NURSES’ AND PATIENTS’ APPRAISALS SHOW PATIENT SAFETY IN HOSPITALS REMAINS A CONCERN

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In the report *To Err is Human* (1999), the National Academy of Medicine called for national action to improve patient safety in hospitals. The report concluded that improving nurse work environments—assuring adequate nurse staffing and supporting nurses’ ability to care for patients—was critical to these efforts. Two decades later, have nurse work environments improved, and has that had a noticeable impact on patient safety? To find out, researchers surveyed more than 800,000 patients and 53,000 nurses in 535 hospitals in 2005, and again in 2016.

1. Hospital nurses and patients report ongoing concerns about safety and quality in 2015-2016

Nurse Reports of Quality of Care and Patient Safety, 2015-2016

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>55%</td>
<td>Would not definitely recommend their hospital</td>
</tr>
<tr>
<td>30%</td>
<td>Unfavorable grade on patient safety (C, D, or F)</td>
</tr>
</tbody>
</table>

Patient Reports of Hospital Experience, 2015

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>30%</td>
<td>Would not definitely recommend their hospital</td>
</tr>
<tr>
<td>32%</td>
<td>Unfavorable rating of their hospital (8 or less on 10-point scale)</td>
</tr>
</tbody>
</table>

2. Did nurses report that work environments changed from 2005 to 2016?

<table>
<thead>
<tr>
<th>Environment</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Worsened</td>
<td>7%</td>
</tr>
<tr>
<td>Remained the same</td>
<td>71%</td>
</tr>
<tr>
<td>Improved</td>
<td>21%</td>
</tr>
</tbody>
</table>

3. In hospitals that improved their work environment, nurses and patients report:

**Nurses**
- 15-percentage point increase in nurses giving hospitals high patient safety grades
- 15-percentage point increase in nurses reporting excellent quality of care

**Patients**
- 8-percentage point increase in patients that would definitely recommend their hospital
- 11-percentage point increase in patients giving hospitals a favorable rating

**Changes in Nurse Reports of Patient Safety and Related Measures, 2005 and 2016**

<table>
<thead>
<tr>
<th>Measure</th>
<th>2005</th>
<th>2016</th>
<th>Percentage change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of patient care is excellent</td>
<td>18</td>
<td>19</td>
<td>5%</td>
</tr>
<tr>
<td>Favorable grade on patient safety (A or B)</td>
<td>11</td>
<td>15</td>
<td>4%</td>
</tr>
<tr>
<td>Staff do not feel like mistakes are held against them</td>
<td>0</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Important information is not lost during shift changes</td>
<td>0</td>
<td>1</td>
<td>1%</td>
</tr>
<tr>
<td>Things do not fall between the cracks</td>
<td>0</td>
<td>1</td>
<td>1%</td>
</tr>
<tr>
<td>Staff feel free to question authority</td>
<td>1</td>
<td>1</td>
<td>0%</td>
</tr>
<tr>
<td>Patient safety is a top priority of management</td>
<td>1</td>
<td>6</td>
<td>550%</td>
</tr>
<tr>
<td>Job satisfaction</td>
<td>7</td>
<td>6</td>
<td>-14%</td>
</tr>
<tr>
<td>Low burnout</td>
<td>6</td>
<td>3</td>
<td>-50%</td>
</tr>
</tbody>
</table>

**Conclusion**

Failure to improve clinical work environments may impede progress on patient safety. Incentives are needed to reward hospitals for improvements linked to patient safety, such as providing greater autonomy to nurses to make timely decisions on behalf of patients, and promoting leadership that is committed to a culture of continuous quality and safety improvement.