

Track: SOPS College  
Session: SOPS Tools and Resources  
Date & Time: April 19, 2010, 3:50 pm

# SOPS Tools and Resources

**Laura Milcetic, MPH**  
Westat



# Objective

- 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/>



Search AHRQ



[www.ahrq.gov](http://www.ahrq.gov)

[AHRQ Home](#) | [Questions?](#) | [Contact Us](#) | [Site Map](#) | [What's New](#) | [Browse](#) | [Información en español](#) |  [E-mail Updates](#)

**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).

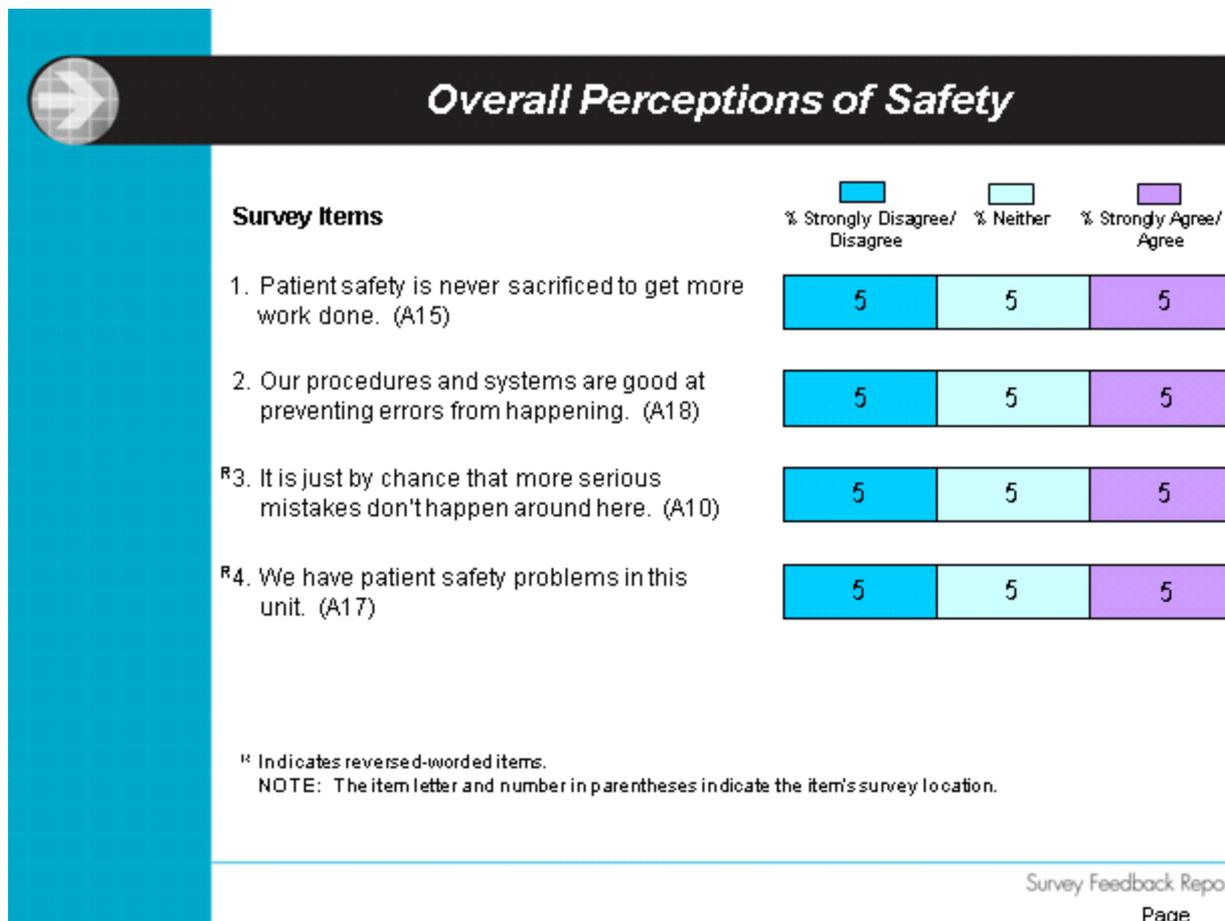
### Survey Feedback Report Template

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



# Patient Safety Culture Web Site

- Survey Feedback Report Template



- 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

- 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](mailto:DatabasesOnSafetyCulture@ahrq.hhs.gov)  
(Subject line: Hospital SOPS De-Identified Data Request Form).

# Patient Safety Culture Web Site

## 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**

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/cahpsops.htm>.



# SOPS User Network Update



## SURVEYS ON PATIENT SAFETY CULTURE (SOPS) USER NETWORK

Agency for Healthcare Research and Quality • Surveys on Patient Safety Culture (SOPS) User Network • Volume 1, Issue 1 • June 2009

The Surveys on Patient Safety Culture (SOPS) are a set of surveys developed by the Agency for Healthcare Research and Quality (AHRQ). The surveys assess provider and staff opinions about patient safety culture in three health care settings: hospitals, outpatient medical offices, and nursing homes.

This update is intended to help users of the AHRQ Surveys on Patient Safety Culture stay informed about new developments, tools, and resources that are available for the surveys. Please feel free to share this information. For further details and information, visit the AHRQ web site at [www.ahrq.gov/qual/patientsafetyculture](http://www.ahrq.gov/qual/patientsafetyculture).

### Survey News

#### AHRQ Releases Toolkits for the Nursing Home and Medical Office Surveys on Patient Safety Culture

In March 2009, the Agency for Healthcare Research and Quality (AHRQ) released new toolkit materials to support users of the Nursing Home Survey on Patient Safety Culture (Nursing Home SOPS) and the Medical Office Survey on Patient Safety Culture (Medical Office SOPS). These Toolkit Materials are available on the AHRQ web site at [www.ahrq.gov/qual/patientsafetyculture](http://www.ahrq.gov/qual/patientsafetyculture).

#### Overview of the Two Newest Surveys

The nursing home survey, released by AHRQ in September 2008, and the medical office survey, released in January 2009, are administered to managers, providers, and staff to assess the culture of patient safety and health care quality. These two surveys assess some of the same patient safety culture dimensions included in the Hospital Survey on Patient Safety Culture that was released in November 2004. However, the wording of survey items is different and there are a number of new dimensions that are unique to each setting.

##### ➔ Nursing Home Survey on Patient Safety Culture.

This survey assesses 12 dimensions of patient safety culture including Compliance With Procedures, Training and Skills, and Teamwork. The survey also asks respondents for an overall rating on resident safety and whether they would recommend the nursing home to friends.

##### ➔ Medical Office Survey on Patient Safety Culture.

The survey assesses 12 dimensions of patient safety culture including Patient Safety and Quality Issues, Patient Care Tracking/Followup, and Information Exchange With Other Settings. The survey also asks for overall ratings on health care quality and patient safety.

### Contents

#### Survey News

➊ AHRQ Releases Toolkits for the Nursing Home and Medical Office Surveys on Patient Safety Culture

#### Database News

➋ Over Half of Hospital Staff Not Reporting Medical Errors

➌ Data Submission for the 2010 Hospital SOPS Database Now Open

➍ Nursing Home and Medical Office SOPS Comparative Databases Under Development

#### Events

➎ Highlights From the 1st SOPS User Group Meeting

➏ Save the Date: Next CAHPS-SOPS User Group Meeting in Baltimore April 2010

#### International Users

➐ Growing Interest in Hospital SOPS from International Users

➑ WHO High 5s Patient Safety Project To Use AHRQ Hospital SOPS

➒ Netherlands and Taiwan Studies Find Staff Less Positive About Patient Safety Than in U.S.

#### User Feedback

➓ How Can We Better Serve Your Needs?

#### Spotlight on CAHPS®

➔ AHRQ Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Surveys

➕ AHRQ Launches CAHPS Database Online Reporting System

1 Surveys on Patient Safety Culture (SOPS) User Network • June 2009



Agency for Healthcare Research and Quality  
Advancing Evidence to Create Best Outcomes



Agency for Healthcare Research and Quality  
Advancing Evidence in Health Care



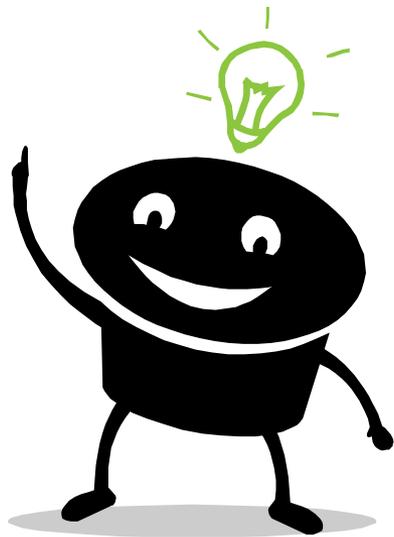
# Data Entry and Analysis Tools

- 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](mailto: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](mailto: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](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.ihl.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.ihl.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?

