AHRQ Surveys on Patient Safety Culture™ (SOPS™) Hospital Survey Version 2.0

Survey Data File Specifications

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These specifications are for preparing your respondent-level data from the AHRQ Surveys on Patient Safety Culture™ (SOPS™) Hospital Survey Version 2.0. The instructions below tell you how to prepare your Excel data file for submission to the Hospital Survey on Patient Safety Culture Database.

INSTRUCTIONS (Excel File Only):

Step 1:   Include a header row with the variable name for each column.

Step 2:   Submit individual survey response data using the response values indicated in this document (beginning on page 4).

Step 3:   Check your data before for the following things:

- **OUT-OF-RANGE VALUES**

  You should clean your data before submitting to the database to ensure that there are no out-of-range values and that the data submitted are free from error. Make sure all response values match the response value for the question.

- **REVERSE CODED ITEMS**

  Do not submit reverse coded data on the survey's negatively worded items—simply submit each individual's unmodified responses to the survey items.

  - *For example,* survey item A3, "Staff in this unit work longer hours than is best for patient care." is negatively worded, but the data should be submitted so that 1=Strongly disagree and 5=Strongly agree, as originally indicated in the survey, as follows:

    > 1=Strongly Disagree
    > 2=Disagree
    > 3=Neither Agree nor Disagree
    > 4=Agree
    > 5=Strongly Agree

  - *For example,* survey item C7, "In this unit, staff are afraid to ask questions when something does not seem right." is negatively worded, but the data should be submitted so that 1=Never and 5= Always, as originally indicated in the survey, as follows:

    > 1= Never
    > 2= Rarely
    > 3= Sometimes
    > 4= Most of the time
    > 5= Always

- **DO NOT SUBMIT RECODED DATA ON ANY SURVEY ITEM.**

  The only exception to this recoding rule is noted below regarding modified work areas and staff position for survey item SP (staff position) and WA (unit/work area):

  - *If your hospital modified or added new staff position or unit/work area categories on your survey, you MUST RECODE your specific staff positions/unit-work areas back to the survey's original work area/staff position categories. If you added staff positions/unit-work areas that do not match any of the survey's original work areas/staff positions, code your specific work areas/staff positions as "OTHER" before submitting your data. If you are unable to map them to the survey response values then please leave them blank.*

- **OTHER, PLEASE SPECIFY TEXT**

  Do not include Other-Please Specify data (questions "What is your position in this hospital?" -SP and "What is your primary unit or work area in this hospital?" - WA, and "Your Comments"). While you may find it useful to review this text, it should not be submitted to the Database.

- **SPANISH VERSION OF THE HSOPS**

  Please indicate which respondents (if any) completed a Spanish version of the safety culture survey, if you have this information available. You should do so by adding an 'S' to the Individual Unique Record ID (UNIQUEID), e.g. 001S

- **OTHER LANGUAGE VERSION OF THE HSOPS**

  Please indicate which respondents (if any) completed the safety culture survey in a language that was not English or Spanish, if you have this information available. You should do so by adding an 'N' to the Individual Unique Record ID (UNIQUEID), e.g. 001

Survey Question	Variable Name	Column Position	Value Labels
Site ID	SITEID	Column A	If you are submitting data for multiple hospitals, then each site should have a unique Site ID. If you have data for only one hospital, then its Site ID can be 1. The Site ID can be any arbitrary number of your choice.
Individual Unique Record ID	UNIQUEID	Column B	Each individual record in the dataset should have a unique ID, e.g. 001, 002, 003. The unique ID can be any arbitrary number of your choice and should be different for each respondent. NOTE: If an individual completed a Spanish survey, add an 'S' at the end of the Record ID, e.g. 001S. If an individual completed a survey in another language other than English or Spanish, add an "N" at the end of the Record ID, e.g. 001N.

Your Staff Position and Your Unit/Work Area

Survey Question	Variable Name	Column Position	Value Labels
1. What is your position in this hospital?	SP	Column C	1 = Advanced Practice Nurse (NP, CRNA, CNS, CNM) 2 = Licensed Vocational Nurse (LVN), Licensed Practical Nurse (LPN) 3 = Patient Care Aide, Hospital Aide, Nursing Assistant 4 = Registered Nurse (RN) 5 = Physician Assistant 6 = Resident, Intern 7 = Physician, Attending, Hospitalist 8 = Dietitian 9 = Pharmacist, Pharmacy Technician 10 = Physical, Occupational, or Speech Therapist 11 = Psychologist 12 = Respiratory Therapist 13 = Social Worker 14 = Technologist, Technician (e.g., EKG, Lab, Radiology) 15 = Supervisor, Manager, Department Manager, Clinical Leader, Administrator, Director 16 = Senior Leader, Executive, C-Suite 17 = Facilities 18 = Food Services 19 = Housekeeping, Environmental Services 20 = Information Technology, Health Information Services, Clinical Informatics 21 = Security 22 = Transporter 23 = Unit Clerk, Secretary, Receptionist, Office Staff 24 = Other, please specify blank = MISSING
TEXT FOR OTHER, PLEASE SPECIFY [SP, item 24] - **DO NOT SUBMIT TO DATABASE***			

Survey Question	Variable Name	Column Position	Value Labels
2. What is your primary unit or work area in this hospital?	WA	Column D	1 = Many different hospital units, No specific unit 2 = Combined Medical/Surgical Unit 3 = Medical Unit (Non-Surgical) 4 = Surgical Unit 5 = Cardiology 6 = Emergency Department, Observation, Short Stay 7 = Gastroenterology 8 = ICU (all adult types) 9 = Labor & Delivery, Obstetrics & Gynecology 10 = Oncology, Hematology 11 = Pediatrics (including NICU, PICU) 12 = Psychiatry, Behavioral Health 13 = Pulmonology 14 = Rehabilitation, Physical Medicine 15 = Telemetry 16 = Anesthesiology 17 = Endoscopy, Colonoscopy 18 = Pre Op, Operating Room/Suite, PACU/Post Op, Peri Op 19 = Pathology, Lab 20 = Pharmacy 21 = Radiology, Imaging 22 = Respiratory Therapy 23 = Social Services, Case Management, Discharge Planning 24 = Administration, Management 25 = Financial Services, Billing 26 = Human Resources, Training 27 = Information Technology, Health Information Management, Clinical Informatics 28 = Quality, Risk Management, Patient Safety 29 = Admitting/Registration 30 = Food Services, Dietary 31 = Housekeeping, Environmental Services, Facilities 32 = Security Services 33 = Transport 34 = Other, please specify

TEXT FOR OTHER, PLEASE SPECIFY [WA, item 34]* - ***DO NOT SUBMIT TO DATABASE***

SECTION A: Your Unit/Work Area

Survey Question	Variable Name	Column Position	Value Labels
1. In this unit, we work together as an effective team.	A1	Column E	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
2. In this unit, we have enough staff to handle the workload.	A2	Column F	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
3. Staff in this unit work longer hours than is best for patient care.	A3	Column G	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
4. This unit regularly reviews work processes to determine if changes are needed to improve patient safety.	A4	Column H	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
5. This unit relies too much on temporary, float, or PRN staff.	A5	Column I	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING

Survey Question	Variable Name	Column Position	Value Labels
6. In this unit, staff feel like their mistakes are held against them.	A6	Column J	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
7. When an event is reported in this unit, it feels like the person is being written up, not the problem.	A7	Column K	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
8. During busy times, staff in this unit help each other.	A8	Column L	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
9. There is a problem with disrespectful behavior by those working in this unit.	A9	Column M	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
10. When staff make errors, this unit focuses on learning rather than blaming individuals.	A10	Column N	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
11. The work pace in this unit is so rushed that it negatively affects patient safety.	A11	Column O	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING

Survey Question	Variable Name	Column Position	Value Labels
12. In this unit, changes to improve patient safety are evaluated to see how well they worked.	A12	Column P	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
13. In this unit, there is a lack of support for staff involved in patient safety errors.	A13	Column Q	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
14. This unit lets the same patient safety problems keep happening.	A14	Column R	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING

SECTION B: Your Supervisor, Manager, or Clinical Leader

Survey Question	Variable Name	Column Position	Value Labels
1. My supervisor, manager, or clinical leader seriously considers staff suggestions for improving patient safety.	B1	Column S	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
2. My supervisor, manager, or clinical leader wants us to work faster during busy times, even if it means taking shortcuts.	B2	Column T	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
3. My supervisor, manager, or clinical leader takes action to address patient safety concerns that are brought to their attention.	B3	Column U	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING

SECTION C: Communication

Survey Question	Variable Name	Column Position	Value Labels
1. We are informed about errors that happen in this unit.	C1	Column V	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = MISSING
2. When errors happen in this unit, we discuss ways to prevent them from happening again.	C2	Column W	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = MISSING
3. In this unit, we are informed about changes that are made based on event reports.	C3	Column X	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = MISSING
4. In this unit, staff speak up if they see something that may negatively affect patient care.	C4	Column Y	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = MISSING
5. When staff in this unit see someone with more authority doing something unsafe for patients, they speak up.	C5	Column Z	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = MISSING

Survey Question	Variable Name	Column Position	Value Labels
6. When staff in this unit speak up, those with more authority are open to their patient safety concerns.	C6	Column AA	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = MISSING
7. In this unit, staff are afraid to ask questions when something does not seem right.	C7	Column AB	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = MISSING

SECTION D: Reporting Patient Safety Events

Survey Question	Variable Name	Column Position	Value Labels
1. When a mistake is <u>caught and corrected before reaching the patient</u>, how often is this reported?	D1	Column AC	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = MISSING
2. When a mistake reaches the patient and <u>could have harmed the patient, but did not</u>, how often is this reported?	D2	Column AD	1 = Never 2 = Rarely 3 = Sometimes 4 = Most of the time 5 = Always 9 = Does Not Apply or Don't Know blank = MISSING
3. <u>In the past 12 months</u>, how many patient safety events have <u>you</u> reported?	D3	Column AE	a = None b = 1 to 2 c = 3 to 5 d = 6 to 10 e = 11 or more blank = MISSING

SECTION E: Patient Safety Rating

Survey Question	Variable Name	Column Position	Value Labels
1. How would you rate your unit/work area on patient safety?	E1	Column AF	1 = Poor 2 = Fair 3 = Good 4 = Very Good 5 = Excellent blank = MISSING

SECTION F: Your Hospital

Survey Question	Variable Name	Column Position	Value Labels
1. The actions of hospital management show that patient safety is a top priority	F1	Column AG	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
2. Hospital management provides adequate resources to improve patient safety	F2	Column AH	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
3. Hospital management seems interested in patient safety only after an adverse event happens	F3	Column AI	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
4. When transferring patients from one unit to another, important information is often left out.	F4	Column AJ	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING

Survey Question	Variable Name	Column Position	Value Labels
5. During shift changes, important patient care information is often left out	F5	Column AK	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING
6. During shift changes, there is adequate time to exchange all key patient care information	F6	Column AL	1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree 9 = Does Not Apply or Don't Know blank = MISSING

Background Questions

Survey Question	Variable Name	Column Position	Value Labels
1. How long have you worked in this <u>hospital</u>?	G1	Column AM	a = Less than 1 year b = 1 to 5 years c = 6 to 10 years d = 11 or more years blank = MISSING
2. In this hospital, how long have you worked in your current <u>unit/work area</u>?	G2	Column AN	a = Less than 1 year b = 1 to 5 years c = 6 to 10 years d = 11 or more years blank = MISSING
3. Typically, how many hours per week do you work in this <u>hospital</u>?	G3	Column AO	a = Less than 30 hours per week b = 30 to 40 hours per week c = More than 40 hours per week blank = MISSING
4. In your staff position, do you typically have direct interaction or contact with patients?	G4	Column AP	a = YES, I typically have direct interaction or contact with patients b = NO, I typically do NOT have direct interaction or contact with patients blank = MISSING

Please feel free to write any comments about patient safety, error or event reporting in your hospital*
*- **DO NOT SUBMIT ANY OPEN-ENDED COMMENTS TO DATABASE***

* DO NOT SUBMIT OTHER SPECIFY TEXT OR TEXT ON COMMENTS TO THE DATABASE (ITEM IN SHADED ROW)