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

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Agency for Healthcare Research and Quality

- AHRQ is:
  - ► A research and science-based agency of the US Department of Health and Human Services that supports evidence-based practices.
  - ► The lead Federal agency charged with improving the safety and quality of America's health care system.

- AHRQ is not:
  - ► A regulatory agency. AHRQ can not require the use of our tools and products.

AHRQ's Core Competencies

- **Health Systems Research:** Invest in research and evidence to make healthcare safer and improve quality.

- **Practice Improvement:** Create tools for healthcare professionals to improve care for their patients.

- **Data & Analytics:** Generate measures and data to track and improve performance, and evaluate progress of the US healthcare system.

AHRQ Patient Safety Priorities

- Focus on areas of greatest impact
- Extend patient safety improvement to all settings
- Prevent HAIs, reduce antibiotic resistance
- Build capacity in the health care system to accelerate safety improvements
- Improve communication and engagement between clinicians and patients
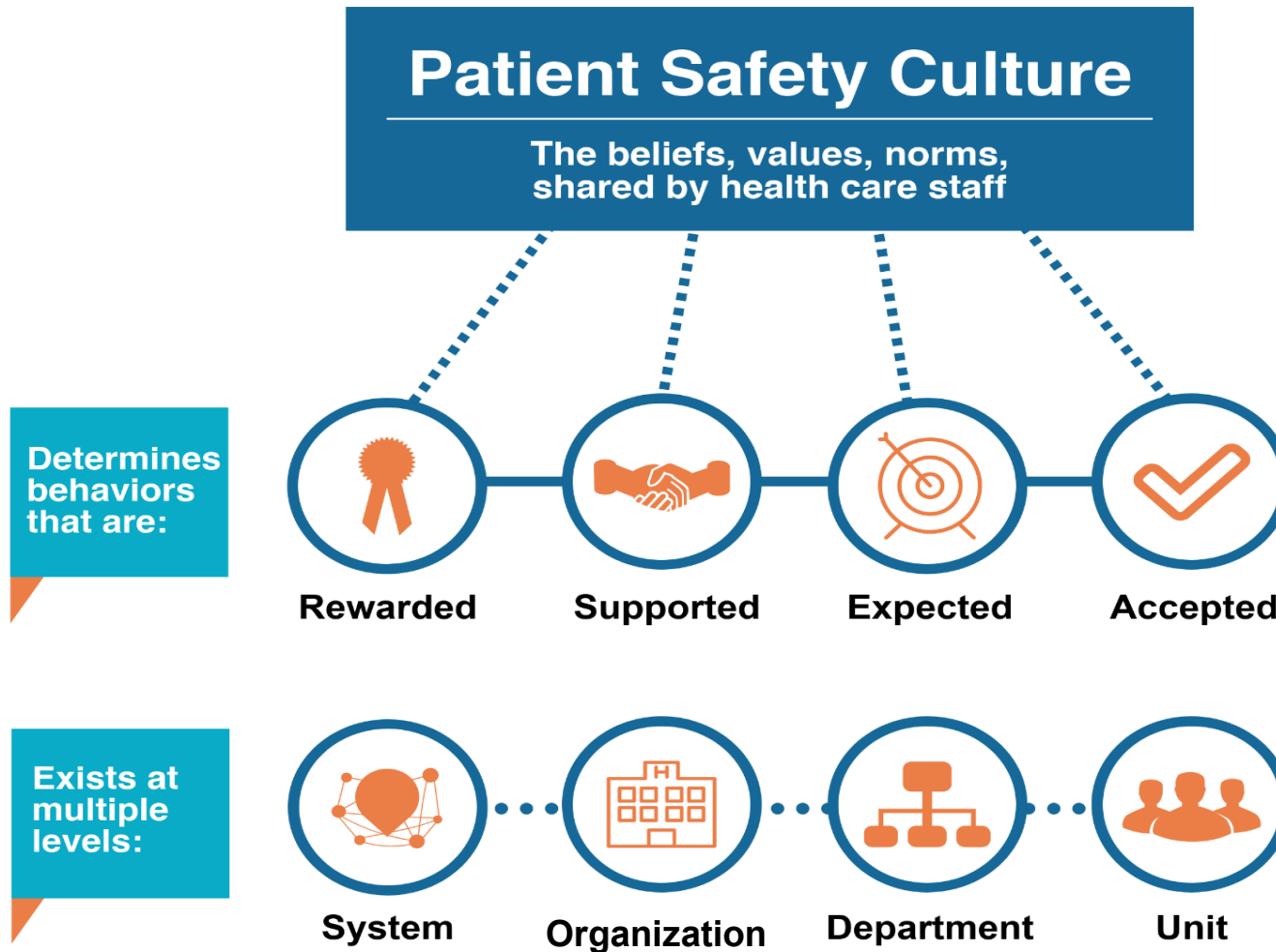- Make the safe thing the easy thing to do

AHRQ's SOPS Program

- Since 2001, the SOPS Program:
  - ► Advances 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 knowledge, measurement, improvement of patient safety culture

  * AHRQ does not receive data submitted to the SOPS program, and does not have access to any identifiable information.

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	Nursing Home	Medical Office	Community Pharmacy	Ambulatory Surgery Center
2004: Version 1.0	2008	2009	2012	2015
2019: Version 2.0				

SOPS Supplemental Item Sets

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

SOPS Nursing Home Database

- 2019 SOPS Nursing Home Database Report:
  - ► Surveys completed between January 2016 and July 2018
  - ► 191 nursing homes with 10,499 respondents
  - ► Top scoring composites measures:
    - − Overall Perceptions of Resident Safety
    - − Feedback and Communication About Incidents
- 2020 Database Submission period was postponed

NH SOPS: Why Participate?

- Information for quality improvement– demonstrating strengths and identifying areas for improvement

- Voluntary and Confidential

- Technical assistance

- Participation in an AHRQ program