SOPS Data Analysis and Reporting

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Objectives

- Provide Steps for getting started with your data

- Instruct how to use the SOPS Data Entry and Analysis Tools for Easy and Quick Reporting

- Explain the method for calculating individual and composite-level results for the SOPS surveys

HSOPS Patient Safety Culture Dimensions

42 items assess 12 dimensions of patient safety culture
(3 to 4 items assess each dimension):

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

Data Cleaning Methods

- Identify Incomplete Surveys

- Set of out of range values to missing

- Check for Straight-lining of responses

- Illegible, Mismarked, and Double-Marked Responses

- Delete respondent identifiers on your data file – replace with anonymous id

- Provide facility-level identifier on your data file

- A skip pattern may instruct survey respondents to skip over a question that does not apply to them

- The Medical Office Survey on Patient Safety Culture is the <u>ONLY</u> SOPS survey with a skip pattern

Skip Patterns

SECTION E: Owner/Managing Partner/Leadership Support

A. Are you an owner, a managing partner, or in a leadership position with responsibility for making financial decisions for your medical office?

☐1 Yes → *Skip to Section F*

☐2 No → *Answer items 1-4 below*

How much do you agree or disagree with the following statements about the owners/ managing partners/leadership of your medical office?	Strongly Disagree ▼	Disagree ▼	Neither Agree nor Disagree ▼	Agree ▼	Strongly Agree ▼	Does Not Apply or Don't Know ▼
1. They aren't investing enough resources to improve the quality of care in this office	☐1	☐2	☐3	☐4	☐5	☐9
2. They overlook patient care mistakes that happen over and over..................................	☐1	☐2	☐3	☐4	☐5	☐9
3. They place a high priority on improving patient care processes	☐1	☐2	☐3	☐4	☐5	☐9
4. They make decisions too often based on what is best for the office rather than what is best for patients..	☐1	☐2	☐3	☐4	☐5	☐9

SECTION F: Your Medical Office

SOPS Data Entry and Analysis Tools

Westat has designed data entry and analysis tools to display results from the SOPS Surveys

- Input individual survey data.

- Create graphs and tables to display your survey results overall and by various demographics.

- Analyze which patient safety culture dimensions may need additional attention.

- Compare your results against comparative results.

- Share the results with others in your organization. All results are printable.

SOPS Data Entry and Analysis Tools

The tools are updated as new comparative database results are made available

- Hospital (Compare to 2010 Overall Results, expected May 2010)

- Medical Office
  (Compare to 2008 Preliminary Results)

- Nursing Home
  (Compare to 2008 Preliminary Results)

- Can upload the Hospital Tool directly in into the HSOPS Database Submission System

SOPS Data Entry and Analysis Tools

Tool is meant for a single facility

- Hospital – minimum of 10 respondents
- Medical Office – minimum of 5 respondents
- Nursing Home – minimum of 5 respondents (10 respondents to be included in the Nursing Home database

Limit on Data Entry of Individual Respondents

- Hospital tool – 5,000
- Medical Office and Nursing Home tools – 2,500

SOPS Data Entry and Analysis Tools

Systems Requirements

- You must have at least Microsoft Excel 2003 or lower to use the tool.

    - The tools use Excel macros. Enable Macros

- In June, a version will be available work in 2007

Home Page

HOSPITAL SURVEY ON PATIENT SAFETY CULTURE
Data Entry and Analysis Tool

Version April 2010

1. Entering Data	2. Your Hospital Results	3. Comparative Results	4. Trending Results
Instructions	Respondent Demographics	Not Applicable	Respondent Demographics
Edit Report Cover Sheet	Composite Level Results	Composite Level Results	Composite Level Results
Data Entry	Item Level Results	Item Level Results	Item Level Results
Explanation of Calculations	Patient Safety Grade	Patient Safety Grade	Patient Safety Grade
Interpreting Your Results	Number of Events Reported	Number of Events Reported	Number of Events Reported
Export Data*	Survey Comments		

5. Comparative Results by Work Area/Unit	6. Comparative Results by Staff Position	7. Comparative Results by Interaction with Patients
Composite Level Results	Composite Level Results	Composite Level Results
Item Level Results	Item Level Results	Item Level Results
Patient Safety Grade & Number of Events Reported	Patient Safety Grade & Number of Events Reported	Patient Safety Grade & Number of Events Reported

*Prior to submitting your data, please run the "Export Data" feature to extract your data to a new workbook.

Comparative results are based on data from 885 hospitals included in the Hospital Survey on Patient Safety Culture 2010 Comparative Database Report.

Data Entry

Only enter data in Green cells

**Main Menu**

Update Tables and Graphs

Overall Statistics:

Month & year of end of data collection:	June-09
Number of surveys distributed:	1000

Hospital Name:	
SOPS College Test Hospital	

Number Surveys Entered: (based on number with ID)	902
Response Rate:	90%

Respondent Identification Number	Date Received	Your Work Area/Unit	If Work Area is "n" for Other, please specify	SECTION A																		SECTIO
				A1	A2	A3	A4	A5	A6	A7	A8	A9	A10	A11	A12	A13	A14	A15	A16	A17	A18	B1	B2
212165	06/01/10			4	2	4	4	4	4	2	2	4	1	4	3	4	2	4	2	2	4	4	4
212166	06/01/10			5		5	5		5		3	5	3	5	3	1	1	5	5	1	5	5	5
212167	06/01/10	■		4	4	4	4	4	4	3	4	3	2		2	4	4	4	2	2	4	4	4
212168	06/01/10			5	4	4	4	5	5	2	3	3	4	4	3	5	4	5	5	3	4	5	5
212169	06/01/10			4	1	5	5	1	5				1	5		5	1	1	5		5	5	5
212170	06/01/10			5	2	5	5	5	5	2	5	5	4	5	3	5	5	5	3		1	1	1
212171	06/01/10			4																		5	
212172	06/01/10			5	1	5	2	1	5	1	3	5	1	5	1	5	1	1	5	1	5	5	5
212173	06/01/10			3	4	4		2	4	3	4	4	2	4	2	4	4	4	2	4	2	2	3
212174	06/01/10			4	4	4	4	2	4	2	4	4	2	2	2	4	2	4	4	2	4	4	4
212175	06/01/10			2	2	2	2	4	4	3	1	4	1	2	2	4	2	4	4	1	2	5	4

Do not enter strange characters such as a " ■ "

Item Level Results

Item Results will be displayed only where there are more than 2 respondents answering an item

2. Supervisor/Manager Expectations & Actions Promoting Patient Safety

Legend: ■ Positive ☐ Neutral ■ Negative

1. My supervisor/manager says a good word when he/she sees a job done according to established patient safety procedures. (B1)

Positive	Neutral	Negative
75%	13%	12%

(Missing = 1%)

2. My supervisor/manager seriously considers staff suggestions for improving patient safety. (B2)

Positive	Neutral	Negative
76%	14%	10%

(Missing = 2%)

3. Whenever pressure builds up, my supervisor/manager wants us to work faster, even if it means taking shortcuts. (B3R)

Positive	Neutral	Negative
69%	17%	14%

(Missing = 2%)

4. My supervisor/manager overlooks patient safety problems that happen over and over. (B4R)

Positive	Neutral	Negative
74%	13%	13%

(Missing = 2%)

Composite Level Results

Composite-Level Results for SOPS College Test Hospital

Patient Safety Culture Composites	Average % Positive Response
1. Teamwork Within Units	77%
2. Supervisor/Manager Expectations & Actions Promoting Patient Safety	73%
3. Organizational Learning--Continuous Improvement	70%
4. Management Support for Patient Safety	70%

- Composite level scores are not calculated when an item in a composite has less than 3 respondents.

Let's Look at the Hospital Tool

Submit Data to the Comparative Database

- Hospital database submission:
  May 1-June 30

- Medical Office and Nursing Home Databases
  in process

- All accepted hospitals receive an individual
  hospital feedback report that compares their
  hospital to the overall database

Minimum Response for Feedback Reports

Setting	Minimum Number of Respondents to Receive:		
	Feedback Report	Item-level Results	Breakout Results
Hospital	10	3	5 per breakout category
Nursing Home	10	3	5 per breakout category

For composite-level results, a minimum of 3 respondents answering *all* items in a composite is necessary.

Technical Assistance Help Lines

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

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

- You can request all tools by emailing either of the technical assistance email boxes

Questions?