SOPS User Feedback Dialogue

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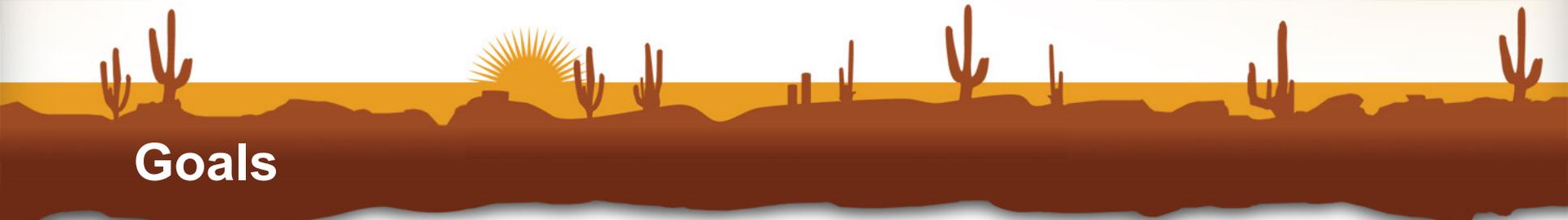
Goals

- To share experiences in using HSOPs

- To provide feedback on user needs related to HSOPS

  – Survey administration

  – Data feedback and benchmarking database

  – Needs for TA & other support

Survey Administration & Analysis

- How was HSOPs administered?
  - Did you have external help (e.g. survey vendor, Q10, university)? Did you use paper or web surveys?
  - How did you get leadership buy-in?
  - Lessons learned?
- Response Rates: How did you promote the survey in your organization?
  - Role of managers, senior leadership
  - Physician response
  - Tools needed?
- Data Analysis
  - Who did analysis?
  - Tools used?
  - Tools needed?
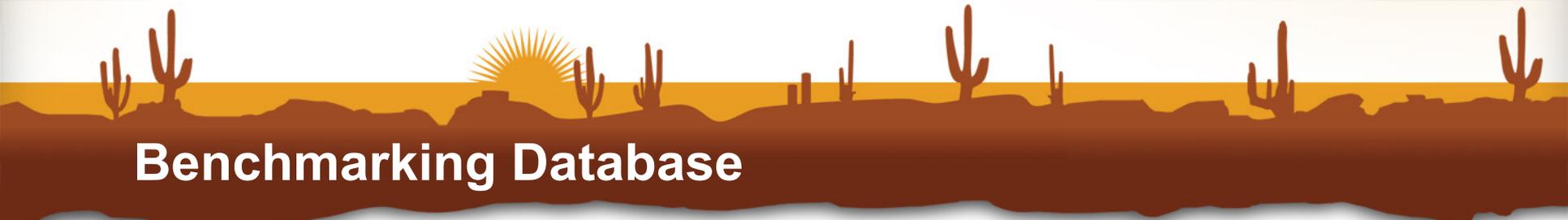
Benchmarking Database

- How did you find the data submission process?
  - Registration
  - Upload
  - Data Use Agreement
  - Westat assistance
  - Needs?
- Are the data reports useful?
  - Ease of use and interpretation
  - Annual cycle
  - Needs?

HSOPS Data Submission System

HOSPITAL SURVEY ON PATIENT SAFETY CULTURE
COMPARATIVE DATABASE

Step 1 - Enter hospital information
Enter all the required characteristics for each participating hospital prior to submitting a data file.

Step 2 - Submit HSOPS questionnaire
Upload and link a HSOPS questionnaire for each hospital. An e-mail will be sent once the questionnaire is reviewed by Westat.

Step 3 – Download Data Use Agreement

Each hospital or hospital system must submit a signed Data Use Agreement. Vendors can not sign data use agreements for hospitals or hospital systems.

Step 4 - Submit Data file for review and approval
Upload data files for each hospital that administered the HSOPS survey. The data file must be in Excel format. Please follow data specifications accordingly.

Step 5 - Submission status
View the current submission status of each hospital in your account.

Participating Hospital Report

- Compare Your Results to the Hospital Comparative Database

Composite-level % Positive Response—Comparative Results	
Patient Safety Culture Composites	**% Positive Response**

Chart: Composite-level % Positive Response—Comparative Results

Patient Safety Culture Composites	Database Hospitals	Your Hospital
1. Teamwork Within Units	79%	82%
2. Supervisor/Manager Expectations & Actions Promoting Patient Safety	75%	71%
3. Management Support for Patient Safety	70%	70%
4. Organizational Learning--Continuous Improvement	70%	65%
5. Overall Perceptions of Patient Safety	64%	69%

Legend: Database Hospitals, Your Hospital — scale 0% 20% 40% 60% 80% 100%

Participating Hospital Report

- Compare Your Results to Database Percentiles

Patient Safety Culture Composites	Database Composite % Positive Response							Database Ave % Positive	Your Hospital % Positive
	Min	10th %ile	25th %ile	Median/ 50th %ile	75th %ile	90th %ile	Max		
1. Teamwork Within Units	15%	71%	75%	79%	83%	87%	96%	79%	82%
2. Supervisor/Manager Expectations & Actions Promoting Patient Safety	39%	66%	70%	74%	79%	83%	94%	75%	71%
3. Management Support for Patient Safety	18%	57%	63%	71%	78%	84%	97%	70%	70%
4. Organizational Learning-Continuous Improvement	12%	61%	65%	71%	76%	80%	94%	70%	65%
5. Overall Perceptions of Patient Safety	17%	52%	58%	64%	71%	77%	89%	64%	69%
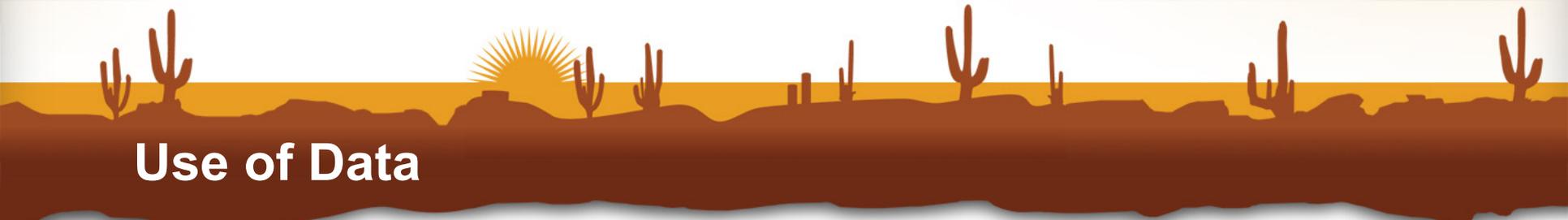
Use of Data

- How did you provide feedback?
  - Senior leaders (CEO, Board)
  - PS planning committee
  - Staff
  - Physicians
- What kinds of action plans resulted from HSOPS data (e.g. error reporting, handoffs, nonpunitive culture)?
- What improvement activities did you implement?
- Lessons learned?

Technical Assistance and Other Services

- What would like to say about using:
  - TA Helpdesk
  - Web materials (inc. FAQs)
  - TA conference calls
  - Spanish version
  - Excel tool
- What other services do you need?
  - e.g. action plan templates; improvement kits
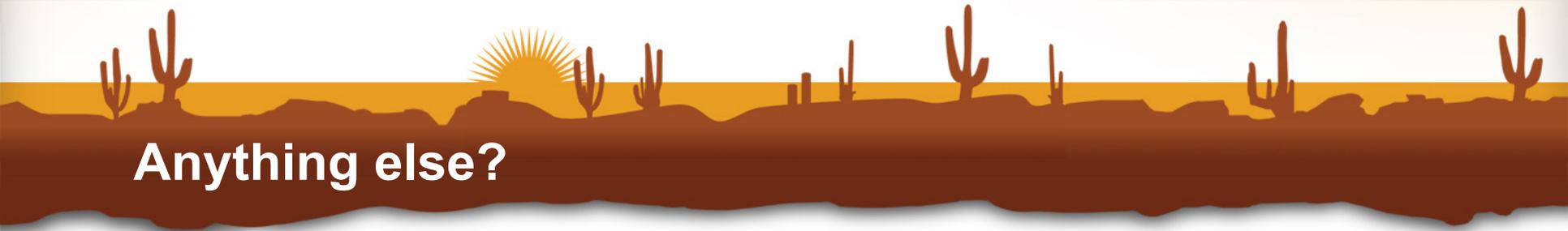
Anything else?

- Other comments for Westat or AHRQ?

THANK YOU!