Surveys on Patient Safety Culture® (SOPS®) Nursing Home Survey: 2025 User Database Report Part II:

Appendix A—Results by Nursing Home Characteristics
Appendix B—Results by Respondent Characteristics

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Overview of Appendixes

Part II—Appendixes A and B: Results by Nursing Home and Respondent Characteristics

Appendixes A and B present average percent positive scores for the survey composite measures and items across database nursing homes. Results are shown by the following nursing home and respondent characteristics.

Appendix A: Results by Nursing Home Characteristics

- Bed size
- Ownership
- Geographic region

Appendix B: Results by Respondent Characteristics

- Job title
- Work area
- Interaction with residents
- Shift worked most often
- Tenure in nursing home

Highlights from results by select nursing home and respondent characteristics are presented on the next few pages. Highlights are based on results for the 12 patient safety culture composite measures, willingness to recommend, and an overall rating on resident safety.

Data Limitations

The database for the 2025 report includes only voluntary reporting from 107 nursing homes. This number represents less than 1 percent of the total number of nursing homes in the United States. For additional details about data limitations, refer to Part I of the report.

Comparing Your Results

You can compare your nursing home's percent positive scores on the SOPS Nursing Home composite measures and items with the averages shown in Appendix A for nursing homes with characteristics (bed size, ownership, geographic region) similar to your nursing home.

To compare your nursing home's results with the data in Appendix B, your nursing home will have to compute percent positive scores on the SOPS Nursing Home composite measures and items by job title, work area, interaction with residents, shift worked most often, and tenure in nursing home.

Highlights From Appendix A

Bed Size (Tables A-1, A-3, A-4)

- Nursing homes with the smallest bed size (*1-49 beds*) had the highest:
    - Composite Measure Average (67 percent); larger nursing homes (*100 beds or more*) had the lowest (62 percent).
    - Average percentage of respondents who were willing to recommend their nursing home (77 percent); larger nursing homes (*100 beds or more*) had the lowest (66 percent).
    - Average percentage of respondents who gave their nursing home a resident safety rating of "Excellent" or "Very Good" (65 percent); larger nursing homes (*100 beds or more*) had the lowest (50 percent).

Ownership (Table A-5, A-7, A-8)

- *Government* owned nursing homes had the highest:
    - Composite Measure Average (68 percent); *For Profit* nursing homes had the lowest (60 percent).
    - Average percentage of respondents who were willing to recommend their nursing home (79 percent); *For Profit* nursing homes had the lowest (63 percent).
    - Average percentage of respondents who gave their nursing home a resident safety rating of "Excellent" or "Very Good" (64 percent); *For Profit* nursing homes had the lowest (45 percent).

Geographic Region (Tables A-9, A-11, A-12)

- Nursing homes in the *South* had the highest:
    - Composite Measure Average (69 percent); nursing homes in the *Northeast* had the lowest (58 percent).
    - Average percentage of respondents who were willing to recommend their nursing home (74 percent); nursing homes in the *Northeast* had the lowest (62 percent).
    - Average percentage of respondents who gave their nursing home a resident safety rating of "Excellent" or "Very Good" (58 percent); nursing homes in the *Northeast* had the lowest (47 percent).

Highlights From Appendix B

Job Title (Tables B-1, B-3, B-4)

- *Administrators/Managers* had the highest:
    - Composite Measure Average (76 percent); *Nursing Assistants/Aides* had the lowest (57 percent).

- Average percentage of respondents who were willing to recommend their nursing home (89 percent); *Nursing Assistants/Aides* had the lowest (61 percent).
- Average percentage of respondents who gave their nursing home a resident safety rating of "Excellent" or "Very Good" (76 percent); *Nursing Assistants/Aides* had the lowest (45 percent).

Work Area (Tables B-5 and B-7)

- The *Rehab Unit* had the highest Composite Measure Average (69 percent); the *Alzheimer's/Dementia Unit* had the lowest (57 percent).
- The *Rehab Unit* had the highest average percentage of respondents who were willing to recommend their nursing home (74 percent); *Many/No specific* unit had the lowest (67 percent).

Interaction With Residents (Tables B-9, B-11, B-12)

- Respondents *without direct resident interaction* had a higher:
  - Composite Measure Average (70 percent) than respondents *with direct resident interaction* (60 percent).
  - Average percentage of respondents who were willing to recommend their nursing home (75 percent) than respondents *with direct resident interaction* (68 percent).
  - Average percentage of respondents who gave their nursing home a resident safety rating of "Excellent" or "Very Good" (60 percent) than respondents *with direct resident interaction* (49 percent).

Shift Worked Most Often (Tables B-13, B-15, B-16)

- Respondents who worked during the *day* had the highest:
  - Composite Measure Average (65 percent); respondents who worked *nights* had the lowest (58 percent).
  - Average percentage of respondents who were willing to recommend their nursing home (73 percent); respondents who worked *evenings* had the lowest (60 percent).
  - Average percentage of respondents who gave their nursing home a resident safety rating of "Excellent" or "Very Good" (56 percent); respondents who worked *evenings* had the lowest (47 percent).

Tenure (Tables B-17, B-19, B-20)

- Respondents who have worked *Less than 1 year* in their nursing home had the highest Composite Measure Average (69 percent); respondents who have worked *3 to 5 years* had the lowest (61 percent).
- Respondents who have worked *Less than 1 year* and *11 years or more* in their nursing home had the highest average percentage of respondents who were willing to recommend their nursing home (74 percent); respondents who have worked *1 to 10 years* had the lowest (68 percent).

- Respondents who have worked *Less than 1 year* in their nursing home had the highest average percentage of respondents who gave their nursing home a resident safety rating of "Excellent" or "Very Good" (59 percent); respondents who have worked *1 to 5 years* had the lowest (52 percent).

Appendix A: Results by Nursing Home Characteristics

Bed Size

Note: The number of nursing homes and respondents by bed size is shown in each table. However, the number of nursing homes and respondents corresponding to each data cell will vary because of the omission of a specific survey item and individual nonresponse/missing data.

Table A-1.   Composite Measure Average Percent Positive Response by Bed Size – 2025 SOPS Nursing Home Database

SOPS Composite Measures	Bed Size		
	1-49 Beds	50-99 Beds	100 Beds or More
# Nursing Homes	15	45	47
# Respondents	310	1,198	2,903
1. Feedback and Communication About Incidents	83%	84%	81%
2. Overall Perceptions of Resident Safety	87%	83%	80%
3. Supervisor Expectations and Actions Promoting Resident Safety	79%	80%	79%
4. Organizational Learning	67%	65%	63%
5. Handoffs	67%	65%	61%
6. Training and Skills	66%	63%	62%
7. Management Support for Resident Safety	66%	62%	62%
8. Teamwork	67%	60%	58%
9. Compliance With Procedures	59%	52%	57%
10. Communication Openness	59%	54%	52%
11. Nonpunitive Response to Mistakes	57%	55%	52%
12. Staffing	43%	37%	37%
Composite Measure Average	67%	63%	62%

Table A-2. Item Average Percent Positive Response by Bed Size – 2025 SOPS Nursing Home Database (Page 1 of 6)

Survey Items by SOPS Composite Measure	Bed Size		
	1-49 Beds	**50-99 Beds**	**100 Beds or More**
# Nursing Homes	15	45	47
# Respondents	310	1,198	2,903
1. Feedback and Communication About Incidents	% Always/Most of the time		
When staff report something that could harm a resident, someone takes care of it. (Item B4)	82%	84%	81%
In this nursing home, we talk about ways to keep incidents from happening again. (Item B5)	81%	82%	79%
Staff tell someone if they see something that might harm a resident. (Item B6)	90%	87%	85%
In this nursing home, we discuss ways to keep residents safe from harm. (Item B8)	79%	82%	81%
2. Overall Perceptions of Resident Safety	% Strongly Agree/Agree		
Residents are well cared for in this nursing home. (Item D1)	88%	79%	78%
This nursing home does a good job keeping residents safe. (Item D6)	84%	83%	80%
This nursing home is a safe place for residents. (Item D8)	89%	85%	81%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Bed Size		
	1-49 Beds	**50-99 Beds**	**100 Beds or More**
# Nursing Homes	15	45	47
# Respondents	310	1,198	2,903
3. Supervisor Expectations and Actions Promoting Resident Safety	% Strongly Agree/Agree		
My supervisor listens to staff ideas and suggestions about resident safety. (Item C1)	79%	80%	79%
My supervisor says a good word to staff who follow the right procedures. (Item C2)	73%	76%	75%
My supervisor pays attention to resident safety problems in this nursing home. (Item C3)	87%	86%	82%
4. Organizational Learning	% Strongly Agree/Agree		
It is easy to make changes to improve resident safety in this nursing home. (Item D4)	60%	59%	60%
This nursing home is always doing things to improve resident safety. (Item D5)	74%	71%	69%
When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (Item D10)	72%	69%	67%
	% Strongly Disagree/Disagree		
This nursing home lets the same mistakes happen again and again. (Item D3*)	63%	61%	58%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Bed Size		
	1-49 Beds	**50-99 Beds**	**100 Beds or More**
# Nursing Homes	15	45	47
# Respondents	310	1,198	2,903
5. Handoffs	% Always/Most of the time		
Staff are told what they need to know before taking care of a resident for the first time. (Item B1)	71%	70%	67%
Staff are told right away when there is a change in a resident's care plan. (Item B2)	64%	59%	55%
We have all the information we need when residents are transferred from the hospital. (Item B3)	54%	56%	56%
Staff are given all the information they need to care for residents. (Item B10)	79%	74%	69%
6. Training and Skills	% Strongly Agree/Agree		
Staff get the training they need in this nursing home. (Item A7)	68%	68%	65%
Staff have enough training on how to handle difficult residents. (Item A11)	54%	51%	49%
Staff understand the training they get in this nursing home. (Item A13)	74%	69%	72%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Bed Size		
	1-49 Beds	**50-99 Beds**	**100 Beds or More**
# Nursing Homes	15	45	47
# Respondents	310	1,198	2,903
7. Management Support for Resident Safety	% Strongly Agree/Agree		
Management asks staff how the nursing home can improve resident safety. (Item D2)	63%	60%	62%
Management listens to staff ideas and suggestions to improve resident safety. (Item D7)	65%	65%	63%
Management often walks around the nursing home to check on resident care. (Item D9)	70%	61%	61%
8. Teamwork	% Strongly Agree/Agree		
Staff in this nursing home treat each other with respect. (Item A1)	69%	61%	60%
Staff support one another in this nursing home. (Item A2)	69%	64%	60%
Staff feel like they are part of a team. (Item A5)	62%	56%	54%
When someone gets really busy in this nursing home, other staff help out. (Item A9)	69%	59%	57%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Bed Size		
	1-49 Beds	**50-99 Beds**	**100 Beds or More**
# Nursing Homes	15	45	47
# Respondents	310	1,198	2,903
9. Compliance With Procedures	% Strongly Agree/Agree		
Staff follow standard procedures to care for residents. (Item A4)	79%	72%	76%
	% Strongly Disagree/Disagree		
Staff use shortcuts to get their work done faster. (Item A6*)	36%	30%	37%
To make work easier, staff often ignore procedures. (Item A14*)	63%	55%	59%
10. Communication Openness	% Always/Most of the time		
Staff ideas and suggestions are valued in this nursing home. (Item B7)	61%	57%	54%
It is easy for staff to speak up about problems in this nursing home. (Item B11)	63%	56%	58%
	% Never/Rarely		
Staff opinions are ignored in this nursing home. (Item B9*)	54%	49%	45%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Bed Size		
	1-49 Beds	**50-99 Beds**	**100 Beds or More**
# Nursing Homes	15	45	47
# Respondents	310	1,198	2,903
11. Nonpunitive Response to Mistakes	% Strongly Agree/Agree		
Staff are treated fairly when they make mistakes. (Item A15)	68%	64%	58%
Staff feel safe reporting their mistakes. (Item A18)	53%	59%	55%
	% Strongly Disagree/Disagree		
Staff are blamed when a resident is harmed. (Item A10*)	58%	49%	45%
Staff are afraid to report their mistakes. (Item A12*)	50%	47%	50%
12. Staffing	% Strongly Agree/Agree		
We have enough staff to handle the workload. (Item A3)	25%	19%	23%
Residents' needs are met during shift changes. (Item A16)	61%	59%	56%
	% Strongly Disagree/Disagree		
Staff have to hurry because they have too much work to do. (Item A8*)	24%	22%	25%
It is hard to keep residents safe here because so many staff quit their jobs. (Item A17*)	61%	48%	43%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table A-3. **Average Percentage of Respondents for Willingness To Recommend by Bed Size – 2025 SOPS Nursing Home Database**

Willingness To Recommend	Bed Size		
	1-49 Beds	**50-99 Beds**	**100 Beds or More**
# Nursing Homes	15	45	47
# Respondents	310	1,198	2,903
I would tell friends that this is a safe nursing home for their family. (Item E1)			
Yes	77%	72%	66%
Maybe	18%	21%	25%
No	5%	6%	9%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding.

Table A-4. **Average Percentage of Respondents for Overall Rating on Resident Safety by Bed Size – 2025 SOPS Nursing Home Database**

Overall Rating on Resident Safety	Bed Size		
	1-49 Beds	50-99 Beds	100 Beds or More
# Nursing Homes	15	45	47
# Respondents	310	1,198	2,903
Please give this nursing home an overall rating on resident safety. (Item E2)			
Excellent or Very Good	65%	54%	50%
Excellent	28%	17%	18%
Very Good	37%	37%	32%
Good	21%	32%	30%
Fair	13%	12%	16%
Poor	1%	2%	4%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding.

Appendix A: Results by Nursing Home Characteristics

Ownership

Note: The number of nursing homes and respondents by ownership is shown in each table. However, the number of nursing homes and respondents corresponding to each data cell vary because of the omission of a specific survey item and individual nonresponse/missing data.

Table A-5. Composite Measure Average Percent Positive Response by Ownership – 2025 SOPS Nursing Home Database

SOPS Composite Measures	Ownership		
	For Profit	**Nonprofit**	**Government**
# Nursing Homes	23	74	10
# Respondents	1,051	2,651	709
1. **Feedback and Communication About Incidents**	80%	83%	85%
2. **Overall Perceptions of Resident Safety**	78%	83%	88%
3. **Supervisor Expectations and Actions Promoting Resident Safety**	78%	80%	81%
4. **Organizational Learning**	61%	65%	69%
5. **Handoffs**	59%	65%	66%
6. **Training and Skills**	61%	63%	69%
7. **Management Support for Resident Safety**	57%	64%	68%
8. **Teamwork**	58%	60%	65%
9. **Compliance With Procedures**	55%	54%	63%
10. **Communication Openness**	49%	56%	56%
11. **Nonpunitive Response to Mistakes**	53%	54%	55%
12. **Staffing**	38%	37%	46%
Composite Measure Average	60%	64%	68%

Table A-6. Item Average Percent Positive Response by Ownership – 2025 SOPS Nursing Home Database (Page 1 of 6)

Survey Items by SOPS Composite Measure	Ownership		
	For Profit	Nonprofit	Government
# Nursing Homes	23	74	10
# Respondents	1,051	2,651	709
1. Feedback and Communication About Incidents	% Always/Most of the time		
When staff report something that could harm a resident, someone takes care of it. (Item B4)	79%	83%	84%
In this nursing home, we talk about ways to keep incidents from happening again. (Item B5)	78%	81%	86%
Staff tell someone if they see something that might harm a resident. (Item B6)	85%	87%	87%
In this nursing home, we discuss ways to keep residents safe from harm. (Item B8)	78%	81%	85%
2. Overall Perceptions of Resident Safety	% Strongly Agree/Agree		
Residents are well cared for in this nursing home. (Item D1)	76%	80%	86%
This nursing home does a good job keeping residents safe. (Item D6)	77%	83%	88%
This nursing home is a safe place for residents. (Item D8)	80%	85%	90%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Ownership		
	For Profit	**Nonprofit**	**Government**
# Nursing Homes	23	74	10
# Respondents	1,051	2,651	709
3. Supervisor Expectations and Actions Promoting Resident Safety	% Strongly Agree/Agree		
My supervisor listens to staff ideas and suggestions about resident safety. (Item C1)	77%	80%	81%
My supervisor says a good word to staff who follow the right procedures. (Item C2)	74%	75%	77%
My supervisor pays attention to resident safety problems in this nursing home. (Item C3)	83%	85%	85%
4. Organizational Learning	% Strongly Agree/Agree		
It is easy to make changes to improve resident safety in this nursing home. (Item D4)	58%	59%	63%
This nursing home is always doing things to improve resident safety. (Item D5)	64%	72%	77%
When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (Item D10)	66%	69%	72%
	% Strongly Disagree/Disagree		
This nursing home lets the same mistakes happen again and again. (Item D3*)	55%	61%	63%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Ownership		
	For Profit	**Nonprofit**	**Government**
# Nursing Homes	23	74	10
# Respondents	1,051	2,651	709
5. Handoffs	% Always/Most of the time		
Staff are told what they need to know before taking care of a resident for the first time. (Item B1)	66%	69%	71%
Staff are told right away when there is a change in a resident's care plan. (Item B2)	53%	59%	62%
We have all the information we need when residents are transferred from the hospital. (Item B3)	51%	57%	57%
Staff are given all the information they need to care for residents. (Item B10)	65%	74%	75%
6. Training and Skills	% Strongly Agree/Agree		
Staff get the training they need in this nursing home. (Item A7)	63%	67%	73%
Staff have enough training on how to handle difficult residents. (Item A11)	49%	51%	57%
Staff understand the training they get in this nursing home. (Item A13)	70%	71%	79%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Ownership		
	For Profit	**Nonprofit**	**Government**
# Nursing Homes	23	74	10
# Respondents	1,051	2,651	709
7. Management Support for Resident Safety	% Strongly Agree/Agree		
Management asks staff how the nursing home can improve resident safety. (Item D2)	57%	62%	68%
Management listens to staff ideas and suggestions to improve resident safety. (Item D7)	56%	66%	69%
Management often walks around the nursing home to check on resident care. (Item D9)	59%	63%	67%
8. Teamwork	% Strongly Agree/Agree		
Staff in this nursing home treat each other with respect. (Item A1)	57%	63%	68%
Staff support one another in this nursing home. (Item A2)	61%	62%	69%
Staff feel like they are part of a team. (Item A5)	54%	55%	62%
When someone gets really busy in this nursing home, other staff help out. (Item A9)	58%	60%	62%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Ownership		
	For Profit	**Nonprofit**	**Government**
# Nursing Homes	23	74	10
# Respondents	1,051	2,651	709
9. Compliance With Procedures	% Strongly Agree/Agree		
Staff follow standard procedures to care for residents. (Item A4)	72%	74%	82%
	% Strongly Disagree/Disagree		
Staff use shortcuts to get their work done faster. (Item A6*)	37%	32%	40%
To make work easier, staff often ignore procedures. (Item A14*)	56%	57%	68%
10. Communication Openness	% Always/Most of the time		
Staff ideas and suggestions are valued in this nursing home. (Item B7)	52%	58%	56%
It is easy for staff to speak up about problems in this nursing home. (Item B11)	49%	60%	63%
	% Never/Rarely		
Staff opinions are ignored in this nursing home. (Item B9*)	45%	49%	48%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Ownership		
	For Profit	**Nonprofit**	**Government**
# Nursing Homes	23	74	10
# Respondents	1,051	2,651	709
11. Nonpunitive Response to Mistakes	% Strongly Agree/Agree		
Staff are treated fairly when they make mistakes. (Item A15)	59%	62%	65%
Staff feel safe reporting their mistakes. (Item A18)	52%	57%	61%
	% Strongly Disagree/Disagree		
Staff are blamed when a resident is harmed. (Item A10*)	51%	48%	45%
Staff are afraid to report their mistakes. (Item A12*)	49%	49%	48%
12. Staffing	% Strongly Agree/Agree		
We have enough staff to handle the workload. (Item A3)	22%	20%	35%
Residents' needs are met during shift changes. (Item A16)	59%	58%	59%
	% Strongly Disagree/Disagree		
Staff have to hurry because they have too much work to do. (Item A8*)	27%	22%	30%
It is hard to keep residents safe here because so many staff quit their jobs. (Item A17*)	44%	47%	58%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table A-7. **Average Percentage of Respondents for Willingness To Recommend by Ownership – 2025 SOPS Nursing Home Database**

Willingness To Recommend	Ownership		
	For Profit	**Nonprofit**	**Government**
# Nursing Homes	23	74	10
# Respondents	1,051	2,651	709
I would tell friends that this is a safe nursing home for their family. (Item E1)			
Yes	63%	71%	79%
Maybe	26%	22%	17%
No	11%	7%	4%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding.

Table A-8. **Average Percentage of Respondents for Overall Rating on Resident Safety by Ownership – 2025 SOPS Nursing Home Database**

Overall Rating on Resident Safety	Ownership		
	For Profit	**Nonprofit**	**Government**
# Nursing Homes	23	74	10
# Respondents	1,051	2,651	709
Please give this nursing home an overall rating on resident safety. (Item E2)			
Excellent or Very Good	45%	54%	64%
Excellent	13%	19%	29%
Very Good	33%	35%	36%
Good	34%	29%	25%
Fair	16%	14%	9%
Poor	4%	3%	1%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding.

Appendix A: Results by Nursing Home Characteristics

Geographic Region

Note 1: The number of nursing homes and respondents by geographic region is shown in each table. However, the number of nursing homes and respondents corresponding to each data cell vary because of the omission of a specific survey item and individual nonresponse/missing data. In addition, a small number of nursing homes located in the "West" region submitted data and were omitted from the following tables.

Note 2: States and territories are categorized into geographic regions as follows:

- Northeast: CT, MA, ME, NH, NJ, NY, PA, RI, VT
- Midwest: IA, IL, IN, KS, MI, MN, MO, ND, NE, OH, SD, WI
- South: AL, AR, DC, DE, FL, GA, KY, LA, MD, MS, NC, OK, PR, SC, TN, TX, VA, VI, WV
- West: AK, AS, AZ, CA, CO, GU, HI, ID, MH, MP, MT, NM, NV, OR, UT, WA, WY

Table A-9. **Composite Measure Average Percent Positive Response by Geographic Region – 2025 SOPS Nursing Home Database**

SOPS Composite Measures	Geographic Region		
	Northeast	Midwest	South
# Nursing Homes	20	47	31
# Respondents	1,374	1,315	1,522
1. Feedback and Communication About Incidents	79%	82%	86%
2. Overall Perceptions of Resident Safety	75%	82%	86%
3. Supervisor Expectations and Actions Promoting Resident Safety	77%	77%	83%
4. Organizational Learning	57%	63%	71%
5. Handoffs	59%	61%	69%
6. Training and Skills	57%	60%	69%
7. Management Support for Resident Safety	58%	60%	69%
8. Teamwork	57%	56%	66%
9. Compliance With Procedures	53%	50%	63%
10. Communication Openness	48%	51%	59%
11. Nonpunitive Response to Mistakes	46%	53%	57%
12. Staffing	35%	34%	43%
Composite Measure Average	58%	61%	69%

Survey Items by SOPS Composite Measure	Geographic Region		
	Northeast	**Midwest**	**South**
# Nursing Homes	20	47	31
# Respondents	1,374	1,315	1,522
1. Feedback and Communication About Incidents	% Always/Most of the time		
When staff report something that could harm a resident, someone takes care of it. (Item B4)	76%	81%	87%
In this nursing home, we talk about ways to keep incidents from happening again. (Item B5)	77%	79%	84%
Staff tell someone if they see something that might harm a resident. (Item B6)	84%	86%	89%
In this nursing home, we discuss ways to keep residents safe from harm. (Item B8)	77%	81%	84%
2. Overall Perceptions of Resident Safety	% Strongly Agree/Agree		
Residents are well cared for in this nursing home. (Item D1)	74%	78%	85%
This nursing home does a good job keeping residents safe. (Item D6)	75%	83%	84%
This nursing home is a safe place for residents. (Item D8)	77%	85%	88%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Geographic Region		
	Northeast	Midwest	South
# Nursing Homes	20	47	31
# Respondents	1,374	1,315	1,522
3. Supervisor Expectations and Actions Promoting Resident Safety	% Strongly Agree/Agree		
My supervisor listens to staff ideas and suggestions about resident safety. (Item C1)	75%	78%	83%
My supervisor says a good word to staff who follow the right procedures. (Item C2)	75%	71%	81%
My supervisor pays attention to resident safety problems in this nursing home. (Item C3)	82%	84%	86%
4. Organizational Learning	% Strongly Agree/Agree		
It is easy to make changes to improve resident safety in this nursing home. (Item D4)	54%	56%	67%
This nursing home is always doing things to improve resident safety. (Item D5)	65%	69%	74%
When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (Item D10)	59%	67%	76%
	% Strongly Disagree/Disagree		
This nursing home lets the same mistakes happen again and again. (Item D3*)	51%	59%	67%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Geographic Region		
	Northeast	Midwest	South
# Nursing Homes	20	47	31
# Respondents	1,374	1,315	1,522
5. Handoffs	% Always/Most of the time		
Staff are told what they need to know before taking care of a resident for the first time. (Item B1)	62%	66%	75%
Staff are told right away when there is a change in a resident's care plan. (Item B2)	54%	55%	63%
We have all the information we need when residents are transferred from the hospital. (Item B3)	54%	51%	62%
Staff are given all the information they need to care for residents. (Item B10)	65%	71%	77%
6. Training and Skills	% Strongly Agree/Agree		
Staff get the training they need in this nursing home. (Item A7)	61%	64%	73%
Staff have enough training on how to handle difficult residents. (Item A11)	44%	47%	58%
Staff understand the training they get in this nursing home. (Item A13)	66%	69%	76%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Geographic Region		
	Northeast	**Midwest**	**South**
# Nursing Homes	20	47	31
# Respondents	1,374	1,315	1,522
7. Management Support for Resident Safety	% Strongly Agree/Agree		
Management asks staff how the nursing home can improve resident safety. (Item D2)	58%	60%	66%
Management listens to staff ideas and suggestions to improve resident safety. (Item D7)	58%	63%	68%
Management often walks around the nursing home to check on resident care. (Item D9)	56%	56%	71%
8. Teamwork	% Strongly Agree/Agree		
Staff in this nursing home treat each other with respect. (Item A1)	59%	56%	70%
Staff support one another in this nursing home. (Item A2)	59%	59%	69%
Staff feel like they are part of a team. (Item A5)	53%	52%	63%
When someone gets really busy in this nursing home, other staff help out. (Item A9)	56%	57%	63%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Geographic Region		
	Northeast	**Midwest**	**South**
# Nursing Homes	20	47	31
# Respondents	1,374	1,315	1,522
9. Compliance With Procedures	% Strongly Agree/Agree		
Staff follow standard procedures to care for residents. (Item A4)	72%	70%	80%
	% Strongly Disagree/Disagree		
Staff use shortcuts to get their work done faster. (Item A6*)	35%	26%	43%
To make work easier, staff often ignore procedures. (Item A14*)	53%	52%	66%
10. Communication Openness	% Always/Most of the time		
Staff ideas and suggestions are valued in this nursing home. (Item B7)	51%	53%	63%
It is easy for staff to speak up about problems in this nursing home. (Item B11)	51%	57%	60%
	% Never/Rarely		
Staff opinions are ignored in this nursing home. (Item B9*)	43%	44%	54%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Geographic Region		
	Northeast	Midwest	South
# Nursing Homes	20	47	31
# Respondents	1,374	1,315	1,522
11. Nonpunitive Response to Mistakes	% Strongly Agree/Agree		
Staff are treated fairly when they make mistakes. (Item A15)	53%	62%	65%
Staff feel safe reporting their mistakes. (Item A18)	49%	55%	60%
	% Strongly Disagree/Disagree		
Staff are blamed when a resident is harmed. (Item A10*)	40%	49%	49%
Staff are afraid to report their mistakes. (Item A12*)	43%	46%	55%
12. Staffing	% Strongly Agree/Agree		
We have enough staff to handle the workload. (Item A3)	25%	16%	27%
Residents' needs are met during shift changes. (Item A16)	49%	55%	65%
	% Strongly Disagree/Disagree		
Staff have to hurry because they have too much work to do. (Item A8*)	22%	19%	31%
It is hard to keep residents safe here because so many staff quit their jobs. (Item A17*)	42%	46%	51%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table A-11.   Average Percentage of Respondents for Willingness To Recommend by Geographic Region – 2025 SOPS Nursing Home Database

Willingness To Recommend	Geographic Region		
	Northeast	**Midwest**	**South**
# Nursing Homes	20	47	31
# Respondents	1,374	1,315	1,522
I would tell friends that this is a safe nursing home for their family. (Item E1)			
Yes	62%	69%	74%
Maybe	25%	24%	20%
No	13%	7%	5%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding.

Table A-12. **Average Percentage of Respondents for Overall Rating on Resident Safety by Geographic Region – 2025 SOPS Nursing Home Database**

Overall Rating on Resident Safety	Geographic Region		
	Northeast	Midwest	South
# Nursing Homes	20	47	31
# Respondents	1,374	1,315	1,522
Please give this nursing home an overall rating on resident safety. (Item E2)			
Excellent or Very Good	47%	52%	58%
Excellent	16%	14%	24%
Very Good	31%	37%	34%
Good	29%	32%	29%
Fair	19%	14%	12%
Poor	5%	3%	1%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding.

Appendix B: Results by Respondent Characteristics

Job Title

Note 1: The number of nursing homes and respondents by job title is shown in each table. However, the number of nursing homes and respondents corresponding to each data cell will vary because of the omission of a specific survey item and individual nonresponse/missing data. In addition, respondents who selected "Other" were omitted.

Note 2: The survey staff positions are as follows:

- Administrators/Managers (Admin/Manager): Executive Director/Administrator, Medical Director, Director of Nursing/Nursing Supervisor, Department Head, Unit Manager/Charge Nurse, Assistant Director/Assistant Manager, Minimum Data Set (MDS) Coordinator/Resident Nurse Assessment Coordinator (RNAC)

- Administrative Support Staff (Admin Support Staff): Administrative Assistant, Admissions, Billing/Insurance, Secretary, Human Resources, Medical Records

- Direct Care Staff: Activities Staff Member, Dietitian/Nutritionist, Medication Technician, Pastoral Care/Chaplain, Pharmacist, Physical/ Occupational/Speech/Respiratory Therapist, Podiatrist, Social Worker

- Licensed Nurse: Registered Nurse (RN), Licensed Practical Nurse (LPN), Wound Care Nurse

- Nursing Assistants/Aides (Nursing Asst/Aide): Certified Nursing Assistant (CNA), Geriatric Nursing Assistant (GNA), Nursing Aide/Nursing Assistant

- Physician/Other Provider: Physician (M.D., D.O.), Nurse Practitioner, Clinical Nurse Specialist, Physician Assistant

- Support Staff: Drivers, Food Service/Dietary, Housekeeping, Laundry Service, Maintenance, Security

Table B-1. Composite Measure Average Percent Positive Response by Job Title – 2025 SOPS Nursing Home Database

SOPS Composite Measures	Job Title						
	Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/ Aide	Physician/ Other Provider	Support Staff
# Nursing Homes	87	81	98	101	101	25	96
# Respondents	440	329	501	748	1,078	49	701
1. Feedback and Communication About Incidents	94%	90%	85%	83%	74%	91%	85%
2. Overall Perceptions of Resident Safety	93%	92%	84%	80%	77%	92%	81%
3. Supervisor Expectations and Actions Promoting Resident Safety	90%	91%	85%	72%	70%	95%	84%
4. Organizational Learning	78%	74%	64%	59%	58%	76%	69%
5. Handoffs	72%	78%	65%	60%	53%	72%	75%
6. Training and Skills	67%	69%	64%	59%	66%	65%	67%
7. Management Support for Resident Safety	85%	76%	66%	54%	50%	72%	68%
8. Teamwork	73%	69%	64%	58%	54%	73%	63%
9. Compliance With Procedures	58%	60%	57%	54%	57%	60%	55%
10. Communication Openness	80%	66%	56%	49%	42%	71%	59%
11. Nonpunitive Response to Mistakes	72%	59%	55%	53%	48%	57%	50%
12. Staffing	48%	46%	35%	37%	35%	42%	40%
Composite Measure Average	76%	73%	65%	60%	57%	72%	67%

Survey Items by SOPS Composite Measure	Job Title						
	Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/ Aide	Physician/ Other Provider	Support Staff
# Nursing Homes	87	81	98	101	101	25	96
# Respondents	440	329	501	748	1,078	49	701
1. Feedback and Communication About Incidents	% Always/Most of the time						
When staff report something that could harm a resident, someone takes care of it. (Item B4)	95%	92%	84%	84%	72%	86%	85%
In this nursing home, we talk about ways to keep incidents from happening again. (Item B5)	93%	86%	84%	79%	72%	90%	84%
Staff tell someone if they see something that might harm a resident. (Item B6)	93%	91%	87%	90%	81%	91%	86%
In this nursing home, we discuss ways to keep residents safe from harm. (Item B8)	93%	92%	85%	78%	73%	95%	85%
2. Overall Perceptions of Resident Safety	% Strongly Agree/Agree						
Residents are well cared for in this nursing home. (Item D1)	92%	89%	82%	80%	75%	91%	77%
This nursing home does a good job keeping residents safe. (Item D6)	92%	94%	82%	78%	76%	95%	82%
This nursing home is a safe place for residents. (Item D8)	94%	94%	86%	82%	80%	91%	85%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Job Title						
	Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/ Aide	Physician/ Other Provider	Support Staff
# Nursing Homes	87	81	98	101	101	25	96
# Respondents	440	329	501	748	1,078	49	701
3. Supervisor Expectations and Actions Promoting Resident Safety	% Strongly Agree/Agree						
My supervisor listens to staff ideas and suggestions about resident safety. (Item C1)	93%	92%	86%	70%	67%	95%	85%
My supervisor says a good word to staff who follow the right procedures. (Item C2)	88%	89%	80%	66%	66%	95%	79%
My supervisor pays attention to resident safety problems in this nursing home. (Item C3)	89%	93%	87%	80%	78%	94%	89%
4. Organizational Learning	% Strongly Agree/Agree						
It is easy to make changes to improve resident safety in this nursing home. (Item D4)	66%	65%	58%	52%	57%	72%	66%
This nursing home is always doing things to improve resident safety. (Item D5)	84%	82%	75%	63%	62%	90%	74%
When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (Item D10)	86%	80%	67%	63%	61%	84%	74%
	% Strongly Disagree/Disagree						
This nursing home lets the same mistakes happen again and again. (Item D3*)	77%	71%	57%	57%	53%	59%	62%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Job Title						
	Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/ Aide	Physician/ Other Provider	Support Staff
# Nursing Homes	87	81	98	101	101	25	96
# Respondents	440	329	501	748	1,078	49	701
5. Handoffs	% Always/Most of the time						
Staff are told what they need to know before taking care of a resident for the first time. (Item B1)	83%	85%	67%	66%	58%	72%	76%
Staff are told right away when there is a change in a resident's care plan. (Item B2)	67%	72%	57%	54%	48%	73%	73%
We have all the information we need when residents are transferred from the hospital. (Item B3)	55%	71%	59%	52%	44%	55%	72%
Staff are given all the information they need to care for residents. (Item B10)	84%	87%	74%	69%	61%	86%	82%
6. Training and Skills	% Strongly Agree/Agree						
Staff get the training they need in this nursing home. (Item A7)	74%	73%	68%	62%	71%	76%	68%
Staff have enough training on how to handle difficult residents. (Item A11)	48%	59%	51%	47%	54%	50%	58%
Staff understand the training they get in this nursing home. (Item A13)	79%	75%	71%	69%	72%	66%	73%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Job Title						
	Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/ Aide	Physician/ Other Provider	Support Staff
# Nursing Homes	87	81	98	101	101	25	96
# Respondents	440	329	501	748	1,078	49	701
7. Management Support for Resident Safety	% Strongly Agree/Agree						
Management asks staff how the nursing home can improve resident safety. (Item D2)	84%	78%	66%	53%	47%	65%	66%
Management listens to staff ideas and suggestions to improve resident safety. (Item D7)	86%	77%	68%	57%	52%	78%	70%
Management often walks around the nursing home to check on resident care. (Item D9)	86%	77%	62%	53%	51%	73%	68%
8. Teamwork	% Strongly Agree/Agree						
Staff in this nursing home treat each other with respect. (Item A1)	71%	72%	65%	61%	56%	76%	62%
Staff support one another in this nursing home. (Item A2)	75%	71%	63%	66%	58%	78%	65%
Staff feel like they are part of a team. (Item A5)	69%	66%	63%	50%	52%	69%	59%
When someone gets really busy in this nursing home, other staff help out. (Item A9)	77%	69%	64%	55%	48%	69%	65%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Job Title						
	Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/ Aide	Physician/ Other Provider	Support Staff
# Nursing Homes	87	81	98	101	101	25	96
# Respondents	440	329	501	748	1,078	49	701
9. Compliance With Procedures	% Strongly Agree/Agree						
Staff follow standard procedures to care for residents. (Item A4)	81%	78%	75%	75%	73%	81%	77%
	% Strongly Disagree/Disagree						
Staff use shortcuts to get their work done faster. (Item A6*)	32%	45%	34%	30%	37%	42%	33%
To make work easier, staff often ignore procedures. (Item A14*)	61%	60%	60%	58%	63%	62%	53%
10. Communication Openness	% Always/Most of the time						
Staff ideas and suggestions are valued in this nursing home. (Item B7)	85%	66%	59%	49%	43%	65%	62%
It is easy for staff to speak up about problems in this nursing home. (Item B11)	80%	69%	58%	55%	47%	85%	61%
	% Never/Rarely						
Staff opinions are ignored in this nursing home. (Item B9*)	76%	63%	50%	45%	37%	60%	54%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Job Title						
	Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/ Aide	Physician/ Other Provider	Support Staff
# Nursing Homes	87	81	98	101	101	25	96
# Respondents	440	329	501	748	1,078	49	701
11. Nonpunitive Response to Mistakes	% Strongly Agree/Agree						
Staff are treated fairly when they make mistakes. (Item A15)	85%	75%	65%	61%	47%	63%	64%
Staff feel safe reporting their mistakes. (Item A18)	69%	59%	56%	53%	50%	65%	58%
	% Strongly Disagree/Disagree						
Staff are blamed when a resident is harmed. (Item A10*)	72%	51%	55%	50%	44%	49%	33%
Staff are afraid to report their mistakes. (Item A12*)	61%	50%	44%	49%	52%	50%	42%
12. Staffing	% Strongly Agree/Agree						
We have enough staff to handle the workload. (Item A3)	37%	27%	25%	23%	14%	31%	28%
Residents' needs are met during shift changes. (Item A16)	66%	60%	44%	58%	61%	63%	59%
	% Strongly Disagree/Disagree						
Staff have to hurry because they have too much work to do. (Item A8*)	27%	35%	21%	21%	22%	21%	27%
It is hard to keep residents safe here because so many staff quit their jobs. (Item A17*)	61%	62%	51%	45%	44%	52%	45%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table B-3.   Average Percentage of Respondents for Willingness To Recommend by Job Title – 2025 SOPS Nursing Home Database

Willingness To Recommend	Job Title						
	Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/ Aide	Physician/ Other Provider	Support Staff
# Nursing Homes	87	81	98	101	101	25	96
# Respondents	440	329	501	748	1,078	49	701
I would tell friends that this is a safe nursing home for their family. **(Item E1)**							
Yes	89%	80%	73%	71%	61%	77%	68%
Maybe	10%	17%	21%	18%	29%	23%	26%
No	1%	3%	6%	11%	10%	0%	5%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding.

Table B-4. **Average Percentage of Respondents for Overall Rating on Resident Safety by Job Title – 2025 SOPS Nursing Home Database**

Overall Rating on Resident Safety	Job Title						
	Admin/ Manager	Admin Support Staff	Direct Care Staff	Licensed Nurse	Nursing Asst/ Aide	Physician/ Other Provider	Support Staff
# Nursing Homes	87	81	98	101	101	25	96
# Respondents	440	329	501	748	1,078	49	701
Please give this nursing home an overall rating on resident safety. (Item E2)							
Excellent or Very Good	76%	61%	59%	49%	45%	56%	54%
Excellent	29%	26%	21%	15%	16%	26%	21%
Very Good	47%	36%	37%	34%	29%	30%	33%
Good	19%	31%	25%	33%	34%	27%	30%
Fair	5%	6%	14%	15%	17%	17%	13%
Poor	1%	1%	2%	3%	4%	0%	2%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding.

Appendix B: Results by Respondent Characteristics

Work Area

Note 1: The number of nursing homes and respondents by work area is shown in each table. However, the number of nursing homes and respondents corresponding to each data cell will vary because of the omission of a specific survey item and individual nonresponse/missing data. In addition, respondents who selected "Other area or unit" or who did not answer (missing) were omitted.

Table B-5. Composite Measure Average Percent Positive Response by Work Area – 2025 SOPS Nursing Home Database

SOPS Composite Measures	Work Area			
	Alzheimer's/ Dementia Unit	Many/ No Specific Area or Unit	Rehab Unit	Skilled Nursing Unit
# Nursing Homes	43	100	56	100
# Respondents	227	1,604	306	1,071
1. Feedback and Communication About Incidents	78%	82%	87%	82%
2. Overall Perceptions of Resident Safety	79%	81%	84%	81%
3. Supervisor Expectations and Actions Promoting Resident Safety	64%	81%	83%	77%
4. Organizational Learning	64%	64%	68%	62%
5. Handoffs	59%	64%	67%	61%
6. Training and Skills	60%	62%	67%	63%
7. Management Support for Resident Safety	53%	63%	66%	60%
8. Teamwork	57%	58%	70%	58%
9. Compliance With Procedures	56%	54%	58%	54%
10. Communication Openness	45%	55%	57%	52%
11. Nonpunitive Response to Mistakes	47%	54%	60%	53%
12. Staffing	37%	36%	39%	35%
Composite Measure Average	57%	63%	69%	61%

Survey Items by SOPS Composite Measure	Work Area			
	Alzheimer's/ Dementia Unit	Many/ No Specific Area or Unit	Rehab Unit	Skilled Nursing Unit
# Nursing Homes	43	100	56	100
# Respondents	227	1,604	306	1,071
1. Feedback and Communication About Incidents	% Always/Most of the time			
When staff report something that could harm a resident, someone takes care of it. (Item B4)	70%	81%	86%	82%
In this nursing home, we talk about ways to keep incidents from happening again. (Item B5)	78%	80%	86%	78%
Staff tell someone if they see something that might harm a resident. (Item B6)	85%	84%	95%	86%
In this nursing home, we discuss ways to keep residents safe from harm. (Item B8)	80%	81%	86%	80%
2. Overall Perceptions of Resident Safety	% Strongly Agree/Agree			
Residents are well cared for in this nursing home. (Item D1)	77%	79%	80%	80%
This nursing home does a good job keeping residents safe. (Item D6)	77%	82%	84%	80%
This nursing home is a safe place for residents. (Item D8)	81%	83%	88%	83%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Work Area			
	Alzheimer's/ Dementia Unit	Many/ No Specific Area or Unit	Rehab Unit	Skilled Nursing Unit
# Nursing Homes	43	100	56	100
# Respondents	227	1,604	306	1,071
3. Supervisor Expectations and Actions Promoting Resident Safety	% Strongly Agree/Agree			
My supervisor listens to staff ideas and suggestions about resident safety. (Item C1)	61%	81%	86%	75%
My supervisor says a good word to staff who follow the right procedures. (Item C2)	60%	77%	79%	72%
My supervisor pays attention to resident safety problems in this nursing home. (Item C3)	70%	84%	84%	84%
4. Organizational Learning	% Strongly Agree/Agree			
It is easy to make changes to improve resident safety in this nursing home. (Item D4)	59%	56%	63%	58%
This nursing home is always doing things to improve resident safety. (Item D5)	73%	71%	80%	66%
When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (Item D10)	60%	70%	67%	65%
	% Strongly Disagree/Disagree			
This nursing home lets the same mistakes happen again and again. (Item D3*)	60%	59%	66%	58%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Work Area			
	Alzheimer's/ Dementia Unit	Many/ No Specific Area or Unit	Rehab Unit	Skilled Nursing Unit
# Nursing Homes	43	100	56	100
# Respondents	227	1,604	306	1,071
5. Handoffs	% Always/Most of the time			
Staff are told what they need to know before taking care of a resident for the first time. (Item B1)	65%	70%	67%	64%
Staff are told right away when there is a change in a resident's care plan. (Item B2)	54%	57%	62%	55%
We have all the information we need when residents are transferred from the hospital. (Item B3)	50%	55%	65%	55%
Staff are given all the information they need to care for residents. (Item B10)	66%	72%	76%	69%
6. Training and Skills	% Strongly Agree/Agree			
Staff get the training they need in this nursing home. (Item A7)	64%	68%	74%	68%
Staff have enough training on how to handle difficult residents. (Item A11)	46%	47%	59%	49%
Staff understand the training they get in this nursing home. (Item A13)	70%	72%	68%	71%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Work Area			
	Alzheimer's/ Dementia Unit	Many/ No Specific Area or Unit	Rehab Unit	Skilled Nursing Unit
# Nursing Homes	43	100	56	100
# Respondents	227	1,604	306	1,071
7. Management Support for Resident Safety	% Strongly Agree/Agree			
Management asks staff how the nursing home can improve resident safety. (Item D2)	52%	63%	59%	59%
Management listens to staff ideas and suggestions to improve resident safety. (Item D7)	56%	62%	75%	62%
Management often walks around the nursing home to check on resident care. (Item D9)	49%	63%	63%	60%
8. Teamwork	% Strongly Agree/Agree			
Staff in this nursing home treat each other with respect. (Item A1)	60%	60%	70%	61%
Staff support one another in this nursing home. (Item A2)	58%	60%	74%	62%
Staff feel like they are part of a team. (Item A5)	54%	53%	65%	58%
When someone gets really busy in this nursing home, other staff help out. (Item A9)	56%	59%	69%	52%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Work Area			
	Alzheimer's/ Dementia Unit	Many/ No Specific Area or Unit	Rehab Unit	Skilled Nursing Unit
# Nursing Homes	43	100	56	100
# Respondents	227	1,604	306	1,071
9. Compliance With Procedures	% Strongly Agree/Agree			
Staff follow standard procedures to care for residents. (Item A4)	76%	72%	78%	74%
	% Strongly Disagree/Disagree			
Staff use shortcuts to get their work done faster. (Item A6*)	42%	33%	31%	31%
To make work easier, staff often ignore procedures. (Item A14*)	52%	57%	66%	58%
10. Communication Openness	% Always/Most of the time			
Staff ideas and suggestions are valued in this nursing home. (Item B7)	44%	56%	58%	52%
It is easy for staff to speak up about problems in this nursing home. (Item B11)	48%	57%	56%	57%
	% Never/Rarely			
Staff opinions are ignored in this nursing home. (Item B9*)	40%	51%	54%	47%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Work Area			
	Alzheimer's/ Dementia Unit	Many/ No Specific Area or Unit	Rehab Unit	Skilled Nursing Unit
# Nursing Homes	43	100	56	100
# Respondents	227	1,604	306	1,071
11. Nonpunitive Response to Mistakes	% Strongly Agree/Agree			
Staff are treated fairly when they make mistakes. (Item A15)	47%	62%	62%	58%
Staff feel safe reporting their mistakes. (Item A18)	52%	56%	66%	54%
	% Strongly Disagree/Disagree			
Staff are blamed when a resident is harmed. (Item A10*)	41%	49%	53%	50%
Staff are afraid to report their mistakes. (Item A12*)	46%	49%	59%	51%
12. Staffing	% Strongly Agree/Agree			
We have enough staff to handle the workload. (Item A3)	21%	21%	32%	20%
Residents' needs are met during shift changes. (Item A16)	54%	58%	53%	57%
	% Strongly Disagree/Disagree			
Staff have to hurry because they have too much work to do. (Item A8*)	26%	22%	21%	20%
It is hard to keep residents safe here because so many staff quit their jobs. (Item A17*)	47%	45%	52%	44%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table B-7.   Average Percentage of Respondents for Willingness To Recommend by Work Area – 2025 SOPS Nursing Home Database

Willingness To Recommend		Alzheimer's/ Dementia Unit	Many/ No Specific Area or Unit	Rehab Unit	Skilled Nursing Unit
			Work Area		
	# Nursing Homes	43	100	56	100
	# Respondents	227	1,604	306	1,071
I would tell friends that this is a safe nursing home for their family. (Item E1)					
Yes		68%	67%	74%	73%
Maybe		24%	24%	22%	19%
No		8%	9%	3%	8%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding.

Table B-8. **Average Percentage of Respondents for Overall Rating on Resident Safety by Work Area – 2025 SOPS Nursing Home Database**

Overall Rating on Resident Safety		Work Area			
		Alzheimer's/ Dementia Unit	Many/ No Specific Area or Unit	Rehab Unit	Skilled Nursing Unit
	# Nursing Homes	43	100	56	100
	# Respondents	227	1,604	306	1,071
Please give this nursing home an overall rating on resident safety. (Item E2)					
Excellent or Very Good		53%	52%	55%	55%
Excellent		16%	19%	24%	17%
Very Good		37%	34%	31%	38%
Good		25%	27%	32%	29%
Fair		19%	17%	13%	13%
Poor		3%	4%	0%	2%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding.

Appendix B: Results by Respondent Characteristics

Interaction With Residents

Note: The number of nursing homes and respondents by interaction with residents is shown in each table. However, the number of nursing homes and respondents corresponding to each data cell will vary because of the omission of a specific survey item and individual nonresponse/missing data.

Table B-9. **Composite Measure Average Percent Positive Response by Interaction With Residents – 2025 SOPS Nursing Home Database**

SOPS Composite Measures	Interaction With Residents	
	WITH Direct Interaction	**WITHOUT** Direct Interaction
# Nursing Homes	107	107
# Respondents	2,700	1,333
1. Feedback and Communication About Incidents	79%	90%
2. Overall Perceptions of Resident Safety	80%	87%
3. Supervisor Expectations and Actions Promoting Resident Safety	76%	87%
4. Organizational Learning	60%	74%
5. Handoffs	59%	75%
6. Training and Skills	62%	65%
7. Management Support for Resident Safety	57%	75%
8. Teamwork	58%	65%
9. Compliance With Procedures	56%	54%
10. Communication Openness	49%	66%
11. Nonpunitive Response to Mistakes	52%	59%
12. Staffing	36%	43%
Composite Measure Average	60%	70%

Survey Items by SOPS Composite Measure	Interaction With Residents	
	WITH Direct Interaction	**WITHOUT** Direct Interaction
# Nursing Homes	107	107
# Respondents	2,700	1,333
1. Feedback and Communication About Incidents	% Always/Most of the time	
When staff report something that could harm a resident, someone takes care of it. (Item B4)	78%	91%
In this nursing home, we talk about ways to keep incidents from happening again. (Item B5)	78%	88%
Staff tell someone if they see something that might harm a resident. (Item B6)	85%	90%
In this nursing home, we discuss ways to keep residents safe from harm. (Item B8)	77%	89%
2. Overall Perceptions of Resident Safety	% Strongly Agree/Agree	
Residents are well cared for in this nursing home. (Item D1)	78%	84%
This nursing home does a good job keeping residents safe. (Item D6)	79%	88%
This nursing home is a safe place for residents. (Item D8)	82%	89%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Interaction With Residents	
	WITH **Direct Interaction**	**WITHOUT** **Direct Interaction**
# Nursing Homes	107	107
# Respondents	2,700	1,333
3. Supervisor Expectations and Actions Promoting Resident Safety	% Strongly Agree/Agree	
My supervisor listens to staff ideas and suggestions about resident safety. (Item C1)	75%	88%
My supervisor says a good word to staff who follow the right procedures. (Item C2)	72%	83%
My supervisor pays attention to resident safety problems in this nursing home. (Item C3)	82%	90%
4. Organizational Learning	% Strongly Agree/Agree	
It is easy to make changes to improve resident safety in this nursing home. (Item D4)	56%	66%
This nursing home is always doing things to improve resident safety. (Item D5)	66%	81%
When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (Item D10)	64%	79%
	% Strongly Disagree/Disagree	
This nursing home lets the same mistakes happen again and again. (Item D3*)	55%	70%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Interaction With Residents	
	WITH Direct Interaction	**WITHOUT** Direct Interaction
# Nursing Homes	107	107
# Respondents	2,700	1,333
5. Handoffs	% Always/Most of the time	
Staff are told what they need to know before taking care of a resident for the first time. (Item B1)	65%	81%
Staff are told right away when there is a change in a resident's care plan. (Item B2)	53%	70%
We have all the information we need when residents are transferred from the hospital. (Item B3)	51%	64%
Staff are given all the information they need to care for residents. (Item B10)	67%	84%
6. Training and Skills	% Strongly Agree/Agree	
Staff get the training they need in this nursing home. (Item A7)	67%	69%
Staff have enough training on how to handle difficult residents. (Item A11)	50%	54%
Staff understand the training they get in this nursing home. (Item A13)	70%	73%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Interaction With Residents	
	WITH Direct Interaction	**WITHOUT** Direct Interaction
# Nursing Homes	107	107
# Respondents	2,700	1,333
6. Management Support for Resident Safety	% Strongly Agree/Agree	
Management asks staff how the nursing home can improve resident safety. (Item D2)	56%	76%
Management listens to staff ideas and suggestions to improve resident safety. (Item D7)	58%	77%
Management often walks around the nursing home to check on resident care. (Item D9)	56%	73%
8. Teamwork	% Strongly Agree/Agree	
Staff in this nursing home treat each other with respect. (Item A1)	61%	66%
Staff support one another in this nursing home. (Item A2)	62%	68%
Staff feel like they are part of a team. (Item A5)	54%	60%
When someone gets really busy in this nursing home, other staff help out. (Item A9)	56%	66%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Interaction With Residents	
	WITH Direct Interaction	**WITHOUT** Direct Interaction
# Nursing Homes	107	107
# Respondents	2,700	1,333
9. Compliance With Procedures	% Strongly Agree/Agree	
Staff follow standard procedures to care for residents. (Item A4)	74%	75%
	% Strongly Disagree/Disagree	
Staff use shortcuts to get their work done faster. (Item A6*)	35%	32%
To make work easier, staff often ignore procedures. (Item A14*)	59%	56%
10. Communication Openness	% Always/Most of the time	
Staff ideas and suggestions are valued in this nursing home. (Item B7)	50%	68%
It is easy for staff to speak up about problems in this nursing home. (Item B11)	54%	70%
	% Never/Rarely	
Staff opinions are ignored in this nursing home. (Item B9*)	43%	60%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Interaction With Residents	
	WITH **Direct Interaction**	**WITHOUT** **Direct Interaction**
# Nursing Homes	107	107
# Respondents	2,700	1,333
11. Nonpunitive Response to Mistakes	% Strongly Agree/Agree	
Staff are treated fairly when they make mistakes. (Item A15)	57%	74%
Staff feel safe reporting their mistakes. (Item A18)	53%	62%
	% Strongly Disagree/Disagree	
Staff are blamed when a resident is harmed. (Item A10*)	48%	52%
Staff are afraid to report their mistakes. (Item A12*)	50%	49%
12. Staffing	% Strongly Agree/Agree	
We have enough staff to handle the workload. (Item A3)	20%	28%
Residents' needs are met during shift changes. (Item A16)	56%	61%
	% Strongly Disagree/Disagree	
Staff have to hurry because they have too much work to do. (Item A8*)	22%	27%
It is hard to keep residents safe here because so many staff quit their jobs. (Item A17*)	45%	54%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table B-11.   Average Percentage of Respondents for Willingness To Recommend by Interaction With Residents – 2025 SOPS Nursing Home Database

Willingness To Recommend	Interaction With Residents	
	WITH **Direct Interaction**	**WITHOUT** **Direct Interaction**
# Nursing Homes	107	107
# Respondents	2,700	1,333
I would tell friends that this is a safe nursing home for their family. **(Item E1)**		
Yes	68%	75%
Maybe	23%	21%
No	9%	4%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding.

Table B-12. Average Percentage of Respondents for Overall Rating on Resident Safety by Interaction With Residents – 2025 SOPS Nursing Home Database

Overall Rating on Resident Safety	Interaction With Residents	
	WITH Direct Interaction	WITHOUT Direct Interaction
# Nursing Homes	107	107
# Respondents	2,700	1,333
Please give this nursing home an overall rating on resident safety. **(Item E2)**		
Excellent or Very Good	49%	60%
Excellent	17%	23%
Very Good	33%	37%
Good	32%	27%
Fair	16%	11%
Poor	3%	1%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding.

Appendix B: Results by Respondent Characteristics

Shift Worked Most Often

Note: The number of nursing homes and respondents by shift worked most often in their nursing home is shown in each table. However, the number of nursing homes and respondents corresponding to each data cell in the tables will vary because of the omission of a specific survey item and individual nonresponse/missing data.

Table B-13. Composite Measure Average Percent Positive Response by Shift Worked Most Often – 2025 SOPS Nursing Home Database

SOPS Composite Measures	Shift Worked Most Often		
	Days	Evenings	Nights
# Nursing Homes	107	88	88
# Respondents	2,946	561	467
1. Feedback and Communication About Incidents	85%	77%	78%
2. Overall Perceptions of Resident Safety	84%	77%	76%
3. Supervisor Expectations and Actions Promoting Resident Safety	83%	73%	69%
4. Organizational Learning	67%	61%	60%
5. Handoffs	66%	60%	60%
6. Training and Skills	64%	65%	61%
7. Management Support for Resident Safety	66%	56%	54%
8. Teamwork	61%	60%	58%
9. Compliance With Procedures	56%	55%	57%
10. Communication Openness	58%	48%	44%
11. Nonpunitive Response to Mistakes	57%	49%	46%
12. Staffing	39%	38%	36%
Composite Measure Average	65%	60%	58%

Survey Items by SOPS Composite Measure	Shift Worked Most Often		
	Days	Evenings	Nights
# Nursing Homes	107	88	88
# Respondents	2,946	561	467
1. Feedback and Communication About Incidents	% Always/Most of the time		
When staff report something that could harm a resident, someone takes care of it. (Item B4)	85%	74%	78%
In this nursing home, we talk about ways to keep incidents from happening again. (Item B5)	84%	75%	71%
Staff tell someone if they see something that might harm a resident. (Item B6)	89%	83%	84%
In this nursing home, we discuss ways to keep residents safe from harm. (Item B8)	84%	77%	77%
2. Overall Perceptions of Resident Safety	% Strongly Agree/Agree		
Residents are well cared for in this nursing home. (Item D1)	82%	77%	78%
This nursing home does a good job keeping residents safe. (Item D6)	84%	75%	75%
This nursing home is a safe place for residents. (Item D8)	87%	80%	74%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Shift Worked Most Often		
	Days	Evenings	Nights
# Nursing Homes	107	88	88
# Respondents	2,946	561	467
3. Supervisor Expectations and Actions Promoting Resident Safety	% Strongly Agree/Agree		
My supervisor listens to staff ideas and suggestions about resident safety. (Item C1)	83%	72%	67%
My supervisor says a good word to staff who follow the right procedures. (Item C2)	79%	67%	61%
My supervisor pays attention to resident safety problems in this nursing home. (Item C3)	87%	79%	80%
4. Organizational Learning	% Strongly Agree/Agree		
It is easy to make changes to improve resident safety in this nursing home. (Item D4)	59%	62%	56%
This nursing home is always doing things to improve resident safety. (Item D5)	73%	66%	62%
When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (Item D10)	71%	59%	62%
	% Strongly Disagree/Disagree		
This nursing home lets the same mistakes happen again and again. (Item D3*)	62%	54%	59%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Shift Worked Most Often		
	Days	Evenings	Nights
# Nursing Homes	107	88	88
# Respondents	2,946	561	467
5. Handoffs	% Always/Most of the time		
Staff are told what they need to know before taking care of a resident for the first time. (Item B1)	71%	65%	64%
Staff are told right away when there is a change in a resident's care plan. (Item B2)	59%	57%	54%
We have all the information we need when residents are transferred from the hospital. (Item B3)	57%	52%	52%
Staff are given all the information they need to care for residents. (Item B10)	75%	66%	71%
6. Training and Skills	% Strongly Agree/Agree		
Staff get the training they need in this nursing home. (Item A7)	69%	70%	64%
Staff have enough training on how to handle difficult residents. (Item A11)	51%	51%	56%
Staff understand the training they get in this nursing home. (Item A13)	72%	73%	63%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Shift Worked Most Often		
	Days	Evenings	Nights
# Nursing Homes	107	88	88
# Respondents	2,946	561	467
7. Management Support for Resident Safety	% Strongly Agree/Agree		
Management asks staff how the nursing home can improve resident safety. (Item D2)	65%	56%	54%
Management listens to staff ideas and suggestions to improve resident safety. (Item D7)	68%	57%	53%
Management often walks around the nursing home to check on resident care. (Item D9)	65%	54%	54%
8. Teamwork	% Strongly Agree/Agree		
Staff in this nursing home treat each other with respect. (Item A1)	63%	63%	62%
Staff support one another in this nursing home. (Item A2)	64%	67%	60%
Staff feel like they are part of a team. (Item A5)	57%	58%	52%
When someone gets really busy in this nursing home, other staff help out. (Item A9)	62%	53%	56%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Shift Worked Most Often		
	Days	Evenings	Nights
# Nursing Homes	107	88	88
# Respondents	2,946	561	467
9. Compliance With Procedures	% Strongly Agree/Agree		
Staff follow standard procedures to care for residents. (Item A4)	76%	74%	72%
	% Strongly Disagree/Disagree		
Staff use shortcuts to get their work done faster. (Item A6*)	34%	32%	34%
To make work easier, staff often ignore procedures. (Item A14*)	58%	58%	64%
10. Communication Openness	% Always/Most of the time		
Staff ideas and suggestions are valued in this nursing home. (Item B7)	59%	54%	45%
It is easy for staff to speak up about problems in this nursing home. (Item B11)	62%	51%	51%
	% Never/Rarely		
Staff opinions are ignored in this nursing home. (Item B9*)	53%	37%	37%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Shift Worked Most Often		
	Days	Evenings	Nights
# Nursing Homes	107	88	88
# Respondents	2,946	561	467
11. Nonpunitive Response to Mistakes	% Strongly Agree/Agree		
Staff are treated fairly when they make mistakes. (Item A15)	66%	55%	50%
Staff feel safe reporting their mistakes. (Item A18)	59%	52%	47%
	% Strongly Disagree/Disagree		
Staff are blamed when a resident is harmed. (Item A10*)	52%	42%	44%
Staff are afraid to report their mistakes. (Item A12*)	51%	44%	45%
12. Staffing	% Strongly Agree/Agree		
We have enough staff to handle the workload. (Item A3)	24%	24%	20%
Residents' needs are met during shift changes. (Item A16)	58%	63%	56%
	% Strongly Disagree/Disagree		
Staff have to hurry because they have too much work to do. (Item A8*)	24%	26%	24%
It is hard to keep residents safe here because so many staff quit their jobs. (Item A17*)	50%	41%	44%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table B-15. Average Percentage of Respondents for Willingness To Recommend by Shift Worked Most Often – 2025 SOPS Nursing Home Database

Willingness To Recommend	Shifted Worked Most Often		
	Days	Evenings	Nights
# Nursing Homes	107	88	88
# Respondents	2,946	561	467
I would tell friends that this is a safe nursing home for their family. (Item E1)			
Yes	73%	60%	65%
Maybe	21%	33%	22%
No	6%	7%	13%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding.

Table B-16. **Average Percentage of Respondents for Overall Rating on Resident Safety by Shift Worked Most Often – 2025 SOPS Nursing Home Database**

Overall Rating on Resident Safety	Shift Worked Most Often		
	Days	Evenings	Nights
# Nursing Homes	107	88	88
# Respondents	2,946	561	467
Please give this nursing home an overall rating on resident safety. (Item E2)			
Excellent or Very Good	56%	47%	51%
Excellent	20%	18%	17%
Very Good	36%	29%	34%
Good	29%	36%	27%
Fair	13%	14%	17%
Poor	2%	3%	4%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding.

Appendix B: Results by Respondent Characteristics

Tenure in Nursing Home

Note: The number of nursing homes and respondents by tenure in their nursing home is shown in each table. However, the number of nursing homes and respondents corresponding to each data cell in the tables will vary because of the omission of a specific survey item and individual nonresponse/missing data.

Table B-17.   Composite Measure Average Percent Positive Response by Tenure in Nursing Home – 2025 SOPS Nursing Home Database

SOPS Composite Measures	Less Than 1 Year	1 to 2 Years	3 to 5 Years	6 to 10 Years	11 Years or More
# Nursing Homes	102	101	101	99	100
# Respondents	837	762	779	632	1,021
1. Feedback and Communication About Incidents	85%	84%	81%	82%	85%
2. Overall Perceptions of Resident Safety	85%	83%	81%	79%	84%
3. Supervisor Expectations and Actions Promoting Resident Safety	83%	82%	78%	78%	79%
4. Organizational Learning	69%	66%	62%	63%	65%
5. Handoffs	69%	63%	61%	64%	63%
6. Training and Skills	67%	64%	62%	63%	60%
7. Management Support for Resident Safety	69%	65%	60%	59%	63%
8. Teamwork	68%	62%	58%	56%	58%
9. Compliance With Procedures	64%	55%	53%	56%	51%
10. Communication Openness	64%	54%	51%	51%	56%
11. Nonpunitive Response to Mistakes	57%	56%	53%	52%	53%
12. Staffing	44%	39%	35%	37%	37%
Composite Measure Average	69%	65%	61%	62%	63%

Survey Items by SOPS Composite Measure	Tenure in Nursing Home				
	Less Than 1 Year	1 to 2 Years	3 to 5 Years	6 to 10 Years	11 Years or More
# Nursing Homes	102	101	101	99	100
# Respondents	837	762	779	632	1,021
1. Feedback and Communication About Incidents	% Always/Most of the time				
When staff report something that could harm a resident, someone takes care of it. (Item B4)	84%	83%	81%	84%	84%
In this nursing home, we talk about ways to keep incidents from happening again. (Item B5)	81%	81%	83%	81%	82%
Staff tell someone if they see something that might harm a resident. (Item B6)	89%	88%	86%	84%	88%
In this nursing home, we discuss ways to keep residents safe from harm. (Item B8)	84%	83%	76%	81%	83%
2. Overall Perceptions of Resident Safety	% Strongly Agree/Agree				
Residents are well cared for in this nursing home. (Item D1)	86%	79%	78%	76%	80%
This nursing home does a good job keeping residents safe. (Item D6)	84%	84%	81%	78%	86%
This nursing home is a safe place for residents. (Item D8)	86%	85%	83%	82%	86%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Tenure in Nursing Home				
	Less Than 1 Year	1 to 2 Years	3 to 5 Years	6 to 10 Years	11 Years or More
# Nursing Homes	102	101	101	99	100
# Respondents	837	762	779	632	1,021
3. Supervisor Expectations and Actions Promoting Resident Safety	% Strongly Agree/Agree				
My supervisor listens to staff ideas and suggestions about resident safety. (Item C1)	80%	82%	78%	78%	80%
My supervisor says a good word to staff who follow the right procedures. (Item C2)	80%	77%	74%	71%	73%
My supervisor pays attention to resident safety problems in this nursing home. (Item C3)	88%	88%	83%	83%	85%
4. Organizational Learning	% Strongly Agree/Agree				
It is easy to make changes to improve resident safety in this nursing home. (Item D4)	65%	60%	58%	57%	59%
This nursing home is always doing things to improve resident safety. (Item D5)	73%	70%	69%	70%	74%
When this nursing home makes changes to improve resident safety, it checks to see if the changes worked. (Item D10)	74%	73%	65%	68%	67%
	% Strongly Disagree/Disagree				
This nursing home lets the same mistakes happen again and again. (Item D3*)	64%	61%	57%	59%	63%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Tenure in Nursing Home				
	Less Than 1 Year	**1 to 2 Years**	**3 to 5 Years**	**6 to 10 Years**	**11 Years or More**
# Nursing Homes	102	101	101	99	100
# Respondents	837	762	779	632	1,021
5. Handoffs	% Always/Most of the time				
Staff are told what they need to know before taking care of a resident for the first time. (Item B1)	72%	68%	67%	70%	67%
Staff are told right away when there is a change in a resident's care plan. (Item B2)	65%	59%	51%	58%	58%
We have all the information we need when residents are transferred from the hospital. (Item B3)	64%	52%	53%	58%	58%
Staff are given all the information they need to care for residents. (Item B10)	77%	72%	72%	72%	71%
6. Training and Skills	% Strongly Agree/Agree				
Staff get the training they need in this nursing home. (Item A7)	73%	67%	68%	68%	63%
Staff have enough training on how to handle difficult residents. (Item A11)	53%	50%	48%	53%	50%
Staff understand the training they get in this nursing home. (Item A13)	77%	75%	70%	68%	68%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Tenure in Nursing Home				
	Less Than 1 Year	1 to 2 Years	3 to 5 Years	6 to 10 Years	11 Years or More
# Nursing Homes	102	101	101	99	100
# Respondents	837	762	779	632	1,021
7. Management Support for Resident Safety	% Strongly Agree/Agree				
Management asks staff how the nursing home can improve resident safety. (Item D2)	67%	66%	57%	58%	65%
Management listens to staff ideas and suggestions to improve resident safety. (Item D7)	69%	64%	62%	61%	66%
Management often walks around the nursing home to check on resident care. (Item D9)	71%	65%	60%	59%	60%
8. Teamwork	% Strongly Agree/Agree				
Staff in this nursing home treat each other with respect. (Item A1)	71%	64%	59%	56%	61%
Staff support one another in this nursing home. (Item A2)	70%	67%	62%	58%	61%
Staff feel like they are part of a team. (Item A5)	66%	56%	56%	54%	52%
When someone gets really busy in this nursing home, other staff help out. (Item A9)	67%	61%	54%	57%	59%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Tenure in Nursing Home				
	Less Than 1 Year	1 to 2 Years	3 to 5 Years	6 to 10 Years	11 Years or More
# Nursing Homes	102	101	101	99	100
# Respondents	837	762	779	632	1,021
9. Compliance With Procedures	% Strongly Agree/Agree				
Staff follow standard procedures to care for residents. (Item A4)	82%	73%	73%	72%	72%
	% Strongly Disagree/Disagree				
Staff use shortcuts to get their work done faster. (Item A6*)	43%	34%	32%	35%	29%
To make work easier, staff often ignore procedures. (Item A14*)	67%	57%	56%	62%	52%
10. Communication Openness	% Always/Most of the time				
Staff ideas and suggestions are valued in this nursing home. (Item B7)	68%	58%	52%	51%	58%
It is easy for staff to speak up about problems in this nursing home. (Item B11)	64%	57%	54%	59%	60%
	% Never/Rarely				
Staff opinions are ignored in this nursing home. (Item B9*)	61%	47%	46%	42%	49%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Survey Items by SOPS Composite Measure	Tenure in Nursing Home				
	Less Than 1 Year	1 to 2 Years	3 to 5 Years	6 to 10 Years	11 Years or More
# Nursing Homes	102	101	101	99	100
# Respondents	837	762	779	632	1,021
11. Nonpunitive Response to Mistakes	% Strongly Agree/Agree				
Staff are treated fairly when they make mistakes. (Item A15)	66%	65%	61%	59%	59%
Staff feel safe reporting their mistakes. (Item A18)	59%	56%	58%	53%	55%
	% Strongly Disagree/Disagree				
Staff are blamed when a resident is harmed. (Item A10*)	49%	50%	47%	50%	49%
Staff are afraid to report their mistakes. (Item A12*)	52%	52%	46%	47%	49%
12. Staffing	% Strongly Agree/Agree				
We have enough staff to handle the workload. (Item A3)	26%	23%	19%	24%	21%
Residents' needs are met during shift changes. (Item A16)	65%	58%	53%	55%	57%
	% Strongly Disagree/Disagree				
Staff have to hurry because they have too much work to do. (Item A8*)	28%	28%	22%	24%	23%
It is hard to keep residents safe here because so many staff quit their jobs. (Item A17*)	56%	49%	44%	47%	50%

Note: The item's survey location is shown in parentheses after the item text. An asterisk (*) denotes a negatively worded item. For negatively worded items, the percent positive response is the percentage of respondents who answered Strongly Disagree/Disagree or Never/Rarely.

Table B-19. Average Percentage of Respondents for Willingness To Recommend by Tenure in Nursing Home– 2025 SOPS Nursing Home Database

Willingness To Recommend	Tenure in Nursing Home				
	Less Than 1 Year	1 to 2 Years	3 to 5 Years	6 to 10 Years	11 Years or More
# Nursing Homes	102	101	101	99	100
# Respondents	837	762	779	632	1,021
I would tell friends that this is a safe nursing home for their family. **(Item E1)**					
Yes	74%	68%	68%	68%	74%
Maybe	20%	25%	23%	23%	20%
No	6%	7%	9%	9%	6%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding.

Table B-20. Average Percentage of Respondents for Overall Rating on Resident Safety by Tenure in Nursing Home – 2025 SOPS Nursing Home Database

Overall Rating on Resident Safety	Tenure in Nursing Home				
	Less Than 1 Year	1 to 2 Years	3 to 5 Years	6 to 10 Years	11 Years or More
# Nursing Homes	102	101	101	99	100
# Respondents	837	762	779	632	1,021
Please give this nursing home an overall rating on resident safety. (Item E2)					
Excellent or Very Good	59%	52%	52%	54%	54%
Excellent	23%	21%	18%	19%	18%
Very Good	37%	31%	34%	35%	36%
Good	26%	31%	30%	28%	31%
Fair	12%	15%	16%	14%	12%
Poor	2%	2%	2%	3%	2%

Note: The item's survey location is shown in parentheses after the item text. Percentages may not add to 100 due to rounding. "Excellent or Very Good" may not equal the sum of the separate response option percentages due to rounding.