

# Results to Action: An Action Planning Example

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(SOPS)

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

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- Review your percent positive scores on the survey's composite measures
- Examine top- and bottom-scoring composite measures
- Examine the largest differences between your current survey results and
  - ▶ Database scores
  - ▶ Similar facilities
  - ▶ Your previous results

# Example: Our Hospital's Results

Composite Measures	Your Current %
Supervisor/Manager Expectations	<b>86</b>
Teamwork Within Units	<b>81</b>
Management Support for Patient Safety	<b>75</b>
Org. Learning – Continuous Improvement	72
Overall Perceptions of Patient Safety	70
Frequency of Events Reported	65
Communication Openness	64
Teamwork Across Units	62
Feedback & Communication About Error	62
Staffing	<b>50</b>
Nonpunitive Response to Error	<b>41</b>
Handoffs & Transitions	<b>37</b>

# Comparing to the Database

Composite Measures	Your Current %	2018 HSOPS Database
Supervisor/Manager Expectations	86	80 ▲
Teamwork Within Units	81	82
Feedback & Communication About Error	62	69 ▼
Staffing	50	53
Nonpunitive Response to Error	41	47 ▼
Handoffs & Transitions	37	48 ▼

▲ + 5% points	<5% points	▼ -5% points
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# Comparing to Similar Hospitals

Composite Measures	Your Current %	2018 HSOPS Database	50-99 Bed Hospitals
Supervisor/Manager Expectations	86	80 ▲	81 ▲
Teamwork Within Units	81	82	83
Feedback & Communication About Error	62	69 ▼	69 ▼
Staffing	50	53	55 ▼
Nonpunitive Response to Error	41	47 ▼	50 ▼
Handoffs & Transitions	37	48 ▼	49 ▼

▲ + 5% points	<5% points	▼ -5% points
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# Comparing to Previous Results

Composite Measures	Your Current %	2018 HSOPS Database	50-99 Bed Hospitals	Your Previous %
Supervisor/Manager Expectations	86	80 ▲	81 ▲	85
Teamwork Within Units	81	82	83	75 ▲
Feedback & Communication About Error	62	69 ▼	69 ▼	66
Staffing	50	53	55 ▼	56 ▼
Nonpunitive Response to Error	41	47 ▼	50 ▼	30 ▲
Handoffs & Transitions	37	48 ▼	49 ▼	46 ▼

▲ + 5% points	<5% points	▼ -5% points
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# 1. What areas do you want to focus on for improvement?

- We will focus on Handoffs & Transitions*

Composite Measures	Your Current %	2018 HSOPS Database	50-99 Bed Hospitals	Your Previous %
Feedback & Communication About Error	62	69 ▼	69 ▼	66
Staffing	50	53	55 ▼	56 ▼
Nonpunitive Response to Error	41	47 ▼	50 ▼	30 ▲
Handoffs & Transitions	37	48 ▼	49 ▼	46 ▼

▲ + 5% points	<5% points	▼ -5% points
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## 2. What are your goals?

- *To increase Handoffs & Transitions by at least 5 percentage points in our June 2019 survey results.*

Composite Measures	Your Current %	2018 HSOPS Database	50-99 Bed Hospitals	Your Previous %
Handoffs & Transitions	37	48 ▼	49 ▼	46 ▼



# 3. What initiative will you implement?

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- *Situation-Background-Assessment-Recommendation (SBAR)*

## 4. Who will be affected, and how?

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- *All nursing and medical staff in all hospital units*

## 5. Who can lead the initiative?

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- *Nominate individuals from each service line, including senior leaders*
- *SBAR resources include facilitation guides, slides, handouts, and other supplemental materials.*

## 6. What resources will be needed?

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- *One hour of training time*
- *Train 200 staff—five sessions with 40 staff in each session*
- *Two trainers and two assistants for each training*
- *Copies/supplies*
- *Training room with projector and screen*
- *Record the training so absent staff can still view the training*

## 7. What are possible barriers?

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- *Costs and time to train 200 staff*
- *Transfer of what was learned in training*
  - ▶ *Will staff actually use SBAR on the job?*
  - ▶ *Who will monitor to ensure it is used?*
  - ▶ *How can we keep the training fresh in everyone's minds?*

## 8. How will you measure progress and success?

- *Process measures*
  - ▶ *Number of staff trained*
  - ▶ *Training evaluation form results*
  - ▶ *Feedback from staff during huddles and walkarounds on perceptions of the training*
- *Outcome measures*
  - ▶ *Feedback from staff during huddles and walkarounds on actual implementation of SBAR*
  - ▶ *Hospital SOPS scores on Handoffs & Transitions*

## 9. What is the timeline?

Weeks 1-4

- Develop implementation plan and training materials

Weeks 5-6

- Communicate the upcoming training and review materials

Weeks 7-11

- Conduct training
  - 5 training sessions
  - 1 session each week

Weeks 12-13

- Wrap up and do walkarounds

# 10. How will you share your action plan and with whom?

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- *Share the plan with leadership*
- *Promote training with all staff*
- *Provide updates every other week on how training is going (e.g., 25% done)*
- *Share evaluation form results*
- *Share results of the Hospital SOPS survey*



# Action Plan for the AHRQ Surveys on Patient Safety Culture

Facility Name:  
Date last updated:

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## 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?	
<b>Notes or Comments</b>		

# SOPS Website

## Surveys on Patient Safety Culture™ (SOPSTM)



### Webcast January 10: ASC SOPS: What You Need To Know

A review of the SOPS Ambulatory Surgery Center Program, survey administration, and resources.

### Webcast January 17: Action Planning for the SOPS Surveys

Overview of the Action Planning Tool.

### Ambulatory Surgery Center Survey

Designed for ASC staff and asks for their opinions about patient safety culture in their facility.



### About SOPS >

SOPS surveys ask health care providers and staff about the extent to which their organizational culture supports patient safety.

[More >](#)



### SOPS Surveys >

Each SOPS survey is designed to assess patient safety culture in a specific health care setting.

[More >](#)

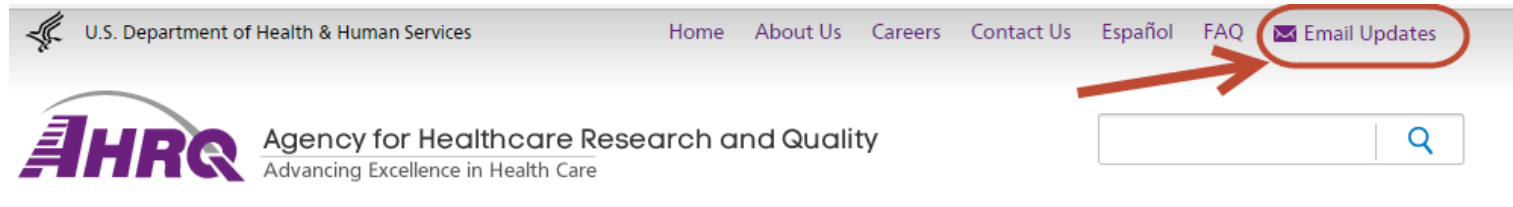


### SOPS Databases >

The SOPS Databases serve as a central repository for SOPS survey data.

[More >](#)

- Sign up for email updates



- Surveys on Patient Safety Culture** ⓘ
  - Hospital Survey ⓘ
  - Medical Office Survey
  - Nursing Home Survey ⓘ
  - Ambulatory Surgery Center Survey
  - Community Pharmacy Survey ⓘ

# Call for SOPS Improvement Stories

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- AHRQ wants to showcase organizations that have successfully improved scores on a SOPS survey
- Has your organization
  - ▶ Made improvements on your SOPS scores?
  - ▶ Used the action planning tool?
- If so, we'd like to hear from you!

# SOPS Technical Assistance (TA)



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