



Culture of Safety Survey Results: Comparative <i>Final 3/31/14</i>	PFH		PMH		PNH		PAH		PHH		PHC (Corporate)		PHI		PMCC		PHC OVERALL		Increase or Decrease	AHRQ Benchmark
	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2013	2013	2014	2013	2014	2013 to 2014	2014
1. Teamwork within units	81%	90%	89%	93%	82%	86%	81%	86%	83%	83%	89%	87%	89%	92%	86%	88%	83%	87%	↑	81%
2. Staffing	56%	73%	61%	77%	44%	67%	47%	62%	49%	54%	67%	74%	70%	84%	66%	77%	51%	68%	↑	55%
3. Handoffs & Transitions	49%	66%	73%	76%	50%	64%	46%	55%	49%	54%	50%	75%	67%	83%	76%	85%	51%	63%	↑	47%
4. Nonpunitive response to error	39%	64%	46%	75%	42%	65%	40%	52%	40%	52%	54%	60%	54%	73%	49%	64%	42%	60%	↑	44%
5. Supervisor/Manager expectations/Action promote safety	78%	89%	92%	93%	78%	85%	76%	88%	83%	85%	95%	89%	92%	91%	89%	91%	80%	88%	↑	76%
6. Management support for safety	77%	86%	95%	90%	60%	80%	60%	77%	70%	72%	91%	88%	90%	92%	90%	92%	69%	81%	↑	72%
7. Organizational Learning/Continuous Improvement	80%	91%	94%	94%	72%	86%	77%	88%	81%	82%	89%	90%	91%	95%	88%	91%	80%	89%	↑	73%
8. Overall perceptions of patient safety	68%	82%	85%	85%	57%	76%	56%	69%	65%	69%	88%	83%	84%	89%	86%	86%	64%	76%	↑	66%
9. Feedback and Communication about error	76%	87%	83%	93%	72%	83%	81%	88%	84%	84%	89%	89%	90%	89%	88%	91%	81%	88%	↑	67%
10. Communication openness	75%	83%	84%	83%	64%	78%	67%	78%	75%	74%	87%	79%	83%	81%	79%	80%	71%	79%	↑	62%
11. Frequency of events reported	75%	84%	88%	92%	81%	82%	76%	83%	78%	80%	87%	81%	84%	89%	77%	82%	78%	83%	↑	66%
12. Teamwork across units	68%	77%	90%	82%	63%	74%	65%	75%	61%	64%	89%	81%	90%	89%	90%	88%	67%	76%	↑	61%
<i>Overall Composite Average</i>	69%	81%	82%	86%	64%	77%	64%	75%	68%	71%	81%	81%	82%	87%	80%	85%	68%	78%	↑	64%

Performance **below** AHRQ Benchmark (based on 2014 AHRQ results)
 Performance meets or exceeds AHRQ Benchmark (based on 2014 AHRQ results)

Culture of Safety Survey Results: By Hospital <i>Final 3/31/14</i>	PFH 2014		PMH 2014		PNH 2014		PAH 2014		PHH 2014		PHC OVERALL 2014		AHRQ Benchmark 2014	
	# Responses	Average % Positive	# Responses	Average % Positive	# Responses	Average % Positive	# Responses	Average % Positive	# Responses	Average % Positive	# Responses	Average % Positive	# Responses	Average % Positive
1. Teamwork within units	1414	90%	775	93%	1,366	86%	3526	86%	1461	83%	10898	87%	405,281	81%
2. Staffing	1215	73%	659	77%	1,206	67%	3039	62%	1349	54%	9489	68%	405,281	55%
3. Handoffs & Transitions	994	66%	630	76%	1,065	64%	2586	55%	1110	54%	7449	63%	405,281	47%
4. Nonpunitive response to error	819	64%	467	75%	847	65%	2186	52%	932	52%	6644	60%	405,281	44%
5. Supervisor/Manager expectations/Action promote safety	1319	89%	734	93%	1,305	85%	3365	88%	1407	85%	10378	88%	405,281	76%
6. Management support for safety	1003	86%	544	90%	973	80%	2489	77%	1046	72%	7272	81%	405,281	72%
7. Organizational Learning/Continuous Improvement	939	91%	538	94%	954	86%	2439	88%	1010	82%	7463	89%	405,281	73%
8. Overall perceptions of patient safety	1284	82%	724	85%	1,270	76%	3204	69%	1353	69%	9992	76%	405,281	66%
9. Feedback and Communication about error	993	87%	552	93%	992	83%	2545	88%	1088	84%	7831	88%	405,281	67%
10. Communication openness	1006	83%	541	83%	982	78%	2498	78%	1082	74%	7787	79%	405,281	62%
11. Frequency of events reported	905	84%	488	92%	905	82%	2132	83%	944	80%	6939	83%	405,281	66%
12. Teamwork across units	1168	77%	689	82%	1,159	74%	2832	75%	1204	64%	8395	76%	405,281	61%
<i>Total Respondents/Overall Composite Average</i>	377	81%	205	86%	368	77%	958	75%	413	71%	2955	78%	405,281	64%

Performance **below** AHRQ Benchmark
 Performance meets or exceeds AHRQ Benchmark

Culture of Safety Survey Results: Non-Hospital Entities <i>Final 3/31/14</i>	PHC (Corp) 2014		PHI 2014		PMCC 2014		PHC OVERALL 2014		AHRQ Benchmark 2014		
	# Responses	Average % Positive	# Responses	Average % Positive	# Responses	Average % Positive	# Responses	Average % Positive	# Responses	Average % Positive	
1. Teamwork within units	402	87%	534	92%	1,420	88%	10,898	87%	405,281	81%	
2. Staffing	303	74%	449	84%	1,269	77%	9,489	68%	405,281	55%	
3. Handoffs & Transitions	188	75%	270	83%	606	85%	7,449	63%	405,281	47%	
4. Nonpunitive response to error	224	60%	321	73%	848	64%	6,644	60%	405,281	44%	
5. Supervisor/Manager expectations/Action promote safety	353	89%	513	91%	1,382	91%	10,378	88%	405,281	76%	
6. Management support for safety	231	88%	316	92%	670	92%	7,272	81%	405,281	72%	
7. Organizational Learning/Continuous Improvement	241	90%	365	95%	977	91%	7,463	89%	405,281	73%	
8. Overall perceptions of patient safety	332	83%	503	89%	1,322	86%	9,992	76%	405,281	66%	
9. Feedback and Communication about error	267	89%	377	89%	1,017	91%	7,831	88%	405,281	67%	
10. Communication openness	281	79%	369	81%	1,028	80%	7,787	79%	405,281	62%	
11. Frequency of events reported	259	81%	342	89%	964	82%	6,939	83%	405,281	66%	
12. Teamwork across units	267	81%	343	89%	733	88%	8,395	76%	405,281	61%	
<i>Total Respondents/Overall Composite Average</i>	109	81%	141	87%	384	85%	2955	78%	405,281	64%	
* Scores highlighted in red are below AHRQ benchmark											
							Performance below AHRQ Benchmark				
							Performance meets or exceeds AHRQ Benchmark				