



New York State
Partnership
for Patients



Hospital Survey on Patient Safety Culture

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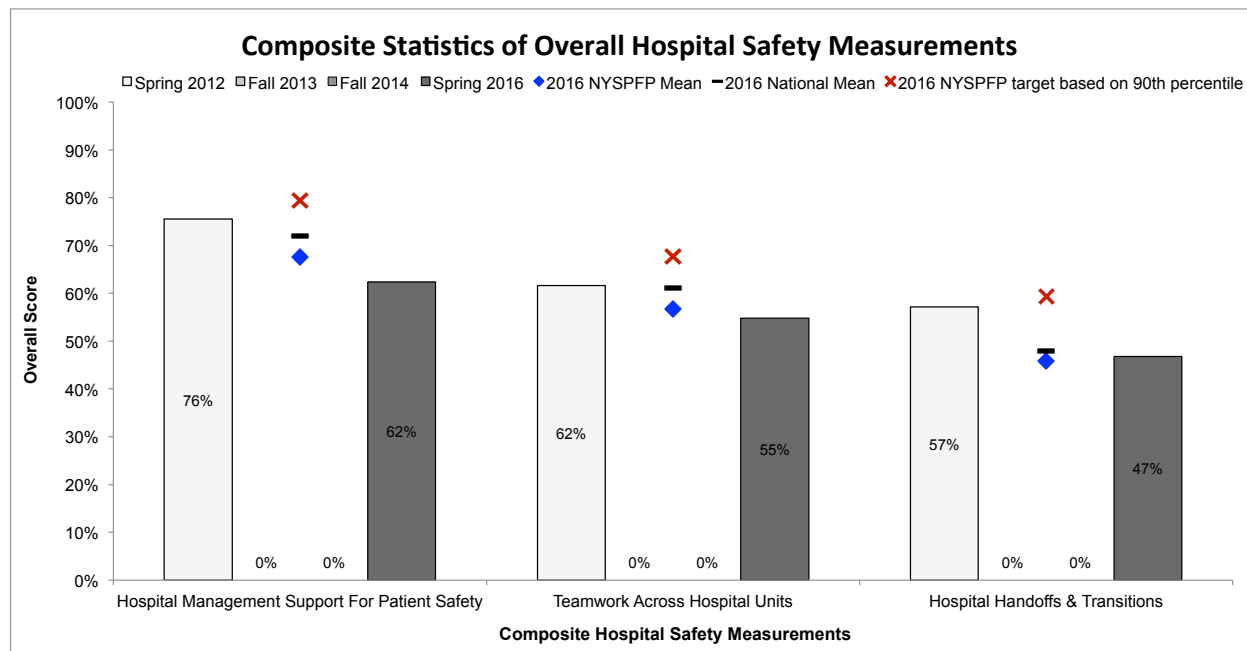
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SUNY Downstate Medical Center - AHRQ Culture of Safety Survey Results

Hospital Response Rate = 147%

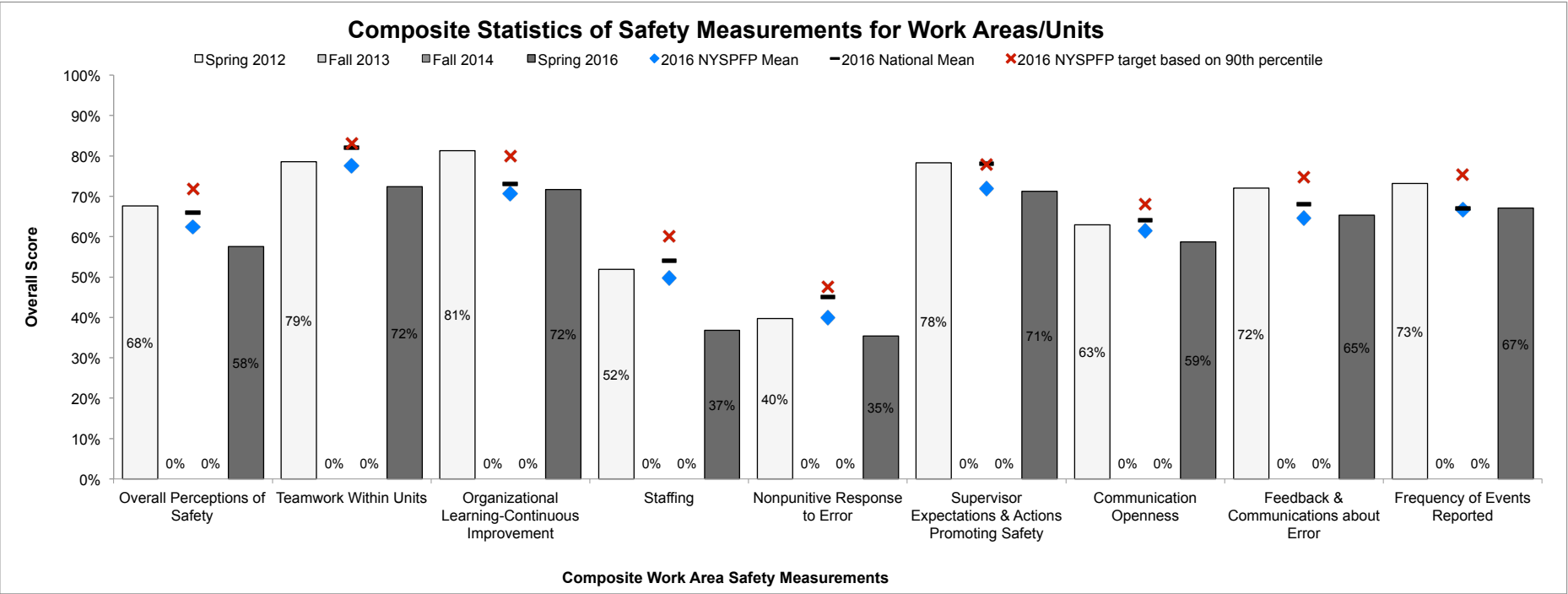


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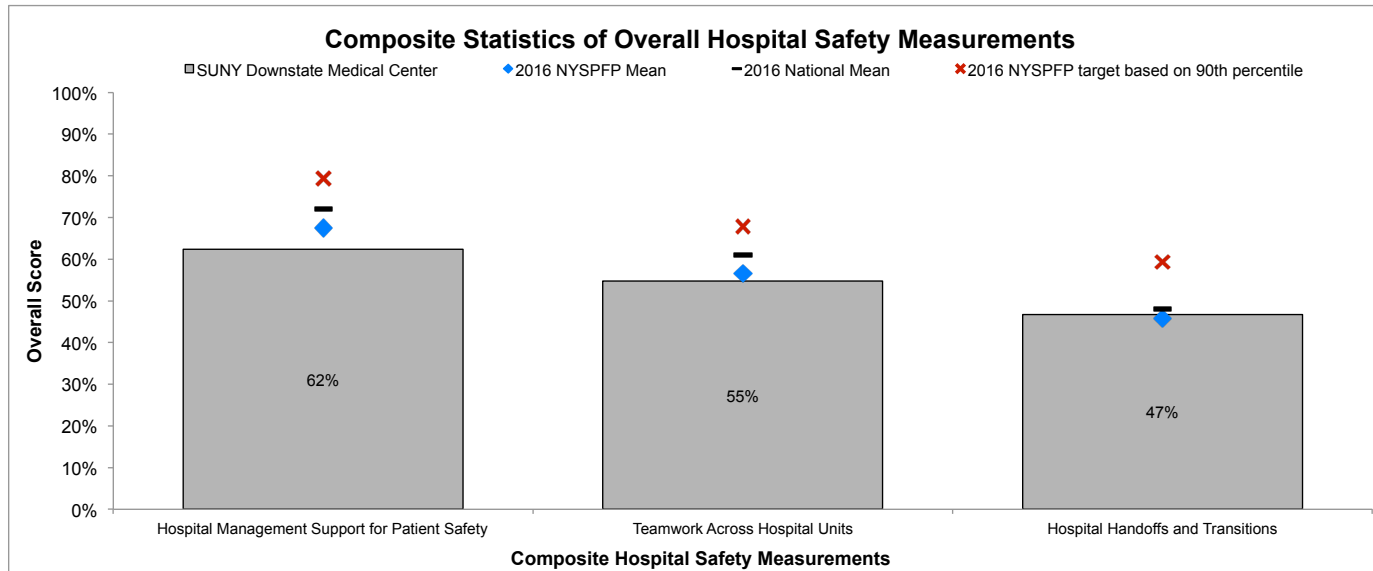
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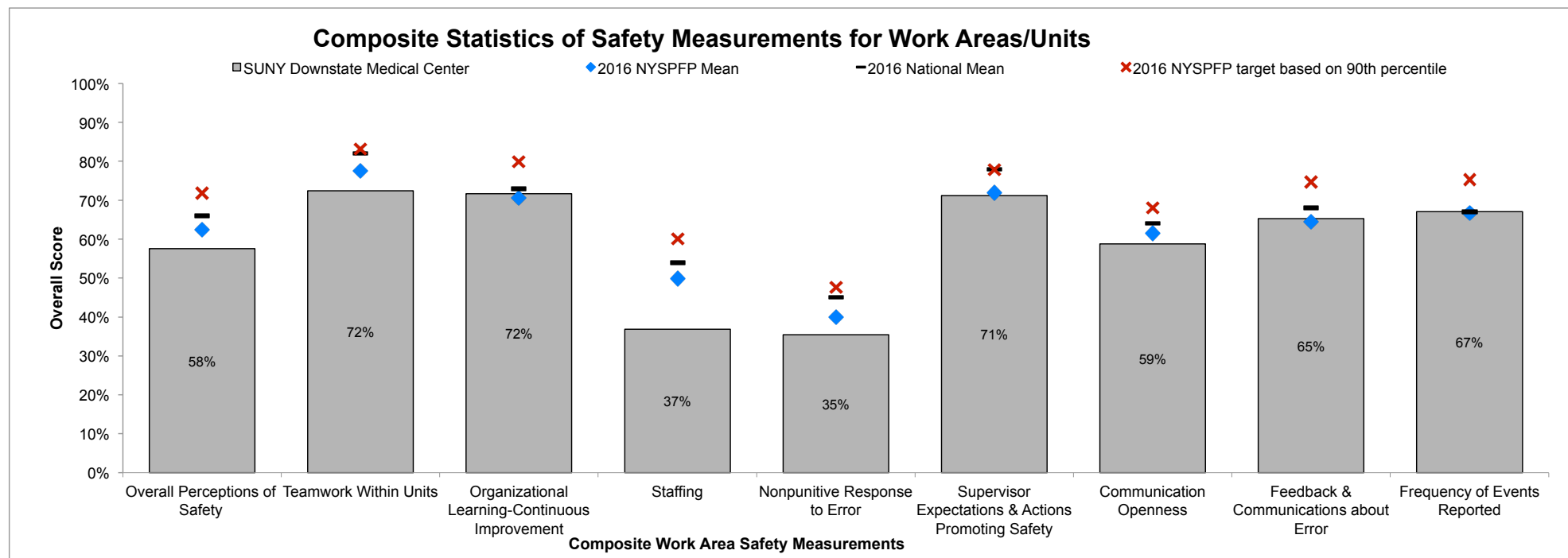
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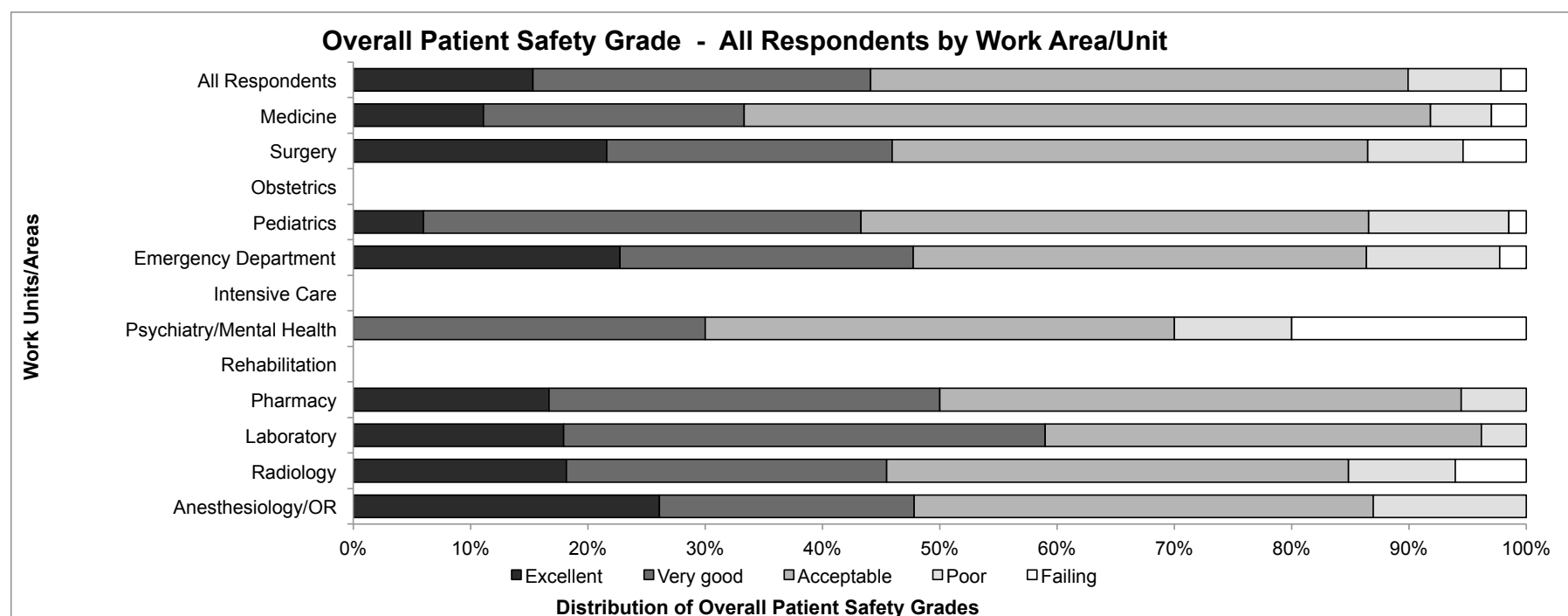
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Table 1 - Number of Events Reported by Work Area/ Unit

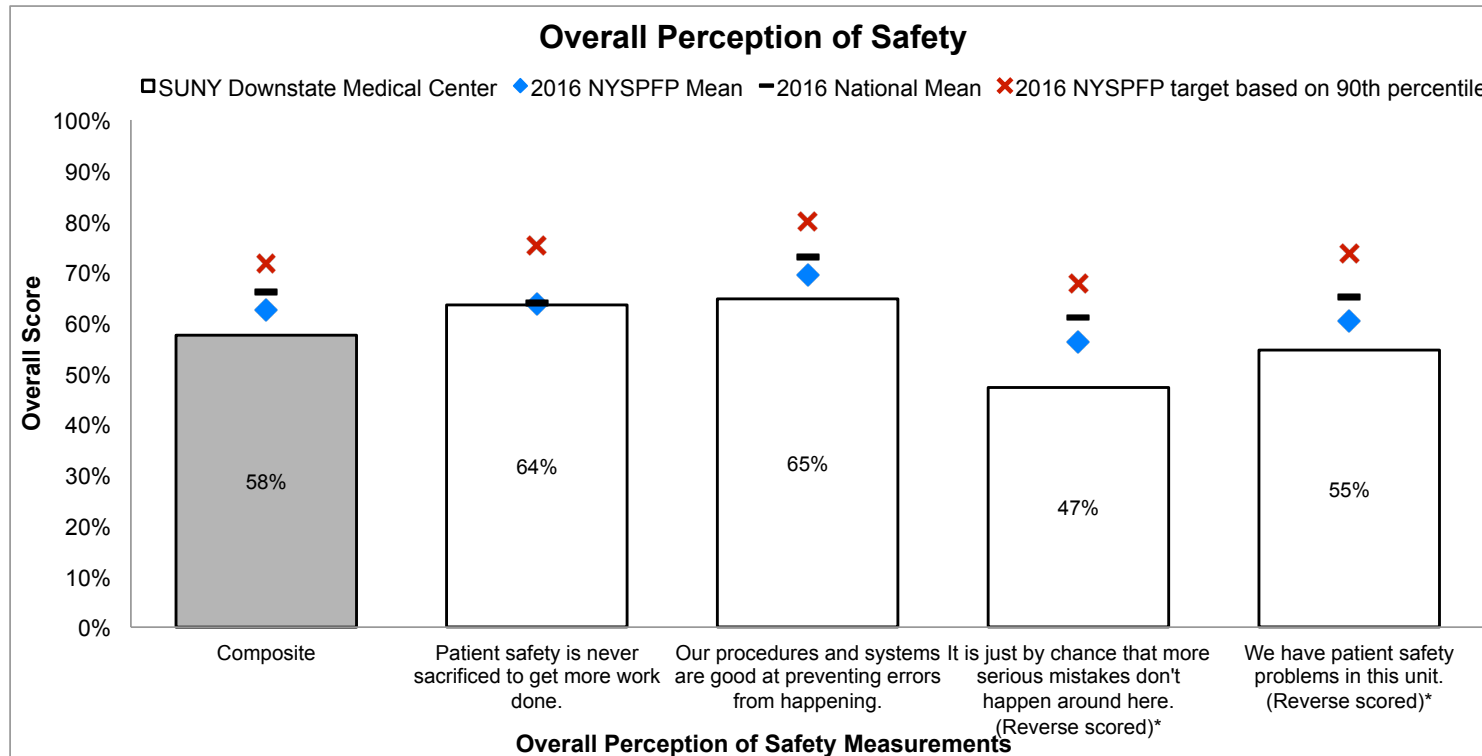
In the past 12 months, how many event reports have you filled out and submitted?	Medicine	Surgery	Obstetrics	Pediatrics	Emergency Department	Intensive Care	Psychiatry/ Mental Health	Rehabilitation	Pharmacy	Laboratory	Radiology	Anesthesiology/ Operating Room	All Respondents
Number of Respondents	95	30	*	53	72	*	*	*	14	41	28	16	603
No event reports	62%	37%	*	47%	76%	*	*	*	29%	54%	64%	56%	57%
1 to 2 event reports	31%	37%	*	38%	17%	*	*	*	36%	24%	18%	31%	27%
3 to 5 event reports	5%	13%	*	9%	6%	*	*	*	29%	15%	7%	6%	9%
6 to 10 event reports	1%	7%	*	6%	1%	*	*	*	0%	2%	4%	0%	3%
11 to 20 event reports	1%	3%	*	0%	0%	*	*	*	0%	5%	0%	0%	2%
21 event reports or more	0%	3%	*	0%	0%	*	*	*	7%	0%	7%	6%	2%

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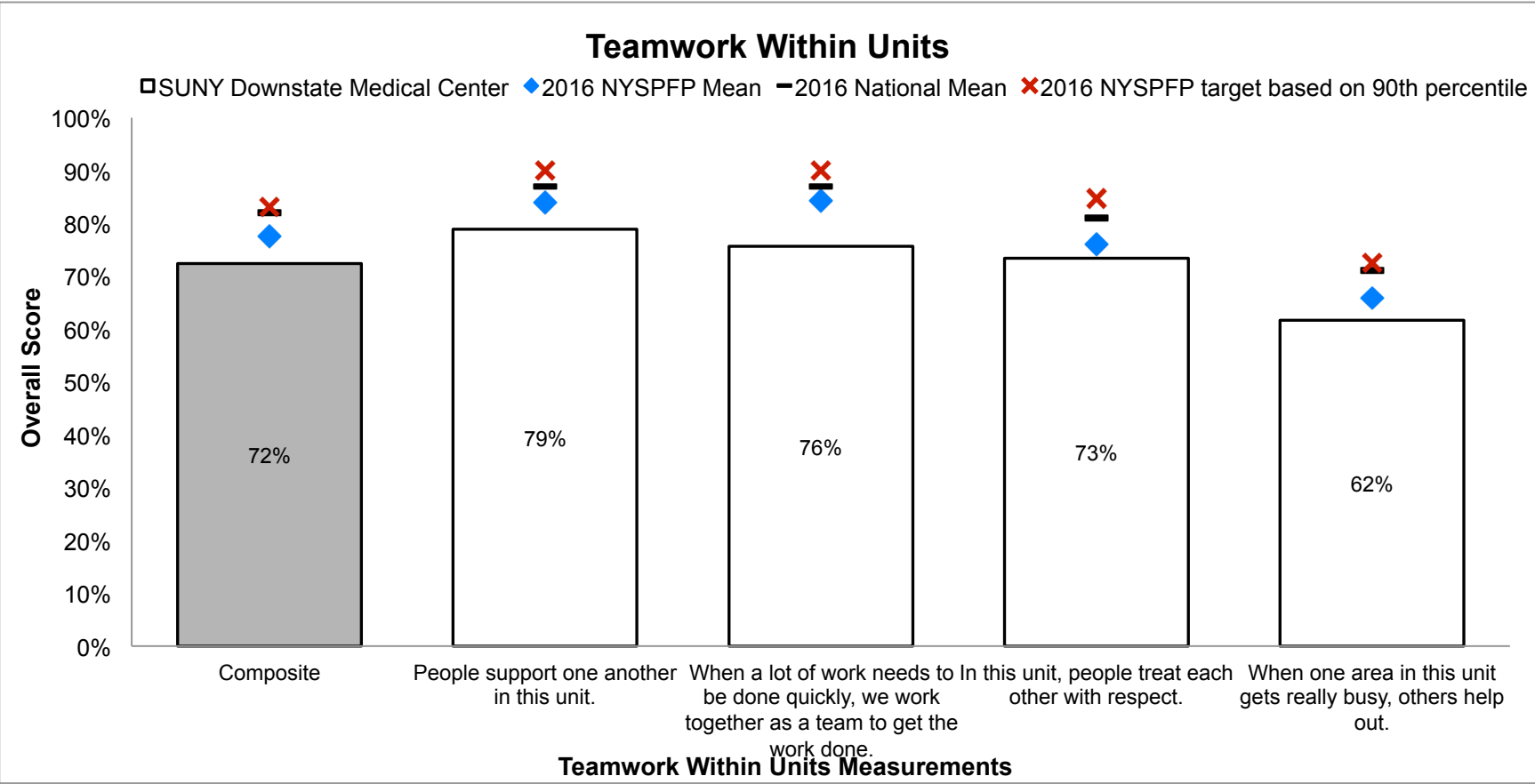
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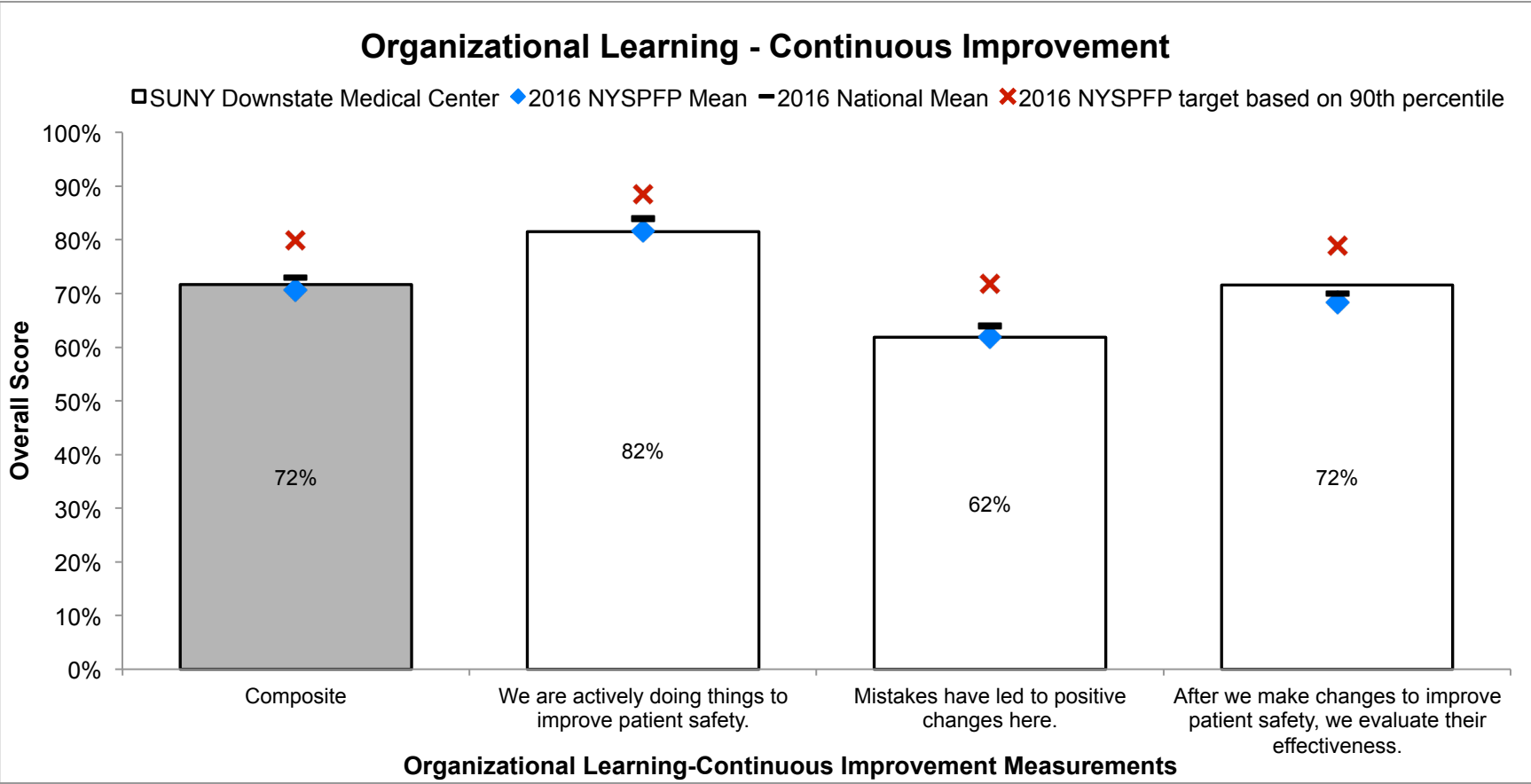


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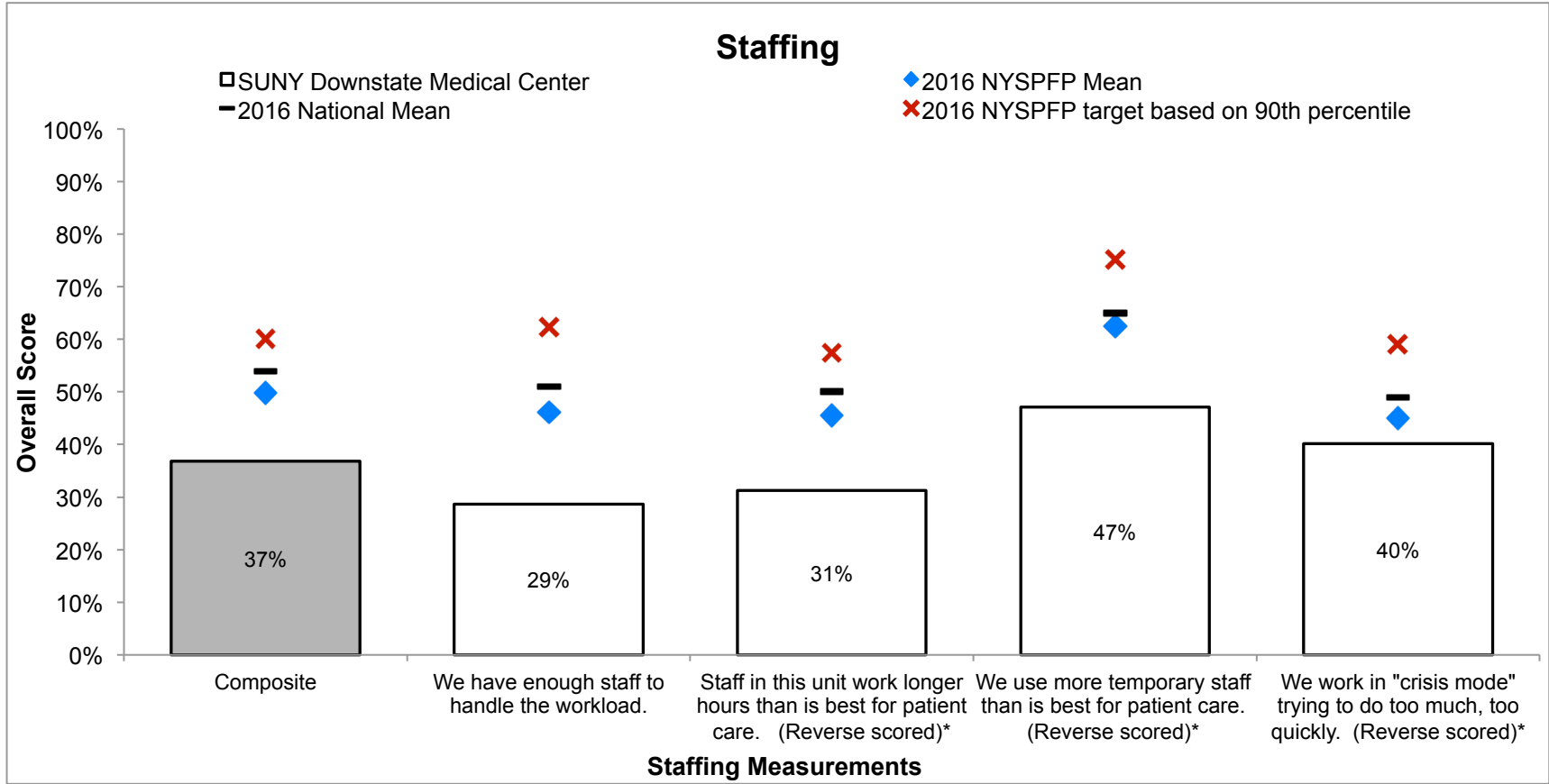


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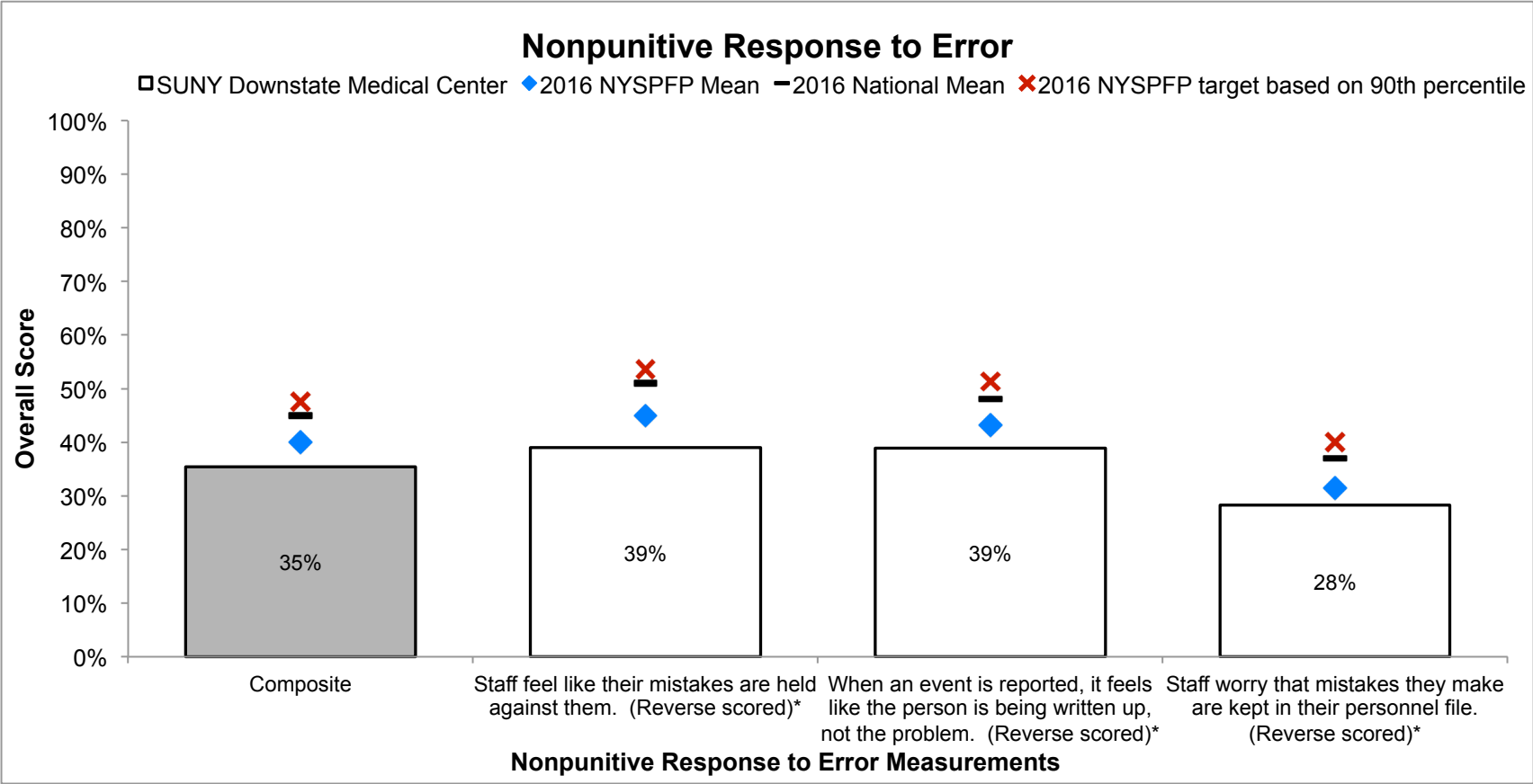
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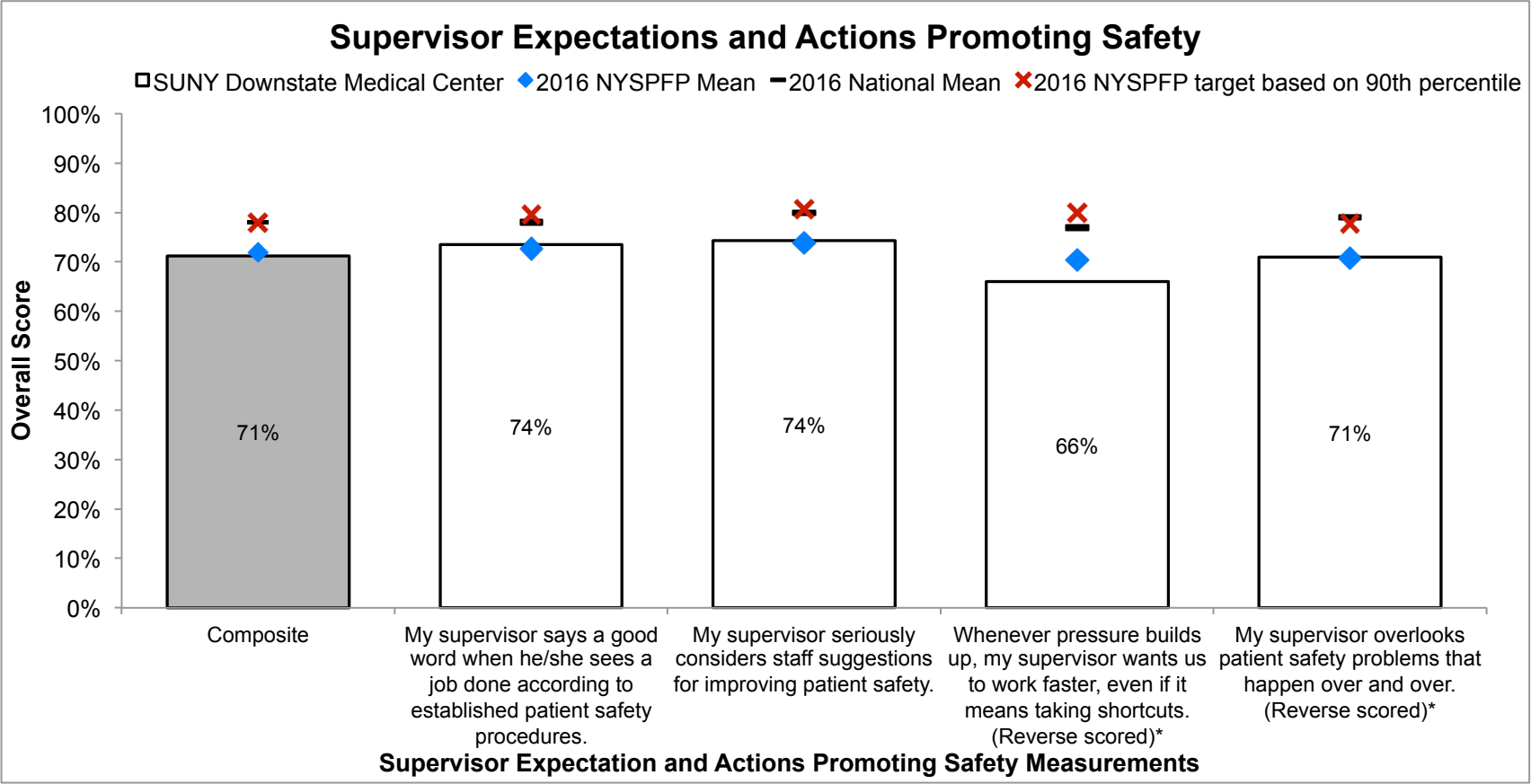
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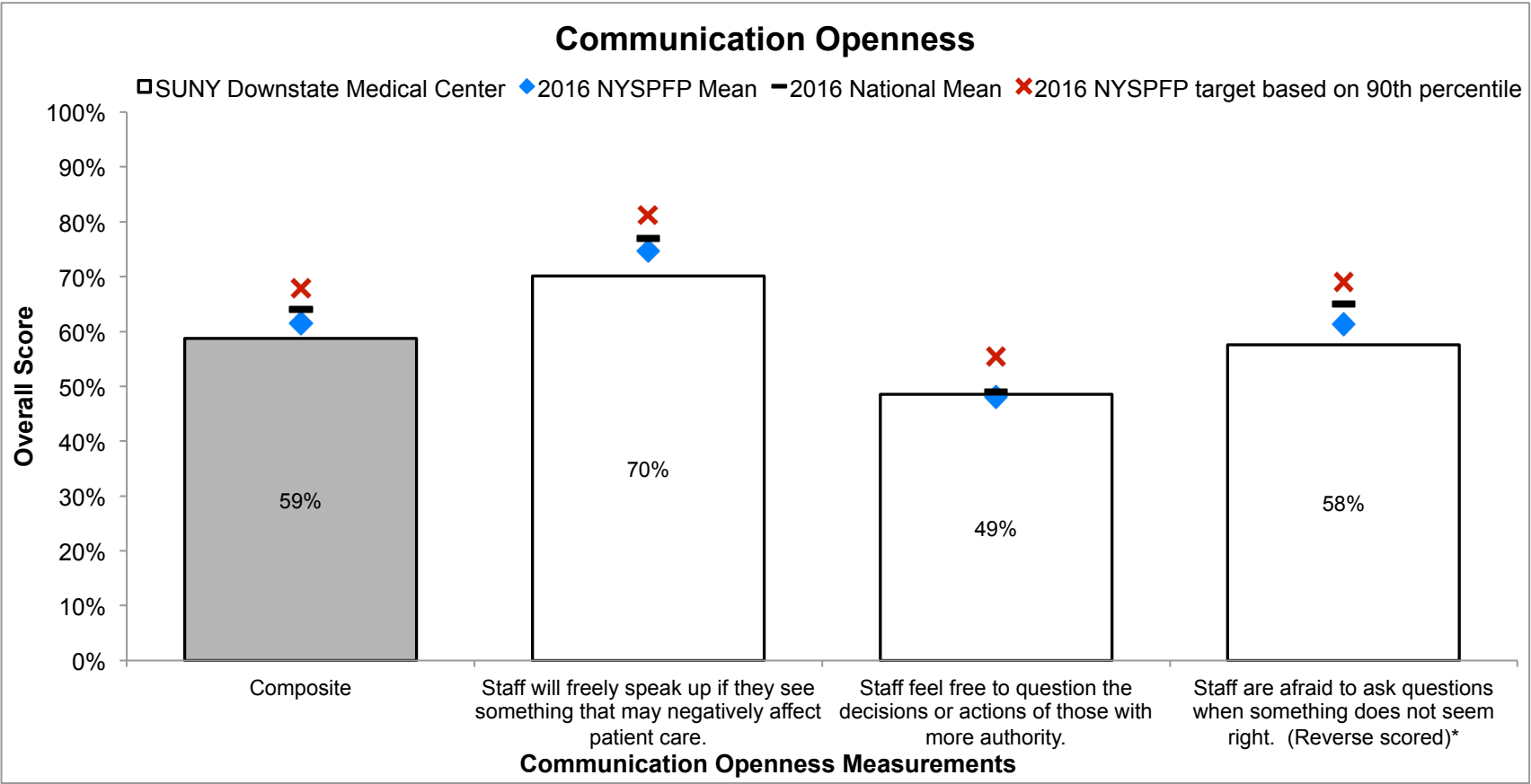
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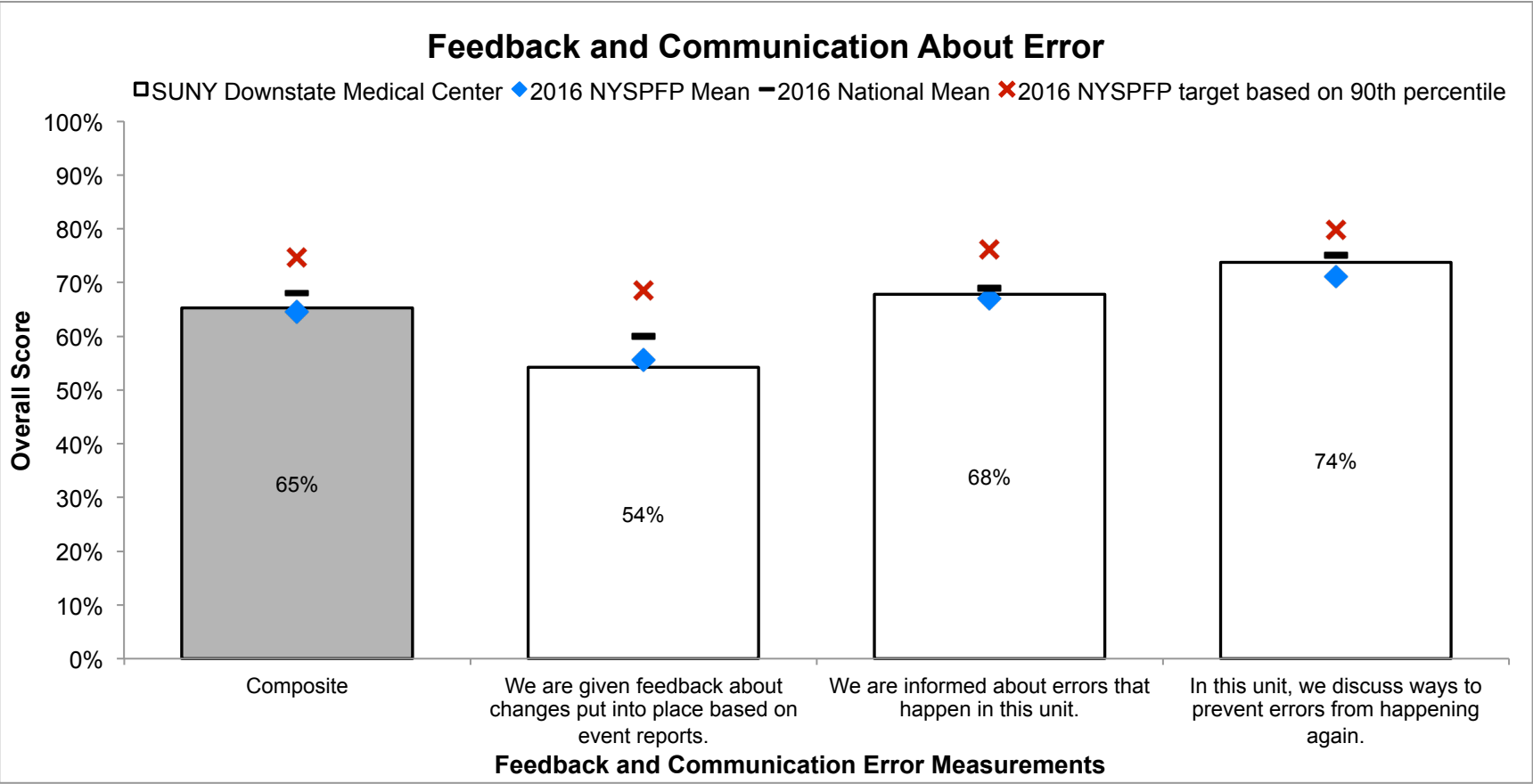
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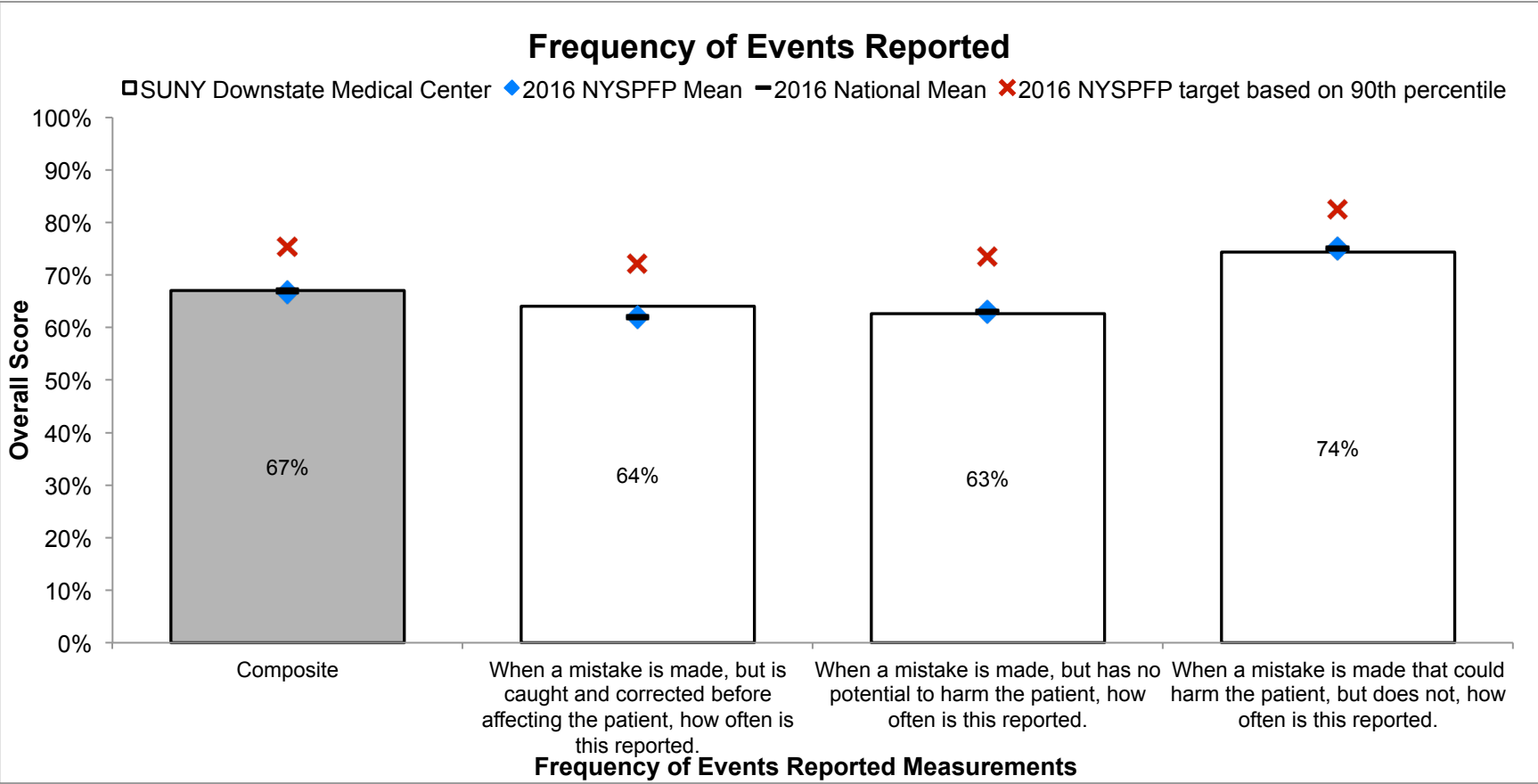


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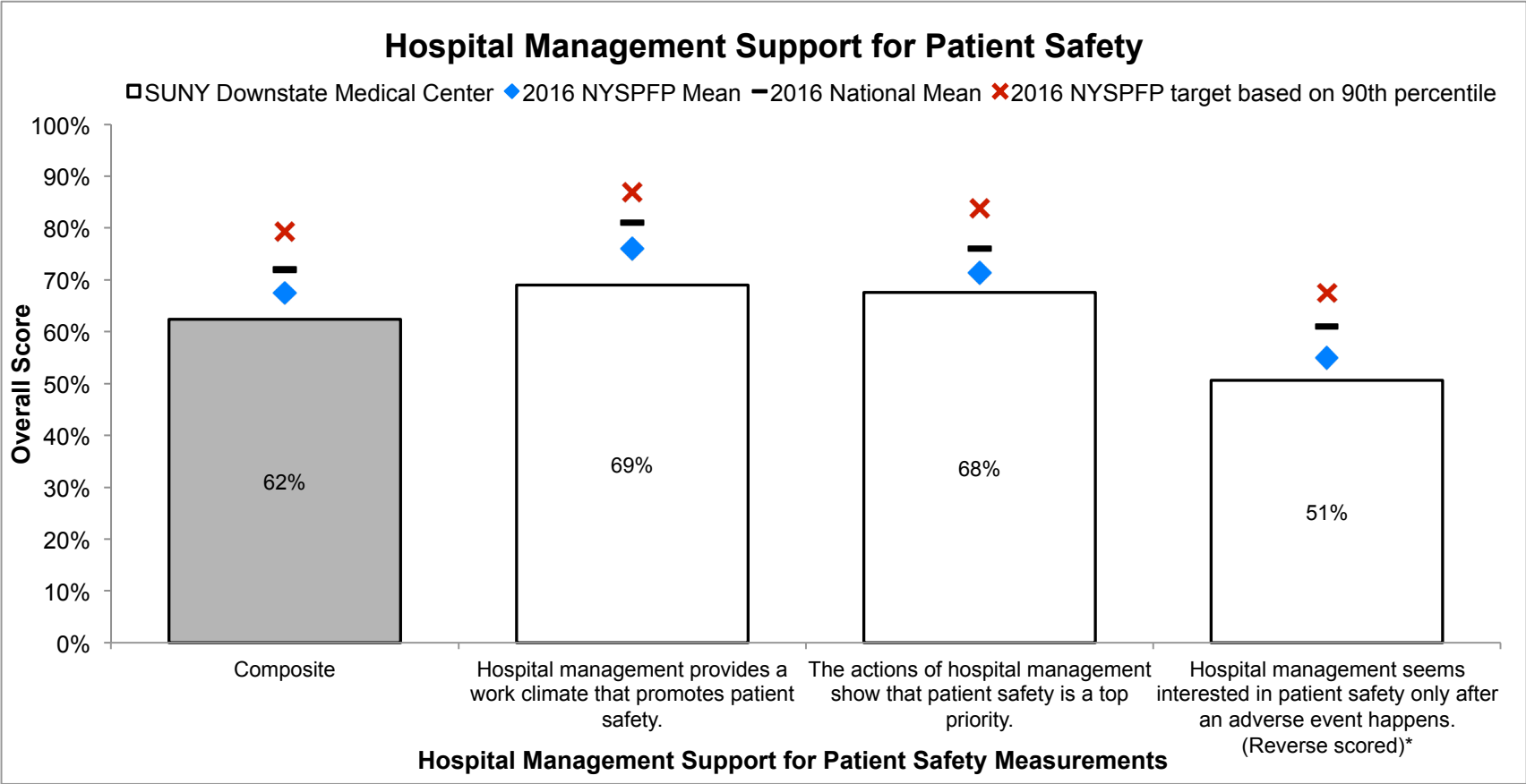


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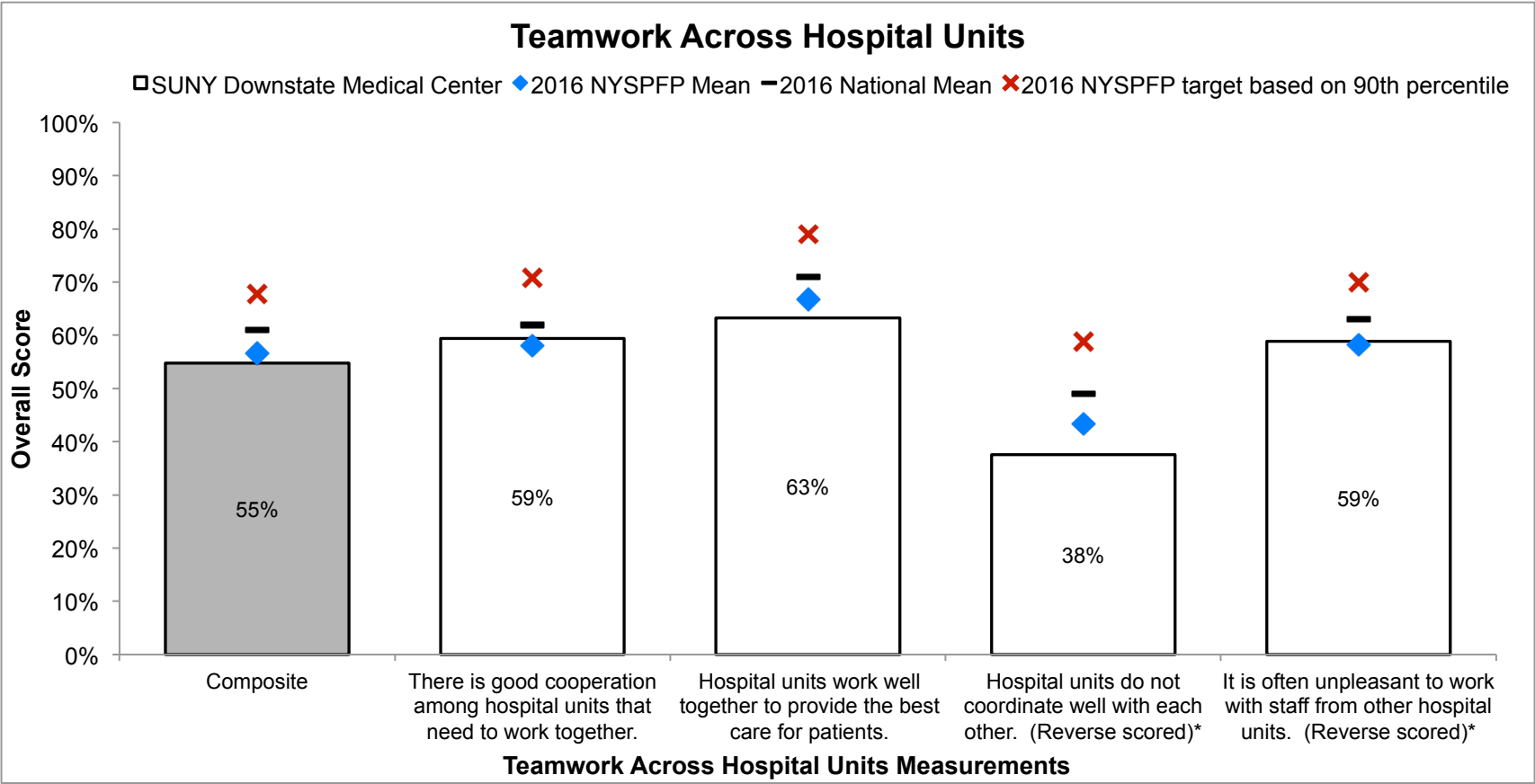
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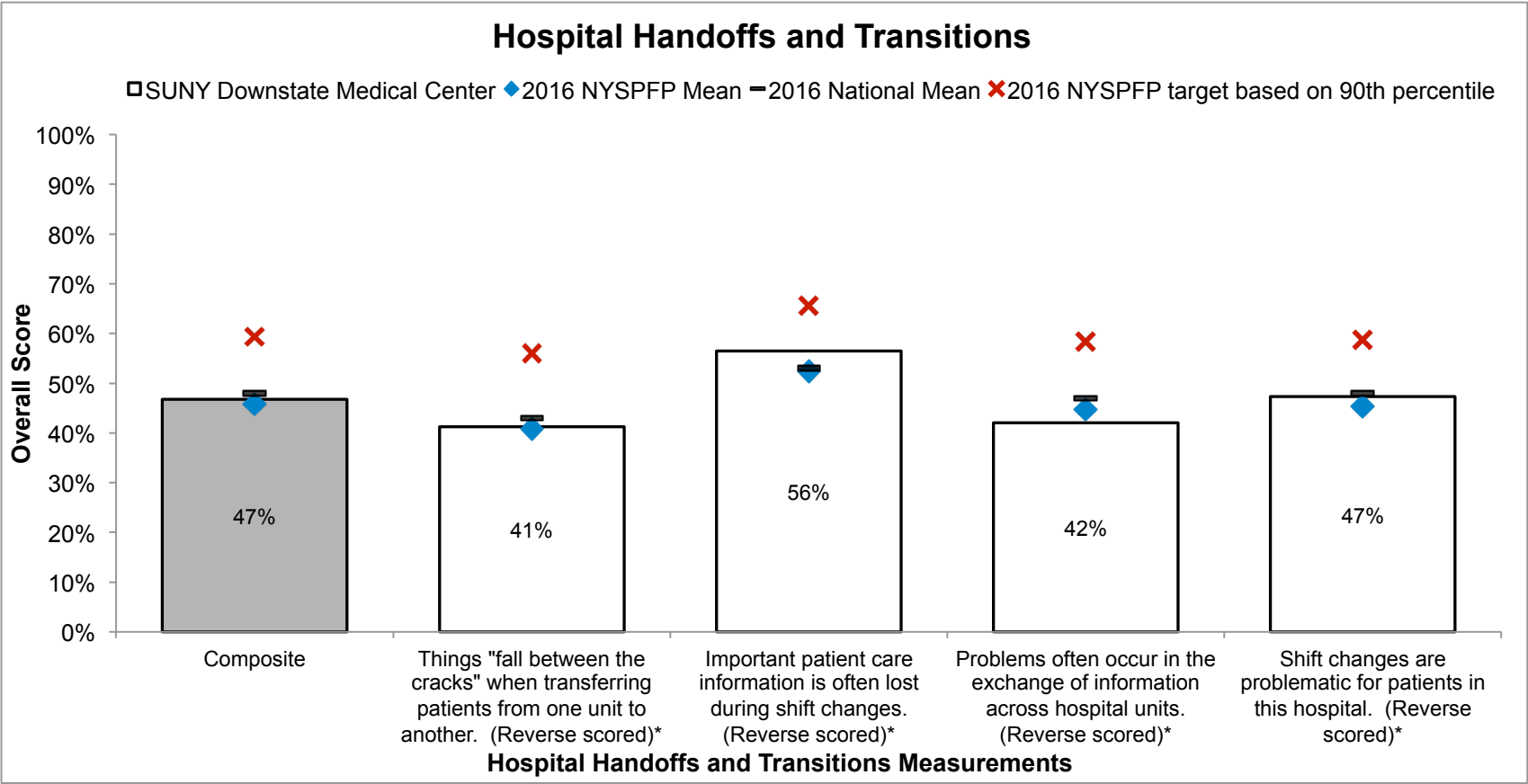
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Table 2 - Demographics Table for Survey Respondents

Year of Survey	Spring 2012			Fall 2013			Fall 2014			Spring 2016		
	SUNY Downstate Medical Center	NYSPFP Hospitals		SUNY Downstate Medical Center	NYSPFP Hospitals		SUNY Downstate Medical Center	NYSPFP Hospitals		SUNY Downstate Medical Center	NYSPFP Hospitals	
Number of Respondents	1,209	87,477		N/A	53,078		N/A	59,400		882	70,605	
	Number of responses	% of total responses	% of total responses	Number of responses	% of total responses	% of total responses	Number of responses	% of total responses	% of total responses	Number of responses	% of total responses	% of total responses
Number of years worked in this hospital?												
Less than 1 year	71	6%	9%	N/A	N/A	8%	N/A	N/A	10%	85	10%	10%
1 to 5 years	294	24%	29%	N/A	N/A	28%	N/A	N/A	26%	184	21%	25%
6 to 10 years	244	20%	20%	N/A	N/A	20%	N/A	N/A	22%	188	21%	18%
11 to 15 years	161	13%	12%	N/A	N/A	13%	N/A	N/A	13%	156	18%	12%
16 to 20 years	119	10%	8%	N/A	N/A	8%	N/A	N/A	8%	66	7%	8%
21 years or more	255	21%	17%	N/A	N/A	17%	N/A	N/A	16%	152	17%	15%
Number of years worked in this current hospital work area/unit?												
Less than 1 year	85	7%	12%	N/A	N/A	11%	N/A	N/A	13%	111	13%	10%
1 to 5 years	374	31%	35%	N/A	N/A	35%	N/A	N/A	32%	232	26%	25%
6 to 10 years	270	22%	20%	N/A	N/A	20%	N/A	N/A	22%	200	23%	18%
11 to 15 years	157	13%	12%	N/A	N/A	12%	N/A	N/A	12%	131	15%	12%
16 to 20 years	95	8%	7%	N/A	N/A	6%	N/A	N/A	7%	59	7%	8%
21 years or more	149	12%	9%	N/A	N/A	9%	N/A	N/A	9%	102	12%	15%
Number or hours per week worked in this hospital?												
Less than 20 hours/week	28	2%	4%	N/A	N/A	4%	N/A	N/A	4%	30	3%	10%
20 to 39 hours/week	572	47%	48%	N/A	N/A	44%	N/A	N/A	48%	232	26%	25%
40 to 59 hours/week	363	30%	35%	N/A	N/A	38%	N/A	N/A	37%	401	45%	18%
60 to 79 hours/week	155	13%	7%	N/A	N/A	6%	N/A	N/A	6%	143	16%	12%
80 to 99 hours/week	26	2%	1%	N/A	N/A	2%	N/A	N/A	1%	41	5%	8%
100 hours/week or more	1	0%	0%	N/A	N/A	0%	N/A	N/A	0%	4	0%	15%
Number of years worked in current specialty or profession?												
Less than 1 year	42	3%	6%	N/A	N/A	5%	N/A	N/A	6%	59	7%	10%
1 to 5 years	208	17%	23%	N/A	N/A	23%	N/A	N/A	21%	166	19%	25%
6 to 10 years	197	16%	18%	N/A	N/A	17%	N/A	N/A	19%	142	16%	18%
11 to 15 years	191	16%	13%	N/A	N/A	13%	N/A	N/A	14%	147	17%	12%
16 to 20 years	151	12%	11%	N/A	N/A	10%	N/A	N/A	11%	96	11%	8%
21 years or more	338	28%	25%	N/A	N/A	25%	N/A	N/A	24%	233	26%	15%
Direct interaction or contact with patients?												
Yes, I typically have direct interaction or contact with patients	790	65%	73%	N/A	N/A	73%	N/A	N/A	71%	574	65%	10%
No, I typically do not have direct interaction or contact with patients	311	26%	22%	N/A	N/A	20%	N/A	N/A	24%	223	25%	25%
Staff position in the hospital?												
Registered Nurse	*	*	26%	N/A	N/A	31%	N/A	N/A	25%	173	20%	10%
Physician Assistant/Nurse Practitioner	*	*	3%	N/A	N/A	2%	N/A	N/A	2%	11	1%	25%
LVN/LPN	*	*	2%	N/A	N/A	2%	N/A	N/A	2%	*	*	18%
Patient Care Assistant/Hospital Aide/Care Partner	*	*	6%	N/A	N/A	2%	N/A	N/A	3%	31	4%	12%
Attending/Staff Physician	*	*	4%	N/A	N/A	3%	N/A	N/A	4%	103	12%	8%
Resident Physician/Physician in Training	*	*	2%	N/A	N/A	2%	N/A	N/A	3%	126	14%	15%
Pharmacist	*	*	1%	N/A	N/A	2%	N/A	N/A	2%	11	1%	0%
Dietician	*	*	1%	N/A	N/A	1%	N/A	N/A	1%	*	*	0%
Unit Assistant/Clerk/Secretary	*	*	5%	N/A	N/A	6%	N/A	N/A	7%	44	5%	0%
Respiratory Therapist	*	*	1%	N/A	N/A	2%	N/A	N/A	1%	*	*	0%
Physical, Occupational, or Speech Therapist	*	*	2%	N/A	N/A	2%	N/A	N/A	2%	*	*	0%
Technician/Technologist (e.g., EKG, Lab, Radiology)	*	*	6%	N/A	N/A	7%	N/A	N/A	7%	86	10%	0%
Administration/Management	*	*	8%	N/A	N/A	8%	N/A	N/A	9%	48	5%	0%

SUNY Downstate Medical Center - AHRQ Culture of Safety Survey Results

Hospital Response Rate = 147%

Table 2 - Demographics Table for Survey Respondents

	Spring 2012			Fall 2013			Fall 2014			Spring 2016		
Year of Survey												
	SUNY Downstate Medical Center	NYSPFP Hospitals		SUNY Downstate Medical Center	NYSPFP Hospitals		SUNY Downstate Medical Center	NYSPFP Hospitals		SUNY Downstate Medical Center	NYSPFP Hospitals	
Number of Respondents	1,209	87,477		N/A	53,078		N/A	59,400		882	70,605	
Other	*	*	20%	N/A	N/A	24%	N/A	N/A	27%	227	26%	0%

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Number of Respondents	1,209	87,477		N/A	53,078		N/A	59,400		882	70,605	
Primary Work Area/Unit												
Medicine (non-surgical)	-	-	-	N/A	N/A	10%	N/A	N/A	8%	135	15%	25%
Surgery	-	-	-	N/A	N/A	7%	N/A	N/A	7%	37	4%	18%
Medical/Surgical - 2012 Survey Only	*	*	7%	-	-	-	-	-	-	-	-	0%
Anesthesiology/Operating Room	-	-	-	N/A	N/A	1%	N/A	N/A	1%	23	3%	0%
Operating Room - 2012 Survey Only	*	*	4%	-	-	-	-	-	-	-	-	0%
Obstetrics	*	*	2%	N/A	N/A	4%	N/A	N/A	3%	*	*	12%
Pediatrics	*	*	1%	N/A	N/A	1%	N/A	N/A	2%	67	8%	8%
Emergency Department	*	*	3%	N/A	N/A	6%	N/A	N/A	5%	88	10%	15%
Intensive Care Unit (any type)	*	*	3%	N/A	N/A	5%	N/A	N/A	4%	*	*	0%
Psychiatry/Mental Health	*	*	1%	N/A	N/A	3%	N/A	N/A	6%	10	1%	0%
Rehabilitation	*	*	2%	N/A	N/A	3%	N/A	N/A	3%	*	*	0%
Pharmacy	-	-	-	N/A	N/A	2%	N/A	N/A	3%	18	2%	0%
Laboratory	-	-	-	N/A	N/A	4%	N/A	N/A	4%	78	9%	0%
Radiology	-	-	-	N/A	N/A	4%	N/A	N/A	4%	33	4%	0%
Other Professional Services (Therapies, Nutrition, Cardiac Cath Lab, etc.)	-	-	-	N/A	N/A	3%	N/A	N/A	2%	*	*	0%
Professional Services (Pharmacy, Therapies, Imagoing, Laboratory) - 2012 Survey Only	*	*	5%	-	-	-	-	-	-	-	-	0%
Other Support Services (Housekeeping, Transportation, Food Service, etc.)	*	*	3%	N/A	N/A	4%	N/A	N/A	3%	*	*	0%
Primary Care/Ambulatory Care Sites	*	*	3%	N/A	N/A	3%	N/A	N/A	2%	*	*	0%

Primary work areas/units not represented in the NYSPFP AHRQ COS Survey in a given year are indicated with a hyphen "-."

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Number of years worked in this hospital?												
Less than 1 year	71	6%	9%	N/A	N/A	8%	N/A	N/A	10%	85	10%	10%
1 to 5 years	294	24%	29%	N/A	N/A	28%	N/A	N/A	26%	184	21%	25%
6 to 10 years	244	20%	20%	N/A	N/A	20%	N/A	N/A	22%	188	21%	18%
11 to 15 years	161	13%	12%	N/A	N/A	13%	N/A	N/A	13%	156	18%	12%
16 to 20 years	119	10%	8%	N/A	N/A	8%	N/A	N/A	8%	66	7%	8%
21 years or more	255	21%	17%	N/A	N/A	17%	N/A	N/A	16%	152	17%	15%
Number of years worked in this current hospital work area/unit?												
Less than 1 year	85	7%	12%	N/A	N/A	11%	N/A	N/A	13%	111	13%	10%
1 to 5 years	374	31%	35%	N/A	N/A	35%	N/A	N/A	32%	232	26%	25%
6 to 10 years	270	22%	20%	N/A	N/A	20%	N/A	N/A	22%	200	23%	18%
11 to 15 years	157	13%	12%	N/A	N/A	12%	N/A	N/A	12%	131	15%	12%
16 to 20 years	95	8%	7%	N/A	N/A	6%	N/A	N/A	7%	59	7%	8%
21 years or more	149	12%	9%	N/A	N/A	9%	N/A	N/A	9%	102	12%	15%
Number or hours per week worked in this hospital?												
Less than 20 hours/week	28	2%	4%	N/A	N/A	4%	N/A	N/A	4%	30	3%	10%
20 to 39 hours/week	572	47%	48%	N/A	N/A	44%	N/A	N/A	48%	232	26%	25%
40 to 59 hours/week	363	30%	35%	N/A	N/A	38%	N/A	N/A	37%	401	45%	18%
60 to 79 hours/week	155	13%	7%	N/A	N/A	6%	N/A	N/A	6%	143	16%	12%
80 to 99 hours/week	26	2%	1%	N/A	N/A	2%	N/A	N/A	1%	41	5%	8%
100 hours/week or more	1	0%	0%	N/A	N/A	0%	N/A	N/A	0%	4	0%	15%
Number of years worked in current specialty or profession?												
Less than 1 year	42	3%	6%	N/A	N/A	5%	N/A	N/A	6%	59	7%	10%
1 to 5 years	208	17%	23%	N/A	N/A	23%	N/A	N/A	21%	166	19%	25%
6 to 10 years	197	16%	18%	N/A	N/A	17%	N/A	N/A	19%	142	16%	18%
11 to 15 years	191	16%	13%	N/A	N/A	13%	N/A	N/A	14%	147	17%	12%
16 to 20 years	151	12%	11%	N/A	N/A	10%	N/A	N/A	11%	96	11%	8%
21 years or more	338	28%	25%	N/A	N/A	25%	N/A	N/A	24%	233	26%	15%
Direct interaction or contact with patients?												
Yes, I typically have direct interaction or contact with patients	790	65%	73%	N/A	N/A	73%	N/A	N/A	71%	574	65%	10%
No, I typically do not have direct interaction or contact with patients	311	26%	22%	N/A	N/A	20%	N/A	N/A	24%	223	25%	25%
Staff position in the hospital?												
Registered Nurse	*	*	26%	N/A	N/A	31%	N/A	N/A	25%	173	20%	10%
Physician Assistant/Nurse Practitioner	*	*	3%	N/A	N/A	2%	N/A	N/A	2%	11	1%	25%
LVN/LPN	*	*	2%	N/A	N/A	2%	N/A	N/A	2%	*	*	18%
Patient Care Assistant/Hospital Aide/Care Partner	*	*	6%	N/A	N/A	2%	N/A	N/A	3%	31	4%	12%
Attending/Staff Physician	*	*	4%	N/A	N/A	3%	N/A	N/A	4%	103	12%	8%
Resident Physician/Physician in Training	*	*	2%	N/A	N/A	2%	N/A	N/A	3%	126	14%	15%
Pharmacist	*	*	1%	N/A	N/A	2%	N/A	N/A	2%	11	1%	0%
Dietician	*	*	1%	N/A	N/A	1%	N/A	N/A	1%	*	*	0%
Unit Assistant/Clerk/Secretary	*	*	5%	N/A	N/A	6%	N/A	N/A	7%	44	5%	0%
Respiratory Therapist	*	*	1%	N/A	N/A	2%	N/A	N/A	1%	*	*	0%
Physical, Occupational, or Speech Therapist	*	*	2%	N/A	N/A	2%	N/A	N/A	2%	*	*	0%
Technician/Technologist (e.g., EKG, Lab, Radiology)	*	*	6%	N/A	N/A	7%	N/A	N/A	7%	86	10%	0%
Administration/Management	*	*	8%	N/A	N/A	8%	N/A	N/A	9%	48	5%	0%

SUNY Downstate Medical Center - AHRQ Culture of Safety Survey Results

Hospital Response Rate = 147%

Table 2 - Demographics Table for Survey Respondents

	Spring 2012			Fall 2013			Fall 2014			Spring 2016		
Year of Survey												
	SUNY Downstate Medical Center	NYSPFP Hospitals		SUNY Downstate Medical Center	NYSPFP Hospitals		SUNY Downstate Medical Center	NYSPFP Hospitals		SUNY Downstate Medical Center	NYSPFP Hospitals	
Number of Respondents	1,209	87,477		N/A	53,078		N/A	59,400		882	70,605	
Other	*	*	20%	N/A	N/A	24%	N/A	N/A	27%	227	26%	0%

SUNY Downstate Medical Center - AHRQ Culture of Safety Survey Results

Hospital Response Rate = 147%

Table 2 - Demographics Table for Survey Respondents

Year of Survey	Spring 2012			Fall 2013			Fall 2014			Spring 2016		
	SUNY Downstate Medical Center	NYSPFP Hospitals		SUNY Downstate Medical Center	NYSPFP Hospitals		SUNY Downstate Medical Center	NYSPFP Hospitals		SUNY Downstate Medical Center	NYSPFP Hospitals	
Number of Respondents	1,209	87,477		N/A	53,078		N/A	59,400		882	70,605	
Primary Work Area/Unit												
Medicine (non-surgical)	-	-	-	N/A	N/A	10%	N/A	N/A	8%	135	15%	25%
Surgery	-	-	-	N/A	N/A	7%	N/A	N/A	7%	37	4%	18%
Medical/Surgical - 2012 Survey Only	*	*	7%	-	-	-	-	-	-	-	-	0%
Anesthesiology/Operating Room	-	-	-	N/A	N/A	1%	N/A	N/A	1%	23	3%	0%
Operating Room - 2012 Survey Only	*	*	4%	-	-	-	-	-	-	-	-	0%
Obstetrics	*	*	2%	N/A	N/A	4%	N/A	N/A	3%	*	*	12%
Pediatrics	*	*	1%	N/A	N/A	1%	N/A	N/A	2%	67	8%	8%
Emergency Department	*	*	3%	N/A	N/A	6%	N/A	N/A	5%	88	10%	15%
Intensive Care Unit (any type)	*	*	3%	N/A	N/A	5%	N/A	N/A	4%	*	*	0%
Psychiatry/Mental Health	*	*	1%	N/A	N/A	3%	N/A	N/A	6%	10	1%	0%
Rehabilitation	*	*	2%	N/A	N/A	3%	N/A	N/A	3%	*	*	0%
Pharmacy	-	-	-	N/A	N/A	2%	N/A	N/A	3%	18	2%	0%
Laboratory	-	-	-	N/A	N/A	4%	N/A	N/A	4%	78	9%	0%
Radiology	-	-	-	N/A	N/A	4%	N/A	N/A	4%	33	4%	0%
Other Professional Services (Therapies, Nutrition, Cardiac Cath Lab, etc.)	-	-	-	N/A	N/A	3%	N/A	N/A	2%	*	*	0%
Professional Services (Pharmacy, Therapies, Imagoing, Laboratory) - 2012 Survey Only	*	*	5%	-	-	-	-	-	-	-	-	0%
Other Support Services (Housekeeping, Transportation, Food Service, etc.)	*	*	3%	N/A	N/A	4%	N/A	N/A	3%	*	*	0%
Primary Care/Ambulatory Care Sites	*	*	3%	N/A	N/A	3%	N/A	N/A	2%	*	*	0%

Primary work areas/units not represented in the NYSPFP AHRQ COS Survey in a given year are indicated with a hyphen "-."

*In order to preserve employee confidentiality, staff position and primary work area response counts have been suppressed when there are fewer than 10 responses (including zeros).

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SUNY Downstate Medical Center - AHRQ Culture of Safety Survey Results

Hospital Response Rate = 147%

Table 3 - Data Table of Culture of Safety Domains

Overall Perception of Safety	SUNY Downstate Medical Center				2016 NYSPPF 25th Percentile	2016 NYSPPF 50th Percentile	2016 NYSPPF 75th Percentile	2016 NYSPPF 90th Percentile	2016 NYSPPF Mean	2016 National Mean
	Spring 2012	Fall 2013	Fall 2014	Spring 2016						
Composite	68%	N/A	N/A	58%	57%	62%	67%	72%	62%	66%
Patient safety is never sacrificed to get more work done.	73%	N/A	N/A	64%	58%	63%	69%	75%	64%	64%
Our procedures and systems are good at preventing errors from happening.	74%	N/A	N/A	65%	64%	69%	75%	80%	69%	73%
It is just by chance that more serious mistakes don't happen around here. (Reverse scored)*	62%	N/A	N/A	47%	50%	55%	62%	68%	56%	61%
We have patient safety problems in this unit. (Reverse scored)*	61%	N/A	N/A	55%	54%	60%	66%	74%	60%	65%
Teamwork Within Units	SUNY Downstate Medical Center				2016 NYSPPF 25th Percentile	2016 NYSPPF 50th Percentile	2016 NYSPPF 75th Percentile	2016 NYSPPF 90th Percentile	2016 NYSPPF Mean	2016 National Mean
	Spring 2012	Fall 2013	Fall 2014	Spring 2016						
Composite	79%	N/A	N/A	72%	73%	79%	80%	83%	78%	82%
People support one another in this unit.	82%	N/A	N/A	79%	81%	84%	87%	90%	84%	87%
When a lot of work needs to be done quickly, we work together as a team to get the work done.	83%	N/A	N/A	76%	81%	84%	87%	90%	84%	87%
In this unit, people treat each other with respect.	76%	N/A	N/A	73%	72%	76%	80%	85%	76%	81%
When one area in this unit gets really busy, others help out.	73%	N/A	N/A	62%	62%	66%	70%	72%	66%	71%
Organizational Learning - Continuous Improvement	SUNY Downstate Medical Center				2016 NYSPPF 25th Percentile	2016 NYSPPF 50th Percentile	2016 NYSPPF 75th Percentile	2016 NYSPPF 90th Percentile	2016 NYSPPF Mean	2016 National Mean
	Spring 2012	Fall 2013	Fall 2014	Spring 2016						
Composite	81%	N/A	N/A	72%	66%	71%	76%	80%	71%	73%
We are actively doing things to improve patient safety.	90%	N/A	N/A	82%	78%	83%	86%	89%	82%	84%
Mistakes have led to positive changes here.	73%	N/A	N/A	62%	56%	62%	67%	72%	62%	64%
After we make changes to improve patient safety, we evaluate their effectiveness.	81%	N/A	N/A	72%	62%	70%	75%	79%	68%	70%
Staffing	SUNY Downstate Medical Center				2016 NYSPPF 25th Percentile	2016 NYSPPF 50th Percentile	2016 NYSPPF 75th Percentile	2016 NYSPPF 90th Percentile	2016 NYSPPF Mean	2016 National Mean
	Spring 2012	Fall 2013	Fall 2014	Spring 2016						
Composite	52%	N/A	N/A	37%	44%	49%	53%	60%	50%	54%
We have enough staff to handle the workload.	48%	N/A	N/A	29%	39%	45%	51%	62%	46%	51%
Staff in this unit work longer hours than is best for patient care. (Reverse scored)*	45%	N/A	N/A	31%	40%	45%	50%	57%	45%	50%
We use more temporary staff than is best for patient care. (Reverse scored)*	63%	N/A	N/A	47%	56%	62%	68%	75%	63%	65%
We work in "crisis mode" trying to do too much, too quickly. (Reverse scored)*	51%	N/A	N/A	40%	38%	43%	49%	59%	45%	49%
Nonpunitive Response to Error	SUNY Downstate Medical Center				2016 NYSPPF 25th Percentile	2016 NYSPPF 50th Percentile	2016 NYSPPF 75th Percentile	2016 NYSPPF 90th Percentile	2016 NYSPPF Mean	2016 National Mean
	Spring 2012	Fall 2013	Fall 2014	Spring 2016						
Composite	40%	N/A	N/A	35%	35%	40%	44%	48%	40%	45%
Staff feel like their mistakes are held against them. (Reverse scored)*	44%	N/A	N/A	39%	40%	46%	49%	54%	45%	51%
When an event is reported, it feels like the person is being written up, not the problem. (Reverse scored)*	46%	N/A	N/A	39%	39%	44%	47%	51%	43%	48%
Staff worry that mistakes they make are kept in their personnel file. (Reverse scored)*	29%	N/A	N/A	28%	27%	31%	36%	40%	31%	37%
Supervisor Expectations and Actions Promoting Safety	SUNY Downstate Medical Center				2016 NYSPPF 25th Percentile	2016 NYSPPF 50th Percentile	2016 NYSPPF 75th Percentile	2016 NYSPPF 90th Percentile	2016 NYSPPF Mean	2016 National Mean
	Spring 2012	Fall 2013	Fall 2014	Spring 2016						
Composite	78%	N/A	N/A	71%	68%	72%	75%	78%	72%	78%
My supervisor says a good word when he/she sees a job done according to established patient safety procedures.	77%	N/A	N/A	74%	68%	73%	76%	80%	73%	78%
My supervisor seriously considers staff suggestions for improving patient safety.	80%	N/A	N/A	74%	69%	74%	78%	81%	74%	80%
Whenever pressure builds up, my supervisor wants us to work faster, even if it means taking shortcuts. (Reverse scored)*	75%	N/A	N/A	66%	66%	71%	75%	80%	70%	77%
My supervisor overlooks patient safety problems that happen over and over. (Reverse scored)*	80%	N/A	N/A	71%	67%	71%	75%	78%	71%	79%
Communication Openness	SUNY Downstate Medical Center				2016 NYSPPF 25th Percentile	2016 NYSPPF 50th Percentile	2016 NYSPPF 75th Percentile	2016 NYSPPF 90th Percentile	2016 NYSPPF Mean	2016 National Mean
	Spring 2012	Fall 2013	Fall 2014	Spring 2016						
Composite	63%	N/A	N/A	59%	57%	62%	64%	68%	62%	64%
Staff will freely speak up if they see something that may negatively affect patient care.	76%	N/A	N/A	70%	71%	75%	78%	81%	75%	77%
Staff feel free to question the decisions or actions of those with more authority.	50%	N/A	N/A	49%	44%	48%	53%	55%	48%	49%
Staff are afraid to ask questions when something does not seem right. (Reverse scored)*	63%	N/A	N/A	58%	58%	61%	66%	69%	61%	65%

SUNY Downstate Medical Center - AHRQ Culture of Safety Survey Results

Hospital Response Rate = 147%

Table 3 - Data Table of Culture of Safety Domains

Feedback and Communication About Error	SUNY Downstate Medical Center				2016 NYSPPF 25th Percentile	2016 NYSPPF 50th Percentile	2016 NYSPPF 75th Percentile	2016 NYSPPF 90th Percentile	2016 NYSPPF Mean	2016 National Mean
	Spring 2012	Fall 2013	Fall 2014	Spring 2016						
Composite	72%	N/A	N/A	65%	58%	66%	71%	75%	65%	68%
We are given feedback about changes put into place based on event reports.	64%	N/A	N/A	54%	48%	57%	63%	68%	56%	60%
We are informed about errors that happen in this unit.	75%	N/A	N/A	68%	60%	68%	74%	76%	67%	69%
In this unit, we discuss ways to prevent errors from happening again.	77%	N/A	N/A	74%	65%	73%	76%	80%	71%	75%

Frequency of Events Reported	SUNY Downstate Medical Center				2016 NYSPPF 25th Percentile	2016 NYSPPF 50th Percentile	2016 NYSPPF 75th Percentile	2016 NYSPPF 90th Percentile	2016 NYSPPF Mean	2016 National Mean
	Spring 2012	Fall 2013	Fall 2014	Spring 2016						
Composite	73%	N/A	N/A	67%	62%	67%	72%	75%	67%	67%
When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported.	72%	N/A	N/A	64%	55%	63%	69%	72%	62%	62%
When a mistake is made, but has no potential to harm the patient, how often is this reported.	70%	N/A	N/A	63%	58%	64%	68%	74%	63%	63%
When a mistake is made that could harm the patient, but does not, how often is this reported.	78%	N/A	N/A	74%	71%	76%	79%	83%	75%	75%

Hospital Management Support for Patient Safety	SUNY Downstate Medical Center				2016 NYSPPF 25th Percentile	2016 NYSPPF 50th Percentile	2016 NYSPPF 75th Percentile	2016 NYSPPF 90th Percentile	2016 NYSPPF Mean	2016 National Mean
	Spring 2012	Fall 2013	Fall 2014	Spring 2016						
Composite	76%	N/A	N/A	62%	62%	68%	74%	79%	68%	72%
Hospital management provides a work climate that promotes patient safety.	82%	N/A	N/A	69%	71%	77%	82%	87%	76%	81%
The actions of hospital management show that patient safety is a top priority.	80%	N/A	N/A	68%	65%	72%	78%	84%	71%	76%
Hospital management seems interested in patient safety only after an adverse event happens. (Reverse scored)*	65%	N/A	N/A	51%	49%	55%	61%	67%	55%	61%

Teamwork Across Hospital Units	SUNY Downstate Medical Center				2016 NYSPPF 25th Percentile	2016 NYSPPF 50th Percentile	2016 NYSPPF 75th Percentile	2016 NYSPPF 90th Percentile	2016 NYSPPF Mean	2016 National Mean
	Spring 2012	Fall 2013	Fall 2014	Spring 2016						
Composite	62%	N/A	N/A	55%	50%	57%	63%	68%	57%	61%
There is good cooperation among hospital units that need to work together.	66%	N/A	N/A	59%	52%	57%	65%	71%	58%	62%
Hospital units work well together to provide the best care for patients.	70%	N/A	N/A	63%	61%	66%	73%	79%	67%	71%
Hospital units do not coordinate well with each other. (Reverse scored)*	48%	N/A	N/A	38%	36%	43%	50%	59%	43%	49%
It is often unpleasant to work with staff from other hospital units. (Reverse scored)*	62%	N/A	N/A	59%	53%	58%	63%	70%	58%	63%

Hospital Handoffs and Transitions	SUNY Downstate Medical Center				2016 NYSPPF 25th Percentile	2016 NYSPPF 50th Percentile	2016 NYSPPF 75th Percentile	2016 NYSPPF 90th Percentile	2016 NYSPPF Mean	2016 National Mean
	Spring 2012	Fall 2013	Fall 2014	Spring 2016						
Composite	57%	N/A	N/A	47%	40%	45%	52%	59%	46%	48%
Things "fall between the cracks" when transferring patients from one unit to another. (Reverse scored)*	53%	N/A	N/A	41%	33%	39%	47%	56%	41%	43%
Important patient care information is often lost during shift changes. (Reverse scored)*	64%	N/A	N/A	56%	46%	52%	57%	66%	52%	53%
Problems often occur in the exchange of information across hospital units. (Reverse scored)*	56%	N/A	N/A	42%	38%	44%	50%	58%	45%	47%
Shift changes are problematic for patients in this hospital. (Reverse scored)*	56%	N/A	N/A	47%	38%	44%	52%	59%	45%	48%

*Negatively worded survey questions are reverse scored in order to calculate percent positive scores. The process of reverse scoring allows for the same interpretation of results to be applicable across all survey questions regardless of positive or negative wording.

National mean data was obtained from the AHRQ 2016 User Comparative Database Report for the Hospital Survey on Patient Safety Culture.

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