



Development and Pilot Testing of the AHRQ Nursing Home Survey on Patient Safety Culture

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Objectives

- Describe the development and pilot testing of the AHRQ nursing home survey on resident safety culture
- Provide survey administration guidelines and tips
- Provide information about future plans for AHRQ support and technical assistance for the survey



Background

- Hospital Survey on Patient Safety Culture (HSOPS) released November 2004
 - www.ahrq.gov/qual/hospculture
- Developed by Westat, funded by AHRQ
- HSOPS comparative database
 - Annual reports for 2007 & 2008
www.ahrq.gov/qual/hospsurvey08/

HSOPS Patient Safety Culture Dimensions

- 42 items assess 12 dimensions of patient safety culture
 1. Communication openness
 2. Feedback & communication about error
 3. Frequency of event reporting
 4. Handoffs & transitions
 5. Management support for patient safety
 6. Nonpunitive response to error
 7. Organizational learning--continuous improvement
 8. Overall perceptions of patient safety
 9. Staffing
 10. Supv/mgr expectations & actions promoting patient safety
 11. Teamwork across units
 12. Teamwork within units
- Patient safety “grade” (Excellent to Poor)
- Number of events reported in past 12 months



Nursing Home SOPS Development

- Survey development process
 - Reviewed literature & existing surveys
 - Interviewed nursing home administrators and staff
 - Identified key areas of safety culture in the NH setting
 - Developed survey items
 - Conducted cognitive testing of survey items
 - Obtained input from over two dozen researchers & stakeholders
- Many NH staff have lower education/reading levels; language issues
 - Used simple language in survey items (final survey has Flesch-Kincaid score 5.3 grade reading level)
 - Kept survey item wording relatively short
 - Focused on entire NH rather than on “units” or “departments”

Nursing Home SOPS Development

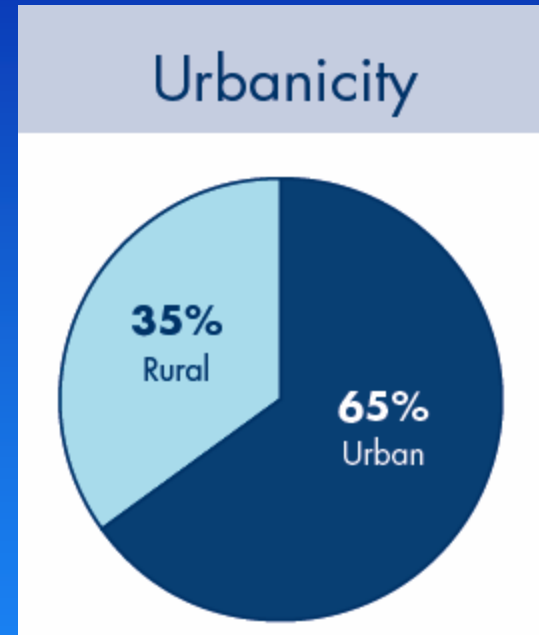
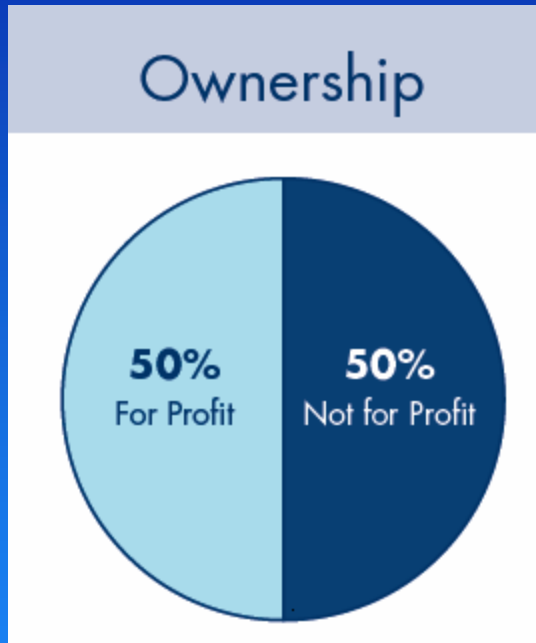
- Dropped 3 HSOPS dimensions:
 - Frequency of event reporting
 - Teamwork across units
 - Teamwork within units
- Added 3 new NH SOPS dimensions:
 - Compliance with procedures
 - Training and skills
 - Teamwork



NH SOPS Patient Safety Culture Dimensions

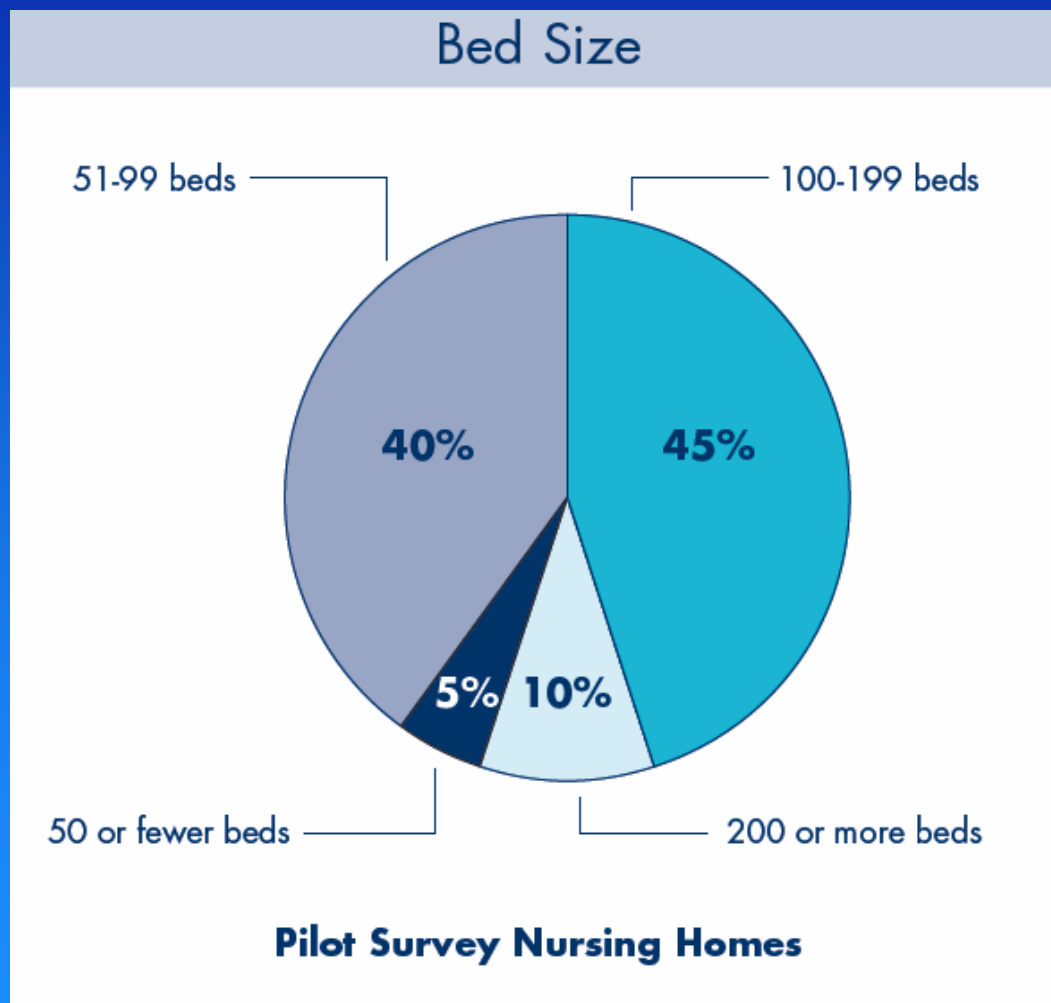
- Pilot survey--62 items assessed 12 dimensions of patient safety culture
 1. Communication openness
 2. Compliance with procedures
 3. Feedback & communication about incidents
 4. Handoffs
 5. Management support for resident safety
 6. Nonpunitive response to mistakes
 7. Organizational learning
 8. Overall perceptions of resident safety
 9. Staffing
 10. Supv/mgr expectations & actions promoting resident safety
 11. Teamwork
 12. Training and skills
- Resident safety “grade” (Excellent to Poor)
- Overall recommendation of nursing home to others

Nursing Home Pilot Test



- Nursing homes only
 - Not designed for assisted living, community care, rehabilitation, or independent living facilities

Nursing Home Pilot Test



Nursing Home Pilot Test

- Identified a site point-of-contact
 - Typically a NH administrator
- Conducted paper survey administration
 - ❖ *Conduct a census of all staff unless NH has 300 or more staff & then draw a sample*
 - ❖ *Conduct a census of staff positions with few individuals & draw a sample from nursing assistants/support staff*
 - ❖ *Survey staff, including agency and contract staff, who can read and understand English*
 - ❖ *Survey physicians or other providers who see patients in the NH*

Nursing Home Pilot Test

- Westat used monetary incentives in pilot, but do not recommend that NHs provide same types of incentives
 - \$150 remuneration for all NH points-of-contact (POCs)
 - \$5 prepaid cash to each staff member for 25 of 40 nursing homes
 - ❖ *Consider the use of raffles, refreshments, or parties if response rate goals are achieved*
- Used individual identification numbers to track respondents and nursing homes for most sites
 - Confidentiality is a concern; about 3% of staff removed their identifiers



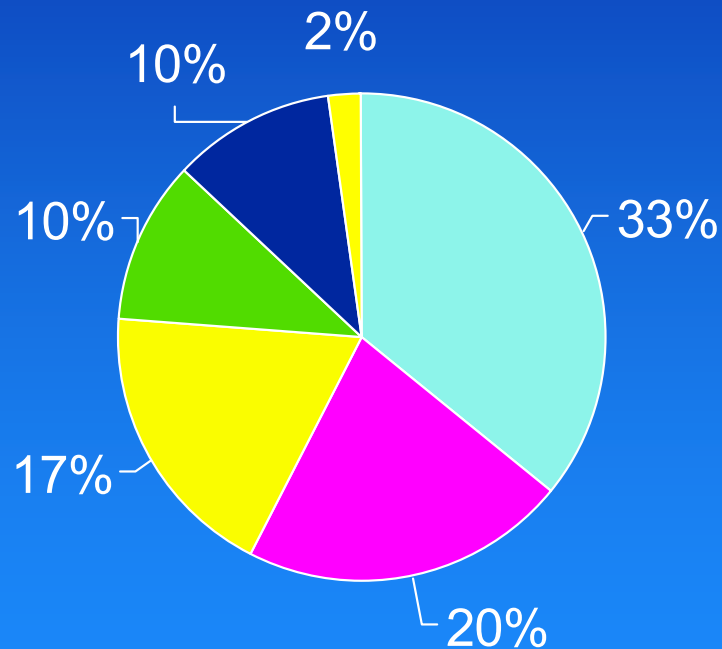
Nursing Home Pilot Test

- Survey administration steps
 - First survey distributed by NH POC
 - Included facility cover letter of support & prepaid incentive
 - ❖ *Use postage-paid, addressed return envelopes for most confidential response*
 - ❖ *Or, completed surveys can be returned to a box or POC in the NH*
 - Reminder postcard distributed 2 weeks later
 - ❖ *Need enough time for completed surveys to be returned by mail*
 - Second survey distributed 2 weeks after reminder; then closeout

Nursing Home Pilot Test

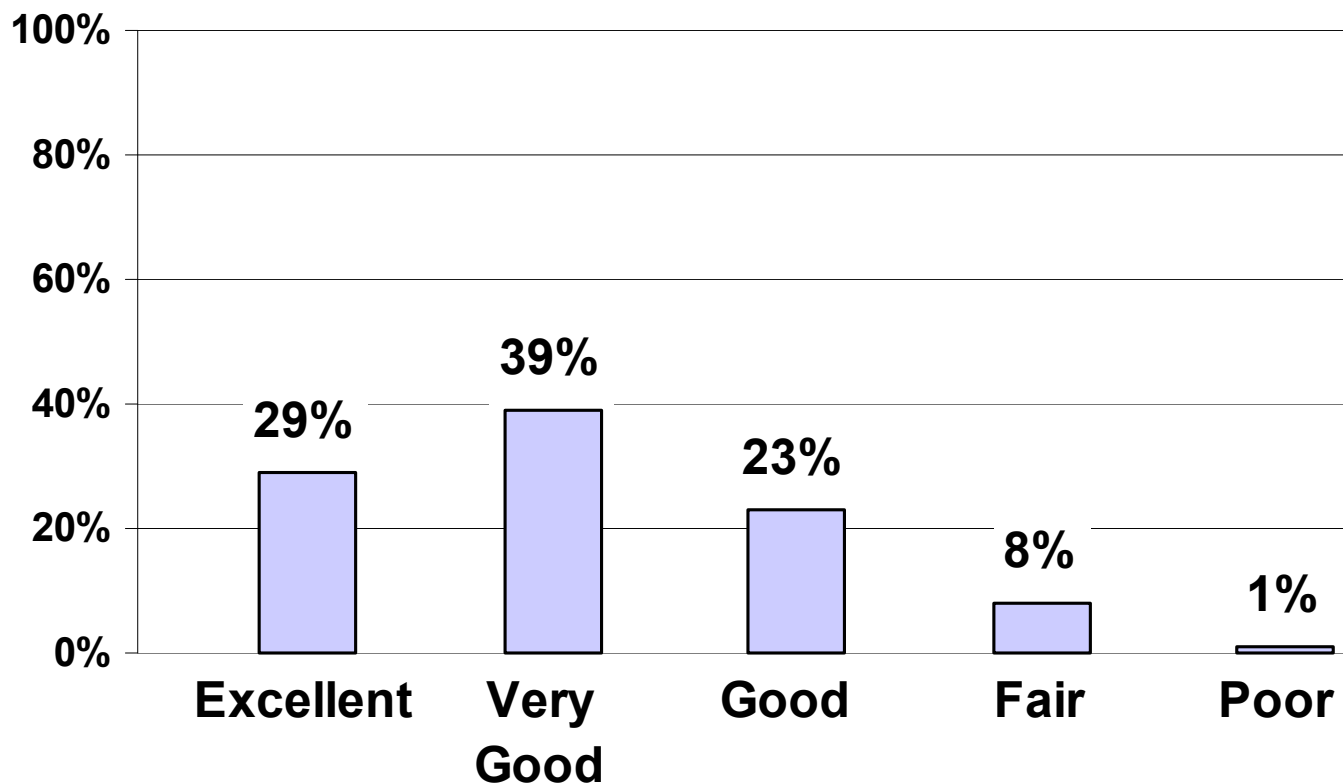
- Overall response rate = 73% (3,698/ 5,065)
 - 80% overall with individual incentives
 - 59% overall without individual incentives
 - ❖ Without a POC incentive, your response rate is likely to be lower
- Average response rate across 40 nursing homes = 72% (range: 39% to 100%)
- Average number respondents per nursing home = 92 (range: 23 to 233)
- 69% work directly with residents most of the time

Nursing Home Respondents



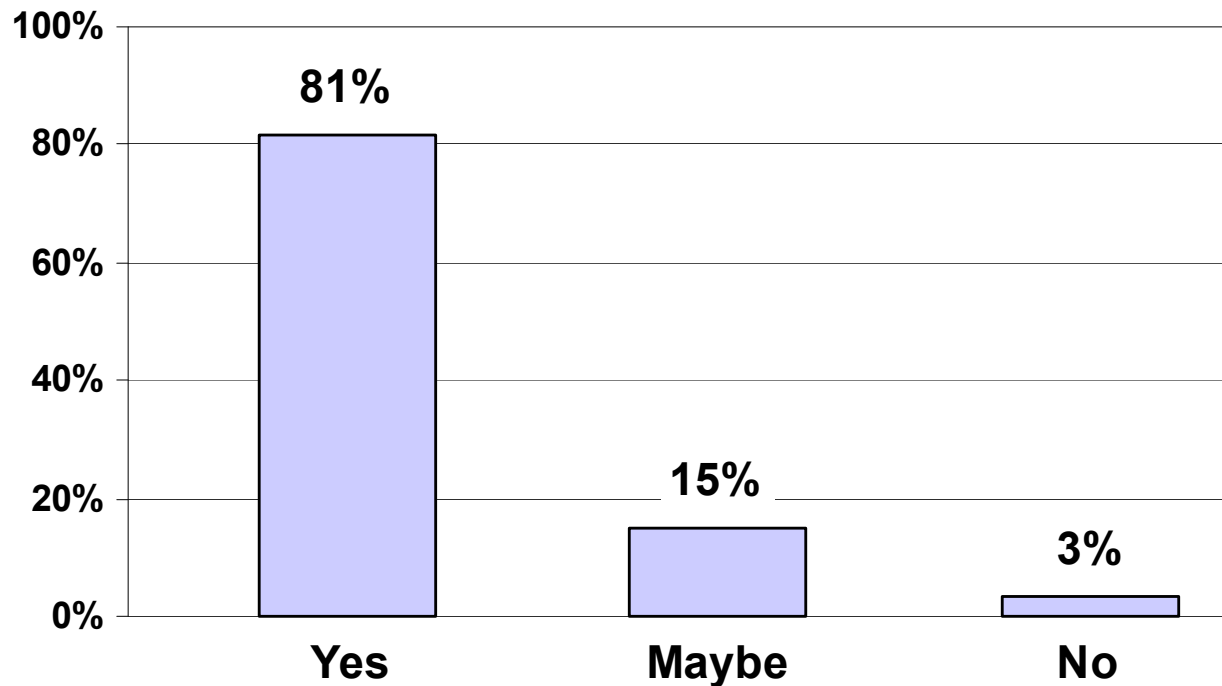
- Nursing assistant/Aide
- Support staff
- Licensed nurse
- Administrator/Manager
- Direct care staff
- Physician or other provider

Overall Rating on Resident Safety



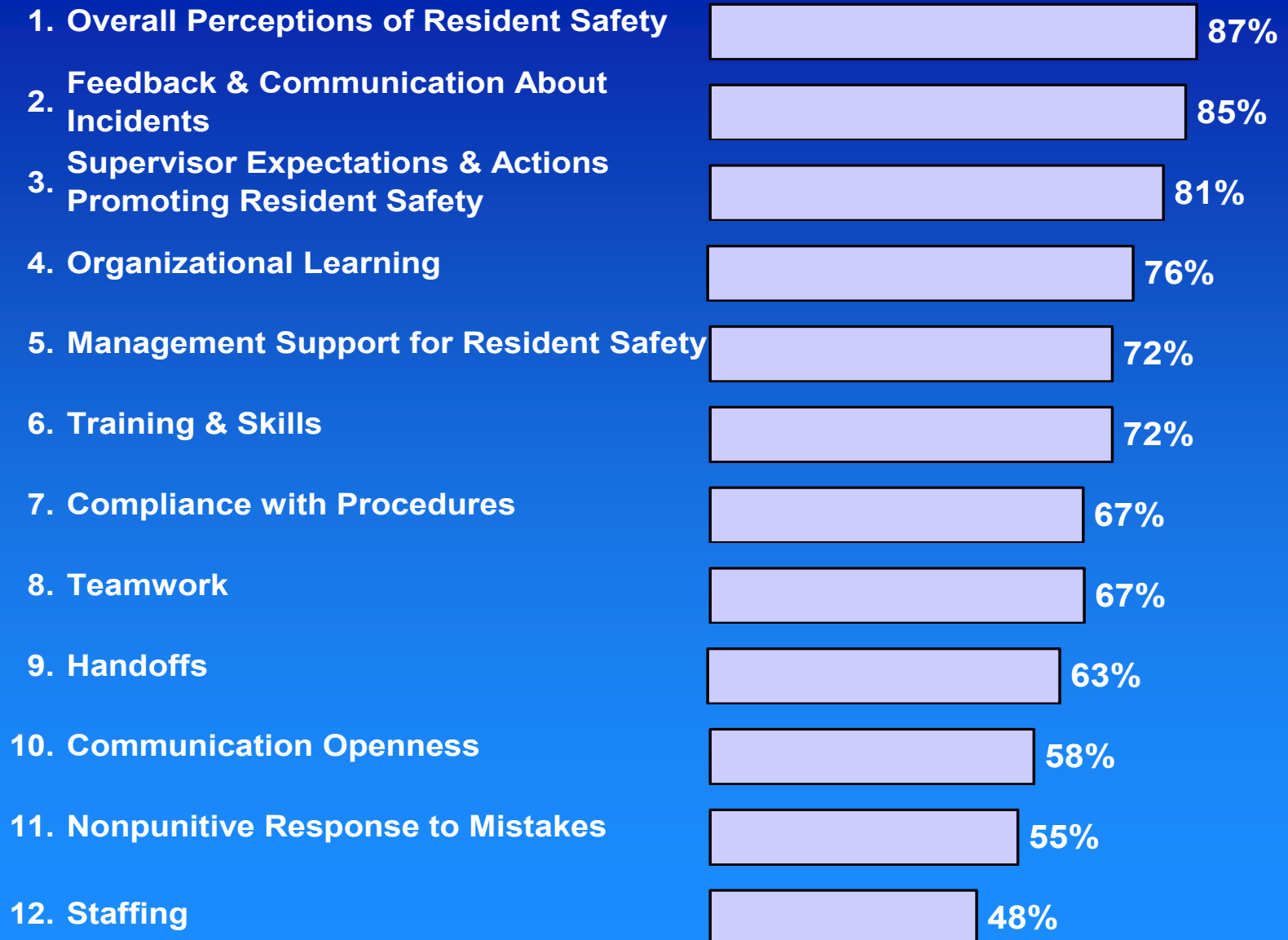
Nursing Home Recommendation

**I would tell friends that this is a
safe nursing home for their family**



Patient Safety Culture Composites

Average % Positive Response



Item Results: Strengths

Feedback & Communication About Incidents

Staff tell someone if they see something that might harm a resident.

% Strongly agree or Agree



Overall Perceptions of Resident Safety

This nursing home is a safe place for residents.

% Always or Most of time



Supv/Mgr Expectations & Actions Promoting Resident Safety

My supervisor pays attention to resident safety problems in this nursing home.

% Strongly agree or Agree



Item Results:

Areas for Improvement

Compliance With Procedures

Staff use shortcuts to get their work done faster.

% Strongly Disagree or Disagree



47%

Nonpunitive Response to Mistakes

Staff are blamed when a resident is harmed.



42%

Staffing

We have enough staff to handle the workload.

% Strongly agree or Agree



34%

Comments

- 24% of respondents provided comments
- Most comments were negative - focused on perceived issues or problems
- Recurring themes



Comments: Training

■ Positive

- *“This nursing home conducts many in-services every month. A well-informed employee contributes to the well being of our residents. P.S. I love working here!”*
- *“Everything is taught to the staff to handle equipment, we learn about each resident’s behaviors & needs.”*

■ Negative

- *“CNA’s should be trained for a longer period of time – be ‘buddied’ so they aren’t so overwhelmed/ frustrated when on their own & end up quitting within a few weeks.”*
- *“Staff are getting no more than 3 days before they are allowed to work by themselves and sometimes they are moved to a different unit after the 3 days. This is just like starting orientation all over.”*

Comments: Staffing

- *“Resident care and safety become threatened by a lack of staff.”*
- *“I think that we need more staff to ensure safety. Overall plan is good but just need people to pull it off.”*
- *“I don’t have the time to spend with patients like I should.”*

Comments: Nonpunitive Response to Mistakes

- *“Retribution from supervisors at times is feared.”*
- *“We are told if we don’t report another CNA when we see them mistreat a resident, that we are as guilty as they are. But when we report it we are not believed. And nothing is done.”*
- *“I feel sometimes that when problems are addressed or brought to supervisors’ attention that the one who reports the problem is in some way blamed.”*

Comments: Teamwork

■ Positive

- *“As a team I believe we anticipate issues and respond to them quickly and appropriately. Getting input from all team players has been beneficial to our residents.”*
- *“Our nursing home is like a family that works well together between residents and staff.”*

■ Negative

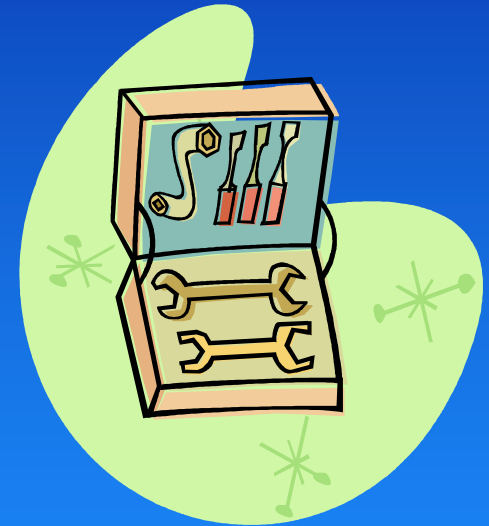
- *“I think this place should work on team work.”*
- *“Sometimes staff doesn’t work together and they complain about each other.”*
- *“CNA's have a tendency to be disrespectful to charge nurses by deliberately not following thru on patient care requests and ignoring instructions on worksheets for specific procedures.”*

NH SOPS Final Survey

- Final survey has 42 items assessing 12 dimensions of patient safety culture; plus the overall grade and recommendation questions
- Anticipate about 15 minutes to complete
- Internal consistency reliability (Cronbach's alpha)
 - 3 to 4 items per dimension
 - Alphas range from .71 to .86

NH SOPS Toolkit

- Final formatted survey
- Survey User's Guide providing instruction on data collection and analysis
- Preliminary benchmarks on survey items & composites based on 40 pilot nursing homes
- Modifiable PowerPoint survey feedback template
- Microsoft Excel data entry and reporting tool (similar to the HSOPS Excel tool developed by Premier, Inc.)





Long-term AHRQ Support for SOPS

- Medical Office survey
- AHRQ will support all 3 surveys for next 4 years
- Comparative databases each year on all surveys
- In-person SOPS User Meetings
 - Next meeting is in Baltimore Maryland, April 2010
- Technical assistance, national conference calls
- Information gathering about interventions implemented to address areas for improvement



Access to NH Survey & User's Guide

<http://www.ahrq.gov/qual/hospculture/>



Questions?

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