair	28%	31%	7%
Poor	17%	5%	1%

Note: (1) The item’s survey location is shown after the item text; (2) Percentages may not add to 100 due to rounding. In addition, percentages for “Excellent” and “Very Good” may not add to subtotals for “Excellent or Very Good” due to rounding.

Appendix C: Results by Additional Respondent Characteristics

(2) Intent To Leave

Note 1: The number of hospitals and respondents by intent to leave is shown in each table. The precise 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 C-6. Composite Measure Average Percent Positive Response by Intent To Leave – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results

Workplace Safety Composite Measures	Intent To Leave		
	NO	YES, To Retire	YES, Other Reason
<i># Hospitals</i>	38	35	38
<i># Respondents</i>	7,249	336	2,300
1. Protection From Workplace Hazards	93%	91%	83%
2. Supervisor, Manager, or Clinical Leader Support for Workplace Safety	87%	78%	64%
3. Moving, Transferring, or Lifting Patients	77%	67%	60%
4. Hospital Management Support for Workplace Safety	76%	72%	44%
5. Workplace Aggression Policies, Procedures, and Training	72%	70%	52%
6. Addressing Workplace Aggression From Patients or Visitors	61%	49%	45%
Composite Measure Average	78%	70%	58%

Table C-7. Item Average Percent Positive Response by Intent To Leave – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals 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>	38	35	38
<i># Respondents</i>	7,249	336	2,300
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%	92%	84%
In this unit, providers and staff are provided with the appropriate personal protective equipment (PPE). (Item WPA2)	94%	90%	84%
In this unit, providers and staff use PPE appropriately. (Item WPA3)	91%	89%	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)	83%	72%	60%
My supervisor, manager, or clinical leader encourages providers and staff to report their concerns about workplace safety. (Item WPD2)	89%	81%	69%
My supervisor, manager, or clinical leader can be trusted to do the right thing to keep providers and staff safe. (Item WPD3)	89%	82%	63%

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

Table C-7. Item Average Percent Positive Response by Intent To Leave – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 2 of 3)

Survey Items by Workplace Safety Composite Measure	Intent To Leave		
	NO	YES, To Retire	YES, Other Reason
# Hospitals	38	35	38
# Respondents	7,249	336	2,300
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%	66%	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)	80%	69%	68%
In this unit, enough staff are available when needed to help move, transfer, or lift patients. (Item WPB3)	70%	63%	48%
4. 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%	73%	44%
Hospital management provides adequate resources to ensure the safety of providers and staff. (Item WPE2)	76%	72%	45%
Hospital management takes action to address provider and staff concerns about workplace safety. (Item WPE3)	76%	69%	42%

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

Table C-7. Item Average Percent Positive Response by Intent To Leave – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals 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>	38	35	38
<i># Respondents</i>	7,249	336	2,300
5. 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)	74%	72%	51%
In this unit, providers and staff are trained on how to de-escalate or calm down aggressive behavior from patients or visitors. (Item WPC4)	70%	68%	54%
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*)	69%	55%	54%
In this unit, there is a problem with patients or visitors being verbally aggressive toward providers or staff. (Item WPC2*)	53%	44%	36%

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

Table C-8. Single Item Average Percent Positive Response by Intent To Leave – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results

Workplace Safety Single Items	Intent To Leave		
	NO	YES, To Retire	YES, Other Reason
<i># Hospitals</i>	38	35	38
<i># Respondents</i>	7,249	336	2,300
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*)	81%	76%	61%
Workplace Safety and Reporting	% Strongly Agree/Agree		
I can report my concerns about workplace safety without fear of negative consequences for me. (Item WPF1)	85%	77%	55%

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

Table C-9. Average Percentage of Respondents Reporting Work Stress/Burnout by Intent To Leave – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 1 of 2)

Work Stress/Burnout	Intent To Leave		
	NO	YES, To Retire	YES, Other Reason
<i># Hospitals</i>	38	35	38
<i># Respondents</i>	7,249	336	2,300
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)	77%	72%	37%
I have no symptoms of burnout.	37%	27%	11%
I am under stress, and don’t always have as much energy as I did, but I don’t feel burned out.	40%	45%	26%

Note: (1) The item’s survey location is shown after the item text; (2) "Experienced no symptoms of burnout" may not equal the sum of the separate response option percentages due to rounding.

Table C-9. Average Percentage of Respondents Reporting Work Stress/Burnout by Intent To Leave – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 2 of 2)

Work Stress/Burnout	Intent To Leave		
	NO	YES, To Retire	YES, Other Reason
<i># Hospitals</i>	38	35	38
<i># Respondents</i>	7,249	336	2,300
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)	23%	28%	63%
I am beginning to burn out and have one or more symptoms of burnout, e.g., emotional exhaustion.	17%	20%	34%
The symptoms of burnout that I am experiencing won’t go away. I think about work frustrations a lot.	5%	5%	21%
I feel completely burned out. I am at the point where I may need to seek help.	1%	3%	8%

Note: (1) The item’s survey location is shown after the item text; (2) "Experienced one or more symptoms of burnout" may not equal the sum of the separate response option percentages due to rounding.

Table C-10. Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Workplace Safety by Intent To Leave – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results

Unit/Work Area Workplace Safety Rating	Intent To Leave		
	NO	YES, To Retire	YES, Other Reason
<i># Hospitals</i>	38	35	38
<i># Respondents</i>	7,249	336	2,300
How would you rate your unit/work area on workplace safety for providers and staff? (Item WPH1)			
Excellent or Very Good	60%	43%	29%
Excellent	25%	16%	8%
Very Good	36%	26%	21%
Good	30%	38%	36%
Fair	9%	15%	26%
Poor	1%	4%	9%

Note: (1) The item’s survey location is shown after the item text; (2) Percentages may not add to 100 due to rounding. In addition, percentages for “Excellent” and “Very Good” may not add to subtotals for “Excellent or Very Good” due to rounding.

Appendix C: Results by Additional Respondent Characteristics

(3) Interaction With Patients

Note: The number of hospitals and respondents by interaction with patients is shown in each table. The precise 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 C-11. Composite Measure Average Percent Positive Response by Interaction With Patients – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results

Workplace Safety Composite Measures	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	40	39
<i># Respondents</i>	7,844	2,888
1. Protection From Workplace Hazards	90%	94%
2. Supervisor, Manager, or Clinical Leader Support for Workplace Safety	80%	87%
3. Moving, Transferring, or Lifting Patients	72%	80%
4. Hospital Management Support for Workplace Safety	63%	80%
5. Workplace Aggression Policies, Procedures, and Training	65%	75%
6. Addressing Workplace Aggression From Patients or Visitors	55%	66%
Composite Measure Average	71%	81%

Table C-12. Item Average Percent Positive Response by Interaction With Patients – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 1 of 3)

Survey Items by Workplace Safety Composite Measure	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
# Hospitals	40	39
# Respondents	7,844	2,888
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%	93%
In this unit, providers and staff are provided with the appropriate personal protective equipment (PPE). (Item WPA2)	90%	95%
In this unit, providers and staff use PPE appropriately. (Item WPA3)	88%	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)	75%	83%
My supervisor, manager, or clinical leader encourages providers and staff to report their concerns about workplace safety. (Item WPD2)	83%	89%
My supervisor, manager, or clinical leader can be trusted to do the right thing to keep providers and staff safe. (Item WPD3)	80%	89%

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

Table C-12. Item Average Percent Positive Response by Interaction With Patients – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 2 of 3)

Survey Items by Workplace Safety Composite Measure	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
# Hospitals	40	39
# Respondents	7,844	2,888
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%	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)	76%	80%
In this unit, enough staff are available when needed to help move, transfer, or lift patients. (Item WPB3)	62%	76%
4. 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)	63%	81%
Hospital management provides adequate resources to ensure the safety of providers and staff. (Item WPE2)	63%	80%
Hospital management takes action to address provider and staff concerns about workplace safety. (Item WPE3)	63%	79%

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

Table C-12. Item Average Percent Positive Response by Interaction With Patients – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 3 of 3)

Survey Items by Workplace Safety Composite Measure	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	40	39
<i># Respondents</i>	7,844	2,888
5. 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)	66%	79%
In this unit, providers and staff are trained on how to de-escalate or calm down aggressive behavior from patients or visitors. (Item WPC4)	65%	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*)	63%	74%
In this unit, there is a problem with patients or visitors being verbally aggressive toward providers or staff. (Item WPC2*)	47%	57%

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

Table C-13. Single Item Measure Average Percent Positive Response by Interaction With Patients – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results

Workplace Safety Single Items	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	40	39
<i># Respondents</i>	7,844	2,888
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*)	75%	76%
Workplace Safety and Reporting	% Strongly Agree/Agree	
I can report my concerns about workplace safety without fear of negative consequences for me. (Item WPF1)	75%	85%

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

Table C-14. Average Percentage of Respondents Reporting Work Stress/Burnout by Interaction With Patients – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 1 of 2)

Work Stress/Burnout	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	40	39
<i># Respondents</i>	7,844	2,888
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)	64%	71%
I have no symptoms of burnout.	27%	35%
I am under stress, and don’t always have as much energy as I did, but I don’t feel burned out.	36%	36%

Note: (1) The item’s survey location is shown after the item text; (2) "Experienced no symptoms of burnout" may not equal the sum of the separate response option percentages due to rounding.

Table C-14. Average Percentage of Respondents Reporting Work Stress/Burnout by Interaction With Patients – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 2 of 2)

Work Stress/Burnout	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	40	39
<i># Respondents</i>	7,844	2,888
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)	36%	29%
I am beginning to burn out and have one or more symptoms of burnout, e.g., emotional exhaustion.	23%	18%
The symptoms of burnout that I am experiencing won’t go away. I think about work frustrations a lot.	10%	7%
I feel completely burned out. I am at the point where I may need to seek help.	3%	4%

Note: (1) The item’s survey location is shown after the item text; (2) “Experienced one or more symptoms of burnout” may not equal the sum of the separate response option percentages due to rounding.

Table C-15. Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Workplace Safety by Interaction With Patients – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results

Unit/Work Area Workplace Safety Rating	Interaction With Patients	
	WITH Direct Interaction	WITHOUT Direct Interaction
<i># Hospitals</i>	40	39
<i># Respondents</i>	7,844	2,888
How would you rate your unit/work area on workplace safety for providers and staff? (Item WPH1)		
Excellent or Very Good	48%	63%
Excellent	17%	29%
Very Good	31%	35%
Good	33%	25%
Fair	15%	10%
Poor	4%	2%

Note: (1) The item’s survey location is shown after the item text; (2) Percentages may not add to 100 due to rounding. In addition, percentages for “Excellent” and “Very Good” may not add to subtotals for “Excellent or Very Good” due to rounding.

Appendix C: Results by Additional Respondent Characteristics

(4) Tenure in Current Unit/Work Area

Note: The number of hospitals and respondents by tenure in current unit/work area is shown in each table. The precise 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 C-16. Composite Measure Average Percent Positive Response by Tenure in Current Unit/Work Area – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results

Workplace Safety Composite Measures	Tenure in Current Unit/Work Area			
	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 Years or More
<i># Hospitals</i>	40	40	40	39
<i># Respondents</i>	1,716	4,441	1,928	2,644
1. Protection From Workplace Hazards	93%	90%	90%	92%
2. Supervisor, Manager, or Clinical Leader Support for Workplace Safety	85%	80%	81%	83%
3. Moving, Transferring, or Lifting Patients	77%	71%	73%	74%
4. Hospital Management Support for Workplace Safety	72%	65%	67%	72%
5. Workplace Aggression Policies, Procedures, and Training	71%	65%	67%	67%
6. Addressing Workplace Aggression From Patients or Visitors	60%	53%	54%	59%
Composite Measure Average	76%	71%	72%	74%

Table C-17. Item Average Percent Positive Response by Tenure in Current Unit/Work Area – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 1 of 3)

Survey Items by Workplace Safety Composite Measure	Tenure in Current Unit/Work Area			
	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 Years or More
# Hospitals	40	40	40	39
# Respondents	1,716	4,441	1,928	2,644
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%	91%	92%
In this unit, providers and staff are provided with the appropriate personal protective equipment (PPE). (Item WPA2)	94%	90%	89%	93%
In this unit, providers and staff use PPE appropriately. (Item WPA3)	91%	87%	89%	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)	81%	76%	76%	79%
My supervisor, manager, or clinical leader encourages providers and staff to report their concerns about workplace safety. (Item WPD2)	88%	82%	85%	86%
My supervisor, manager, or clinical leader can be trusted to do the right thing to keep providers and staff safe. (Item WPD3)	87%	81%	82%	84%

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

Table C-17. Item Average Percent Positive Response by Tenure in Current Unit/Work Area – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 2 of 3)

Survey Items by Workplace Safety Composite Measure	Tenure in Current Unit/Work Area			
	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 Years or More
# Hospitals	40	40	40	39
# Respondents	1,716	4,441	1,928	2,644
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%	77%	77%	77%
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)	80%	75%	76%	77%
In this unit, enough staff are available when needed to help move, transfer, or lift patients. (Item WPB3)	70%	60%	66%	68%
4. 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)	72%	65%	68%	73%
Hospital management provides adequate resources to ensure the safety of providers and staff. (Item WPE2)	74%	65%	67%	71%
Hospital management takes action to address provider and staff concerns about workplace safety. (Item WPE3)	71%	64%	66%	72%

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

Table C-17. Item Average Percent Positive Response by Tenure in Current Unit/Work Area – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 3 of 3)

Survey Items by Workplace Safety Composite Measure	Tenure in Current Unit/Work Area			
	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 Years or More
<i># Hospitals</i>	40	40	40	39
<i># Respondents</i>	1,716	4,441	1,928	2,644
5. 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%	66%	69%	67%
In this unit, providers and staff are trained on how to de-escalate or calm down aggressive behavior from patients or visitors. (Item WPC4)	69%	64%	66%	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*)	68%	62%	62%	65%
In this unit, there is a problem with patients or visitors being verbally aggressive toward providers or staff. (Item WPC2*)	51%	44%	47%	52%

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

Table C-18. Single Item Average Percent Positive Response by Tenure in Current Unit/Work Area – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results

Workplace Safety Single Items	Tenure in Current Unit/Work Area			
	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 Years or More
<i># Hospitals</i>	40	40	40	39
<i># Respondents</i>	1,716	4,441	1,928	2,644
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*)	78%	73%	77%	74%
Workplace Safety and Reporting	% Strongly Agree/Agree			
I can report my concerns about workplace safety without fear of negative consequences for me. (Item WPF1)	81%	75%	77%	81%

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

Table C-19. Average Percentage of Respondents Reporting Work Stress/Burnout by Tenure in Current Unit/Work Area – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 1 of 2)

Work Stress/Burnout	Tenure in Current Unit/Work Area			
	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 Years or More
<i># Hospitals</i>	40	40	40	39
<i># Respondents</i>	1,716	4,441	1,928	2,644
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%	63%	63%	66%
I have no symptoms of burnout.	41%	27%	25%	28%
I am under stress, and don’t always have as much energy as I did, but I don’t feel burned out.	35%	36%	38%	38%

Note: (1) The item’s survey location is shown after the item text; (2) "Experienced no symptoms of burnout" may not equal the sum of the separate response option percentages due to rounding.

Table C-19. Average Percentage of Respondents Reporting Work Stress/Burnout by Tenure in Current Unit/Work Area – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 2 of 2)

Work Stress/Burnout	Tenure in Current Unit/Work Area			
	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 Years or More
<i># Hospitals</i>	40	40	40	39
<i># Respondents</i>	1,716	4,441	1,928	2,644
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%	37%	37%	34%
I am beginning to burn out and have one or more symptoms of burnout, e.g., emotional exhaustion.	15%	24%	23%	21%
The symptoms of burnout that I am experiencing won’t go away. I think about work frustrations a lot.	7%	10%	10%	11%
I feel completely burned out. I am at the point where I may need to seek help.	3%	3%	3%	2%

Note: (1) The item’s survey location is shown after the item text; (2) "Experienced one or more symptoms of burnout" may not equal the sum of the separate response option percentages due to rounding.

Table C-20. Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Workplace Safety by Tenure in Current Unit/Work Area – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results

Unit/Work Area Workplace Safety Rating	Tenure in Current Unit/Work Area			
	Less Than 1 Year	1 to 5 Years	6 to 10 Years	11 Years or More
<i># Hospitals</i>	40	40	40	39
<i># Respondents</i>	1,716	4,441	1,928	2,644
How would you rate your unit/work area on workplace safety for providers and staff? (Item WPH1)				
Excellent or Very Good	58%	49%	53%	56%
Excellent	27%	20%	21%	19%
Very Good	31%	30%	32%	37%
Good	29%	32%	32%	30%
Fair	9%	15%	12%	12%
Poor	3%	4%	3%	2%

Note: (1) The item’s survey location is shown after the item text; (2) Percentages may not add to 100 due to rounding. In addition, percentages for “Excellent” and “Very Good” may not add to subtotals for “Excellent or Very Good” due to rounding.



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