AHRQ's Surveys on Patient Safety Culture™ (SOPS®) Program

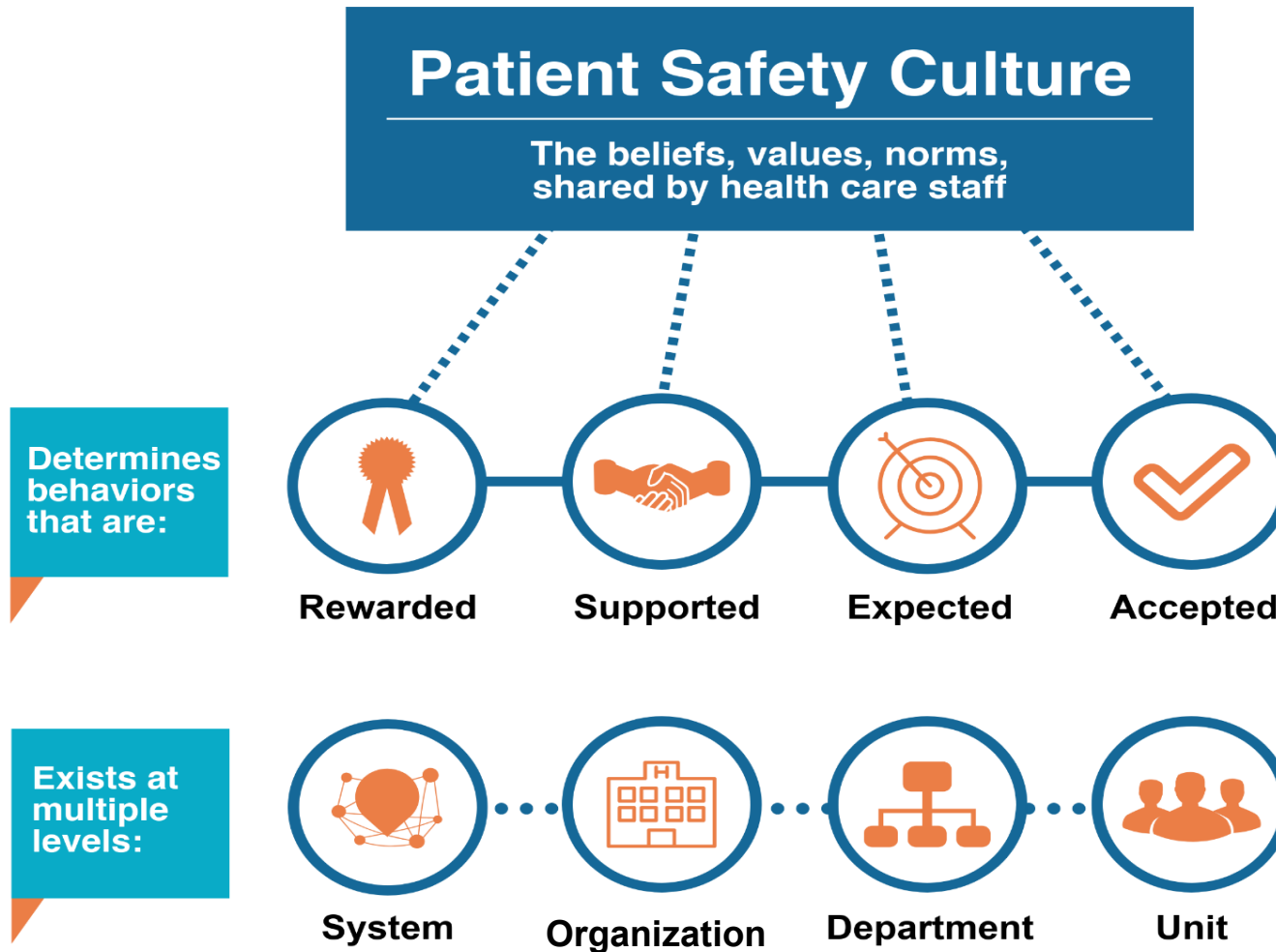

Caren Ginsberg, Ph.D.

Center for Quality Improvement and Patient Safety, AHRQ

AHRQ's SOPS Program

- Initiated and funded by AHRQ since 2001 to advance the understanding, measurement, and improvement of patient safety culture within healthcare settings
- Develops survey measures that are validated and use best methods for development and testing
- Supports voluntary data submission to SOPS databases
- Conducts research to further…
  - ► the measurement and understanding of patient safety culture
  - ► the collection of data and informative reporting of patient safety culture data
  - ► patient safety improvement involving SOPS

What is Patient Safety Culture?

Patient Safety Culture

The beliefs, values, norms, shared by health care staff

Determines behaviors that are:

Rewarded　　Supported　　Expected　　Accepted

Exists at multiple levels:

System　　Organization　　Department　　Unit

What are the SOPS Surveys?

- Surveys of providers and staff about the extent to which their organizational culture supports patient safety

Hospital (2004)	Nursing Home (2008)	Medical Office (2009)	Community Pharmacy (2012)	Ambulatory Surgery Center (2015)

Areas of Patient Safety Culture Assessed Across SOPS Surveys

- Teamwork
- Communication Openness
- Communication About Error
- Organizational Learning—Continuous improvement
- Response to Error
- Staffing
- Supervisor/Management Support for Patient Safety
- Work Pressure and Pace
- Overall Rating on Patient Safety

How are SOPS surveys used?

- Raise staff awareness about patient safety
- Assess patient safety culture to identify strengths and areas for improvement
- Examine trends over time
- Evaluate the impact of patient safety initiatives

SOPS Surveys and Supplemental Item Sets

SOPS Surveys	SOPS Supplemental Item Sets			
	Value and Efficiency	Health Information Technology	Diagnostic Safety	Workplace Safety
Hospital	✓	✓		✓
Medical Office	✓		✓	
Nursing Home				
Ambulatory Surgery Center				
Community Pharmacy				