

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



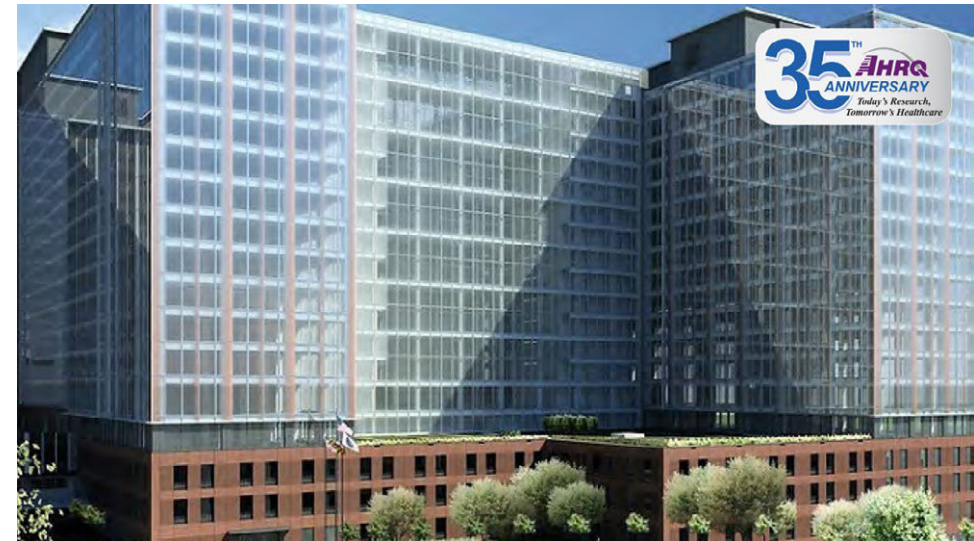
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Agency for Healthcare Research and Quality



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



AHRQ Patient Safety Priorities



Focus



Extend



Prevent



Build



Improve



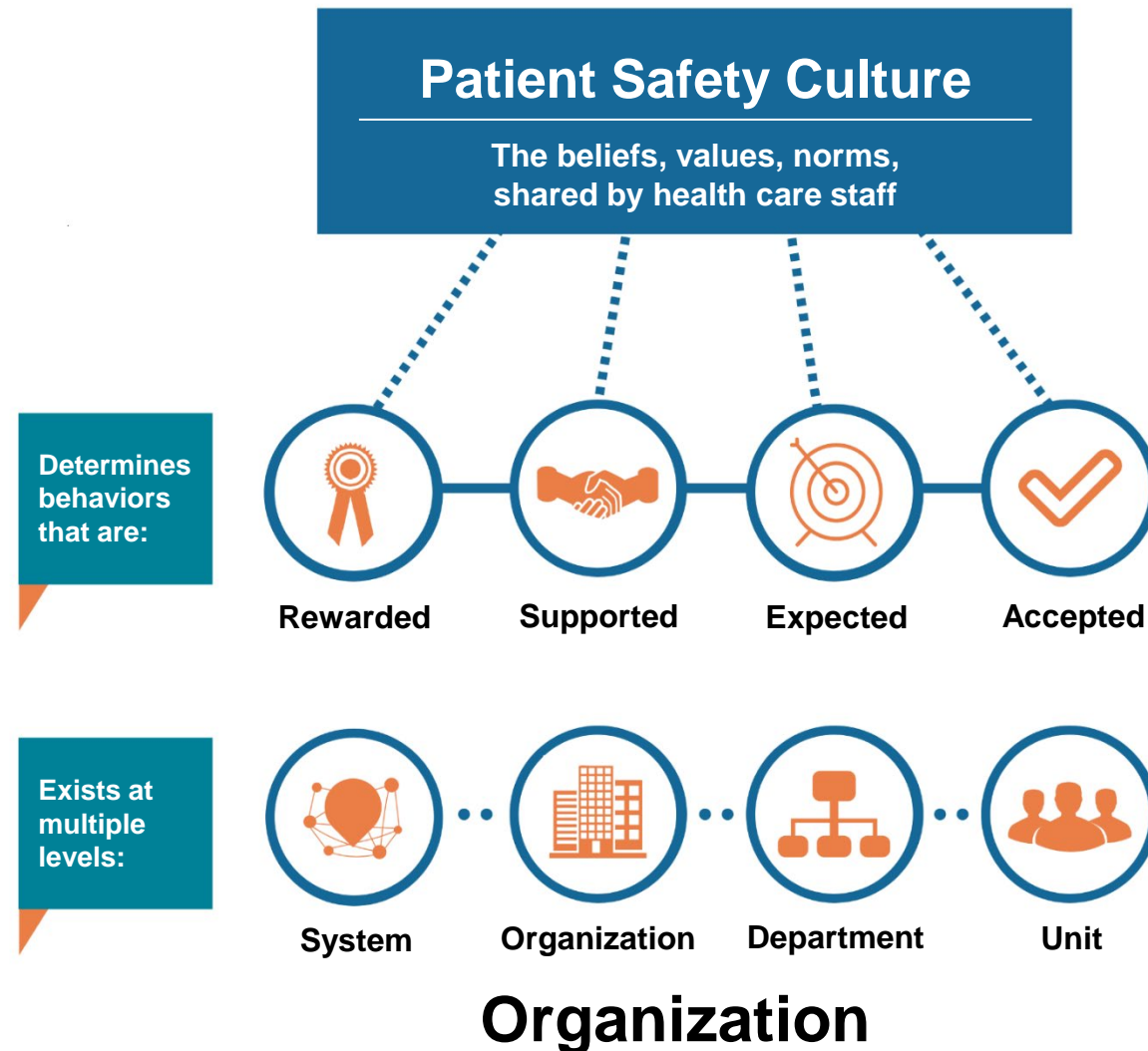
Make Safety Easy

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 validated surveys and measures
- Supports voluntary data submission to SOPS databases
- Conducts research to further the measurement and understanding of patient safety culture
- Develops resources to improve safety culture in facilities



What is Patient Safety Culture?



SOPS Hospital 2.0 Survey

Topics Covered by the SOPS Hospital Survey 2.0

Composite Measures: A composite measure is a grouping of two or more survey items that assess the same area of culture. The 10 composite measures and 32 survey items assessed in the SOPS Hospital Survey 2.0 are:



- Teamwork (3 items)
- Staffing and Work Pace (4 items)
- Organizational learning – Continuous Improvement (3 items)
- Response to Error (4 items)
- Supervisor, Manager or Clinical Leader Support for Patient Safety (3 items)
- Communication About Error (3 items)
- Communication Openness (4 items)
- Reporting Patient Safety Events (2 items)
- Hospital Management Support for Patient Safety (3 items)
- Handoffs and Information Exchange (3 items)

Additional Measures: in addition to the composite measures, single item measures included assess:



- Number of events reported (1 item)
- Patient safety rating (1 item)
- Background questions (4 items)

2024 SOPS Hospital Database Submission



- **June 3-21, 2024**
- Hospitals may submit
 - ▶ Their *most recent data* from the SOPS Hospital Survey 2.0 administered between July 2022 and June 2024
 - ▶ Supplemental Item Sets* administered with the core SOPS Hospital Survey 2.0
 - Health IT Patient Safety
 - Workplace Safety
 - Value and Efficiency

SOPS Databases Submission System

Submitting Data

Hospital

Medical Office

Nursing Home

Community Pharmacy

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***New in 2024:** *Partial submission of Supplemental Items Sets*

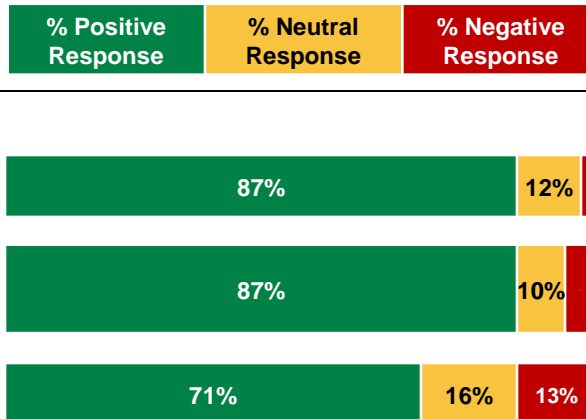
2024 SOPS Hospital Database Submission



Each participating hospital receives a free, private feedback report comparing their results to the overall SOPS Database

Health systems with multiple sites will also receive a system-level, private feedback report

Item Results for Example Hospital Number of Responses=1,373



Patient Safety Culture Composite Measures	% Positive Response	% Difference
1. Teamwork	Your Hospital: 82% Data Base: 82%	0%
2. Supervisor, Manager, or Clinical Leader Support for Patient Safety	Your Hospital: 80% Data Base: 80%	0%
3. Communication Openness	Your Hospital: 76% Data Base: 75%	1%
4. Reporting Patient Safety Events	Your Hospital: 74% Data Base: 74%	1%
5. Communication About Error	Your Hospital: 73% Data Base: 72%	1%
6. Organizational Learning – Continuous Improvement	Your Hospital: 70% Data Base: 71%	-1%
7. Hospital Management Support for Patient Safety	Your Hospital: 64% Data Base: 67%	-3%
8. Response to Error	Your Hospital: 63% Data Base: 64%	-1%
9. Handoffs and Information Exchange	Your Hospital: 63% Data Base: 64%	-1%
10. Staffing and Workplace	Your Hospital: 51% Data Base: 58%	-7%
Composite Measure Average	Your Hospital: 65% Data Base: 71%	-6%

2024 SOPS Hospital Database Submission

- AHRQ produces a SOPS Database Report and Infographic that displays aggregated results from all participating sites
 - ▶ Breakouts by unit/work area, staff position, etc.

Areas of strength for most hospitals



Area of potential improvement for hospitals

Staffing and Work Pace

