



# Surveys on Patient Safety Culture™

## EXECUTIVE SUMMARY 2018 HOSPITAL SURVEY DATABASE

This overview of survey findings summarizes how hospital employees perceive 12 areas of patient safety culture based on the 2018 Hospital Survey on Patient Safety Culture Database.



382,834 providers and staff respondents

12 areas of patient safety culture were assessed in the survey



average percent positive across all 12 areas was **65%**

### Areas of strength for most hospitals

82%



#### Teamwork Within Units

82% of respondents reported that they work well together as a team

80%



#### Management Support for Patient Safety

80% of respondents indicated that hospital management provides a work climate that promotes patient safety

72%



#### Organizational Learning

72% of respondents reported that mistakes lead to positive change

### Areas of potential for improvement for most hospitals

47%



#### Nonpunitive Response to Error

47% of respondents indicated that event reports are not held against them and that mistakes are not kept in their personnel file

48%



#### Handoffs and Transitions

48% of respondents indicated that information is not lost during transfers or shift changes

53%

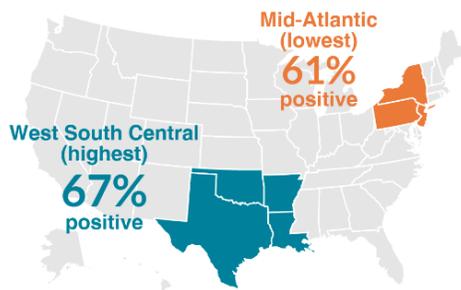


#### Staffing

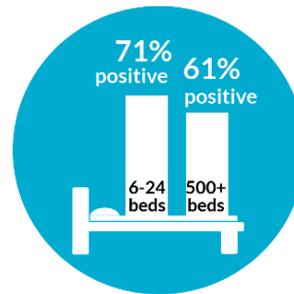
53% of respondents reported that there is sufficient staff to handle the workload

## Other key findings

» Highest and lowest average percent positive across all composites by geographic region and bed size



Geographic Region

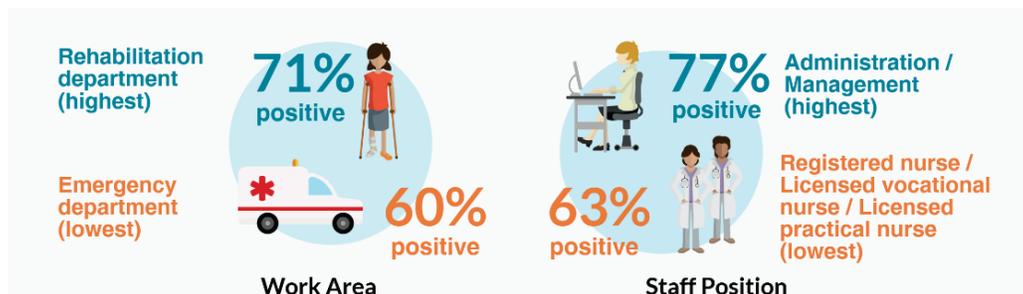


Bed Size

**Smaller hospitals**  
(6-24 beds) reported the highest percent positive

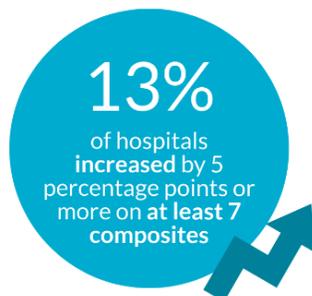
**Larger hospitals**  
(500+ beds) reported the lowest percent positive

» Highest and lowest average percent positive across all composites by work area and staff position



## Comparing results over time

» Trending results for 306 hospitals that submitted to the 2016 and 2018 database



**↑35%**   
of hospitals increased by 5 percentage points or more on **Nonpunitive Response to Error**

**↓21%**   
of hospitals decreased by 5 percentage points or more on **Staffing**

## What's next? Action planning for improvement

- 1 Define your goals
- 2 Plan your initiatives
- 3 Communicate your action plan

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](http://www.ahrq.gov/sops).

To view the full report: <https://www.ahrq.gov/sops/quality-patient-safety/patientsafetyculture/hospital/hosp-reports.html>

For information on data submission: <https://www.ahrq.gov/sops/quality-patient-safety/patientsafetyculture/hospital/resources/y2dbsubmission.html>