Introducing the SOPS Action Planning Tool

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Surveys of clinicians and staff about the extent to which the organizational culture supports patient safety

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

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How are SOPS surveys used?

- **Raise staff awareness** about patient safety;
- **Assess** patient safety culture;
- **Identify strengths** and **areas for improvement**;
- **Evaluate trends** over time;
- **Evaluate** the impact of patient safety **initiatives**.

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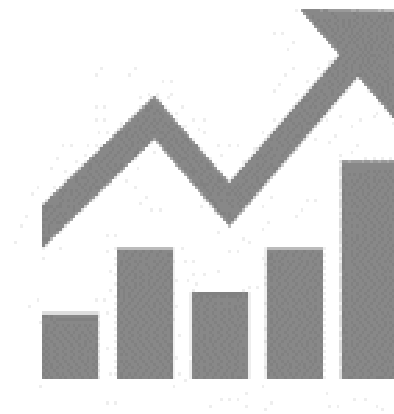
"One of the biggest mistakes you can make is to administer a company-wide survey and then do nothing with the feedback"

Source: https://www.tinypulse.com/blog/advanced-guide-to-employee-surveys

Action Planning Tool for the AHRQ Surveys on Patient Safety Culture

- Ensure leadership support

- Form an action planning team

  ► Multidisciplinary members

  ► Senior leader(s)

  ► People whose work will be directly affected

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Defining Your Goals and Selecting Your Initiatives

Planning Your Initiatives

Communicating Your Action Plan

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Defining Your Goals and Selecting Your Initiatives

1. What areas do you want to focus on for improvement?

- Review your survey results

- Compare your data

  ► Staff positions and units within your organization

  ► Current results to previous results

  ► Other organizations

Resources

❖ Data Entry and Analysis Excel Tool

❖ Overall database reports

❖ Your organization's customized feedback report

2. What are your goals?

- Organization, unit, or department level

- Need to be easily understood

- One main goal or several goals

S	**Specific**
M	**Measurable**
A	**Achievable**
R	**Realistic**
T	**Timely**

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3. What initiatives will you implement?

- Identify initiatives

- Evaluate the options

- Select your initiative and define its scope

- Leadership buy-in and involvement is key to success

Resources

- ❖ AHRQ Case studies

- ❖ SOPS Webcasts

- ❖ SOPS Resource lists

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Planning Your Initiatives

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- Identify key people who will be affected

    ► Consider domino effects in other units

- Identify a leader and/or champion

  ► Essential to identify enthusiastic, respected leader and/or champion

- What resources will be needed?

  ► Staff and how much time

  ► Supplies, materials, equipment, or training

- Identify barriers and how they can be overcome
  - ► For example
    - − Satisfaction with the status quo
    - − Not understanding the initiative or its goals
    - − Experience with previous failed initiatives
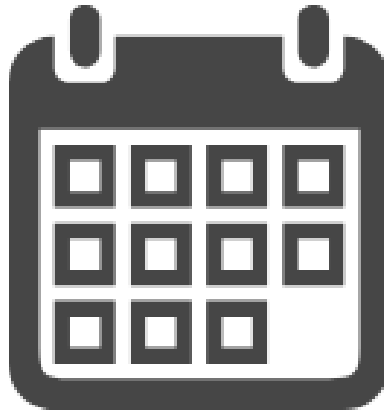   - − Competing priorities

- Process measures – monitor implementation
- Outcome measures – assess the success

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- Realistic, break it down into steps

- Flag milestones, provide updates

- Adjust as needed

Communicating Your Action Plan

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- Get feedback on draft action plan
  - ► Review and discuss with leadership

- Share the action plan
  - ► Explain who, what, where, when, why, and how
  - ► Share through meetings, newsletters, email, posters, etc.
  - ► Adjust as needed

- Communicate early and often

Facility Name:
Date last updated:

Defining Your Goals and Selecting Your Initiative

1	What areas do you want to focus on for improvement?	
2	What are your goals?	
3	What initiative will you implement?	
Notes or Comments		