# SOPS Tools and Resources

**Laura Milcetich, MPH**
Westat

12th CAHPS & 2nd SOPS
## USER GROUP MEETING
Baltimore, MD • April 19 - 21, 2010

- Describe toolkit materials and free technical assistance available for the AHRQ Surveys on Patient Safety Culture (SOPS)

# Overview of Resources

- ## Patient Safety Culture Web Site
  - Survey forms, items and dimensions
  - Survey User's Guide
  - PowerPoint templates
  - Comparative results
  - Translation guidelines and information for translators
  - De-identified data requests
  - Frequently Asked Questions

- ## SOPS User Network Update
- ## Data Entry and Analysis Tools
- ## SOPS Reference List
- ## Improving Patient Safety Resource Lists
- ## Technical Assistance Help Lines

# Patient Safety Culture Web Site

## http://www.ahrq.gov/qual/patientsafetyculture/



**AHRQ** Agency for Healthcare Research and Quality

*Advancing Excellence in Health Care*

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**You Are Here:** AHRQ Home > Quality & Patient Safety > Medical Errors & Patient Safety > Surveys on Patient Safety Culture

### Surveys on Patient Safety Culture

As part of its goal to support a culture of patient safety and quality improvement in the Nation's health care system, the Agency for Healthcare Research and Quality (AHRQ) sponsored the development of patient safety culture assessment tools for hospitals, nursing homes, and ambulatory outpatient medical offices.

Three surveys on patient safety culture are available:

- Hospital Survey on Patient Safety Culture
- Medical Office Survey on Patient Safety Culture
- Nursing Home Survey on Patient Safety Culture

Health care organizations can use these survey assessment tools to:

- 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.

Frequently Asked Questions.

**2nd Surveys on Patient Safety Culture User Group Meeting:**
*A Systems Approach to Patient-Centered Care*

# Patient Safety Culture Web Site

## Hospital Survey Toolkit

Frequently Asked Questions

### Survey Form

- Hospital Survey—English (PDF Version, 170 KB [PDF Help]; Word® Version, 155 KB).
- Facility version: For hospitals and/or ambulatory and outpatient facilities (PDF Version, 300 KB [PDF Help]; Word® Version, 155 KB).
- Hospital Survey—Spanish (PDF Version, 200 KB [PDF Help]; Word® Version, 120 KB).

### Survey Items and Dimensions

- Hospital Survey Items and Dimensions—English (PDF Version, 75 KB [PDF Help]; Word® Version, 50 KB).
- Hospital Survey Items and Dimensions—Spanish and Description of Translation Process (PDF Version, 240 KB [PDF Help]; Word® Version, 68 KB).

### Survey User's Guide

The User's Guide provides a general overview of the issues and major decisions involved in conducting a survey and reporting the results. The *Guide* includes information on getting started, selecting a sample, determining data collection methods, establishing data collection procedures, conducting a Web-based survey, and preparing and analyzing data, and producing reports.

- Survey User's Guide (PDF File, 1.6 MB [PDF Help]; Word File, 2.5 MB).

### Survey Feedback Report Template

- PowerPoint® Template—Can be customized to display survey results (PowerPoint® Version, 300 KB; Text Version).

- ## Survey Feedback Report Template

# Patient Safety Culture Web Site
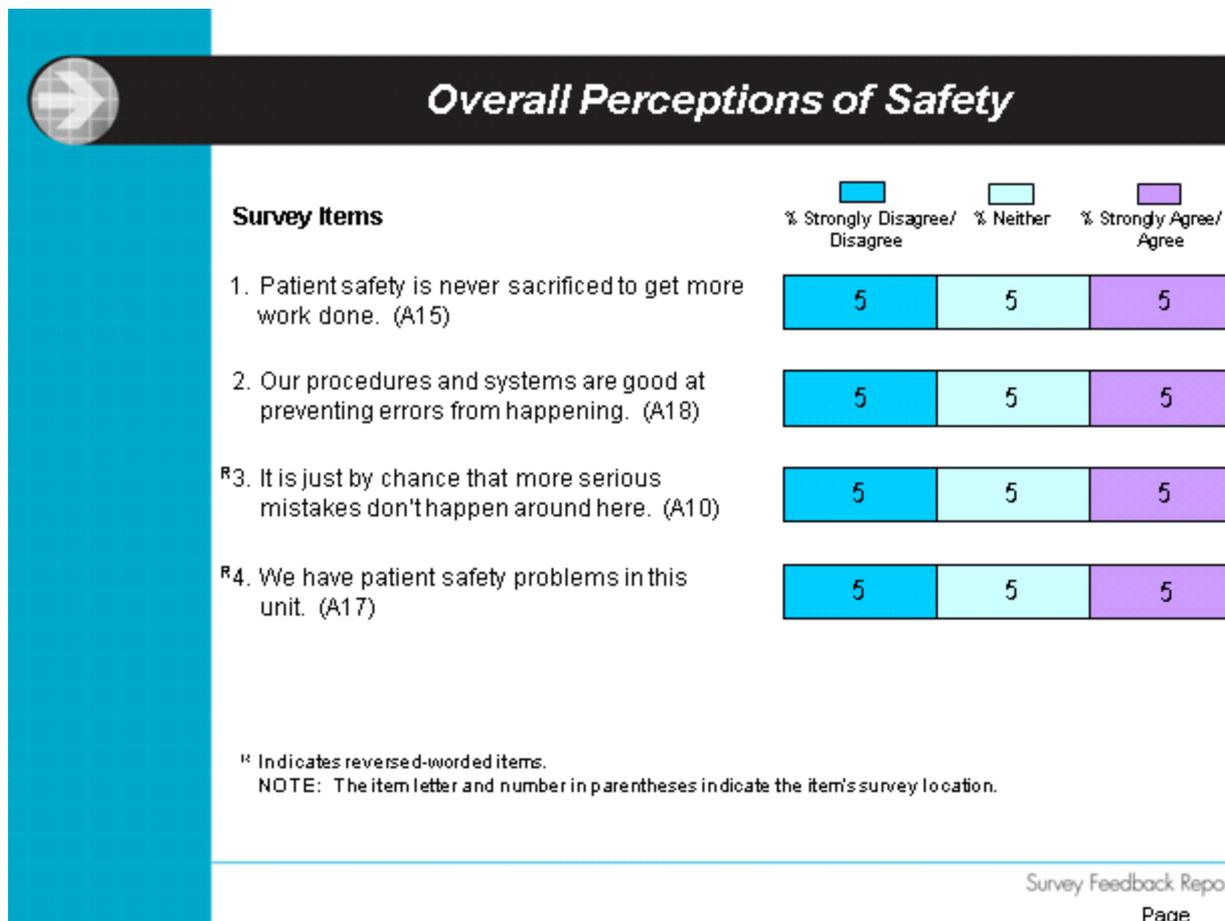
- ## Comparative Results
  - Hospital Survey on Patient Safety Culture: 2010 Comparative Database Report
  - 2008 Preliminary Comparative Results: Medical Office Survey on Patient Safety Culture
  - 2008 Preliminary Comparative Results: Nursing Home Survey on Patient Safety Culture

# Patient Safety Culture Web Site

- ## Translation Guidelines
  - – 7-step process using a team approach to translate the survey

- ## Information for Translators
  - – Outlines intended meaning of survey items

# Patient Safety Culture Web Site

- Research Datasets
  - Information and Instructions for Requesting De-identified Data
  - Hospital SOPS De-Identified Data Request Form - Complete this form and E-mail it to DatabasesOnSafetyCulture@ahrq.hhs.gov (Subject line: Hospital SOPS De-Identified Data Request Form).

## Surveys on Patient Safety Culture

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Frequently Asked Questions.

**2nd Surveys on Patient Safety Culture User Group Meeting:**
*A Systems Approach to Patient-Centered Care*

Join users of the AHRQ Surveys on Patient Safety Culture in conjunction with users of the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) surveys for a free conference April 19-21, 2010, at the Hyatt Regency Baltimore on the Inner Harbor.

For more information, go to: http://www.ahrq.gov/about/cahpssops.htm.

# SOPS User Network Update

- The data entry and analysis tools work with Microsoft® Excel® and make it easy to input your individual-level data from the survey. The tool then automatically creates tables and graphs to display your survey results.

- To request the tool for the hospital, medical office, or nursing home survey, send an E-mail to: DatabasesOnSafetyCulture@ahrq.hhs.gov.

# SOPS Reference List

- We have compiled a list of references on the SOPS surveys
  - Use of Hospital Survey on Patient Safety Culture (HSOPS)
  - International HSOPS
  - Adaptation of HSOPS for Nursing Homes
  - Use of Nursing Home Survey on Patient Safety Culture (NH SOPS)
  - Reviews of Instruments (mention HSOPS)

- If you have published an article on the SOPS surveys, please contact SafetyCultureSurveys@ahrq.hhs.gov to share the citation. We will continue to add to and update our list as we learn of new articles.

# Improving Patient Safety Resource Lists
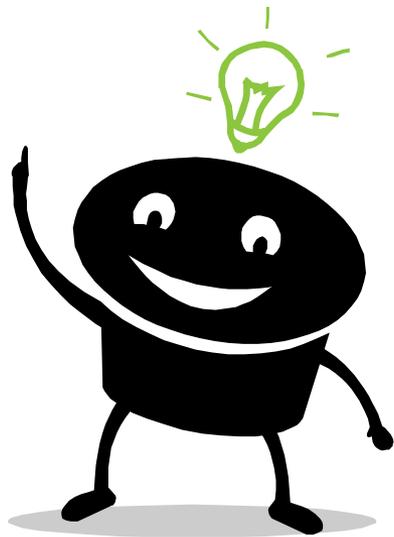
- The Improving Patient Safety Resource Lists provide a description of and links to publicly available information and Web sites on the patient safety improvement initiatives, organized according to the areas the AHRQ surveys assess.

- Three resource lists – one for each survey setting.

- Available by email request.

# Improving Patient Safety Resource Lists

Improving Patient Safety in Hospitals: A Resource List for Users of the AHRQ Hospital Survey on Patient Safety Culture

## Dimension 4. Organizational Learning – Continuous Improvement

1. **AHRQ Health Care Innovations Exchange Learn & Network**
   http://www.innovations.ahrq.gov/learn_network/listall.aspx

   How do you introduce innovations to your organization? How do you encourage others to think "outside the box" and accept new ideas? Browse the Learn & Network part of this site to find advice and ideas from experts and practitioners, insights from the literature, as well as opportunities to participate in discussions and learning networks on specific topics.

2. **Decision Tree for Unsafe Acts Culpability**
   http://www.ihi.org/IHI/Topics/PatientSafety/SafetyGeneral/Tools/Decision+Tree+for+Unsafe+Acts+Culpability.htm

   The decision tree for unsafe acts culpability is a tool available for download from Institute for Healthcare Improvement (IHI)'s Web site. Use this decision tree when analyzing an error or adverse event that has occurred in your organization to help identify how human factors and systems issues contributed to the event. This decision tree is particularly helpful when working toward a non-punitive approach in your organization.

3. **Error Proofing**
   http://www.ihi.org/IHI/Topics/Improvement/ImprovementMethods/Changes/Error+Proofing.htm

   Errors occur when our actions do not agree with our intentions even though we are capable of carrying out the task. This Web site from the Institute for Healthcare Improvement (IHI) outlines error proofing. It includes links to the following topics which contain more specific information and strategies:
   - Use Affordances
   - Use Constraints
   - Use Differentiation
   - Use Reminders

# Technical Assistance Help Lines

- [SafetyCultureSurveys@ahrq.hhs.gov](mailto:SafetyCultureSurveys@ahrq.hhs.gov), 1-888-324-9749

- [DatabasesOnSafetyCulture@ahrq.hhs.gov](mailto:DatabasesOnSafetyCulture@ahrq.hhs.gov), 1-888-324-9790

# Questions?