

**Agency for Healthcare Research & Quality (AHRQ)**  
**2014 Culture of Safety Survey Results**  
St. Charles Hospital Response Rate = 74%

Measure	St. Charles Hospital	Comparison Group*	How we Compare
Overall Perceptions of Safety	63%	63%	↔
Teamwork within Units	81%	77%	↑
Organizational Learning/Continuous Improvement	72%	71%	↑
Staffing	51%	50%	↑
Nonpunitive Response to Error	47%	39%	↑
Supervisor Expectations and Actions Promoting Safety	75%	71%	↑
Communication Openness	65%	60%	↑
Feedback and Communications about Error	69%	64%	↑
Frequency of Events Reported	73%	66%	↑
Management Support of Patient Safety	67%	68%	↓
Teamwork across Hospital Units	60%	58%	↑
Hospital Handoffs and Transitions	48%	46%	↑

- \* Comparison Group: 2014 New York State Partnership for Patients (NYSPFP) Mean
- ↑ Better than Comparison Group
- ↔ Similar to Comparison Group
- ↓ Lower than Comparison Group