Overview of the SOPS Surveys

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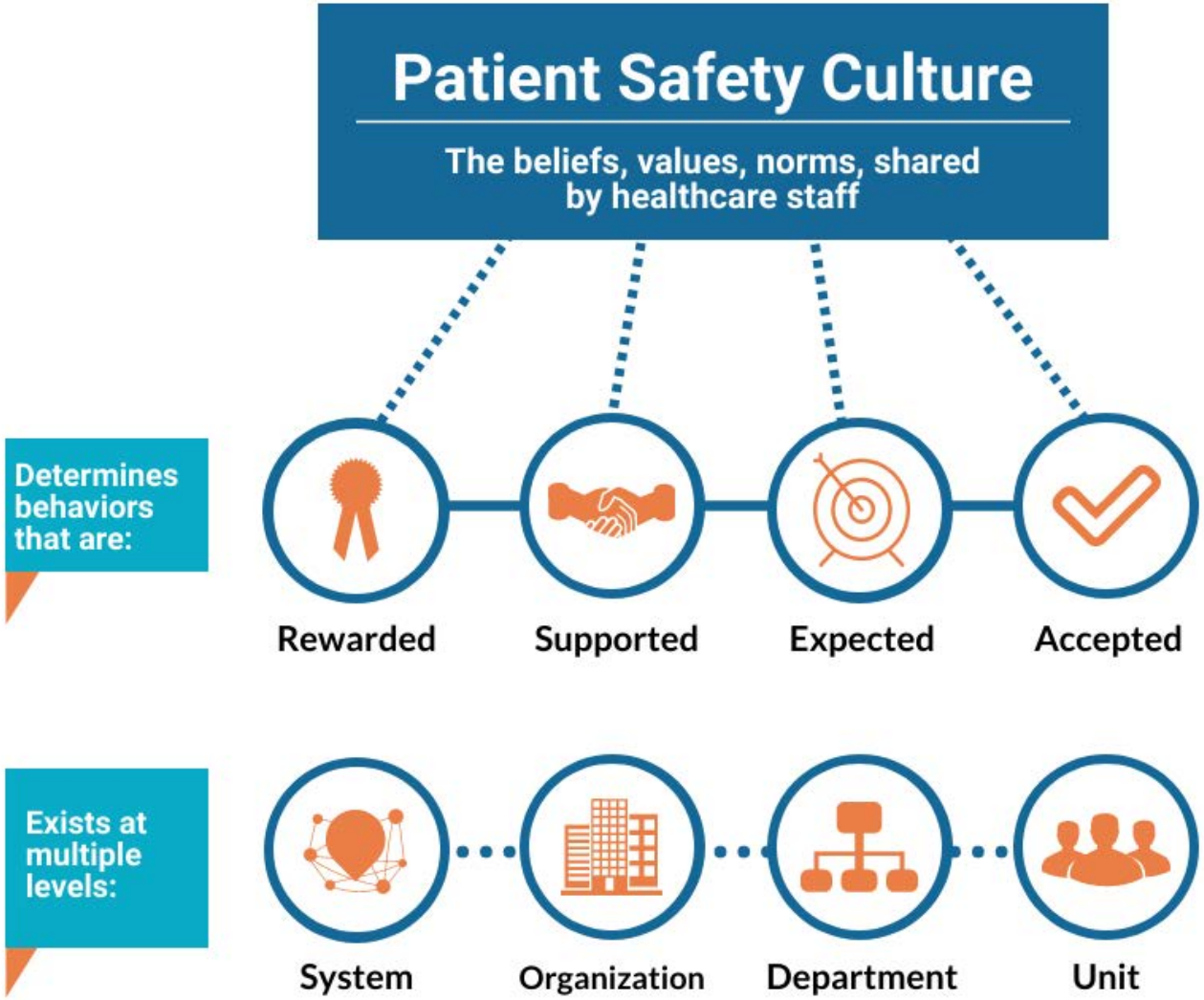
AHRQ's SOPS Program

- Initiated and funded by AHRQ since 2001
- Develops survey measures that are validated and use best methods for development and testing
- Advances the understanding, measurement, and improvement of patient safety culture within healthcare settings

What is Patient Safety Culture?



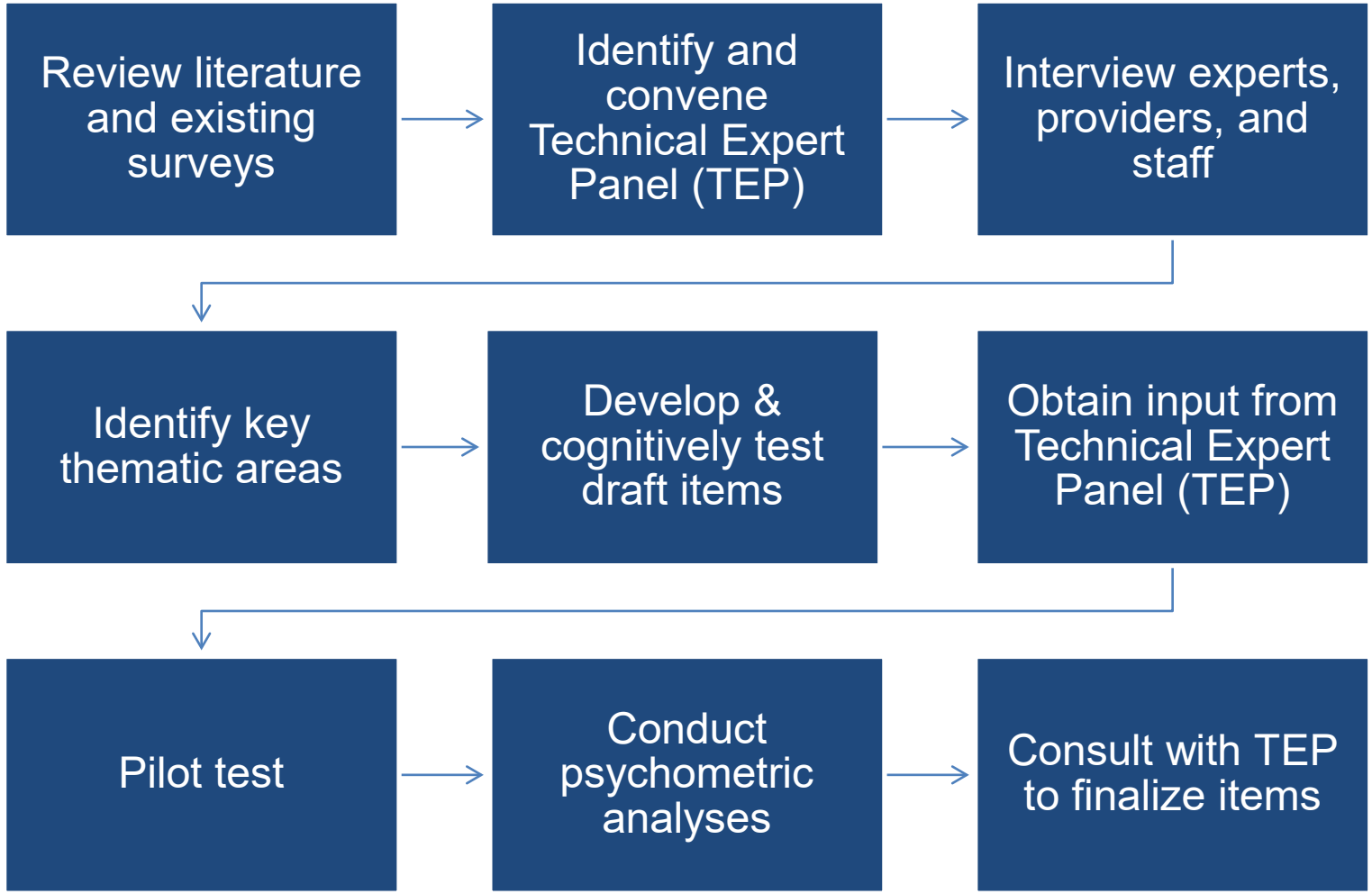
AHRQ Surveys on Patient Safety Culture

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

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

Survey Development Process



Optional Supplemental Items

- All SOPS surveys are composed of standardized questions — **core items** that support the comparability of survey content across users
- Optional **supplemental items** can be added
- Add supplemental items toward the end of the SOPS surveys right before the background questions

SOPS Supplemental Items

- Value and Efficiency (for hospitals and medical offices)
  - Focus on efficiency, waste reduction, patient centeredness, and high-quality care.
- Health Information Technology (Health IT) Patient Safety (for hospitals)
  - Focus on how the use of health IT affects patient safety culture

Optional Supplemental Items in Development

- Diagnostic Safety (Medical Office)—Spring 2021
  - Assist in identifying processes and sources of error in diagnosis
- Workplace Safety—2021
  - Conducting cognitive testing for hospitals, nursing homes, ambulatory surgery centers, and medical offices
  - Pilot testing to be done in hospitals only in 2021—sites needed

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**.

The SOPS Databases

SOPS Databases

Hospital (2018)

630 sites

Coming Soon

2021 Report

Nursing Home (2019)

191 sites

Medical Office (2020)

1,475 sites

Community Pharmacy (2019)

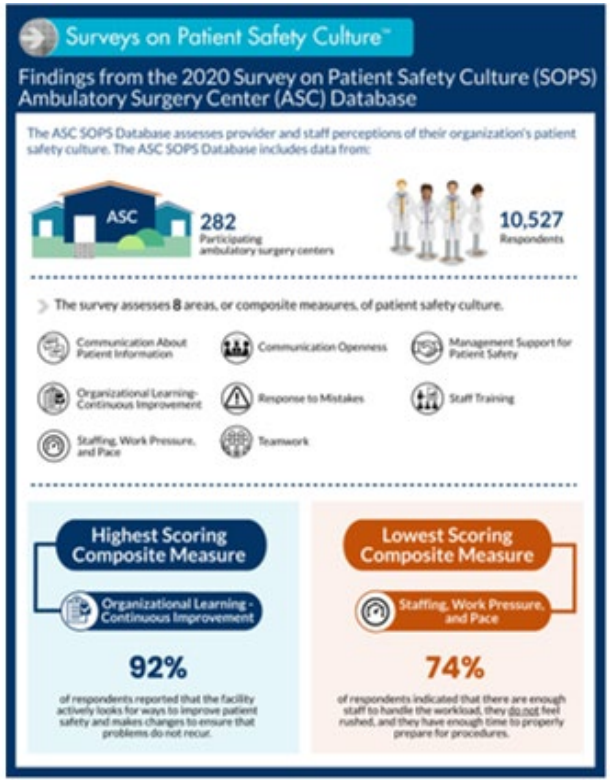
331 sites

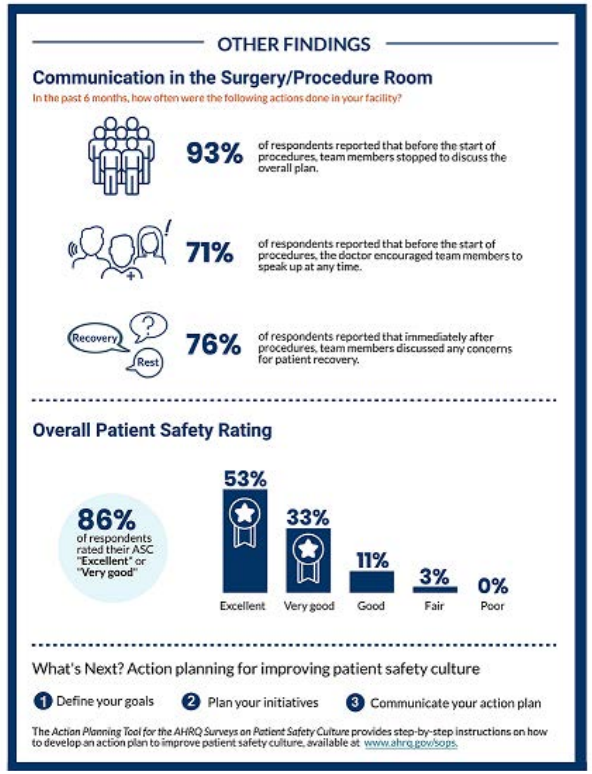
Ambulatory Surgery Center (ASC) (2020)

282 sites

Why Participate in the SOPS Databases?

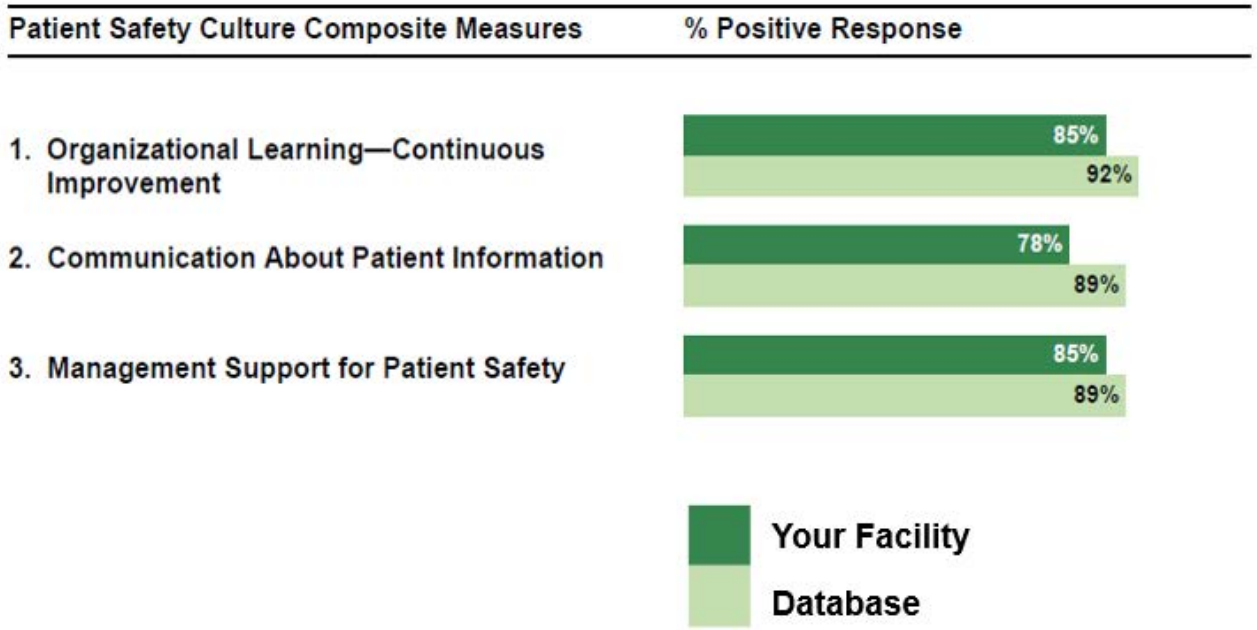
- AHRQ produces Database Reports and Infographics that display aggregated results from all participating sites





Why Participate in the SOPS Databases?

- Participating facilities receive a customized feedback report
  - Displays site results with Database results
  - Identifies strengths and areas for safety culture improvement



Data Submission Schedule

SOPS Database	2021	2022
Hospital - Health IT Supplemental Items - Value and Efficiency Supplemental Items		June
Nursing Home		Sept.
Medical Office - Value and Efficiency Supplemental Items - Diagnostic Safety Supplemental Items	Sept. 1 – Oct. 20	
Ambulatory Surgery Center (ASC)	June 1-21	

It's not too late to administer the SOPS surveys in advance of data submission!

Note: There are no plans for community pharmacy database submission through 2022.

Ambulatory Surgery Center SOPS and Medical Office SOPS Data Submission

- We provide free technical assistance so contact us if you have questions

- Upcoming Webcasts
  - January 21 from 2 -3 pm ET -- Getting Started: How to Use the AHRQ SOPS Ambulatory Surgery Center Survey to Improve Patient Safety
  - Spring TBA – Introducing the Diagnostic Safety Supplemental Items for the AHRQ SOPS Medical Office Survey

Database Requirements for Participation

1. Have administered the SOPS survey in its entirety without modifications or deletions
2. Must be in the U.S. or U.S. territories
3. Sign a Data Use Agreement that indicates how the data will be used
4. Complete data collection before the end of the data submission period
5. Submit data files per specifications
6. Upload survey data through a secure, online data submission system

SOPS Resources

SOPS Website

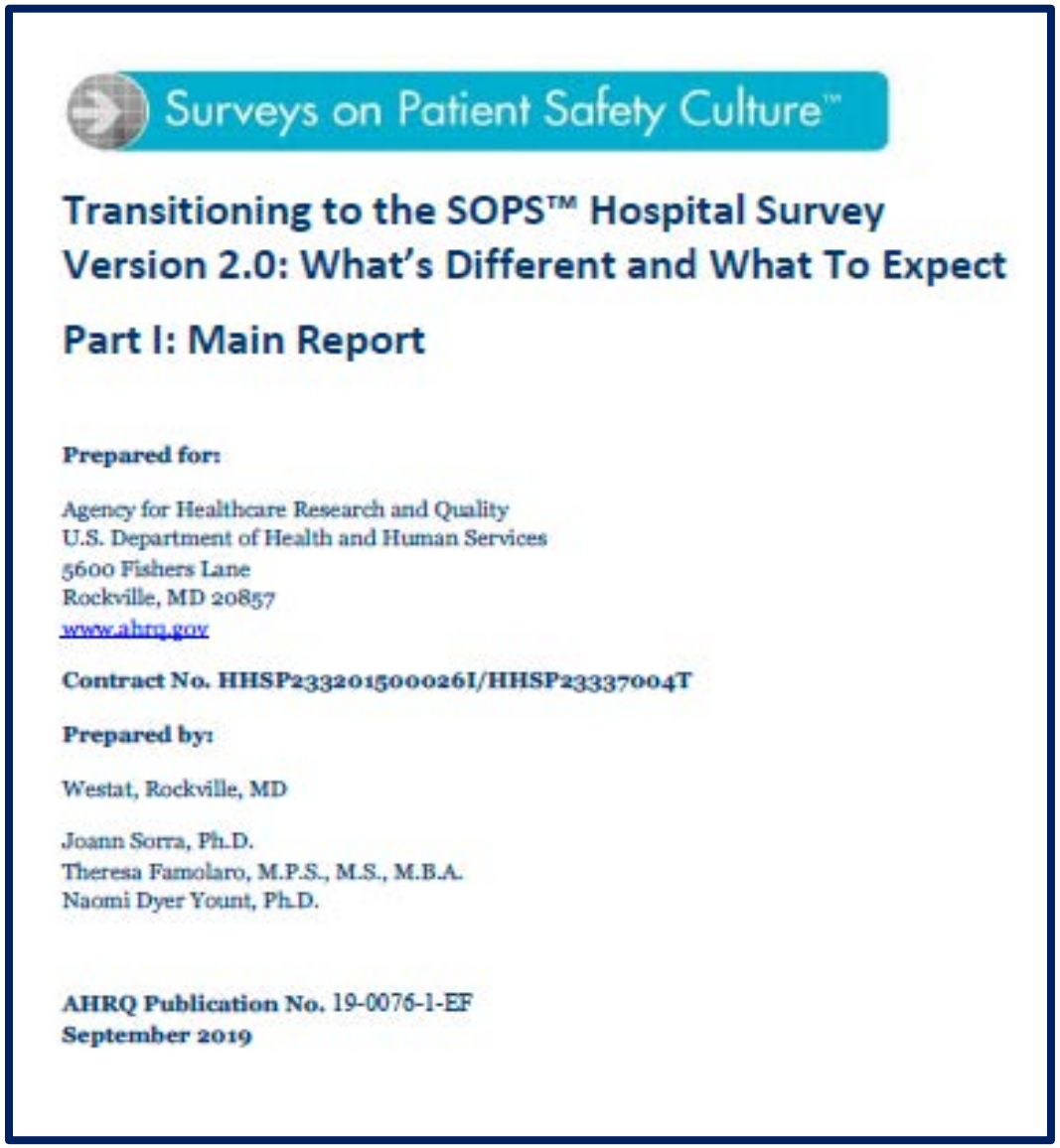
www.ahrq.gov/sops

Survey User's Guides

How to Administer the Surveys

- Getting started
- Selecting your survey population
- Conducting web & paper-based surveys
- Optimizing your response rates
- Analyzing data and producing reports

HSOPS 2.0 Transitioning Guide



Surveys on Patient Safety Culture™

Transitioning to the SOPS™ Hospital Survey Version 2.0: What's Different and What To Expect

Part I: Main Report

Prepared for:

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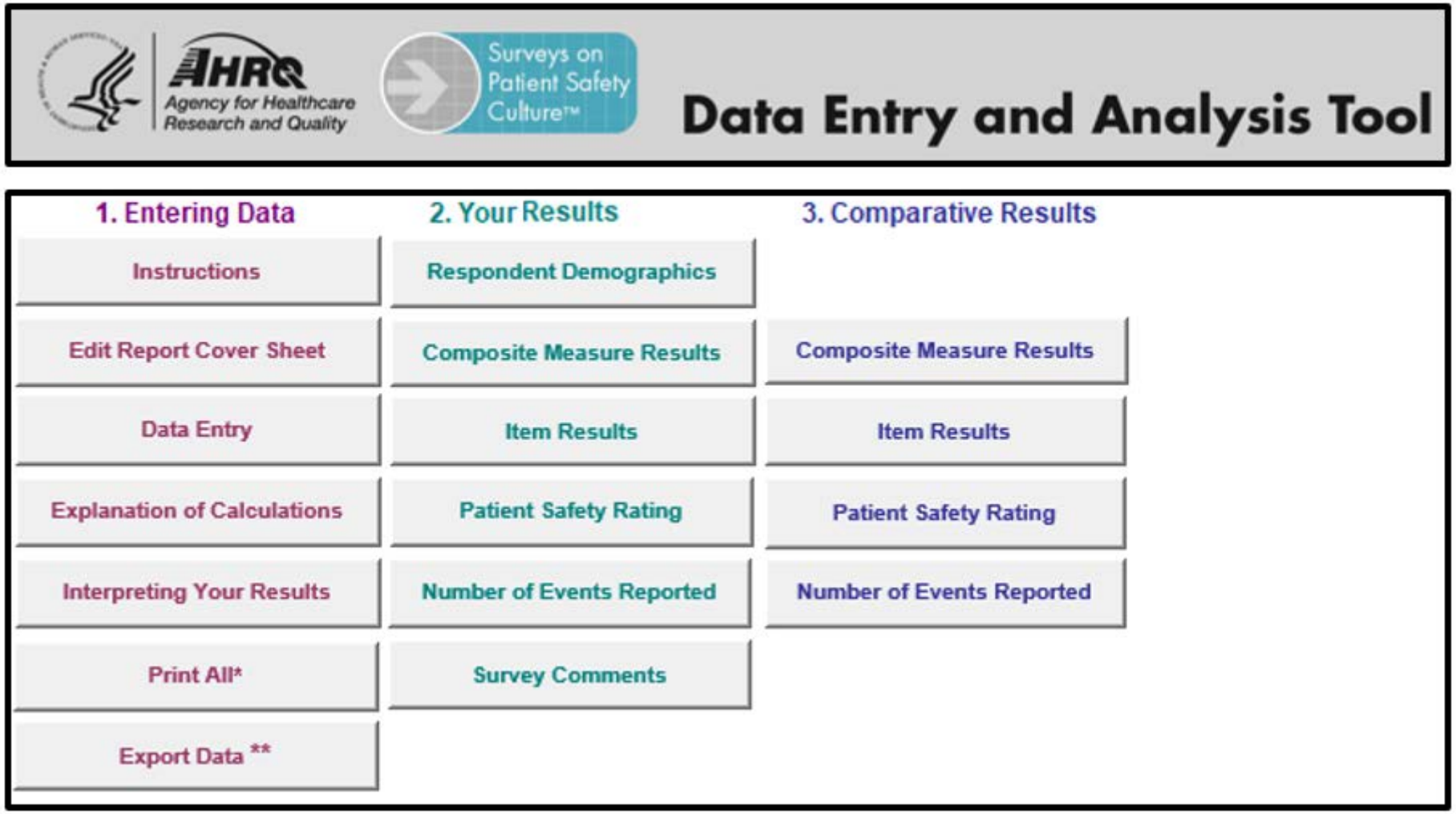
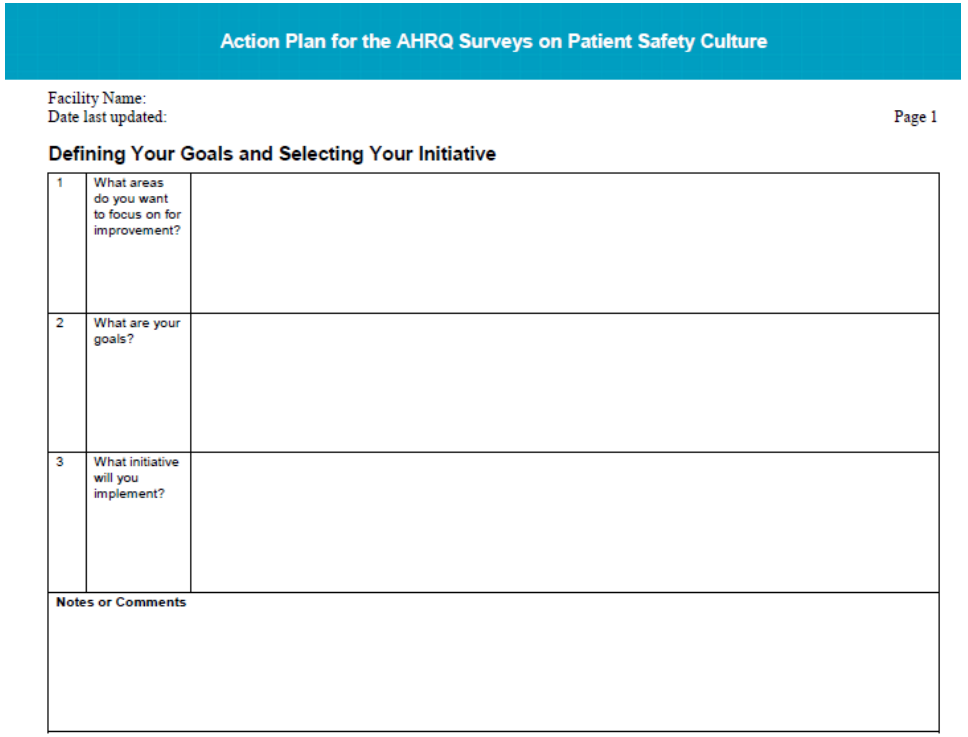
Data Entry and Analysis Tool



Action Planning Tool

1. Identify patient safety culture areas for improvement
2. Define your goals and selecting your initiative
3. Plan your initiative
4. Timeline
5. Communicate your action plan



Action Plan for the AHRQ Surveys on Patient Safety Culture

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		

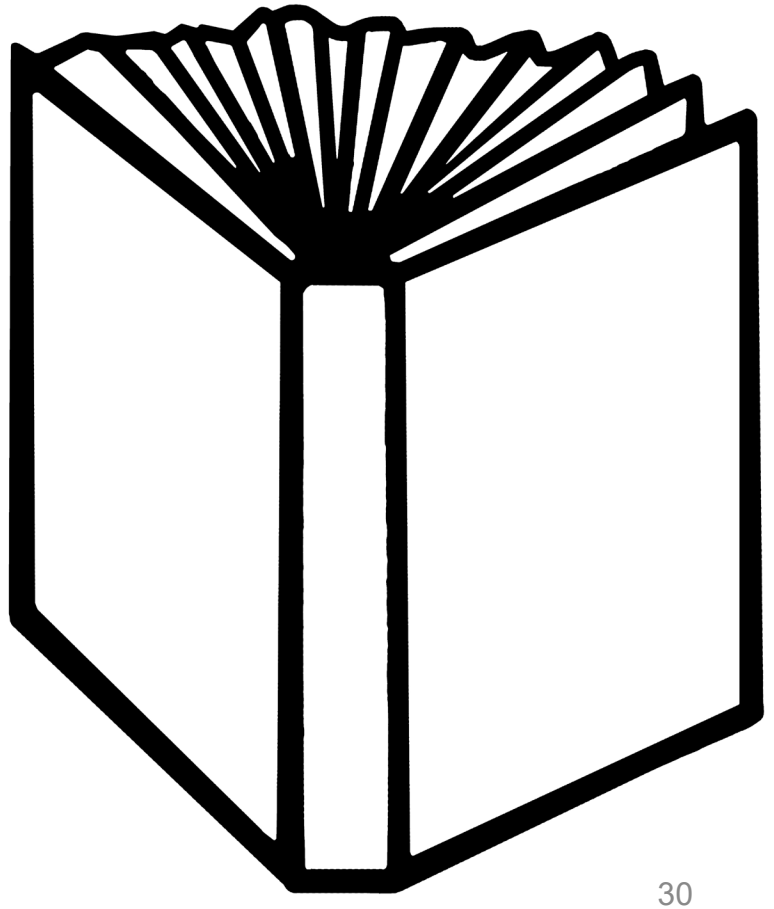
Improvement Resources

Improving Patient Safety: Resource Lists for Users of the AHRQ Surveys on Patient Safety Culture

SOPS Bibliography

Published articles organized by topi

- Patient safety culture improvement
- Linking culture to outcomes
- Analyzing measures within the surv
- Psychometrics
- International studies



SOPS Webcasts and Podcast

- ✓ Recordings
- ✓ Transcripts
- ✓ Slides

www.ahrq.gov/sops/events

Technical Assistance & SOPS Updates

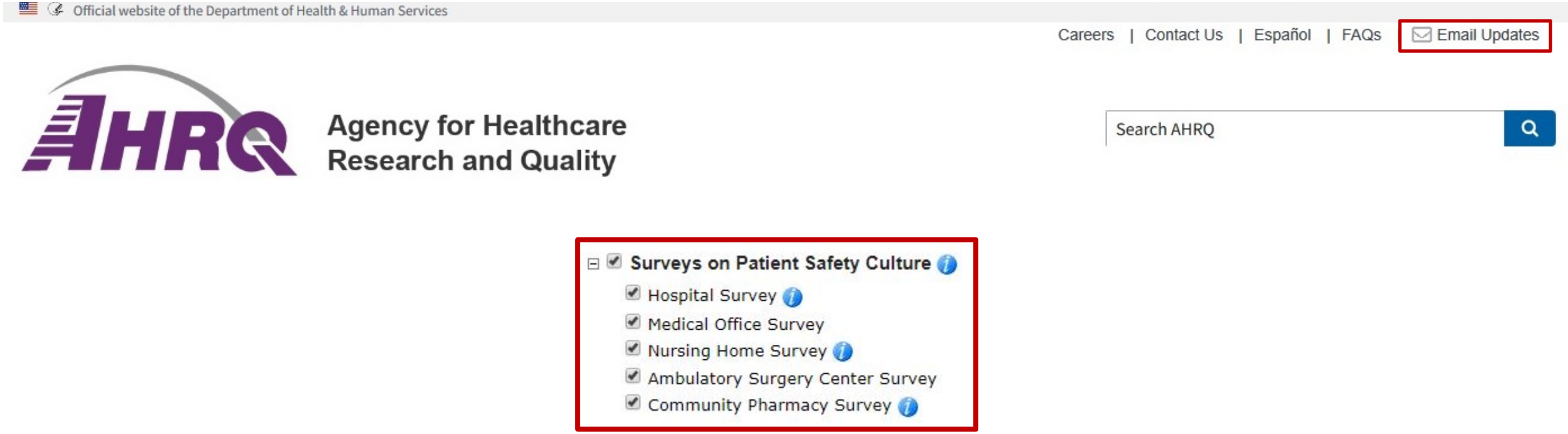
SOPS Technical Assistance (TA)

General TA 1-888-324-9749
SafetyCultureSurveys@westat.com

- Survey administration
- Survey materials and resources
- International requests for permission to use or translate the survey

Database TA 1-888-324-9790
DatabasesOnSafetyCulture@westat.com

- Data Entry and Analysis Tool
- Data submission
- Database reports
- Analytic requests

SOPS Updates

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