

The SOPS Databases

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User Network for the AHRQ Surveys on Patient Safety Culture (SOPS)

Westat

SOPS Databases



320
Hospitals
Version 1.0
(2021)

172
Hospitals
Version 2.0
(2021)



191
Nursing
Homes
(2019)



1,475
Medical
Offices
(2020)



331
Community
Pharmacies
(2019)





235
Ambulatory
Surgery Centers
(ASCs)
(2021)

Why Participate in the SOPS Databases?



- AHRQ produces Database Reports and Infographics that display aggregated results from all participating sites
- Participating facilities receive a customized feedback report
 - ▶ Displays site results with Database results
 - ▶ Identifies strengths and areas for safety culture improvement

SOPS Database Submission Schedule

SOPS Survey		2022
	<p>Hospital</p> <ul style="list-style-type: none">• Health IT Patient Safety Supplemental Items• Workplace Safety Supplemental Items• Value and Efficiency Supplemental Items	June 1–20 (HSOPS 2.0 only)
	Nursing Home	Sept. 1–21

Database Requirements for Participation

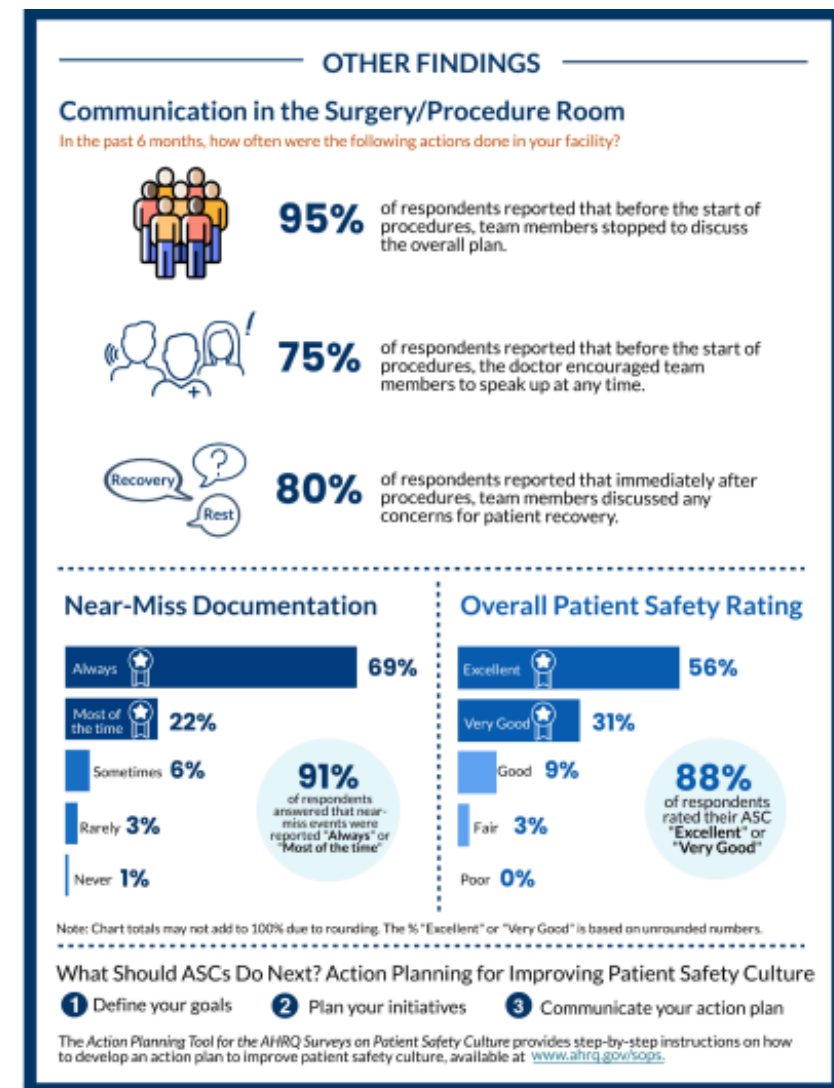
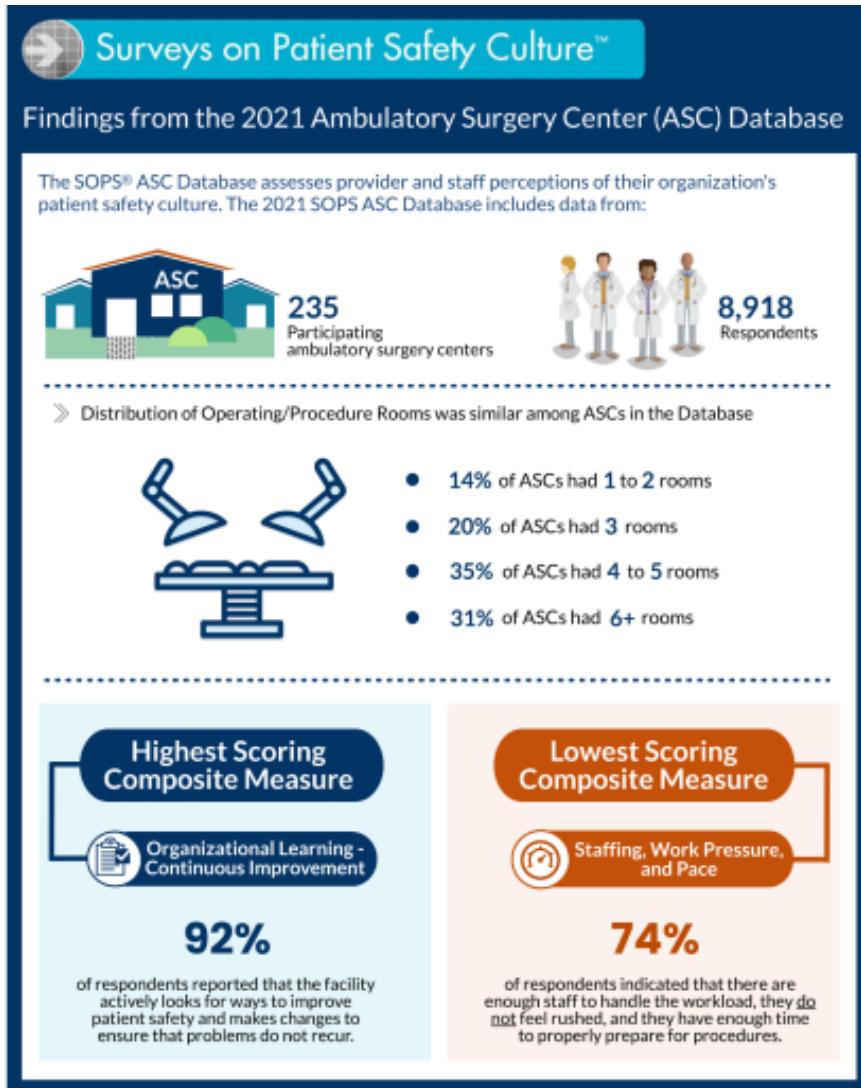
1. Have administered the SOPS survey (with or without SOPS supplemental items) in its entirety without modifications or deletions
2. Must be in the U.S. or U.S. territories
3. Sign a Data Use Agreement that indicates how the data will be used
4. Complete data collection before the end of the data submission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



SOPS Database Reports

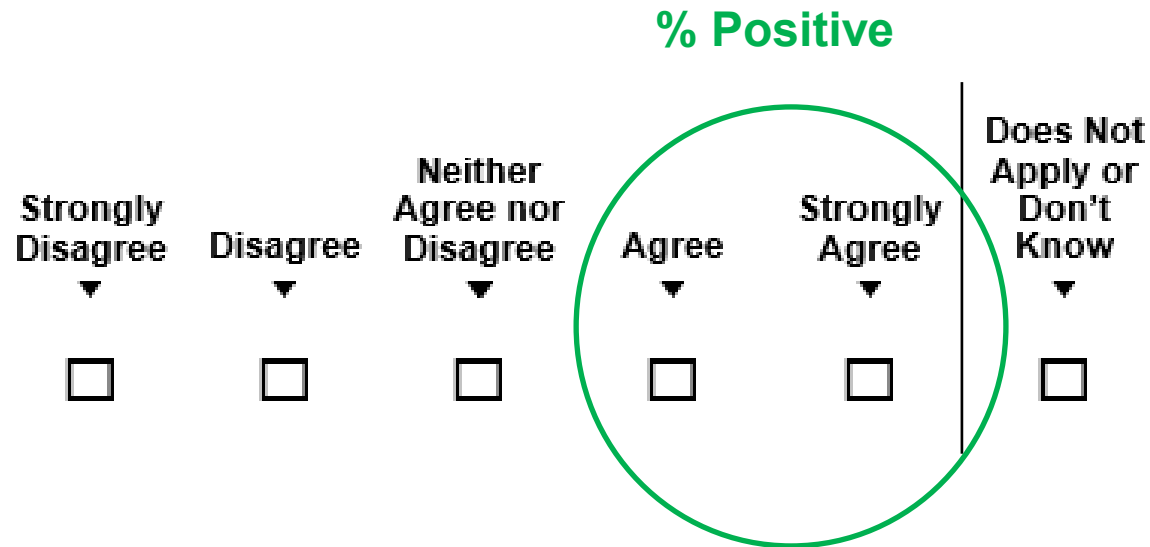


Example of SOPS Database Infographic



Calculation of Results

- Results shown as “percent positive scores”
In this unit, we work together as an effective team.



Note: % Positive does not include “Does Not Apply or Don’t know” (NA/DK) or missing (MI) responses.

Example of Composite Measure Results

Patient Safety Culture Composite Measures

Average % Positive Response

Teamwork

82

Supervisor, Manager, or Clinical Leader Support for Patient Safety

80

Communication Openness

75

Reporting Patient Safety Events

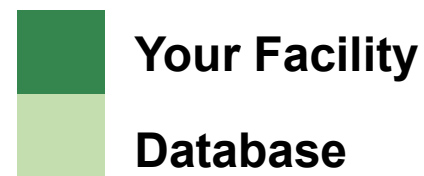
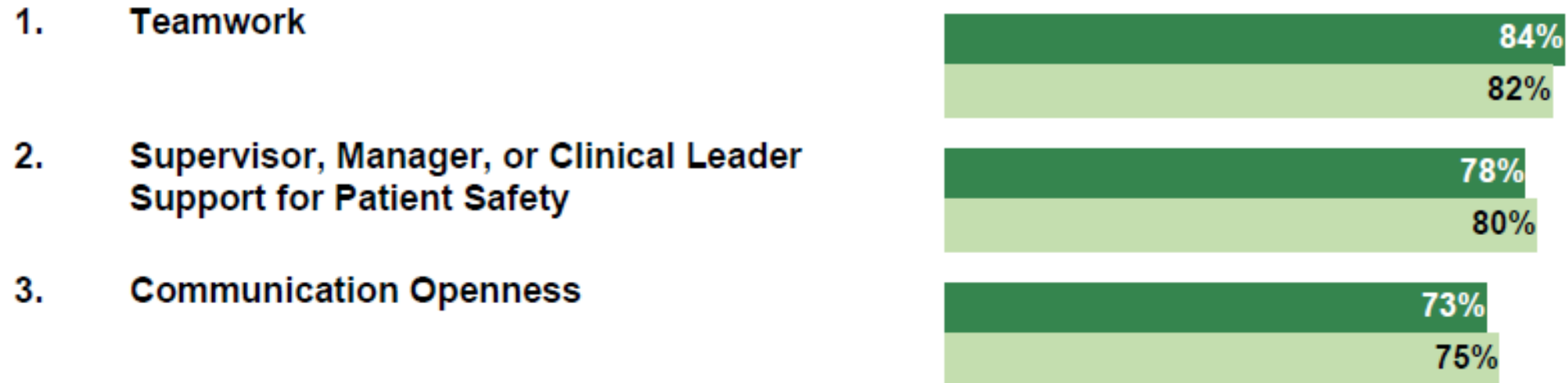
74

SOURCE: AHRQ 2021 SOPS Hospital 2.0 User Database Report

Customized Feedback Reports

Patient Safety Culture Composite Measures

% Positive Response



SOPS Research Datasets



- For research purposes only
- De-identified Data Requests
 - ▶ Hospital, medical office, nursing home, ambulatory surgery center and community pharmacy data available
- Hospital-Identifiable Data Requests
 - ▶ Allows linking SOPS data to other datasets
 - ▶ Requests are reviewed and approved by AHRQ
 - ▶ Requestors sign a confidentiality agreement
 - ▶ Database hospitals must agree to the request via DUA, or provide written authorization




SOPS Resources

SOPS Website



www.ahrq.gov/sops

SOPS Data Entry and Analysis Tools

Hospital Survey 2.0

Data Entry and Analysis Tool

Version 2.0: May 2021

1. Entering Data	2. Your Hospital Results	3. Comparative Results	4. Trending Results
Instructions	Respondent Demographics		Respondent Demographics
Edit Report Cover Sheet	Composite Measure Results	Composite Measure Results	Composite Measure Results
Data Entry	Item Results	Item Results	Item Results
Explanation of Calculations	Patient Safety Rating	Patient Safety Rating	Patient Safety Rating
Interpreting Your Results	Number of Events Reported	Number of Events Reported	Number of Events Reported
Print All*	Survey Comments		
Export Data **			
5. Comparative Results by Staff Position	6. Comparative Results by Unit/Work Area	7. Comparative Results by Interaction with Patients	8. Comparative Results by Tenure in Unit/Work Area
Composite Measure Results	Composite Measure Results	Composite Measure Results	Composite Measure Results
Item Results	Item Results	Item Results	Item Results
Patient Safety Rating & Number of Events Reported	Patient Safety Rating & Number of Events Reported	Patient Safety Rating & Number of Events Reported	Patient Safety Rating & Number of Events Reported

SOPS Hospital 2.0 Example of Tool Results

1. Supervisor, Manager or Clinical Leader Support for Patient Safety

1. My supervisor, manager, or clinical leader seriously considers staff suggestions for improving patient safety. (B1)

■ Positive ■ Neutral ■ Negative



(Missing/NA/DK = 20%)

2. My supervisor, manager, or clinical leader wants us to work faster during busy times, even if it means taking shortcuts. (B2R)



(Missing/NA/DK = 20%)

3. My supervisor, manager, or clinical leader takes action to address patient safety concerns that are brought to their attention. (B3)



(Missing/NA/DK = 20%)

Action Planning Tool

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

Action Plan for the AHRQ Surveys on Patient Safety Culture

Facility Name:
Date last updated:

Page 1

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		

Improving Patient Safety Resource Lists



Improving Diagnostic Safety in Medical Offices: A Resource List for Users of the AHRQ Diagnostic Safety Supplemental Items

I. Purpose

This document includes references to websites and other publicly available resources medical offices can use to help improve the extent to which their organizational culture supports the diagnostic process, accurate diagnoses, and communication around diagnoses. While this resource list is not exhaustive, it is designed to give initial guidance to medical offices seeking information about patient safety initiatives related to diagnostic safety.

II. How To Use This Resource List

Resources are listed in alphabetical order, organized by the Surveys on Patient Safety Culture™ (SOPS®) composite measures assessed in the Agency for Healthcare Research and Quality (AHRQ) [Diagnostic Safety Supplemental Items](#) for the SOPS [Medical Office Survey](#), followed by general resources.

For easy access to the resources, keep the file open rather than printing it in hard copy because many of the website URLs are hyperlinked.

Feedback. To provide feedback or suggestions for resources you would like added to the list or if you have questions, email SafetyCultureSurveys@westat.com.

IV. Resources by Composite Measure

The following resources are designed to help medical offices improve areas of organizational culture assessed by the composite measures included in the AHRQ Diagnostic Safety Supplemental Items.

Composite 1. Time Availability

1. Improving Office Practice: Working Smarter, Not Harder

<https://www.aafp.org/fpm/2006/1100/p28.html>

The overarching goal of practice redesign is to create a well-organized office system that fosters sound medical decision making, minimizes error, and creates an atmosphere that patients, staff, and physicians can enjoy. Office organization is often accomplished through relatively simple strategies that together form a powerful force for change. This featured article from the American Academy of Family Physicians provides 12 strategies that can improve efficiency and transform practices.

2. Innovation and Best Practices in Health Care Scheduling

<https://nam.edu/wp-content/uploads/2015/06/SchedulingBestPractices.pdf>

In this discussion paper, the authors describe the important forces shaping wait times throughout healthcare, the evolving use of techniques and tools from other industries to improve healthcare access, and the move toward a person-centered model of care. Through their personal experiences leading their respective healthcare organizations, they have tackled these complex issues and present the lessons they have learned along the way.

SOPS Bibliography

Published articles organized by:

Healthcare Setting

- Hospitals (268)
- Nursing Homes (17)
- Medical Offices (16)
- Community Pharmacies (8)
- Ambulatory Surgery Centers (1)

Topics

- Analyses Linking Composite Measures with Site and/or Respondent Characteristics (73)
- Analyses Linking the Survey to Outcomes (58)
- Improving Patient Safety Culture (60)
- Psychometric Analyses (54)
- Review Patient Safety Culture Articles or Surveys (32)
- Use of SOPS – Descriptive study only (48)
- Value and Efficiency Supplemental Items (1)
- United States (162)
- International (154)

Publication Date

- 2020 (20)
- 2019 (36)
- 2018 (42)
- 2017 (31)
- 2016 (29)

**References go
back to 2005**

SOPS Webcasts



Webcasts 2011 - 2022

- ✓ Recordings
- ✓ Transcripts
- ✓ Slides
- ✓ Speaker Information

Recent Webcasts include:

- New AHRQ SOPS Workplace Safety Supplemental Items for Hospitals
- New AHRQ SOPS Diagnostic Safety Supplemental Items for Medical Offices

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



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

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



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Agency for Healthcare
Research and Quality

Search AHRQ

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