



Surveys on Patient Safety Culture™

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

Prepared for:

Agency for Healthcare Research and Quality
U.S. Department of Health and Human Services
5600 Fishers Lane
Rockville, MD 20857
www.ahrq.gov

Contract No. HHSP233201500026I/HHSP23337004T

Prepared by:

Westat, Rockville, MD

Ryan Hare, M.P.P.

Emily Rose Tyler, M.S.

Aileen Tapia

Lei Fan, M.D., Ph.D.

Sherrie Ji

Naomi Dyer Yount, Ph.D.

Katarzyna Zebrak, Ph.D.

Laura Gray, M.P.H.

Joann Sorra, Ph.D.

Theresa Famolaro, M.P.S., M.S., M.B.A.

AHRQ Publication No. 22(23)-0008

November 2022



Public Domain Notice. This document is in the public domain and may be used and reprinted without permission except those copyrighted materials noted for which further reproduction is prohibited without specific permission of copyright holders.

Surveys on Patient Safety Culture™ and SOPS® are trademarks of AHRQ.

Suggested Citation:

Hare R, Tyler ER, Tapia A, Fan L, et al. 2022 Updated Results for the AHRQ Surveys on Patient Safety Culture™ (SOPS®) Workplace Safety Supplemental Item Set for Hospitals. (Prepared by Westat, Rockville, MD, under Contract No. HHSP233201500026I/HHSP23337004T.) Rockville, MD: Agency for Healthcare Research and Quality; November 2022. AHRQ Publication No. 22(23)-0008.

The authors of this report are responsible for its content. Statements in the report should not be construed as endorsement by the Agency for Healthcare Research and Quality or the U.S. Department of Health and Human Services.

No investigators have any affiliations or financial involvement (e.g., employment, consultancies, honoraria, stock options, expert testimony, grants or patents received or pending, or royalties) that conflict with material presented in this report.

Table of Contents

Section	Page
Purpose and Use of This Report.....	1
Background and Response Rates	2
Hospital Characteristics	4
Respondent Characteristics.....	5
Composite Measure and Item Results	9
Composite Measure Results.....	9
Item Results	9
Appendix A: Results by Respondent Characteristics	16
Comparing Your Results	16
(1) Staff Position	17
(2) Unit/Work Area	28
Appendix B: Explanation of Calculations	49
Calculation of Percent Positive Scores.....	49
Item Percent Positive Response	49
Composite Measure Percent Positive Response	50
Item and Composite Measure Percent Positive Scores Example.....	50
Average Percent Positive Scores.....	51

List of Tables

Tables	Page
Table 1. Number of Participating Hospitals and Respondents.....	1
Table 2. SOPS Workplace Safety Composite Measures	2
Table 3. Response Rate Statistics	3
Table 4. Hospital Characteristics.....	4
Table 5. Respondent Characteristics: Staff Position	5

Table 6.	Respondent Characteristics: Unit/Work Area.....	6
Table 7.	Other Respondent Characteristics	7
Table A-1.	Composite Measure Average Percent Positive Response by Staff Position	18
Table A-2.	Item Average Percent Positive Response by Staff Position	19
Table A-3.	Single Item Measure Average Percent Positive Response by Staff Position	24
Table A-4.	Average Percentage of Respondents Reporting Work Stress/Burnout by Staff Position	25
Table A-5.	Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Workplace Safety by Staff Position	27
Table A-6.	Composite Measure Average Percent Positive Response by Unit/Work Area	29
Table A-7.	Item Average Percent Positive Response by Unit/Work Area	31
Table A-8.	Single Item Measure Average Percent Positive Response by Unit/Work Area.....	41
Table A-9.	Average Percentage of Respondents Reporting Work Stress/Burnout by Unit/Work Area	43
Table A-10.	Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Workplace Safety by Unit/Work Area.....	47
Table B-1.	Example of Computing Composite Measure Percent Positive Scores for the SOPS Workplace Safety Supplemental Item Set for Hospitals	51

List of Charts

Charts

Chart 1.	SOPS Workplace Safety Composite Measure Results Average Percent Positive Response	10
Chart 2.	SOPS Workplace Safety Item Results - Average Percent Positive Response.....	11
Chart 3.	SOPS Workplace Safety Item Results - Average Percent Positive Response to Single Items	13
Chart 4.	SOPS Workplace Safety Item Results - Average Percentage of Respondents Reporting Burnout.....	14
Chart 5.	SOPS Workplace Safety Item Results - Average Unit/Work Area Rating on Workplace Safety for Providers and Staff	15

Purpose and Use of This Report

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

This report is an update to a [November 2021 report](#) of results from the pilot study of the SOPS Workplace Safety Supplemental Item Set for Hospitals. This updated report provides results from a total of 40 U.S. hospitals and 11,710 respondents. It includes 27 hospitals that participated in the pilot study from May to June 2021, as well as 13 hospitals that administered the SOPS Workplace Safety Supplemental Item Set from February to July 2022 and submitted to the 2022 SOPS Hospital Database (Table 1).

Table 1. Number of Participating Hospitals and Respondents

Overall Statistic	Retained From the Pilot Study	New Data Submitted to the 2022 SOPS Hospital Database	Total
Number of hospitals	27	13	40
Number of individual survey respondents	6,681	5,029	11,710

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.

Background and Response Rates

The SOPS Workplace Safety Supplemental Item Set for Hospitals includes 16 survey items grouped into 6 composite measures (a composite measure consists of 2 to 3 survey items that assess the same area of workplace safety culture), described in Table 2. The survey items use 5-point agreement scales (“Strongly disagree” to “Strongly agree”), 5-point frequency scales (“Never” to “Always”) and include a “Does not apply or Don’t know” response option.

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 Item Set for Hospitals includes two background items that ask about job satisfaction and intent to leave the hospital.

Table 2. SOPS Workplace Safety Composite Measures

Workplace Safety Composite Measures	Definition: The extent to which...	Number of Items	Reliability (Cronbach’s Alpha)
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	0.87
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	0.83
Addressing Workplace Aggression From Patients or Visitors	Physical and verbal aggression from patients or visitors is appropriately addressed.	2	0.89
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	0.67
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	0.92
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	0.96

Response Rate Statistics

The number of respondents, number of surveys administered, and response rates for the SOPS Workplace Safety Supplemental Item Set for Hospitals are shown in Table 3.

Table 3. Response Rate Statistics

Overall Response Rate Information	Statistic
Number of respondents	11,710
Number of surveys distributed	34,213
Overall response rate	34%
Average Response Rate Information	Statistic
Average number of respondents per hospital (range: 21 to 1,372)	293
Average number of surveys distributed per hospital (range: 52 to 3,130)	855
Average hospital response rate (range: 9% to 65%)	39%

Hospital Characteristics

This section presents the characteristics of participating hospitals compared with hospitals registered with the American Hospital Association (AHA).

Table 4. Hospital Characteristics

Bed Size	AHA-Registered Hospitals (n = 6,165)		Participating Hospitals (n=40)	
	Number	Percent	Number	Percent
6-24 beds	866	14%	7	18%
25-49 beds	1,398	23%	6	15%
50-99 beds	1,181	19%	8	20%
100-199 beds	1,219	20%	11	28%
200 beds or more	1,501	24%	8	20%
Teaching Status	Number	Percent	Number	Percent
Nonteaching	3,550	58%	26	65%
Teaching	2,615	42%	14	35%
Hospital Ownership	Number	Percent	Number	Percent
Government (Federal and non-Federal)	1,427	23%	15	38%
Nongovernment not for profit	3,137	51%	18	45%
Investor owned (for profit)	1,601	26%	7	18%
Census Region	Number	Percent	Number	Percent
Northeast	782	13%	8	20%
South	2,527	41%	10	25%
Midwest	1,670	27%	13	33%
West	1,186	19%	9	23%

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

- Northeast: CT, MA, ME, NH, RI, VT, NJ, NY, PA
- South: AL, AR, DC, DE, FL, GA, KY, LA, MD, MS, NC, OK, SC, TN, TX, VA, WV, Puerto Rico, Virgin Islands
- Midwest: IA, IL, IN, KS, MI, MN, MO, ND, NE, OH, SD, WI
- West: AK, AZ, CA, CO, HI, ID, MT, NM, OR, NV, UT, WA, WY, American Samoa, Guam, Marshall Islands, Northern Mariana Islands

Respondent Characteristics

This section describes the characteristics of the respondents within the hospitals.

Table 5. Respondent Characteristics: Staff Position

Staff Position	Respondents	
	Number	Percent
Nursing		
Advanced Practice Nurse (NP, CRNA, CNS, CNM)	143	1%
Licensed Vocational Nurse (LVN), Licensed Practical Nurse (LPN)	149	1%
Patient Care Aide, Nursing Assistant	748	6%
Registered Nurse (RN)	3,581	31%
Nursing Subtotal	4,621	40%
Medical		
Physician Assistant	48	<1%
Resident, Intern	102	1%
Physician, Attending, Hospitalist	349	3%
Medical Subtotal	499	4%
Other Clinical Position		
Dietitian	48	<1%
Pharmacist, Pharmacy Technician	432	4%
Physical, Occupational, or Speech Therapist	397	3%
Psychologist	13	<1%
Respiratory Therapist	252	2%
Social Worker	147	1%
Technologist, Technician (EKG, Lab, Radiology)	792	7%
Other Clinical Position Subtotal	2,081	18%
Supervisor, Manager, Clinical Leader, Senior Leader		
Supervisor, Manager, Department Manager, Clinical Leader, Administrator	1,008	9%
Senior Leader, Executive, C-Suite	115	1%
Supervisor, Manager, Clinical Leader, Senior Leader Subtotal	1,123	10%
Support		
Facilities	194	2%
Food Services	134	1%
Housekeeping, Environmental Services	211	2%
Information Technology, Health Information Services, Clinical Informatics	331	3%
Security	75	1%
Transporter	35	<1%
Unit Clerk, Secretary, Receptionist, Office Staff	1,000	9%
Support Subtotal	1,980	17%
Other Staff Position	1,348	12%
Total	11,652	100%
Missing	58	--
Overall total	11,710	--

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

Table 6. Respondent Characteristics: Unit/Work Area

Unit/Work Area	Respondents	
	Number	Percent
Multiple Units, No Specific Unit	960	8%
Medical/Surgical Units		
Combined Medical/Surgical Unit	931	8%
Medical Unit (Nonsurgical)	177	2%
Surgical Unit	135	1%
Medical/Surgical Units Subtotal	1,243	11%
Patient Care Units		
Cardiology	313	3%
Emergency Department, Observation, Short Stay	799	7%
Gastroenterology	15	<1%
ICU (All Adult Types)	764	7%
Labor and Delivery, Obstetrics and Gynecology	331	3%
Oncology, Hematology	268	2%
Pediatrics (including NICU, PICU)	246	2%
Psychiatry, Behavioral Health	320	3%
Pulmonology	10	<1%
Rehabilitation, Physical Medicine	510	4%
Telemetry	142	1%
Patient Care Units Subtotal	3,718	32%
Surgical Services		
Anesthesiology	69	1%
Endoscopy, Colonoscopy	52	<1%
Pre Op, Operating Room/Suite, PACU/Post Op, Peri Op	604	5%
Surgical Services Subtotal	725	6%
Clinical Services		
Pathology, Lab	349	3%
Pharmacy	400	3%
Radiology, Imaging	395	3%
Respiratory Therapy	96	1%
Social Services, Case Management, Discharge Planning	170	1%
Clinical Services Subtotal	1,410	11%
Administration/Management		
Administration, Management	366	3%
Financial Services, Billing	288	3%
Human Resources, Training	83	1%
Information Technology, Health Information Management, Clinical Informatics	378	3%
Quality, Risk Management, Patient Safety	186	2%
Administration/Management Subtotal	1,301	12%

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

Table 6. Respondent Characteristics: Unit/Work Area (Continued)

Unit/Work Area	Respondents	
	Number	Percent
Support Services		
Admitting/Registration	266	2%
Food Services, Dietary	167	1%
Housekeeping, Environmental Services, Facilities	283	2%
Security Services	57	<1%
Transport	32	<1%
Support Services Subtotal	805	7%
Other Unit/Work Area	1,361	12%
Total	11,523	100%
Missing	187	--
Overall total	11,710	--

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

Table 7. Other Respondent Characteristics

Job Satisfaction (Workplace Safety Background Item)	Respondents	
	Number	Percent
Very Dissatisfied	266	3%
Dissatisfied	697	7%
Neither Satisfied nor Dissatisfied	1,506	15%
Satisfied	4,975	50%
Very Satisfied	2,515	25%
Total	9,959	100%
Missing	1,751	--
Overall total	11,710	--
Considering Leaving Hospital (Workplace Safety Background Item)	Number	Percent
No	7,249	73%
Yes, to retire	336	3%
Yes, to take another job within healthcare	1,368	14
Yes, to take another job outside of healthcare	257	3%
Yes, other	675	7%
Total	9,885	100%
Missing	1,825	--
Overall total	11,710	--
Tenure in Hospital	Number	Percent
Less than 1 year	1,226	11%
1 to 5 years	3,742	35%
6 to 10 years	2,036	19%
11 or more years	3,725	35%
Total	10,729	100%
Missing	981	--
Overall total	11,710	--

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

Table 7. Other Respondent Characteristics (Continued)

Tenure in Unit/Work Area	Respondents	
	Number	Percent
Less than 1 year	1,716	16%
1 to 5 years	4,441	41%
6 to 10 years	1,928	18%
11 or more years	2,644	25%
Total	10,729	100%
Missing	981	--
Overall total	11,710	--
Hours Worked per Week in Hospital	Number	Percent
Less than 30 hours per week	1,177	11%
30 to 40 hours per week	6,780	63%
More than 40 hours	2,775	26%
Total	10,732	100%
Missing	978	--
Overall total	11,710	--
Interaction With Patients	Number	Percent
Yes, I typically have direct interaction or contact with patients	7,844	73%
No, I typically do NOT have direct interaction or contact with patients	2,888	27%
Total	10,732	100%
Missing	978	--
Overall total	11,710	--

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

Composite Measure and Item Results

This section provides results for the SOPS Workplace Safety Supplemental Item Set for Hospitals composite measures and items. The methods for calculating the percent positive scores for the composite measures and items are described in Appendix B.

Composite Measure Results

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

- The composite measure with the highest average percent positive (90 percent) was *Protection From Workplace Hazards*.
- The composite measure with the lowest average percent positive (56 percent) was *Addressing Workplace Aggression From Patients or Visitors*.

Item Results

Chart 2 shows the average percent positive response for each of the 16 composite measure survey items. The items are grouped by the workplace safety composite measure they are intended to measure. As in Chart 1, the workplace safety composite measures are shown in order from the highest to lowest average percent positive response. Within each composite measure, the items are presented in the order in which they appear in the survey.

- The items with the highest average percent positive (91 percent) were: *“This unit has effective procedures to protect providers and staff from exposure to hazardous materials, contagious diseases, blood, or other bodily fluids”* and *“In this unit, providers and staff are provided with the appropriate personal protective equipment.”*
- The item with the lowest average percent positive (48 percent) was: *“In this unit, there is a problem with patients or visitors being **verbally** aggressive toward providers or staff.”*

Charts 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.

Chart 4 shows results from the item that asks respondents about the extent to which they are feeling symptoms of burnout.

Chart 5 shows results from the item that asks respondents to give their unit/work area an overall rating on workplace safety for providers and staff.

Chart 1. SOPS Workplace Safety Composite Measure Results
Average Percent Positive Response – 2022 Updated Results



Chart 2. SOPS Workplace Safety Item Results - Average Percent Positive Response – 2022 Updated Results



Chart 2. SOPS Workplace Safety Item Results - Average Percent Positive Response - 2022 Updated Results (continued)

4. Hospital Management Support for Workplace Safety

Average % Positive Response
(Strongly Agree/Agree)

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)



5. Workplace Aggression Policies, Procedures, and Training

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)



6. Addressing Workplace Aggression From Patients or Visitors

Average % Positive Response
(Strongly Disagree/Disagree)

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: An * indicates a negatively worded question where the % positive response is based on those who responded “Strongly Disagree” or “Disagree.”

Chart 3. SOPS Workplace Safety Item Results - Average Percent Positive Response to Single Items - 2022 Updated Results

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
(Strongly Disagree/Disagree)



Workplace Safety and Reporting

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

Average % Positive Response
(Strongly Agree/Agree)

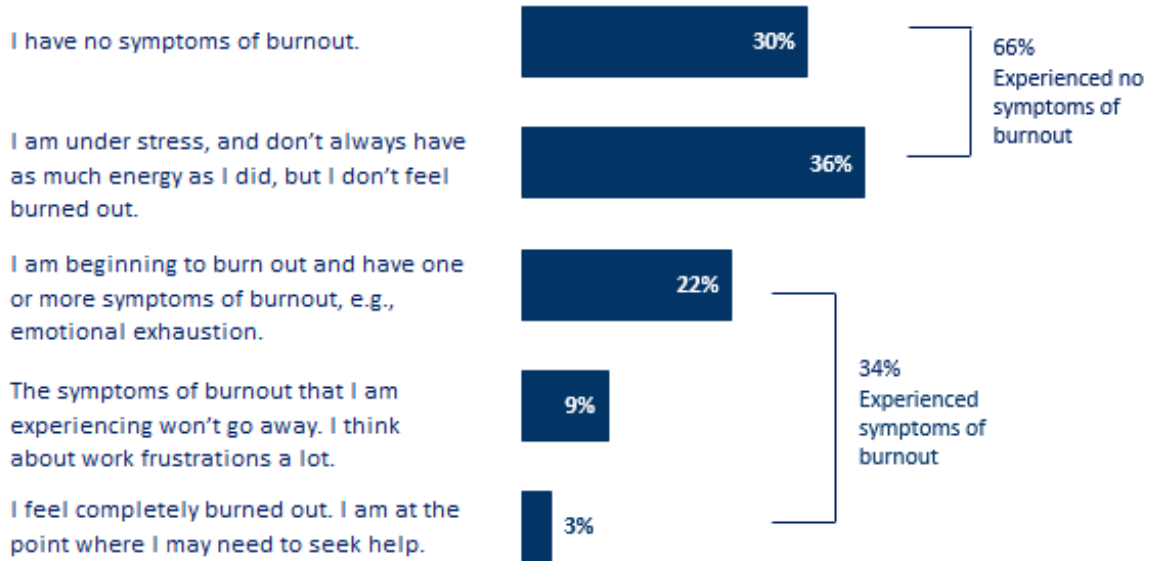


Note: An * indicates a negatively worded question where the % positive response is based on those who responded “Strongly Disagree” or “Disagree.”

Chart 4. SOPS Workplace Safety Item Results - Average Percentage of Respondents Reporting Burnout – 2022 Updated Results

Work Stress/Burnout

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



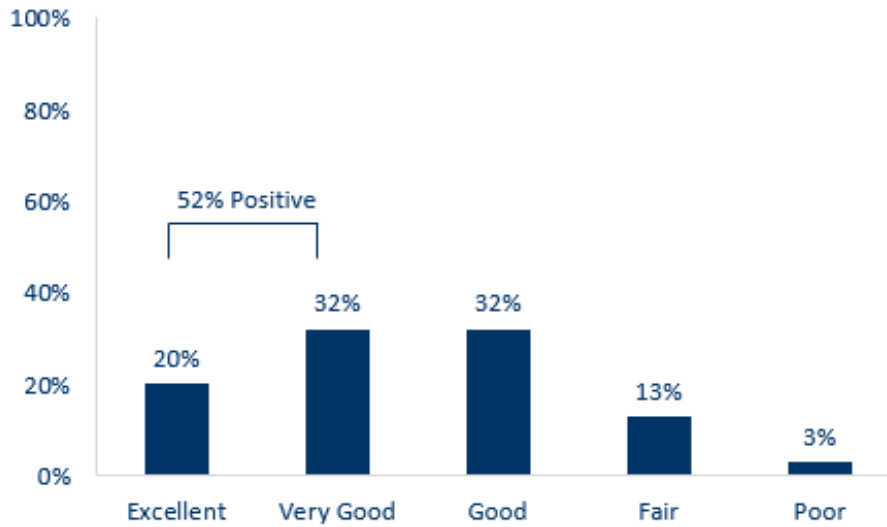
Notes:

(1) The Work Stress/Burnout item was adapted from Dr. Mark Linzer’s Mini-Z 2.0 survey tool (<https://www.professionalworklife.com/mini-z-survey>); (2) The final SOPS Workplace Safety Supplemental Item Set for Hospitals has slightly different wording for the third response option compared with what was included in the pilot test. The final wording for the third response option has been updated from “I am definitely burning out and have one or more symptoms of burnout, e.g., emotional exhaustion” to “I am beginning to burn out and have one or more symptoms of burnout, e.g., emotional exhaustion.” Pilot test hospitals used the prior version of the third response option and the hospitals that newly submitted their data used the updated option. The responses to the previous and updated third response options were combined for reporting (seen in Chart 4 above).

Chart 5. SOPS Workplace Safety Item Results - Average Unit/Work Area Rating on Workplace Safety for Providers and Staff – 2022 Updated Results

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)



Appendix A: Results by Respondent Characteristics

Appendix A presents data tables that show the average percent positive scores on the SOPS Workplace Safety Supplemental Item Set for Hospitals composite measures and items. Scores are broken down by the following respondent characteristics:

- Staff Position
- Unit/Work area

Comparing Your Results

To compare your hospital's Workplace Safety Supplemental Item Set results with the data in Appendix A, your hospital will have to compute your percent positive scores on the SOPS Workplace Safety Supplemental Item Set for Hospitals composite measures and items broken down by staff position and unit/work area.

Appendix A: Results by Respondent Characteristics

(1) Staff Position

Note 1: Hospitals 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 hospitals and respondents by staff position is shown in each table. The number of hospitals includes those hospitals that asked respondents to indicate their staff position. However, the precise number of hospitals and respondents corresponding to each data cell in the tables will vary because hospitals may have omitted a specific survey item and because of individual nonresponse/missing data.

Note 3: The survey staff positions are as follows:

Nursing

- 1 Advanced Practice Nurse (NP, CRNA, CNS, CNM)
- 2 Licensed Vocational Nurse (LVN), Licensed Practical Nurse (LPN)
- 3 Patient Care Aide, Hospital Aide, Nursing Assistant
- 4 Registered Nurse (RN)

Medical

- 5 Physician Assistant
- 6 Resident, Intern
- 7 Physician, Attending, Hospitalist

Other Clinical Position

- 8 Dietitian
- 9 Pharmacist, Pharmacy Technician
- 10 Physical, Occupational, or Speech Therapist
- 11 Psychologist
- 12 Respiratory Therapist
- 13 Social Worker
- 14 Technologist, Technician (e.g., EKG, Lab, Radiology)

Supervisor, Manager, Clinical Leader, Senior Leader

- 15 Supervisor, Manager, Department Manager, Clinical Leader, Administrator, Director
- 16 Senior Leader, Executive, C-Suite

Support

- 17 Facilities
- 18 Food Services
- 19 Housekeeping, Environmental Services
- 20 Information Technology, Health Information Services, Clinical Informatics
- 21 Security
- 22 Transporter
- 23 Unit Clerk, Secretary, Receptionist, Office Staff

Other

- 24 Other, please specify:

Table A-1. Composite Measure Average Percent Positive Response by Staff Position – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results

Workplace Safety Composite Measures	Staff Position									
	Advanced Practice Nurse (NP, CRNA, CNS, CNM)	Pat. Care Aide/ Nursing Asst.	Pharmacist/ Pharm Tech	Physician, Resident, Intern, PA	RN/ LVN/ LPN	Supv./Mgr. Clinical/Sr Leader	Support Staff	Tech-nologist/ Technician (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Other Clinical Staff
<i># Hospitals</i>	26	39	36	36	40	40	39	35	39	33
<i># Respondents</i>	143	748	432	499	3,730	1,123	1,980	792	649	208
1. Protection From Workplace Hazards	91%	85%	95%	95%	89%	95%	89%	90%	92%	91%
2. Supervisor, Manager, or Clinical Leader Support for Workplace Safety	78%	77%	86%	83%	79%	90%	81%	77%	81%	81%
3. Moving, Transferring, or Lifting Patients	71%	71%	74%	81%	67%	81%	79%	69%	77%	68%
4. Hospital Management Support for Workplace Safety	68%	65%	78%	71%	54%	83%	73%	66%	70%	66%
5. Workplace Aggression Policies, Procedures, and Training	66%	70%	68%	66%	62%	73%	70%	59%	70%	71%
6. Addressing Workplace Aggression From Patients or Visitors	50%	45%	68%	51%	51%	65%	53%	64%	71%	48%
Composite Measure Average	69%	69%	71%	73%	67%	82%	74%	71%	77%	67%

Table A-2. Item Average Percent Positive Response by Staff Position – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 1 of 5)

Survey Items by Workplace Safety Composite Measure	Staff Position									
	Advanced Practice Nurse (NP, CRNA, CNS, CNM)	Pat. Care Aide/ Nursing Asst.	Pharmacist/ Pharm Tech	Physician, Resident, Intern, PA	RN/ LVN/ LPN	Supv./Mgr. Clinical/Sr Leader	Support Staff	Tech-nologist/ Technician (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Other Clinical Staff
# Hospitals	26	39	36	36	40	40	39	35	39	33
# Respondents	143	748	432	499	3,730	1,123	1,980	792	649	208
1. Protection From Workplace Hazards	% Strongly Agree/Agree									
This unit has effective procedures to protect providers and staff from exposure to hazardous materials, contagious diseases, blood, or other bodily fluids. (Item WPA1)	92%	84%	94%	96%	91%	96%	90%	90%	93%	91%
In this unit, providers and staff are provided with the appropriate personal protective equipment (PPE). (Item WPA2)	91%	88%	96%	97%	89%	96%	90%	93%	94%	93%
In this unit, providers and staff use PPE appropriately. (Item WPA3)	90%	83%	93%	91%	88%	93%	88%	88%	90%	91%

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

Table A-2. Item Average Percent Positive Response by Staff Position – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 2 of 5)

Survey Items by Workplace Safety Composite Measure	Staff Position									
	Advanced Practice Nurse (NP, CRNA, CNS, CNM)	Pat. Care Aide/ Nursing Asst.	Pharmacist/ Pharm Tech	Physician, Resident, Intern, PA	RN/ LVN/ LPN	Supv./Mgr. Clinical/Sr Leader	Support Staff	Tech-nologist/ Technician (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Other Clinical Staff
# Hospitals	26	39	36	36	40	40	39	35	39	33
# Respondents	143	748	432	499	3,730	1,123	1,980	792	649	208
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%	73%	82%	76%	76%	85%	77%	73%	75%	76%
My supervisor, manager, or clinical leader encourages providers and staff to report their concerns about workplace safety. (Item WPD2)	80%	80%	88%	86%	83%	93%	83%	81%	85%	86%
My supervisor, manager, or clinical leader can be trusted to do the right thing to keep providers and staff safe. (Item WPD3)	80%	78%	87%	86%	79%	92%	83%	78%	84%	80%

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

Table A-2. Item Average Percent Positive Response by Staff Position – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 3 of 5)

Survey Items by Workplace Safety Composite Measure	Staff Position									
	Advanced Practice Nurse (NP, CRNA, CNS, CNM)	Pat. Care Aide/ Nursing Asst.	Pharmacist/ Pharm Tech	Physician, Resident, Intern, PA	RN/ LVN/ LPN	Supv./Mgr. Clinical/Sr Leader	Support Staff	Tech-nologist/ Technician (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Other Clinical Staff
# Hospitals	26	39	36	36	40	40	39	35	39	33
# Respondents	143	748	432	499	3,730	1,123	1,980	792	649	208
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)	69%	76%	73%	82%	72%	85%	81%	73%	82%	75%
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)	75%	78%	69%	82%	70%	81%	82%	74%	80%	71%
In this unit, enough staff are available when needed to help move, transfer, or lift patients. (Item WPB3)	63%	58%	75%	79%	57%	78%	74%	61%	69%	58%

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

Table A-2. Item Average Percent Positive Response by Staff Position – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 4 of 5)

Survey Items by Workplace Safety Composite Measure	Staff Position									
	Advanced Practice Nurse (NP, CRNA, CNS, CNM)	Pat. Care Aide/ Nursing Asst.	Pharmacist/ Pharm Tech	Physician, Resident, Intern, PA	RN/ LVN/ LPN	Supv./Mgr. Clinical/Sr Leader	Support Staff	Tech-nologist/ Technician (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Other Clinical Staff
# Hospitals	26	39	36	36	40	40	39	35	39	33
# Respondents	143	748	432	499	3,730	1,123	1,980	792	649	208
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)	69%	63%	79%	70%	53%	84%	74%	66%	71%	66%
Hospital management provides adequate resources to ensure the safety of providers and staff. (Item WPE2)	63%	67%	78%	67%	52%	82%	74%	66%	71%	65%
Hospital management takes action to address provider and staff concerns about workplace safety. (Item WPE3)	69%	64%	77%	75%	55%	84%	71%	65%	67%	70%

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

Table A-2. Item Average Percent Positive Response by Staff Position – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 5 of 5)

Survey Items by Workplace Safety Composite Measure	Staff Position									
	Advanced Practice Nurse (NP, CRNA, CNS, CNM)	Pat. Care Aide/ Nursing Asst.	Pharmacist/ Pharm Tech	Physician, Resident, Intern, PA	RN/ LVN/ LPN	Supv./Mgr. Clinical/Sr Leader	Support Staff	Tech-nologist/ Technician (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Other Clinical Staff
# Hospitals	26	39	36	36	40	40	39	35	39	33
# Respondents	143	748	432	499	3,730	1,123	1,980	792	649	208
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)	63%	68%	76%	66%	61%	76%	74%	67%	74%	67%
In this unit, providers and staff are trained on how to deescalate or calm down aggressive behavior from patients or visitors. (Item WPC4)	68%	72%	62%	66%	63%	70%	65%	51%	67%	75%
6. Addressing Workplace Aggression From Patients or Visitors	% Strongly Disagree/Disagree									
In this unit, there is a problem with patients or visitors being physically aggressive toward providers or staff. (Item WPC1*)	57%	51%	75%	60%	60%	73%	63%	71%	77%	57%
In this unit, there is a problem with patients or visitors being verbally aggressive toward providers or staff. (Item WPC2*)	44%	40%	59%	43%	41%	57%	45%	56%	65%	40%

Note: The item’s survey location is shown after the item text. An * indicates a negatively worded item, where the % Strongly Disagree/Disagree indicates a positive response.

Table A-3. Single Item Measure Average Percent Positive Response by Staff Position – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results

Workplace Safety Single Items	Staff Position									
	Advanced Practice Nurse (NP, CRNA, CNS, CNM)	Pat. Care Aide/ Nursing Asst.	Pharmacist/ Pharm Tech	Physician, Resident, Intern, PA	RN/ LVN/ LPN	Supv./Mgr. Clinical/Sr Leader	Support Staff	Tech-nologist/ Technician (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Other Clinical Staff
# Hospitals	26	39	36	36	40	40	39	35	39	33
# Respondents	143	748	432	499	3,730	1,123	1,980	792	649	208
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%	72%	70%	84%	73%	79%	75%	68%	80%	79%
Workplace Safety and Reporting	% Strongly Agree/Agree									
I can report my concerns about workplace safety without fear of negative consequences for me. (Item WPF1)	77%	69%	83%	81%	71%	91%	78%	73%	77%	75%

Note: The item’s survey location is shown after the item text. An * indicates a negatively worded item, where the % Strongly Disagree/Disagree indicates a positive response.

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

Work Stress/Burnout	Staff Position									
	Advanced Practice Nurse (NP, CRNA, CNS, CNM)	Pat. Care Aide/ Nursing Asst.	Pharmacist/ Pharm Tech	Physician, Resident, Intern, PA	RN/ LVN/ LPN	Supv./Mgr. Clinical/Sr Leader	Support Staff	Tech-nologist/ Technician (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Other Clinical Staff
# Hospitals	26	39	36	36	40	40	39	35	39	33
# Respondents	143	748	432	499	3,730	1,123	1,980	792	649	208
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)	60%	64%	70%	76%	61%	66%	75%	66%	63%	68%
I have no symptoms of burnout.	34%	36%	35%	24%	23%	21%	41%	34%	26%	22%
I am under stress, and don’t always have as much energy as I did, but I don’t feel burned out.	26%	28%	35%	51%	38%	45%	34%	32%	37%	46%

Notes: 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 A-4. Average Percentage of Respondents Reporting Work Stress/Burnout by Staff Position – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 2 of 2)

Work Stress/Burnout	Staff Position									
	Advanced Practice Nurse (NP, CRNA, CNS, CNM)	Pat. Care Aide/ Nursing Asst.	Pharmacist/ Pharm Tech	Physician, Resident, Intern, PA	RN/ LVN/ LPN	Supv./Mgr. Clinical/Sr Leader	Support Staff	Tech-nologist/ Technician (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Other Clinical Staff
# Hospitals	26	39	36	36	40	40	39	35	39	33
# Respondents	143	748	432	499	3,730	1,123	1,980	792	649	208
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)	40%	36%	30%	24%	39%	34%	25%	34%	37%	32%
I am beginning to burn out and have one or more symptoms of burnout, e.g., emotional exhaustion.	18%	27%	20%	15%	25%	24%	17%	20%	23%	20%
The symptoms of burnout that I am experiencing won’t go away. I think about work frustrations a lot.	17%	6%	9%	8%	11%	8%	6%	8%	12%	8%
I feel completely burned out. I am at the point where I may need to seek help.	5%	2%	2%	1%	4%	2%	3%	5%	2%	4%

Notes: 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 A-5. Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Workplace Safety by Staff Position – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results

Unit/Work Area Workplace Safety Rating	Staff Position									
	Advanced Practice Nurse (NP, CRNA, CNS, CNM)	Pat. Care Aide/ Nursing Asst.	Pharmacist/ Pharm Tech	Physician, Resident, Intern, PA	RN/ LVN/ LPN	Supv./Mgr. Clinical/Sr Leader	Support Staff	Tech-nologist/ Technician (EKG, Lab, Radiol)	Therapist (Respir, Phys, Occup, Speech)	Other Clinical Staff
# Hospitals	26	39	36	36	40	40	39	35	39	33
# Respondents	143	748	432	499	3,730	1,123	1,980	792	649	208
How would you rate your unit/work area on workplace safety for providers and staff? (Item WPH1)										
Excellent or Very Good	53%	42%	62%	54%	40%	68%	55%	53%	56%	56%
Excellent	22%	18%	26%	19%	11%	28%	26%	19%	17%	19%
Very Good	31%	24%	36%	35%	29%	41%	28%	34%	39%	37%
Good	23%	36%	28%	30%	36%	22%	31%	35%	27%	25%
Fair	14%	17%	9%	12%	19%	8%	12%	11%	14%	16%
Poor	10%	5%	2%	4%	5%	1%	2%	2%	3%	2%

Notes: 1) The item’s survey location is shown after the item text; 2) Percentages may not add to 100 due to rounding; 3) “Excellent or Very Good” may not equal the sum of the separate response option percentages due to rounding.

Appendix A: Results by Respondent Characteristics

(2) Unit/Work Area

Note 1: Hospitals that did not ask respondents to indicate their unit/work area were excluded from these breakout tables. In addition, respondents who selected “Many different hospital units, No specific unit,” or “Other,” or who did not answer (missing) were not included.

Note 2: The number of hospitals and respondents by unit/work area is shown in each table. The number of hospitals includes those hospitals that asked respondents to indicate their unit/work area. However, the precise number of hospitals and respondents corresponding to each data cell in the tables will vary because hospitals may have omitted a specific survey item and because of individual nonresponse/missing data.

Note 3: The survey unit/work areas are as follows. Results for Gastroenterology and Pulmonology are not presented due to the low number of respondents.

Multiple Units, No specific unit

- 1 Many different hospital units, No specific unit

Medical/Surgical Units

- 2 Combined Medical/Surgical Unit
- 3 Medical Unit (Nonsurgical)
- 4 Surgical Unit

Patient Care Units

- 5 Cardiology
- 6 Emergency Department, Observation, Short Stay
- 7 Gastroenterology
- 8 ICU (All Adult Types)
- 9 Labor & Delivery, Obstetrics & Gynecology
- 10 Oncology, Hematology
- 11 Pediatrics (including NICU, PICU)
- 12 Psychiatry, Behavioral Health
- 13 Pulmonology
- 14 Rehabilitation, Physical Medicine
- 15 Telemetry

Surgical Services

- 16 Anesthesiology
- 17 Endoscopy, Colonoscopy
- 18 Pre Op, Operating Room/Suite, PACU/Post Op, Peri Op

Clinical Services

- 19 Pathology, Lab
- 20 Pharmacy
- 21 Radiology, Imaging
- 22 Respiratory Therapy
- 23 Social Services, Case Management, Discharge Planning

Administration/Management

- 24 Administration, Management
- 25 Financial Services, Billing
- 26 Human Resources, Training
- 27 Information Technology, Health Information Management, Clinical Informatics
- 28 Quality, Risk Management, Patient Safety

Support Services

- 29 Admitting/Registration
- 30 Food Services, Dietary
- 31 Housekeeping, Environmental Services, Facilities
- 32 Security Services
- 33 Transport

Other

- 34 Other, please specify:

Table A-6. Composite Measure Average Percent Positive Response by Unit/Work Area – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 1 of 2)

Workplace Safety Composite Measures	Unit/Work Area								
	Admin/ Mgmt	Medical/ Surgical	Pathology/ Lab	Pharmacy	Radiology/ Imaging	Respiratory Therapy	Social Services/ Case Mgmt/ Discharge	Support Services	Surgical Services
<i># Hospitals</i>	37	38	33	35	31	26	30	36	29
<i># Respondents</i>	1,301	1,243	349	400	395	96	170	805	725
1. Protection From Workplace Hazards	93%	91%	94%	95%	91%	92%	93%	87%	93%
2. Supervisor, Manager, or Clinical Leader Support for Workplace Safety	88%	81%	85%	88%	74%	87%	86%	79%	82%
3. Moving, Transferring, or Lifting Patients	85%	72%	80%	72%	66%	62%	91%	79%	79%
4. Hospital Management Support for Workplace Safety	84%	62%	71%	79%	62%	74%	74%	72%	64%
5. Workplace Aggression Policies, Procedures, and Training	75%	64%	63%	72%	53%	67%	79%	66%	63%
6. Addressing Workplace Aggression From Patients or Visitors	66%	51%	60%	73%	63%	60%	50%	52%	72%
Composite Measure Average	82%	70%	78%	70%	69%	70%	87%	73%	76%

Table A-6. Composite Measure Average Percent Positive Response by Unit/Work Area –2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 2 of 2)

Workplace Safety Composite Measures	Unit/Work Area (Patient Care Units)								
	Cardiology	ED/ Short Stay	ICU (All Adult Types)	Labor & Deliv/OB	Oncology/ Hematology	Peds, NICU, PICU	Psych/ Behavioral Health	Rehab/ Physical Medicine	Telemetry
<i># Hospitals</i>	19	33	22	20	20	12	22	36	16
<i># Respondents</i>	313	799	764	331	268	246	320	510	142
1. Protection From Workplace Hazards	94%	87%	88%	95%	94%	94%	86%	94%	82%
2. Supervisor, Manager, or Clinical Leader Support for Workplace Safety	81%	77%	75%	82%	81%	76%	79%	85%	77%
3. Moving, Transferring, or Lifting Patients	75%	58%	62%	76%	64%	76%	64%	81%	49%
4. Hospital Management Support for Workplace Safety	71%	53%	50%	64%	70%	52%	49%	72%	38%
5. Workplace Aggression Policies, Procedures, and Training	69%	55%	61%	65%	67%	62%	78%	69%	57%
6. Addressing Workplace Aggression From Patients or Visitors	66%	18%	38%	57%	74%	64%	30%	72%	22%
Composite Measure Average	74%	58%	62%	73%	73%	72%	60%	79%	56%

Table A-7. Item Average Percent Positive Response by Unit/Work Area – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 1 of 10)

Survey Items by Workplace Safety Composite Measure	Unit/Work Area								
	Admin/ Mgmt	Medical/ Surgical	Pathology/ Lab	Pharmacy	Radiology/ Imaging	Respiratory Therapy	Social Services/ Case Mgmt/ Discharge	Support Services	Surgical Services
<i># Hospitals</i>	37	38	33	35	31	26	30	36	29
<i># Respondents</i>	1,301	1,243	349	400	395	96	170	805	725
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%	91%	95%	95%	90%	92%	88%	87%	93%
In this unit, providers and staff are provided with the appropriate personal protective equipment (PPE). (Item WPA2)	94%	92%	95%	97%	91%	89%	93%	88%	94%
In this unit, providers and staff use PPE appropriately. (Item WPA3)	93%	89%	91%	95%	92%	97%	97%	87%	92%

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

Table A-7. Item Average Percent Positive Response by Unit/Work Area – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 2 of 10)

Survey Items by Workplace Safety Composite Measure	Unit/Work Area (Patient Care Units)								
	Cardiology	ED/ Short Stay	ICU (All Adult Types)	Labor & Deliv/OB	Oncology/ Hematology	Peds, NICU, PICU	Psych/ Behavioral Health	Rehab/ Physical Medicine	Telemetry
<i># Hospitals</i>	19	33	22	20	20	12	22	36	16
<i># Respondents</i>	313	799	764	331	268	246	320	510	142
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%	86%	89%	97%	95%	93%	88%	95%	86%
In this unit, providers and staff are provided with the appropriate personal protective equipment (PPE). (Item WPA2)	96%	88%	88%	93%	93%	95%	85%	95%	79%
In this unit, providers and staff use PPE appropriately. (Item WPA3)	92%	86%	88%	94%	93%	95%	86%	91%	82%

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

Table A-7. Item Average Percent Positive Response by Unit/Work Area – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 3 of 10)

Survey Items by Workplace Safety Composite Measure	Unit/Work Area								
	Admin/ Mgmt	Medical/ Surgical	Pathology/ Lab	Pharmacy	Radiology/ Imaging	Respiratory Therapy	Social Services/ Case Mgmt/ Discharge	Support Services	Surgical Services
<i># Hospitals</i>	37	38	33	35	31	26	30	36	29
<i># Respondents</i>	1,301	1,243	349	400	395	96	170	805	725
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%	80%	83%	83%	68%	87%	78%	76%	77%
My supervisor, manager, or clinical leader encourages providers and staff to report their concerns about workplace safety. (Item WPD2)	89%	81%	86%	91%	81%	85%	91%	80%	85%
My supervisor, manager, or clinical leader can be trusted to do the right thing to keep providers and staff safe. (Item WPD3)	91%	81%	85%	90%	74%	90%	86%	80%	85%

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

Table A-7. Item Average Percent Positive Response by Unit/Work Area – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 4 of 10)

Survey Items by Workplace Safety Composite Measure	Unit/Work Area (Patient Care Units)								
	Cardiology	ED/ Short Stay	ICU (All Adult Types)	Labor & Deliv/OB	Oncology/ Hematology	Peds, NICU, PICU	Psych/ Behavioral Health	Rehab/ Physical Medicine	Telemetry
<i># Hospitals</i>	19	33	22	20	20	12	22	36	16
<i># Respondents</i>	313	799	764	331	268	246	320	510	142
2. Supervisor, Manager, or Clinical Leader Support for Workplace Safety	% Strongly Agree/Agree								
My supervisor, manager, or clinical leader regularly monitors the workplace to identify unsafe working conditions for providers and staff. (Item WPD1)	78%	71%	71%	78%	73%	74%	76%	77%	72%
My supervisor, manager, or clinical leader encourages providers and staff to report their concerns about workplace safety. (Item WPD2)	82%	81%	78%	84%	85%	79%	81%	88%	79%
My supervisor, manager, or clinical leader can be trusted to do the right thing to keep providers and staff safe. (Item WPD3)	84%	79%	76%	82%	85%	77%	77%	88%	81%

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

Table A-7. Item Average Percent Positive Response by Unit/Work Area – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 5 of 10)

Survey Items by Workplace Safety Composite Measure	Unit/Work Area								
	Admin/ Mgmt	Medical/ Surgical	Pathology/ Lab	Pharmacy	Radiology/ Imaging	Respiratory Therapy	Social Services/ Case Mgmt/ Discharge	Support Services	Surgical Services
<i># Hospitals</i>	37	38	33	35	31	26	30	36	29
<i># Respondents</i>	1,301	1,243	349	400	395	96	170	805	725
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)	87%	80%	83%	68%	69%	75%	89%	83%	83%
In this unit, staff use equipment or assistive devices when needed to help move, transfer, or lift patients, even if it takes more time. (Item WPB2)	83%	77%	84%	64%	73%	61%	96%	80%	81%
In this unit, enough staff are available when needed to help move, transfer, or lift patients. (Item WPB3)	85%	61%	72%	72%	56%	56%	91%	74%	74%

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

Table A-7. Item Average Percent Positive Response by Unit/Work Area – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 6 of 10)

Survey Items by Workplace Safety Composite Measure	Unit/Work Area (Patient Care Units)								
	Cardiology	ED/ Short Stay	ICU (All Adult Types)	Labor & Deliv/OB	Oncology/ Hematology	Peds, NICU, PICU	Psych/ Behavioral Health	Rehab/ Physical Medicine	Telemetry
<i># Hospitals</i>	19	33	22	20	20	12	22	36	16
<i># Respondents</i>	313	799	764	331	268	246	320	510	142
3. Moving, Transferring, or Lifting Patients	% Always/Most of the Time								
Equipment or assistive devices are available when needed to help move, transfer, or lift patients in this unit. (Item WPB1)	83%	61%	70%	80%	57%	81%	76%	86%	50%
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%	57%	65%	75%	68%	79%	67%	86%	59%
In this unit, enough staff are available when needed to help move, transfer, or lift patients. (Item WPB3)	66%	57%	51%	73%	70%	69%	50%	70%	37%

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

Table A-7. Item Average Percent Positive Response by Unit/Work Area – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 7 of 10)

Survey Items by Workplace Safety Composite Measure	Unit/Work Area								
	Admin/ Mgmt	Medical/ Surgical	Pathology/ Lab	Pharmacy	Radiology/ Imaging	Respiratory Therapy	Social Services/ Case Mgmt/ Discharge	Support Services	Surgical Services
# Hospitals	37	38	33	35	31	26	30	36	29
# Respondents	1,301	1,243	349	400	395	96	170	805	725
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)	85%	62%	74%	81%	62%	73%	75%	74%	62%
Hospital management provides adequate resources to ensure the safety of providers and staff. (Item WPE2)	84%	61%	71%	79%	62%	75%	74%	72%	65%
Hospital management takes action to address provider and staff concerns about workplace safety. (Item WPE3)	83%	63%	69%	77%	63%	76%	74%	72%	64%

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

Table A-7. Item Average Percent Positive Response by Unit/Work Area – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 8 of 10)

Survey Items by Workplace Safety Composite Measure	Unit/Work Area (Patient Care Units)								
	Cardiology	ED/ Short Stay	ICU (All Adult Types)	Labor & Deliv/OB	Oncology/ Hematology	Peds, NICU, PICU	Psych/ Behavioral Health	Rehab/ Physical Medicine	Telemetry
# Hospitals	19	33	22	20	20	12	22	36	16
# Respondents	313	799	764	331	268	246	320	510	142
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)	71%	53%	49%	64%	72%	54%	52%	72%	38%
Hospital management provides adequate resources to ensure the safety of providers and staff. (Item WPE2)	73%	51%	50%	66%	71%	53%	46%	73%	39%
Hospital management takes action to address provider and staff concerns about workplace safety. (Item WPE3)	69%	54%	50%	62%	67%	50%	47%	69%	38%

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

Table A-7. Item Average Percent Positive Response by Unit/Work Area – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 9 of 10)

Survey Items by Workplace Safety Composite Measure	Unit/Work Area								
	Admin/ Mgmt	Medical/ Surgical	Pathology/ Lab	Pharmacy	Radiology/ Imaging	Respiratory Therapy	Social Services/ Case Mgmt/ Discharge	Support Services	Surgical Services
# Hospitals	37	38	33	35	31	26	30	36	29
# Respondents	1,301	1,243	349	400	395	96	170	805	725
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)	82%	66%	73%	76%	63%	79%	78%	71%	70%
In this unit, providers and staff are trained on how to deescalate or calm down aggressive behavior from patients or visitors. (Item WPC4)	69%	64%	54%	67%	45%	55%	78%	60%	58%
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*)	78%	58%	68%	81%	68%	67%	58%	61%	80%
In this unit, there is a problem with patients or visitors being verbally aggressive toward providers or staff. (Item WPC2*)	55%	44%	51%	64%	58%	53%	44%	44%	64%

Note: The item’s survey location is shown after the item text. An * indicates a negatively worded item, where the % Strongly Disagree/Disagree indicates a positive response.

Table A-7. Item Average Percent Positive Response by Unit/Work Area – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 10 of 10)

Survey Items by Workplace Safety Composite Measure	Unit/Work Area (Patient Care Units)								
	Cardiology	ED/ Short Stay	ICU (All Adult Types)	Labor & Deliv/OB	Oncology/ Hematology	Peds, NICU, PICU	Psych/ Behavioral Health	Rehab/ Physical Medicine	Telemetry
# Hospitals	19	33	22	20	20	12	22	36	16
# Respondents	313	799	764	331	268	246	320	510	142
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%	48%	57%	64%	67%	60%	68%	70%	50%
In this unit, providers and staff are trained on how to deescalate or calm down aggressive behavior from patients or visitors. (Item WPC4)	66%	63%	65%	65%	66%	64%	87%	68%	68%
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*)	70%	24%	44%	66%	79%	74%	34%	79%	26%
In this unit, there is a problem with patients or visitors being verbally aggressive toward providers or staff. (Item WPC2*)	63%	13%	32%	47%	70%	55%	27%	64%	18%

Note: The item’s survey location is shown after the item text. An * indicates a negatively worded item, where the % Strongly Disagree/Disagree indicates a positive response.

Table A-8. Single Item Measure Average Percent Positive Response by Unit/Work Area– 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 1 of 2)

Workplace Safety Single Items	Unit/Work Area								
	Admin/ Mgmt	Medical/ Surgical	Pathology/ Lab	Pharmacy	Radiology/ Imaging	Respiratory Therapy	Social Services/ Case Mgmt/ Discharge	Support Services	Surgical Services
<i># Hospitals</i>	37	38	33	35	31	26	30	36	29
<i># Respondents</i>	1,301	1,243	349	400	395	96	170	805	725
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*)	77%	75%	65%	72%	72%	73%	76%	72%	60%
Workplace Safety and Reporting	% Strongly Agree/Agree								
I can report my concerns about workplace safety without fear of negative consequences for me. (Item WPF1)	88%	71%	74%	83%	73%	74%	75%	77%	73%

Note: The item’s survey location is shown after the item text. An * indicates a negatively worded item, where the % Strongly Disagree/Disagree indicates a positive response.

Table A-8. Single Item Measure Average Percent Positive Response by Unit/Work Area– 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 2 of 2)

Workplace Safety Single Items	Unit/Work Area (Patient Care Units)								
	Cardiology	ED/ Short Stay	ICU (All Adult Types)	Labor & Deliv/OB	Oncology/ Hematology	Peds, NICU, PICU	Psych/ Behavioral Health	Rehab/ Physical Medicine	Telemetry
<i># Hospitals</i>	19	33	22	20	20	12	22	36	16
<i># Respondents</i>	313	799	764	331	268	246	320	510	142
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*)	70%	75%	65%	57%	77%	62%	82%	82%	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)	81%	71%	66%	73%	78%	62%	72%	83%	64%

Note: The item’s survey location is shown after the item text. An * indicates a negatively worded item, where the % Strongly Disagree/Disagree indicates a positive response.

Table A-9. Average Percentage of Respondents Reporting Work Stress/Burnout by Unit/Work Area – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 1 of 4)

Work Stress/Burnout	Unit/Work Area								
	Admin/ Mgmt	Medical/ Surgical	Pathology/ Lab	Pharmacy	Radiology/ Imaging	Respiratory Therapy	Social Services/ Case Mgmt/ Discharge	Support Services	Surgical Services
<i># Hospitals</i>	37	38	33	35	31	26	30	36	29
<i># Respondents</i>	1,301	1,243	349	400	395	96	170	805	725
Using your own definition of “burnout,” please select one of the answers below: (Item WPG1)									
Experienced no symptoms of burnout. (Two response options below combined)	72%	60%	64%	72%	72%	68%	70%	71%	67%
I have no symptoms of burnout.	32%	25%	25%	35%	34%	32%	27%	43%	26%
I am under stress, and don’t always have as much energy as I did, but I don’t feel burned out.	40%	34%	39%	37%	38%	35%	43%	27%	41%

Notes: 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 A-9. Average Percentage of Respondents Reporting Work Stress/Burnout by Unit/Work Area – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 2 of 4)

Work Stress/Burnout	Unit/Work Area (Patient Care Units)								
	Cardiology	ED/ Short Stay	ICU (All Adult Types)	Labor & Deliv/OB	Oncology/ Hematology	Peds, NICU, PICU	Psych/ Behavioral Health	Rehab/ Physical Medicine	Telemetry
# Hospitals	19	33	22	20	20	12	22	36	16
# Respondents	313	799	764	331	268	246	320	510	142
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)	75%	67%	47%	67%	68%	64%	71%	61%	49%
I have no symptoms of burnout.	34%	27%	11%	24%	32%	21%	38%	32%	28%
I am under stress, and don’t always have as much energy as I did, but I don’t feel burned out.	40%	40%	36%	43%	37%	43%	34%	30%	21%

Notes: 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 A-9. Average Percentage of Respondents Reporting Work Stress/Burnout by Unit/Work Area – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 3 of 4)

Work Stress/Burnout	Unit/Work Area									
	Admin/ Mgmt	Medical/ Surgical	Pathology/ Lab	Pharmacy	Radiology/ Imaging	Respiratory Therapy	Social Services/ Case Mgmt/ Discharge	Support Services	Surgical Services	
# Hospitals	37	38	33	35	31	26	30	36	29	
# Respondents	1,301	1,243	349	400	395	96	170	805	725	
Using your own definition of “burnout,” please select one of the answers below: (Item WPG1)										
Experienced one or more symptoms of burnout. (Three response options below combined)	28%	40%	36%	28%	28%	32%	30%	29%	33%	
I am beginning to burn out and have one or more symptoms of burnout, e.g., emotional exhaustion.	16%	22%	24%	17%	19%	27%	18%	19%	19%	
The symptoms of burnout that I am experiencing won’t go away. I think about work frustrations a lot.	8%	14%	9%	10%	7%	5%	10%	8%	10%	
I feel completely burned out. I am at the point where I may need to seek help.	5%	4%	3%	1%	2%	1%	2%	3%	4%	

Notes: 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 A-9. Average Percentage of Respondents Reporting Work Stress/Burnout by Unit/Work Area – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 4 of 4)

Work Stress/Burnout	Unit/Work Area (Patient Care Units)								
	Cardiology	ED/ Short Stay	ICU (All Adult Types)	Labor & Deliv/OB	Oncology/ Hematology	Peds, NICU, PICU	Psych/ Behavioral Health	Rehab/ Physical Medicine	Telemetry
# Hospitals	19	33	22	20	20	12	22	36	16
# Respondents	313	799	764	331	268	246	320	510	142
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)	25%	33%	53%	33%	32%	36%	29%	39%	51%
I am beginning to burn out and have one or more symptoms of burnout, e.g., emotional exhaustion.	18%	23%	31%	22%	23%	21%	21%	26%	32%
The symptoms of burnout that I am experiencing won’t go away. I think about work frustrations a lot.	7%	7%	18%	10%	7%	12%	7%	12%	9%
I feel completely burned out. I am at the point where I may need to seek help.	0%	2%	5%	0%	2%	2%	1%	1%	11%

Notes: 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 A-10. Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Workplace Safety by Unit/Work Area – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 1 of 2)

Unit/Work Area Workplace Safety Rating	Unit/Work Area								
	Admin/ Mgmt	Medical/ Surgical	Pathology/ Lab	Pharmacy	Radiology/ Imaging	Respiratory Therapy	Social Services/ Case Mgmt/ Discharge	Support Services	Surgical Services
# Hospitals	37	38	33	35	31	26	30	36	29
# Respondents	1,301	1,243	349	400	395	96	170	805	725
How would you rate your unit/work area on workplace safety for providers and staff? (Item WPH1)									
Excellent or Very Good	70%	46%	52%	65%	57%	56%	58%	51%	57%
Excellent	35%	14%	16%	29%	23%	25%	25%	22%	20%
Very Good	34%	32%	35%	36%	34%	31%	32%	29%	37%
Good	21%	35%	34%	26%	32%	30%	30%	34%	28%
Fair	8%	16%	11%	8%	9%	12%	11%	12%	12%
Poor	1%	3%	3%	1%	2%	2%	2%	3%	3%

Notes: 1) The item’s survey location is shown after the item text; 2) Percentages may not add to 100 due to rounding; 3) “Excellent or Very Good” may not equal the sum of the separate response option percentages due to rounding.

Table A-10. Average Percentage of Respondents Giving Their Unit/Work Area an Overall Rating on Workplace Safety by Unit/Work Area – 2022 Updated SOPS Workplace Safety Supplemental Item Set for Hospitals Results (Page 2 of 2)

Unit/Work Area Workplace Safety Rating	Unit/Work Area (Patient Care Units)								
	Cardiology	ED/ Short Stay	ICU (All Adult Types)	Labor & Deliv/OB	Oncology/ Hematology	Peds, NICU, PICU	Psych/ Behavioral Health	Rehab/ Physical Medicine	Telemetry
# Hospitals	19	33	22	20	20	12	22	36	16
# Respondents	313	799	764	331	268	246	320	510	142
How would you rate your unit/work area on workplace safety for providers and staff? (Item WPH1)									
Excellent or Very Good	66%	39%	37%	42%	56%	47%	58%	59%	35%
Excellent	23%	13%	7%	16%	26%	20%	25%	22%	15%
Very Good	42%	27%	31%	26%	30%	27%	33%	37%	19%
Good	18%	30%	34%	45%	35%	32%	24%	25%	32%
Fair	16%	18%	24%	12%	8%	9%	13%	15%	28%
Poor	0%	12%	5%	1%	1%	12%	5%	1%	6%

Notes: 1) The item’s survey location is shown after the item text; 2) Percentages may not add to 100 due to rounding; 3) “Excellent or Very Good” may not equal the sum of the separate response option percentages due to rounding.

Appendix B: Explanation of Calculations

This section provides additional detail regarding how various statistics presented in this report were calculated.

Calculation of Percent Positive Scores

All of the items in the SOPS Workplace Safety Supplemental Item Set for Hospitals ask respondents to answer using 5-point response categories 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 include a “Does Not Apply or Don’t Know” response option. In addition, each survey item has some missing data from respondents who simply did not answer the question. “Does Not Apply or Don’t Know” and missing responses are excluded when calculating percentages of response to the survey items.

Item Percent Positive Response

The survey includes 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 item percent positive response is different for positively and negatively worded items:

- **For positively worded items**, the 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.”

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**, the percent positive response is the combined percentage of respondents within a hospital who answered “Strongly Disagree” or “Disagree.” 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 50 percent of respondents within a hospital responded “Strongly Disagree” and 25 percent responded “Disagree,” the item percent positive response for that hospital would be $50\% + 25\% = 75\%$ positive.

- **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 14 of this report.

Composite Measure Percent Positive Response

The six workplace safety culture composite measures are 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 rounded to 50 percent.

Item and Composite Measure Percent Positive Scores Example

Table B1 on the next page shows an example of computing a percent positive score for the composite measure *Protection From Workplace Hazards*.

Table B-1. Example of Computing Composite Measure Percent Positive Scores for the SOPS Workplace Safety Supplemental Item Set for Hospitals

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%			

Average Percent Positive Scores

We calculated the overall average percent positive scores for each of the six workplace safety composite measures and survey items by averaging the hospital-level percent positive scores of all participating hospitals. Because the percent positive is displayed as an overall average, scores from each hospital are weighted equally in their contribution to the calculation of the average.

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