

Table S2. PRR on patient safety culture items and dimensions according to pharmacy ownership type (N=378)

| SECTION A: Working in This Pharmacy | Independent Pharmacy N (%) | Chain Pharmacy N (%) | P value |
|---|-------------------------------|-------------------------|---------------------------|
| 1. Physical Space and Environment | | | |
| A1 This pharmacy is well organized | 257 (88.0) | 76 (88.4) | 0.928 ^b |
| A5 This pharmacy is free of clutter | 221 (75.7) | 64 (74.4) | 0.811 ^b |
| A7 The physical layout of this pharmacy supports good workflow | 241 (82.5) | 67 (77.9) | 0.332 ^b |
| Dimension positivity | 719 (82.1) | 207 (80.2) | 0.896 ^a |
| 2. Teamwork: | | | |
| A2 Staff treat each other with respect | 274 (93.8) | 81 (94.2) | 0.905 ^a |
| A4 Staff in this pharmacy clearly understand their roles and responsibilities | 258 (88.4) | 77 (89.5) | 0.762 ^a |
| A9 Staff work together as an effective team | 261 (89.4) | 71 (82.6) | 0.089 ^a |
| Dimension positivity | 793 (90.5) | 229 (88.8) | 0.037 ^a |
| 3. Staff Training and Skills: | | | |
| A3 Technicians in this pharmacy receive the training they need to do their jobs | 232 (79.5) | 69 (80.2) | 0.874 ^b |
| A6 Staff in this pharmacy have the skills they need to do their jobs well | 257 (88.0) | 66 (76.7) | 0.009 ^a |
| A8 Staff who are new to this pharmacy receive adequate orientation | 255 (87.3) | 65 (75.6) | 0.008 ^a |
| A10 Staff get enough training from this pharmacy | 241 (82.5) | 66 (76.7) | 0.227 ^b |
| Dimension positivity | 985 (82.4) | 266 (77.3) | 0.325 ^a |
| SECTION B: Communication and Work Pace | Independent Pharmacy N (%) | Chain Pharmacy N (%) | P value |
| 4. Communication Openness: | | | |
| B1 Staff ideas and suggestions are valued in this pharmacy | 232 (79.5) | 57 (66.3) | 0.011 ^b |
| B5 Staff feel comfortable asking questions when they are unsure about something | 242 (82.9) | 67 (77.9) | 0.294 ^b |
| B10 It is easy for staff to speak up to their supervisor/manager about patient safety concerns in this pharmacy | 229 (78.4) | 66 (76.7) | 0.741 ^b |
| Dimension positivity | 703 (80.3) | 190 (73.6) | 0.194 ^a |
| 5. Patient Counseling: | | | |
| B2 We encourage patients to talk to pharmacists about their medications | 256 (87.7) | 73 (84.9) | 0.499 ^a |
| B7 Our pharmacists spend enough time talking to patients about how to use their medications | 242 (82.9) | 72 (83.7) | 0.854 ^b |
| B11 Our pharmacists tell patients important information about their new prescriptions | 249 (85.3) | 74 (86.0) | 0.866 ^a |
| Dimension positivity | 747 (85.3) | 219 (84.9) | 0.126 ^a |
| 6. Staffing, Work Pressure, and Pace | | | |
| B3 Staff take adequate breaks during their shifts | 193 (66.1) | 33 (38.4) | 0.000 ^b |
| B9 We feel rushed when processing prescriptions (R) | 74 (25.3) | 25 (29.1) | 0.490 ^b |
| B12 We have enough staff to handle the workload | 231 (79.1) | 59 (68.6) | 0.043 ^b |
| B16 Interruptions/distractions in this pharmacy (from phone calls, faxes, customers, etc.) make it difficult for staff to work accurately (R) | 71 (24.3) | 18 (20.9) | 0.516 ^b |
| Dimension positivity | 569 (42.9) | 135 (39.5) | 0.018 ^a |
| 7. Communication About Prescriptions Across Shifts | | | |
| B4 We have clear expectations about exchanging important prescription information across shifts | 215 (73.6) | 57 (66.3) | 0.182 ^b |
| B6 We have standard procedures for communicating prescription information across shifts | 196 (67.1) | 59 (68.6) | 0.797 ^b |
| B14 The status of problematic prescriptions is well communicated across shifts | 228 (78.1) | 66 (76.7) | 0.793 ^b |
| Dimension positivity | 639 (72.9) | 182 (70.5) | 0.124 ^a |

Table S2. *cont.*

| SECTION B: Communication and Work Pace | Independent Pharmacy N (%) | Chain Pharmacy N (%) | P value |
|---|-------------------------------|-------------------------|--------------------------|
| 8. Communication About Mistakes: | | | |
| B8 Staff in this pharmacy discuss mistakes | 241 (82.5) | 67 (77.9) | 0.332 ^b |
| B13 When patient safety issues occur in this pharmacy, staff discuss them | 225 (77.1) | 67 (77.9) | 0.868 ^b |
| B15 In this pharmacy, we talk about ways to prevent mistakes from happening again | 239 (81.8) | 62 (72.1) | 0.048^b |
| Dimension positivity | 705 (80.5) | 196 (76.0) | 0.523 ^a |
| SECTION C: Patient Safety and Response to Mistakes | Independent Pharmacy N (%) | Chain Pharmacy N (%) | P value |
| 9. Response to Mistakes: | | | |
| C1 Staff are treated fairly when they make mistakes | 223 (76.4) | 49 (57.0) | 0.000^b |
| C4 This pharmacy helps staff learn from their mistakes rather than punishing them | 242 (82.9) | 56 (65.1) | 0.000^b |
| C7 We look at staff actions and the way we do things to understand why mistakes happen in this pharmacy | 240 (82.2) | 66 (76.7) | 0.258 ^b |
| C8 Staff feel like their mistakes are held against them (R) | 184 (63.0) | 36 (41.9) | 0.000^b |
| Dimension positivity | 889 (76.0) | 207 (61.2) | 0.001^a |
| 10. Organizational Learning – Continuous Improvement | | | |
| C2 When a mistake happens, we try to figure out what problems in the work process led to the mistake | 255 (87.3) | 60 (69.8) | 0.000^b |
| C5 When the same mistake keeps happening, we change the way we do things | 248 (84.9) | 62 (72.1) | 0.006^b |
| C10 Mistakes have led to positive changes in this pharmacy | 223 (76.4) | 55 (64.0) | 0.022^b |
| Dimension positivity | 726 (82.9) | 177 (68.6) | 0.001^a |
| 11. Overall Perceptions of Patient Safety: | | | |
| C3 This pharmacy places more emphasis on sales than on patient safety (R) | 204 (69.9) | 49 (57.0) | 0.026^b |
| C6 This pharmacy is good at preventing mistakes | 252 (86.3) | 66 (76.7) | 0.033^b |
| C9 The way we do things in this pharmacy reflects a strong focus on patient safety | 256 (87.7) | 63 (73.3) | 0.001^b |
| Dimension positivity | 712 (81.3) | 178 (69.0) | 0.006^a |

(R): Negatively worded items were reversed coded; P-values of ^a Fisher's exact test and ^b Pearson chi-square test (numbers in bold are significant numbers generated from the statistical tests).