

Overview of the SOPS Surveys

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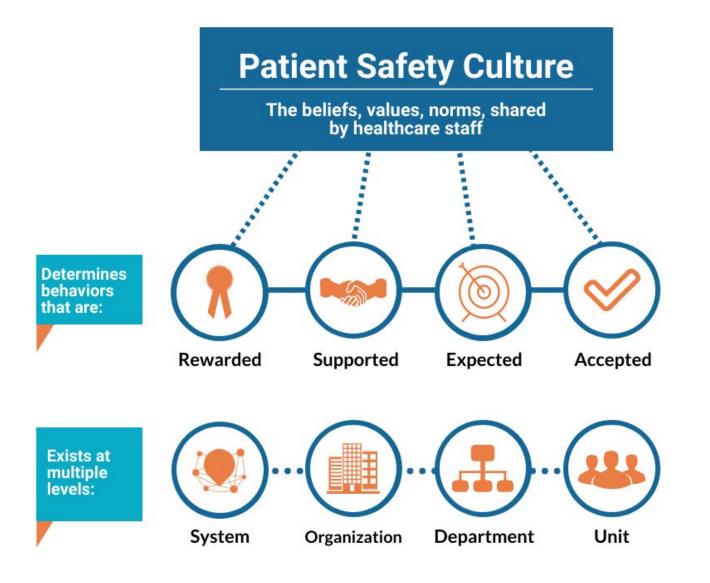
AHRQ's SOPS Program



- 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



AHRQ

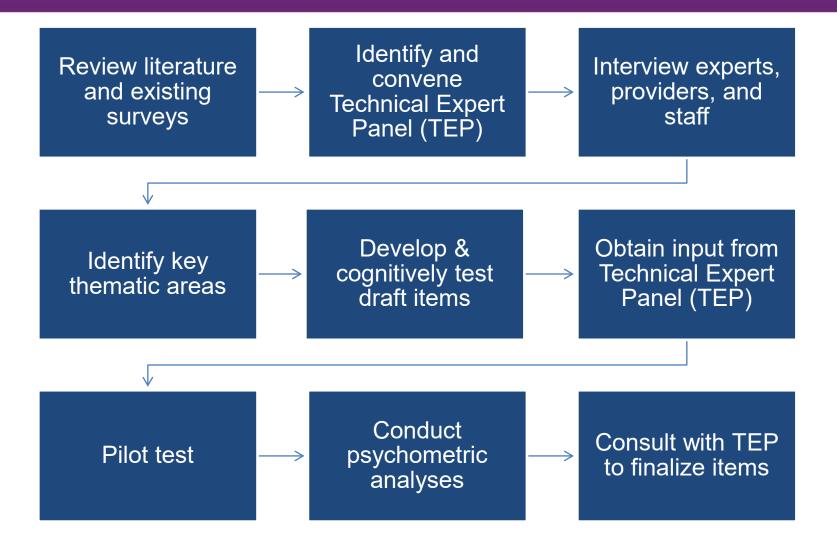
Areas of Patient Safety Culture Assessed Across SOPS Surveys



- 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 highquality 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?



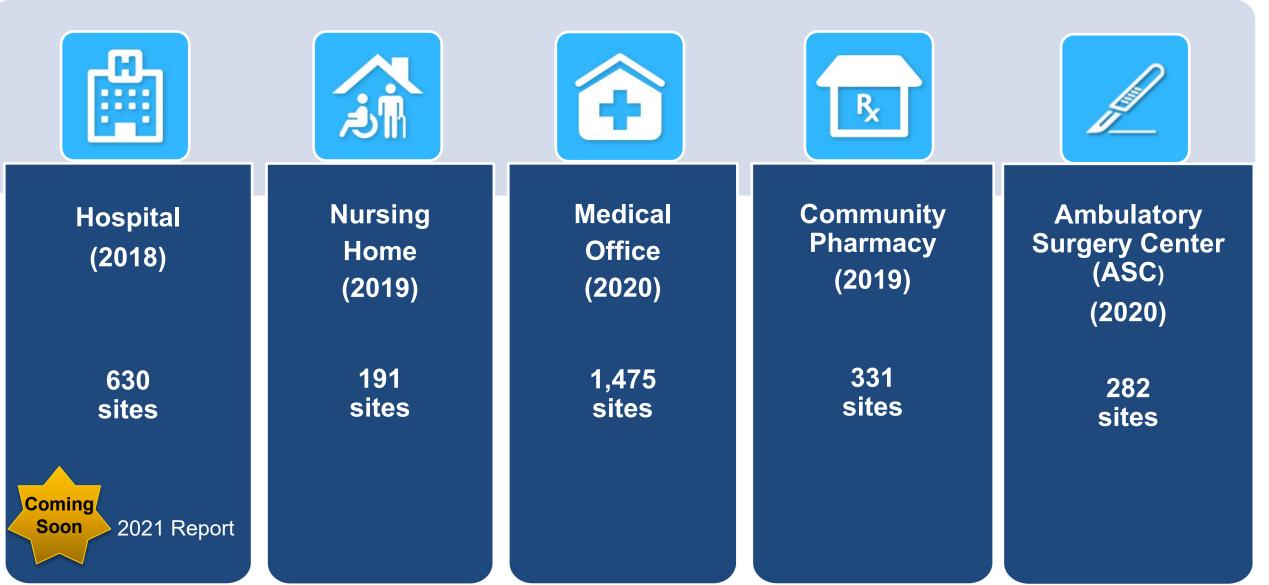
- Raise staff awareness about patient safety;
- **Assess** patient safety culture;
- Identify strengths and areas for improvement;
- Evaluate trends over time;
- Evaluate the impact of patient safety initiatives.



The SOPS Databases

SOPS Databases





Why Participate in the SOPS Databases?

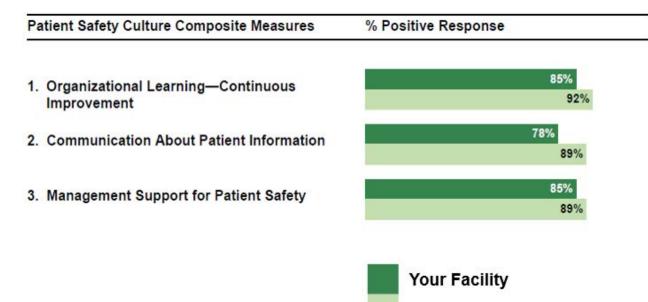
- AHRQ produces Database Reports and Infographics that display aggregated results from all participating sites

Surveys on Patient Safety Cu	ulture	OTHER FINDINGS	
Findings from the 2020 Survey on Patient Safety Culture (SOPS) Ambulatory Surgery Center (ASC) Database		Communication in the Surgery/Procedure Room In the past 6 months, how often were the following actions done in your facility?	
The ASC SOPS Database assesses provider and staff safety culture. The ASC SOPS Database includes data	front	93% of respondents reported that before the start of procedures, team members stopped to discuss the overall plan.	
Asc 282 Participating ambulatory surgery centers The survey assesses 8 areas, or composite meass	10,527 Respondents	OF TTM of respondents reported that before the start of procedures, the doctor encouraged team members to speak up at any time.	
Communication About Communication	Openness Support for Patient Subport for	Recovery 76% of respondents reported that immediately after procedures, team members discussed any concerns for patient recovery.	
Continuous Improvement Ampointe to No.	(iii)	Overall Patient Safety Rating	
Highest Scoring Composite Measure Organizational Learning : Continuous Improvement	Lowest Scoring Composite Measure	86% of respondents rated their ASC "Excellent" or "Very good" Excellent Very good Good Fair Poor	
92%	74%	What's Next? Action planning for improving patient safety culture	
of respondents reported that the facility actively looks for ways to improve patient safety and makes changes to ensure that problems do not recur.	of respondents indicated that there are enough staff to handle the workload, they doubt feel nubed, and they have enough time to property prepare for procedures.	Define your goals Plan your initiatives Communicate your action p The Action Planning Tool for the AHRQ Surveys on Patient Safety Culture provides step-by-step instructions or to develop an action plan is improve patient safety culture provides step-by-step instructions or to develop an action plant to improve patient safety culture provides step-by-step instructions or to develop an action plant is improve patient safety culture provides step-by-step instructions or to develop an action plant is improve patient safety culture provides step-by-step instructions or to develop an action plant is improve patient safety culture provides step-by-step instructions or to develop an action plant is improve patient safety culture provides step-by-step instructions or to develop and the patient of the term of	

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



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

- Agency for Healthca Research and Qualit
- 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

- Have administered the SOPS survey in its entirety <u>without</u> 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



Surveys on Patient Safety Culture™ (SOPS®)



Update on Diagnostic Safety Item Development AHRQ is developing a supplemental item set on diagnostic safety.

SOPS Bibliography Search for publications about the development and use of SOPS surveys.

Upcoming SOPS Survey Data Submissions Learn more about data submission for 2020, and watch a video.

www.ahrq.gov/sops

Areas of Interest



About SOPS

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



SOPS Surveys

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



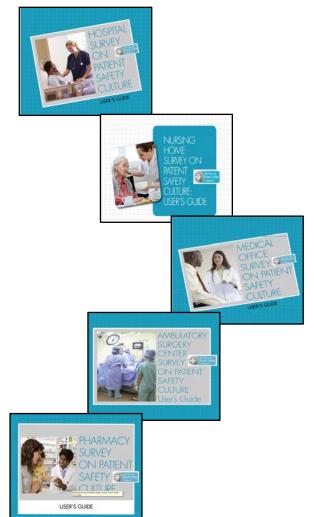
SOPS Databases

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

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

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Agency for Healthcare Research and Quality U.S. Department of Health and Human Services 5600 Fishers Lane Rockville, MD 20857 www.ahru.goy

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Data Entry and Analysis Tool





Data Entry and Analysis Tool

1. Entering Data	2. Your Results	3. Comparative Results
Instructions	Respondent Demographics	
Edit Report Cover Sheet	Composite Measure Results	Composite Measure Results
Data Entry	Item Results	Item Results
Explanation of Calculations	Patient Safety Rating	Patient Safety Rating
Interpreting Your Results	Number of Events Reported	Number of Events Reported
Print All*	Survey Comments	
Export Data **		

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

Facility Name: Date last updated: P				
)efi	ning 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?			

Improvement Resources



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

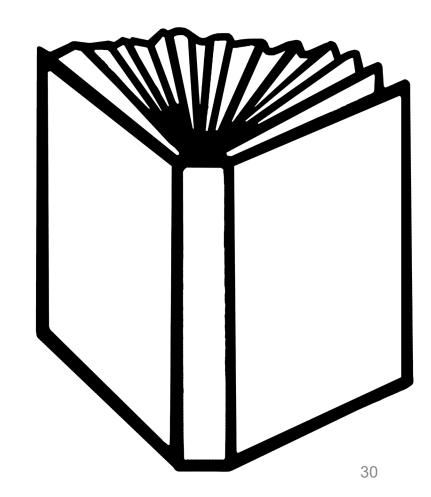


SOPS Bibliography



Published articles organized by top

- 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

Agency for Health



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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Official website of the Department of Health & Human Services





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