Introduction to the AHRQ SOPS Surveys

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- AHRQ SOPS Program & Patient Safety Culture

- Purposes & Overview of the SOPS Surveys

- Comparative Results

- Survey Modifications

- Technical Assistance

- Started in 2001

- AHRQ's response to the IOM's report "To Err is Human" that called for healthcare organizations to establish a culture of patient safety

What is Patient Safety Culture?

- Day-to-day operating principles around patient safety that tell organizational members:

    - How they should behave

    - What is expected & rewarded

    - What is disciplined & what is not

"The way things are done around here"

The "personality" of the organization around patient safety

Purposes of the SOPS Surveys

- Raise staff awareness about patient safety
- Diagnose and assess the current status of patient safety culture
- Identify strengths and areas for patient safety culture improvement
- Examine trends in patient safety culture change over time
- Evaluate the cultural impact of patient safety initiatives and interventions
- Conduct internal and external comparisons

Overview of the SOPS Surveys

Hospital SOPS	Nursing Home SOPS	Medical Office SOPS	Pharmacy Services SOPS
• Released November 2004	• Released September 2008	• Released January 2009	• Anticipated release in 2012

Survey development steps:
1. Literature Review
2. Background Interviews
3. Cognitive Testing
4. Pilot Test
5. Psychometric Analysis
6. Finalize survey
7. Release of survey along with toolkit materials

Overview of AHRQ SOPS

- Hospital
  - Intended for all hospital staff, including physicians
- Medical Office
  - Designed for a single medical office in a specific location (not a medical office building)
- Nursing Home
  - Not intended for use in assisted living facilities, community care facilities, or independent living facilities

Overview of AHRQ SOPS

Hospital SOPS

- 12 dimensions
- 2 overall questions
- 51 total questions
- Available in Spanish

Nursing Home SOPS

- 12 dimensions
- 2 overall questions
- 42 total questions
- Available in Spanish

Medical Office SOPS

- 12 dimensions
- 2 overall questions
- 51 total questions

Overview of AHRQ SOPS

Patient Safety Culture Composite	Hospital	Nursing Home	Medical Office
Organizational Learning – Continuous Improvement	✓	✓	✓
Communication Openness	✓	✓	✓
Feedback & Communication About Error	✓	✓	✓
Frequency of Events Reported	✓	N/A	N/A
Nonpunitive Response to Error	✓	✓	N/A
Patient Care Tracking/Followup	N/A	N/A	✓

Overview of AHRQ SOPS

Patient Safety Culture Composite	Hospital	Nursing Home	Medical Office
Information Exchange with Other Settings	N/A	N/A	✓
Handoffs & Transitions	✓	✓	N/A
Teamwork Across Units	✓	✓	✓
Teamwork Within Units	✓		
Management Support for Patient Safety	✓	✓	✓

Overview of AHRQ SOPS

Patient Safety Culture Composite	Hospital	Nursing Home	Medical Office
Supervisor/Manager Expectations & Actions Promoting Safety	✓	✓	N/A
Work Pressure and Pace	See Staffing	See Staffing	✓
Staffing	✓	✓	See Work Pressure and Pace
Staff Training/ Training & Skills	N/A	✓	✓
Patient Safety and Quality Issues	N/A	N/A	✓

Overview of AHRQ SOPS

Patient Safety Culture Composite	Hospital	Nursing Home	Medical Office
Office Processes and Standardization	N/A	N/A	✓
Compliance with Procedures	N/A	✓	N/A
Overall Perceptions of Patient Safety	✓	✓	✓
Overall Rating on Patient/Resident Safety	✓	✓	✓
Overall Ratings on Quality	N/A	N/A	✓
Overall Recommendation	N/A	✓	N/A

Comparative Results

- ## Hospital SOPS
  - Comparative Database Reports (2007, 2008, 2009, 2010)

- ## Nursing Home SOPS
  - Preliminary Comparative Results (2008)
  - Database in Process

- ## Medical Office SOPS
  - Preliminary Comparative Results (2008)
  - Database in Process

Survey Modifications

- We do not recommend modifying the survey
- However, work areas and staff positions can be customized for your facility
  - To submit to the comparative database, crosswalk your work areas and staff positions to the original AHRQ survey categories
- When necessary, you may add questions to the *end* of the survey, before the background questions
- Do *not* remove single survey items (when necessary remove all items in a composite)

Free Toolkit Materials & Technical Assistance

- The SOPS surveys are free and available in the public domain

- Toolkit materials are available on the AHRQ Web site: http://www.ahrq.gov/qual/patientsafetyculture/

- Free technical assistance is available

  - SafetyCultureSurveys@ahrq.hhs.gov, 1-888-324-9749

  - DatabasesOnSafetyCulture@ahrq.hhs.gov, 1-888-324-9790

Questions?