

# AHRQ

## Surveys on Patient Safety Culture (SOPS)

### Overview and Introduction

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# Moving Toward a Culture of Safety

- Institute of Medicine, *To Err is Human, Building a Safer Health Care System*, 1999

“The healthcare organization must develop a culture of safety such that an organization’s design, process and workforce are focused on a clear goal – dramatic improvement in the reliability and safety of the care process.”



# What is Safety Culture?

*“The way we do things around here”*

Beliefs, values & norms

Informal, taken-for-granted

Shared among members

Day-to-day operating principles that tell people:

- how they should behave
- what is expected & rewarded
- what is disciplined & what is not

*Shapes discretionary behaviors—rules and SOPs only go so far...*



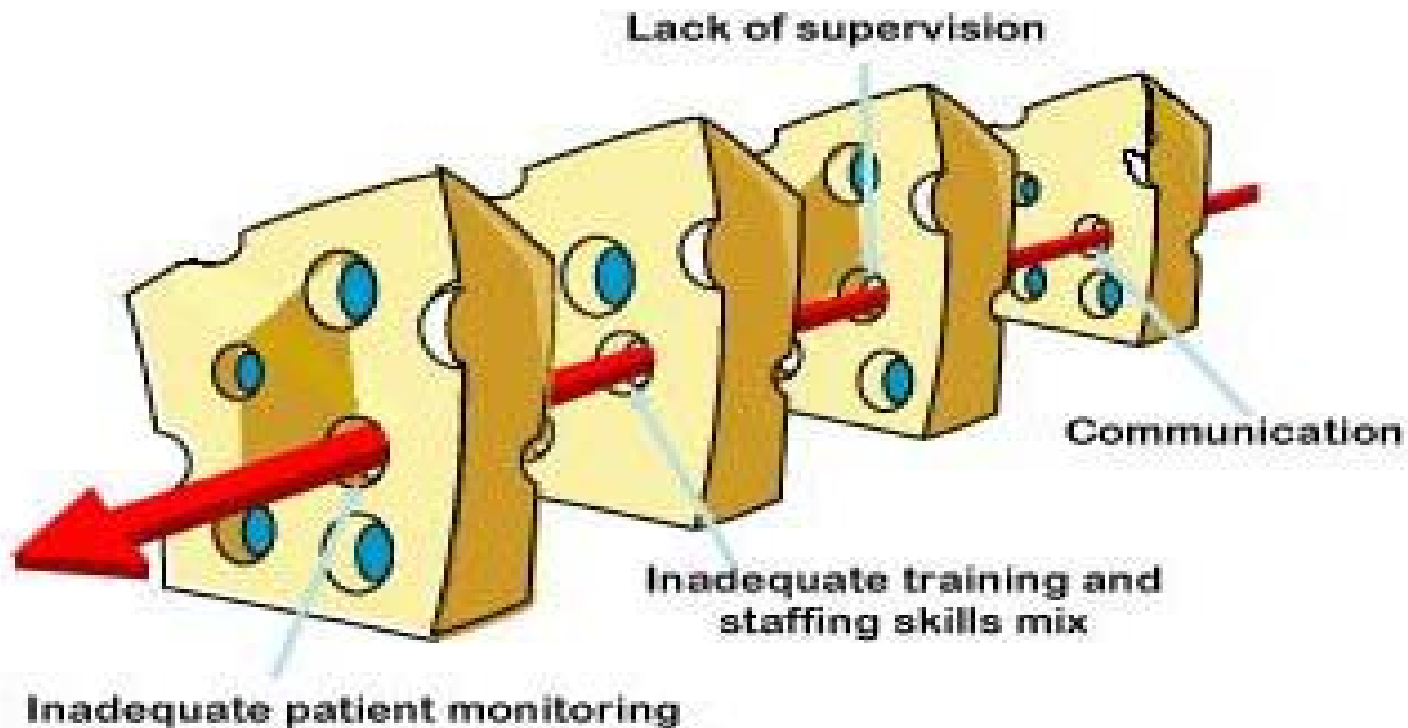
# What is Safety Culture?

- Part of broader organizational culture
- One definition:  
*“...the product of individual and group values, attitudes, perceptions, competencies and patterns of behavior that determine the commitment to, and the style and proficiency of, an organization’s health and safety management...”*

Health and Safety Commission (HSC)(1993) Organizing for Safety: Third Report of the Human Factors Study Group of the ACSNI (Advisory Committee on the Safety of Nuclear Installations. Sudbury: HSE Books.

# Widespread Impact of Safety Culture

Culture affects all parts of the organization that can fail –  
Reason's “Swiss cheese” model of accidents





# Why Assess Safety Culture?

- Raise staff awareness about patient safety culture
- Identify differences in safety culture within departments/units of an organization
- Identify areas for patient safety improvement
- Evaluate change and track progress over time
- Benchmark internally across departments and externally with other organizations
- Satisfy regulatory & other external demands



# AHRQ Surveys on Patient Safety Culture (SOPS)

- Public-use instruments
  - Hospitals—November 2004
  - Nursing Homes—September 2008
  - Outpatient Medical Offices—in December 2008
- Free toolkit materials & technical assistance
- Benchmarking databases
- In-person User Group Meetings
  - Next one April 2010 in Baltimore, MD



# 11<sup>th</sup> CAHPS & 1<sup>st</sup> SOPS User Group Meeting

- CAHPS—Consumer Assessment of Healthcare Providers and Systems
- AHRQ's vision to combine these two programs
  - Public use instruments & free technical assistance
  - Westat as support contractor
  - Benchmarking databases
  - Linking patient and healthcare staff perspectives on quality and safety





# Overview of SOPS Track Sessions

## Thursday Morning

- SOPS Overview & Hospital SOPS Comparative Database Results (9:00-10:15)
  - Preview of 2009 results to be released in February 2009
  - New information on safety culture trends over time
- Introducing the New Medical Office & Nursing Home SOPS Surveys & Survey Administration Tips (10:30-11:45)
  - Results from pilot testing in 182 medical offices and 40 nursing homes



# Overview of SOPS Track Sessions

## Thursday Afternoon

- Joint CAHPS-SOPS Buffet Lunch & Speaker (Noon-1:30)
  - Consumer Reports National Research Center discussing plans to consolidate hospital quality measures & report to consumers
- Interpreting Survey Results & Action Planning (1:45-3:15)
  - *Correction to Main Conference Full Agenda:*  
*Katherine Jones will speak about her work with small rural hospitals on the HSOPS (NOT Nursing Home SOPS)*
  - Involving Physicians & Disseminating HSOPS Results at the Unit Level



# Overview of SOPS Track Sessions

## Thursday Afternoon

- Patient Safety Improvement Initiatives (3:30-5:00)
  - Nonpunitive Response to Error: Fair & Just Principles of the Aurora Health Care Culture
  - Using TeamSTEPPS to Reduce Errors: Creating a Culture of Safety
  - Setting the Standard for Professional Behavior (video presentation from 5:00-5:15)
- Joint CAHPS-SOPS Reception & Discussion Roundtables (5:00-7:00pm)



# Overview of SOPS Track Sessions

## Friday Morning

- International HSOPS User Activities (8:00-9:00am)
  - Presentations from the Netherlands & Taiwan
- Open Dialogue for SOPS User Feedback (9:15-10:15)
  - Results from RAND interviews with HSOPS Users
  - Requests for audience feedback on SOPS
- Joint CAHPS-SOPS Closing Plenary (10:30-Noon)
  - Presentation & panel discussion about analyses linking Hospital CAHPS and Hospital SOPS, and examining their linkages with clinical outcome measures:
    - Hospital Quality Alliance (HQA) clinical measures
    - AHRQ Patient Safety Indicators



# Overview of SOPS Track Sessions

## Friday at Noon—Conference concludes

- Buffet lunch (carry-out boxes available)

*We hope you have an enjoyable  
and rewarding conference!*