Track: SOPS in Medical Offices, Nursing Homes, and Other Settings

Session: Unique Uses of SOPS: Community Pharmacies, Intellectual Disabilities Services, and Hospital Housestaff

Date & Time: April 19, 2010, 3:00 pm

Track Number: SOPS T3-S3

Development of a SOPS Survey for Community Pharmacies

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

Presentation Objectives

- Provide aims of the SOPS Survey for Community Pharmacies
- Describe relationship to other SOPS surveys
- Describe survey development process
- Outline next steps

Latest addition to SOPS family of surveys:

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

Surveys and related material available at:

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

- Measure pharmacist and staff perceptions of what is important in their organizations and related to patient safety

- Measure patient safety-related attitudes and behaviors that are supported, rewarded, and expected

- Provide a tool for improving patient safety in community pharmacies

- 56,000 Community Pharmacies (2007)
- Est. 4 errors per day in pharmacy filling 250 prescriptions daily
- Est. 51.5 million errors in 3 billion prescriptions (Flynn EA et al. 2003)

- Pharmacies: Independent, Chain, Mass Market, and Supermarket

- Staffing: Pharmacists, Technicians, Clerks

- Dispensing Process:
  - Prescription drop-off
  - Prescription entry
  - Label creation
  - Prescription filled
  - Prescription verified
  - Patient pick-up

Development of SOPS Survey for Community Pharmacies

Overview:

- Literature Review
- Expert Interviews
- Staff Interviews
- Dimension and Item Development
- Cognitive Interviews (round 1)
- OMB Approval
- Cognitive Interviews (round 2)
- Pilot Study: Site Recruitment and Data Collection
- Psychometric Analysis and Technical Report
- Survey Toolkit Materials
- Finalize Survey
- Public Release

Literature Review

- Scientific Literature through major databases (1999-present)
- Applied pharmacy material on major pharmacy organization Web sites
- Other material: books, SOPS-based surveys, grey literature

Findings:

- Substantial amount of literature related to pharmacy patient safety culture
- Gaps in literature
  - Pharmacy management
  - Pharmacy staff working relationships (e.g., teamwork, shift changes)

Expert Interviews

Government:

- AHRQ
- CMS
- FDA
- HRSA

Organizations:

- American Pharmacists Association
- CVS
- Institute for Safe Medication Practices
- National Alliance of State Pharmacy Associations
- National Association of Boards of Pharmacy
- National Association of Chain Drug Stores
- National Community Pharmacists Association
- Pharmacy Quality Alliance

Academics:

- Darren Ashcroft (U. of Manchester)
- Elizabeth Flynn (Auburn U)
- Jonathan Wolfe (U. of Arkansas)

Standard questions:

- What makes a community pharmacy "excellent" in patient safety?
- What terms are used to describe "errors" or "mistakes"?

Findings:

- Patient counseling, physical space and environment often regarded as essential for patient safety and pharmacy quality
- Teamwork and shift changes also cited as important aspects of patient safety
- Different terms used to describe errors
- Some errors regarded as more serious than others

Staff Interviews

Standard questions:

- What do terms "patient safety" and "medication safety" mean?
- What kinds of things can go wrong and affect safety?
- How would you describe your pharmacy environment?
- To what extent are pharmacy errors reported?

Findings:

- Error reporting, if it exists, is usually limited to errors that reach the patient
- Some pharmacists fear reprisals when reporting errors
- Contributors to dispensing mistakes: insufficient staff during busy hours, inexperienced staff, inattention, stress related to high prescription volume, and distractions such as phone calls

Dimension and Item Development

1. Communication about Errors*
2. Communications Openness*
3. Corp. Office/Pharm. Owner Support for Patient Safety*
4. Pharm. Mgr./Supervisor Support for Safety*
5. Compliance with Procedures*
6. Getting Needed Information*
7. Nonpunitive Response to Errors*
8. Organizational Learning and Continuous Improvement*
9. Overall Perceptions of Patient and Medication Safety*
10. **Patient Counseling**
11. **Physical Space and Environment**
12. Shift Changes*
13. Staff Training and Skills*
14. Staffing and Work Pressure and Pace*
15. Teamwork*

*Dimensions in other SOPS Surveys

- Our pharmacist(s) have enough time to counsel patients about safe use of their medications or medical equipment.

- Our pharmacists routinely use patient counseling as one more way to verify medication safety.

- We directly ask each person picking up a prescription if they would like to talk to the pharmacist.

- We do not counsel patients enough because we feel pressured to fill more prescriptions (negatively worded).

Sample Items for Physical Space and Environment

- This pharmacy is clean, organized, and free of clutter.

- The noise level in this pharmacy is too loud, which makes it hard to dispense accurately (negatively worded).

- OR The noise level in this pharmacy contributes to dispensing mistakes (negatively worded).

- We make sure that we minimize distracting for pharmacists during the final check in the prescription verification process.

Sample Items for Staffing and Work Pressure and Pace

- We work in "crisis mode" trying to do too much, too quickly (negatively worded) (HSOPS).

- This pharmacy dispenses too many prescriptions to handle everything effectively (negatively worded) (MO SOPS).

- We have enough staff to handle our prescription workload (HSOPS, MO SOPS, NH SOPS).

- Pharmacists are able to concentrate on the tasks that only they can do.

- Cognitive interviews
- Expert review
- OMB approval
- 2nd round of cognitive interviews
- Recruit 40+ pharmacies for pilot testing:
  - Size, prescription volume, geographic location, urbanicity
  - Census of all staff
  - Expert review
- Data collection

Psychometric Analysis

- Item variability
- Initial factor analysis and reliability analyses
- Multilevel factor analysis
- Expert panel review of revised items/dimensions

Survey Toolkit Materials

- FAQs
- Survey Form
- Survey Items and Dimensions
- Survey User's Guide
- Feedback Report Template
- Preliminary Comparative Results
- Data Entry and Analysis Tool

Expected Release Date for SOPS Survey for Community Pharmacies: 2012

For questions about the SOPS Survey for Community Pharmacies, email: SafetyCultureSurveys@ahrq.hhs.gov

For more information on the SOPS Surveys, go to http://www.ahrq.gov/qual/patientsafetyculture