

## Supplementary file 4: Patient and staff recruitment information

**Table 1: Ward level recruitment data for staff and patients**

		<b>Patient response rate</b> n (% of those approached) <sup>a</sup>	<b>Staff response rate</b> n (approx. % of the MDT)
<b>Positively deviant wards</b>	<b>T1W1</b>	21 (51)	22 (44)
	<b>T2W3</b>	22 (61)	14 (40)
	<b>T2W6</b>	21 (47)	11 (31)
	<b>T5W10</b>	20 (51)	30 (67)
<b>Comparison wards</b>	<b>T1W2</b>	17 (53)	18 (45)
	<b>T2W4</b>	23 (48)	14 (40)
	<b>T2W5</b>	20 (49)	19 (54)
	<b>T3W8</b>	20 (69)	16 (46)
	<b>T4W9</b>	24 (83)	17 (35)
<b>All wards</b>		188 (55)	161 (45)

<sup>a</sup> Response rates include patients who explicitly refused to participate. It does not include: those whom nurses reported to be eligible but were subsequently considered unsuitable; and those who could not be followed up after providing time to consider participation.

**Table 2: Characteristics of patient participants**

	<b>Patient age</b> mean years (SD)	<b>Ongoing hospital treatment</b> % yes	<b>Time in hospital</b> mean days (SD)	<b>Inpatient frequency</b> mean (SD)
<b>Positively deviant wards</b>	84.49 (5.60)	33%	13.6 (12.87)	2.27 (2.46)
<b>Comparison wards</b>	84.56 (5.36)	46% (3 missing)	15.71 (19.64)	2.71 (3.32)
<b>All wards</b>	84.53 (5.45)	41%	14.75 (16.91)	2.51 (2.97)

**Table 3: Professional roles of staff participants**

	<b>Nursing</b> %	<b>Healthcare Assistants</b> %	<b>Allied Health Profs</b> %	<b>Doctors</b> %	<b>Other</b> %
<b>Positively deviant wards</b>	46.8	19.5	15.6	6.5	11.7
<b>Comparison wards</b>	36.9	31.0	13.1	1.2	17.8
<b>All wards</b>	41.6	25.5	14.3	3.7	15.0

**Table 4: Ward level minimum and maximum values for all patient and staff measures of safety.**

		Patient Measure of Safety		Friends and Family Test		CQUIN		Patient Safety Grade	
		Min	Max	Min	Max	Min	Max	Min	Max
<b>Positively deviant wards</b>	<b>Ward 1</b>	2.94	4.91	3	5	1.67	3.00	3	5
	<b>Ward 3</b>	3.59	4.74	3	5	1.67	3.00	3	5
	<b>Ward 6</b>	3.17	4.57	1	5	2.00	3.00	3	5
	<b>Ward 10</b>	3.93	4.91	4	5	1.00	3.00	2	5
<b>Comparison wards</b>	<b>Ward 2</b>	2.95	4.77	2	5	1.33	3.00	1	5
	<b>Ward 4</b>	3.31	4.81	1	5	1.67	3.00	3	5
	<b>Ward 5</b>	2.93	4.71	1	5	1.00	3.00	3	5
	<b>Ward 8</b>	4.00	4.98	4	5	2.00	3.00	2	5
	<b>Ward 9</b>	3.41	4.81	2	5	1.67	3.00	1	5