

SOPS ASC Survey, Database and Resources

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Westat

SOPS ASC Survey

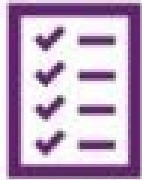
- Designed specifically for ASC staff and asks for their opinions about the culture of patient safety in their facility.
 - ▶ Results are submitted at the facility-level.
- ASCs are facilities:
 - ▶ (1) where patients have surgeries, procedures, and treatments and are not expected to need an inpatient stay, and
 - ▶ (2) that have been certified and approved to participate in the Centers for Medicare & Medicaid Services' ASC program.

Who Should Complete the Survey?

- All staff including:
 - ▶ Physicians, nurses, nurse anesthetists, technicians, management, administrative staff, clerical and business staff
- Staff should have:
 - ▶ Worked at the ASC at least 4 times in the past month **AND**
 - ▶ Been working at the ASC for at least 6 months
- Can be administered to staff who work at more than one ASC
 - ▶ Answer about the site where they received the survey

Areas of Patient Safety Culture Assessed in the SOPS ASC Survey

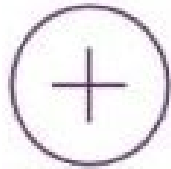
Composite Measures: A composite measure is a grouping of two or more survey items that assess the same area of culture. The 8 composite measures and 27 survey items assessed in the SOP Ambulatory Surgery Center Survey are:



- Communication About Patient Information (4 items)
- Communication Openness (3 items)
- Staffing, Work Pressure, and Pace (3 items)
- Teamwork (4 items)
- Staff Training (4 items)
- Organizational Learning – Continuous Improvement (3 items)
- Response to Mistakes (3 items)
- Management Support for Patient Safety (3 items)

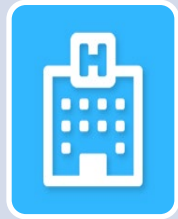
Areas of Patient Safety Culture Assessed in the SOPS ASC Survey

Additional Measures: In addition to the composite measures, single item measures included assess:



- Near-Miss Documentation (1 item)
- Overall Patient Safety Rating (1 item)
- Screener Question Asking Whether the Respondent is in the Room During Surgeries, Procedures, or Treatments (1 item)
- Communication in the Surgery/Procedure Room (3 items)
- Background Questions (2 items)

SOPS Databases



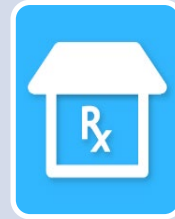
Hospital



**Nursing
Home**



**Medical
Office**



**Community
Pharmacy**



**Ambulatory
Surgery
Center**

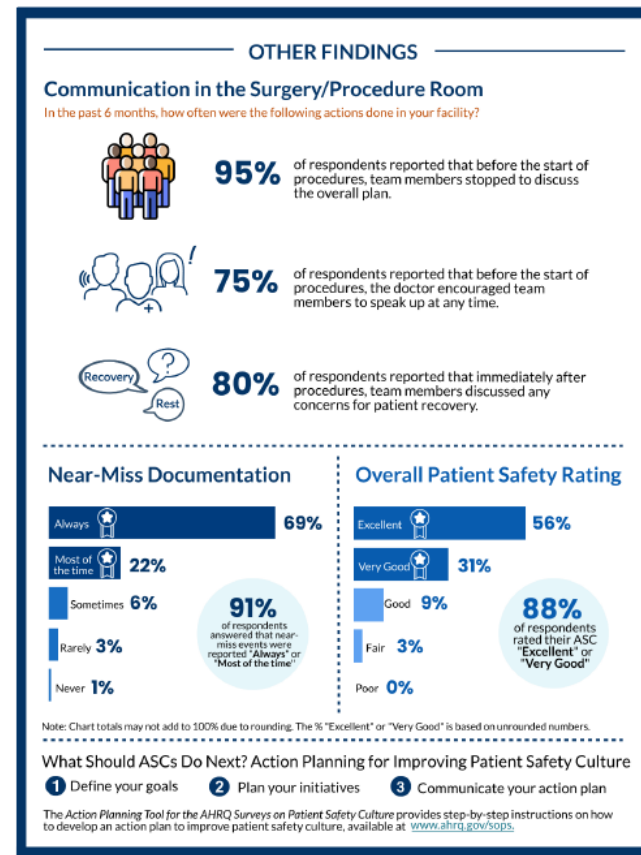
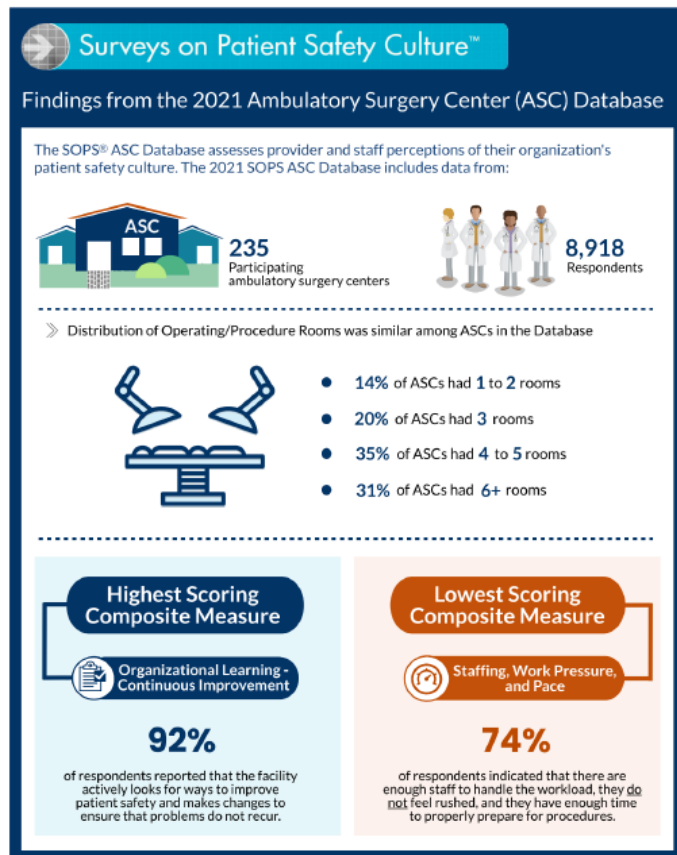
SOPS ASC Database



- Repository of SOPS ASC Survey Data
- Allows ASCs to compare their survey results to other participating ASCs
- Results are de-identified

Why Participate in the ASC SOPS Database?

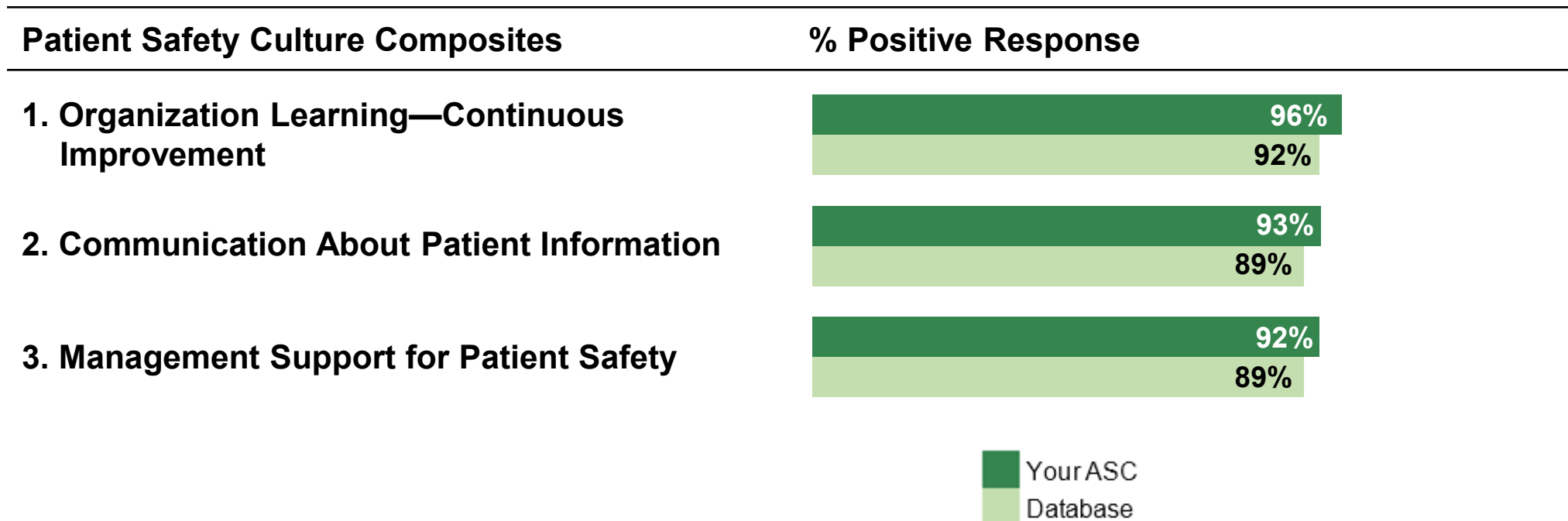
- AHRQ produces a Database Report and Infographic that displays aggregated results from all participating sites



Why Participate in the ASC SOPS Database?

- Each participating ASC receives a free feedback report comparing their results to the Database

Sample Feedback Report Graphs

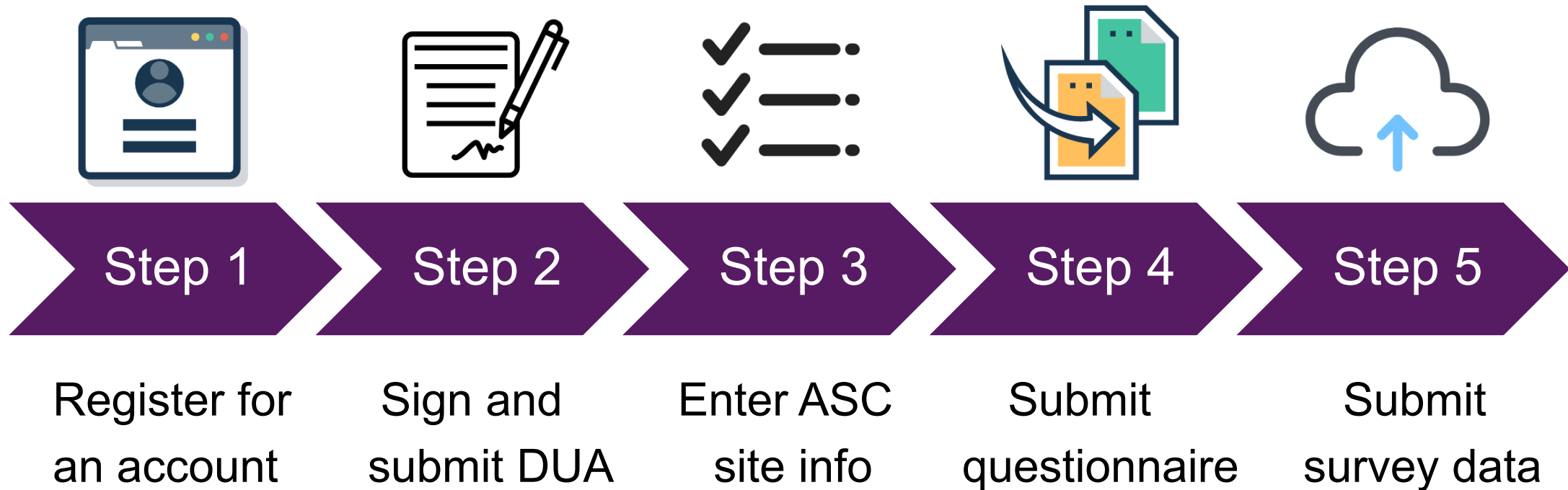


Eligible ASCs

- Are CMS-certified and approved ASCs with a valid CMS Certification Number (CCN)
- Provide surgical/procedural services to patients that do not require hospitalization (except in unusual circumstances)
- Do not share space with a hospital or hospital outpatient surgery department
- Administer the SOPS Ambulatory Surgery Center Survey in its entirety without modifications or deletions to the core survey item text and/or response options

SOPS ASC Data Submission Process

- The SOPS ASC Database Online Submission System will open in June 2023. The submission process involves a few fairly easy steps:



2021 SOPS ASC Database

- Released December 2021



235

Participating
ambulatory surgery centers



8,918

Respondents

2021 Participating ASCs and Respondents

ASCs



35% of ASCs
had 4 to 5 rooms



84% of ASCs
were multispecialty

Respondents



33% of
respondents
were nurses



43% of
respondents
worked 32-40 hours
in their ASC

2021 SOPS ASC Database Composite Measure Results



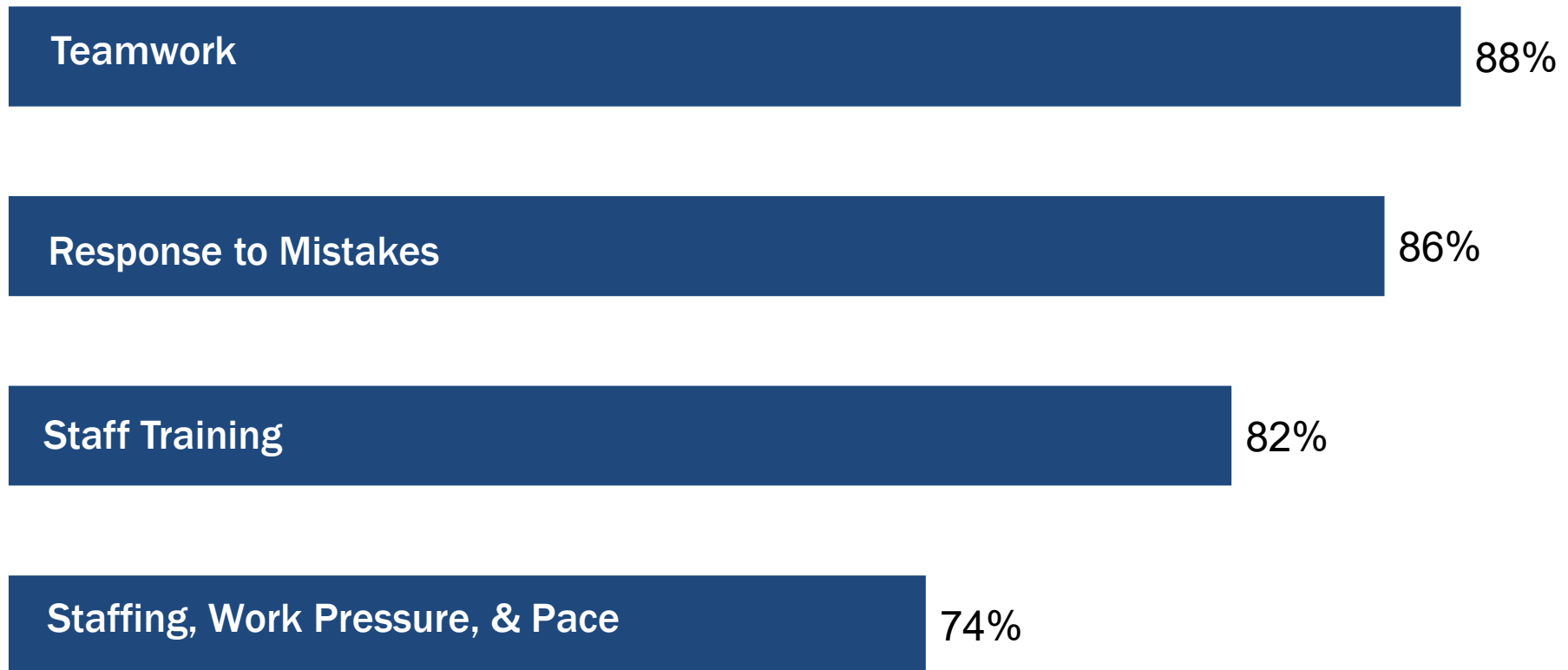
■ Average % Positive Response



2021 SOPS ASC Database Composite Measure Results

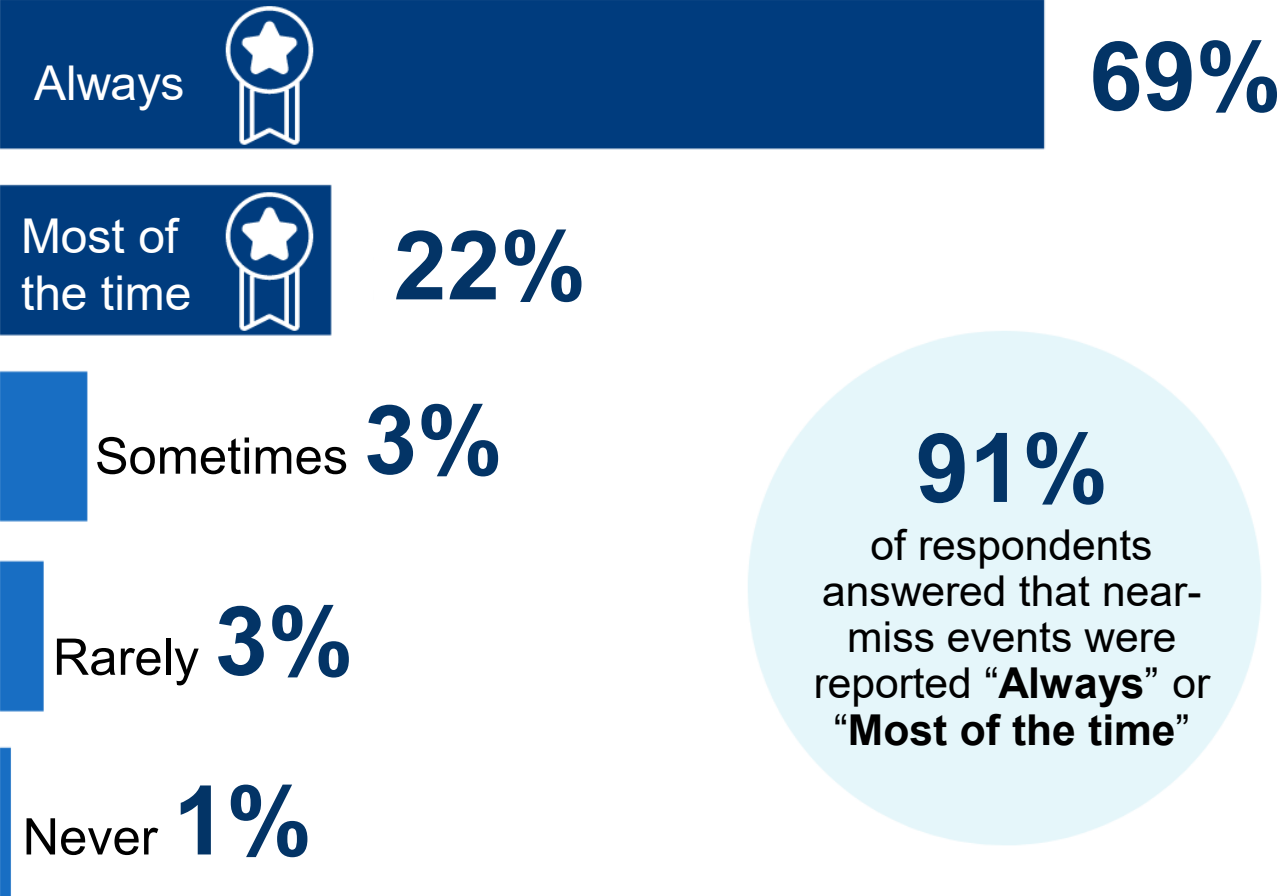


■ Average % Positive Response

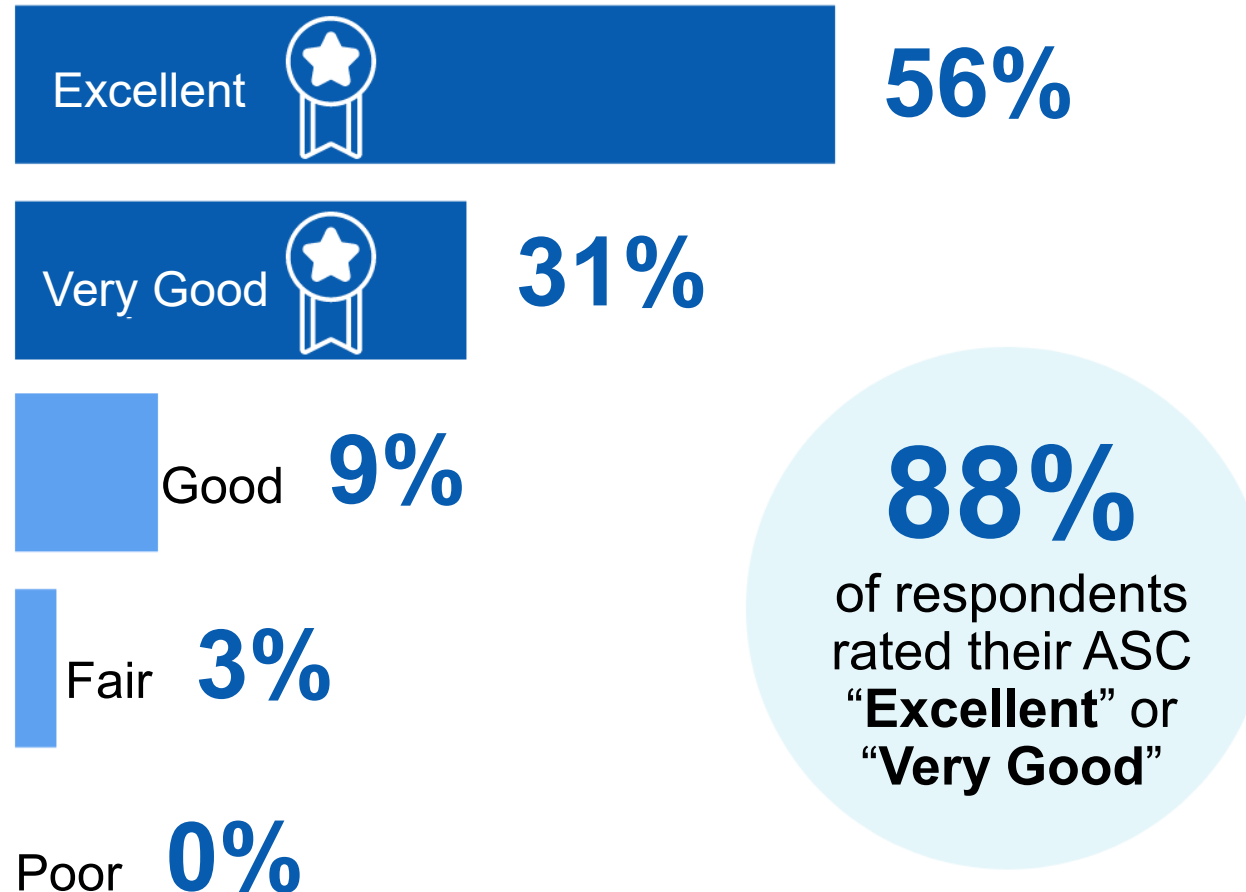


Near-Miss Documentation

When something happens that could harm the patient, but does not, how often is it documented?



Overall Rating on Patient Safety



Communication in the Surgery/ Procedure Room

Average % Positive Response



95%

Before the start of procedures, team members stopped to discuss the overall plan (Item G1)



75%

Before the start of procedures, the doctor encouraged team members to speak up at any time (Item G2)



80%

Immediately after procedures, team members discussed any concerns for patient recovery (Item G3)

When to Submit Data in 2023

SOPS ASC Database Submission



June 1 – June 22, 2023

ASCs may submit their *most recent* data from surveys administered between July 2021 and June 2023

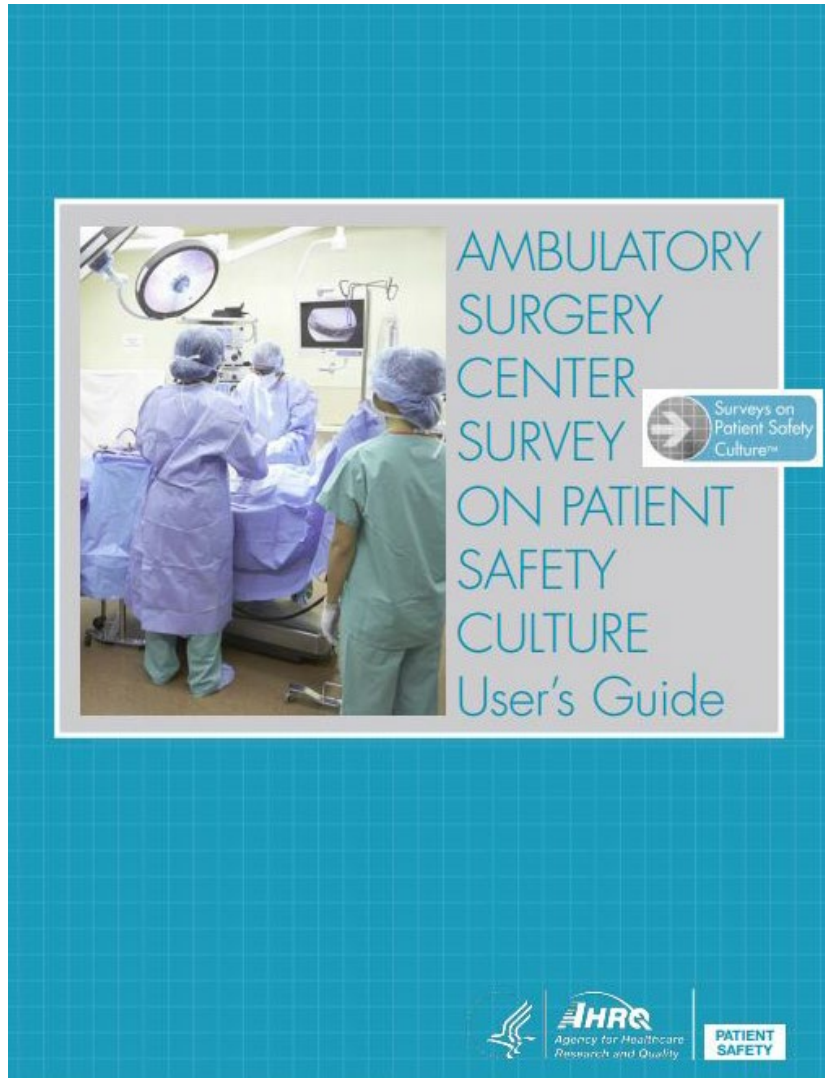


SUBMIT

2023 SOPS Database Submission Schedule

SOPS Survey		2023 Submission
	Ambulatory Surgery Center	June 1–22
	Medical Office <ul style="list-style-type: none">• Diagnostic Safety Supplemental Item Set• Value and Efficiency Supplemental Item Set	Sept 1–22

ASC SOPS Survey User's Guide



How to Administer the Survey

- Getting started
- Conducting paper, web or mixed-mode surveys
- Optimizing response rates
- Analyzing data and producing reports

SOPS Data Entry and Analysis Tools



Ambulatory Surgery Center Survey Data Entry and Analysis Tool

Version 1.3 December 2021

1. Entering Data

- Instructions
- Edit Report Cover Sheet
- Data Entry
- Explanation of Calculations
- Interpreting Your Results
- Print All*
- Export Data**

2. Your Ambulatory Surgery Center (ASC) Results

- Respondent Demographics
- Composite Measure Results
- Item Results
- Near-Miss Documentation
- Overall Rating on Patient Safety
- Communication in the Surgery/Procedure Room
- Survey Comments

3. Comparative Results

- Composite Measure Results
- Item Results
- Near-Miss Documentation
- Overall Rating on Patient Safety
- Communication in the Surgery/Procedure Room

4. Comparative Results by Staff Position

- Composite Measure Results
- Item Results
- Near-Miss Documentation
- Overall Rating on Patient Safety
- Communication in the Surgery/Procedure Room

5. Comparative Results by Staff Typically in the Surgery/Procedure Room

- Composite Measure Results
- Item Results
- Near-Miss Documentation
- Overall Rating on Patient Safety

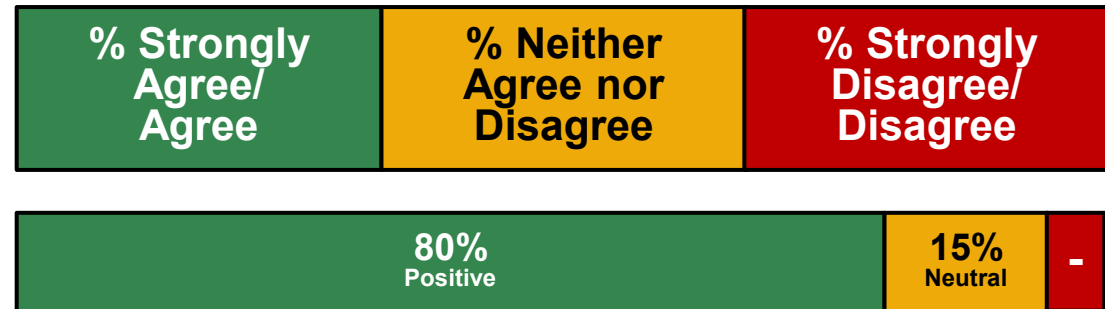
Example of SOPS ASC Tool Results

Number of responses = 73

Positive
 Neutral
 Negative

1. Organizational Learning – Continuous Improvement

This facility actively looks for ways to improve patient safety. (Item C1) (NA/DK/MI = 3%)



We make improvements when someone points out patient safety problems. (Item C3) (NA/DK/MI = 5%)



We are good at changing processes to make sure the same patient safety problems don't happen again. (Item C6) (NA/DK/MI = 2%)



Action Planning Tool

1. Identifying areas to improve
2. Planning your improvement initiative
3. Communicating your action plan

Action Plan for the AHRQ Surveys on Patient Safety Culture (continued)	
2. Planning Your Improvement Initiative	
2a. What initiative will you implement?	
2b. What resources will you need?	
Types of staff and required time and estimated costs:	
Supplies, materials, equipment, and other resources needed and estimated costs:	
2c. What are possible barriers and how can you overcome them?	
Barriers	Strategies for Overcoming Barriers
1.	1.
2.	2.

ASC SOPS Improvement Resources List



Improving Patient Safety in Ambulatory Surgery Centers: A Resource List for Users of the AHRQ Ambulatory Surgery Center Survey on Patient Safety Culture

I. Purpose

This document provides a list of references to websites and other publicly available resources that ambulatory surgery centers (ASCs) can use to improve patient safety culture and patient safety. While this resource list is not exhaustive, it is designed to give initial guidance to ASCs seeking information about patient safety initiatives.

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) [Ambulatory Surgery Center Survey on Patient Safety Culture](#), 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 and cross-referenced to other resources within the document.

Feedback. Suggestions for resources you would like added to the list, questions about the survey, or requests for assistance can be addressed to: SafetyCultureSurveys@westat.com.

IV. Resources by Composite Measure

The following resources are organized according to the relevant AHRQ Ambulatory Surgery Center Survey on Patient Safety Culture composite measures they are designed to help improve. Some resources are duplicated and cross-referenced because they may apply to more than one composite measure.

Composite Measure 1. Communication About Patient Information

1. Ambulatory Safe Surgery Checklist Template

<https://www.ariadnelabs.org/resources/downloads/ambulatory-safe-surgery-checklist-template/> (requires free account setup and login)

This checklist is designed for use in ambulatory surgery centers (ASCs) or for other low-risk procedures. It includes items for this type of surgery and omits items that are not applicable to the ASC environment.

2. Ambulatory Surgery Surgical Checklist

http://www.scoap.org/downloads/SCOAP-Surgical-Checklist_v3_4.pdf

The Surgical Care and Outcomes Assessment Program (SCOAP), a program of the Foundation for Health Care Quality, provides a free, downloadable surgical checklist for ambulatory surgery. The one-page checklist was adapted from the World Health Organization (WHO) “Safe Surgery Saves Lives” campaign. It outlines staff-specific roles and activities for each stage of the surgery: operative preparation, briefing prior to incision, process control prior to incision, and debriefing at completion of case.

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

