

Overview of the SOPS Surveys

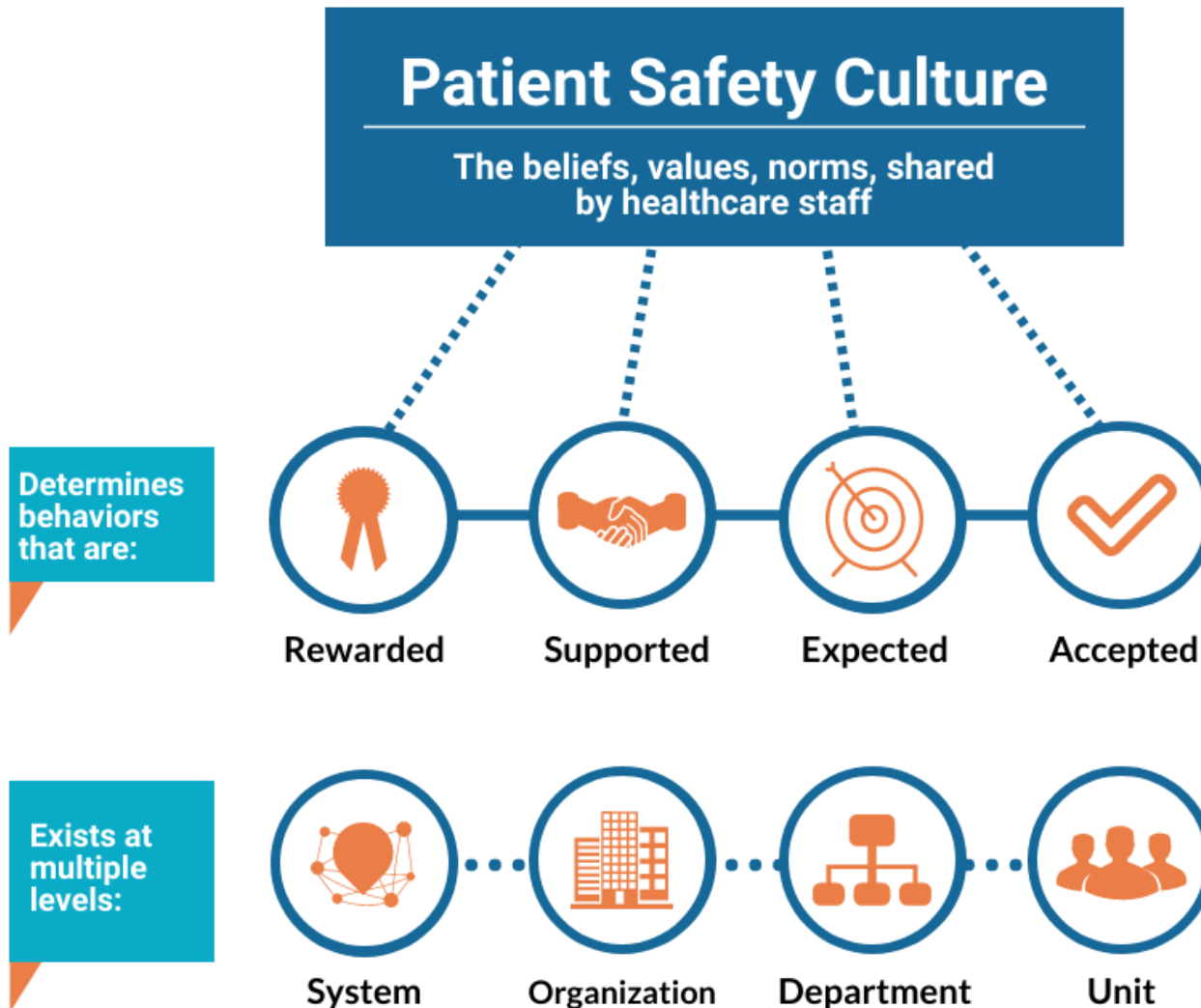
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What is Patient Safety Culture?



AHRQ Surveys on Patient Safety Culture

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

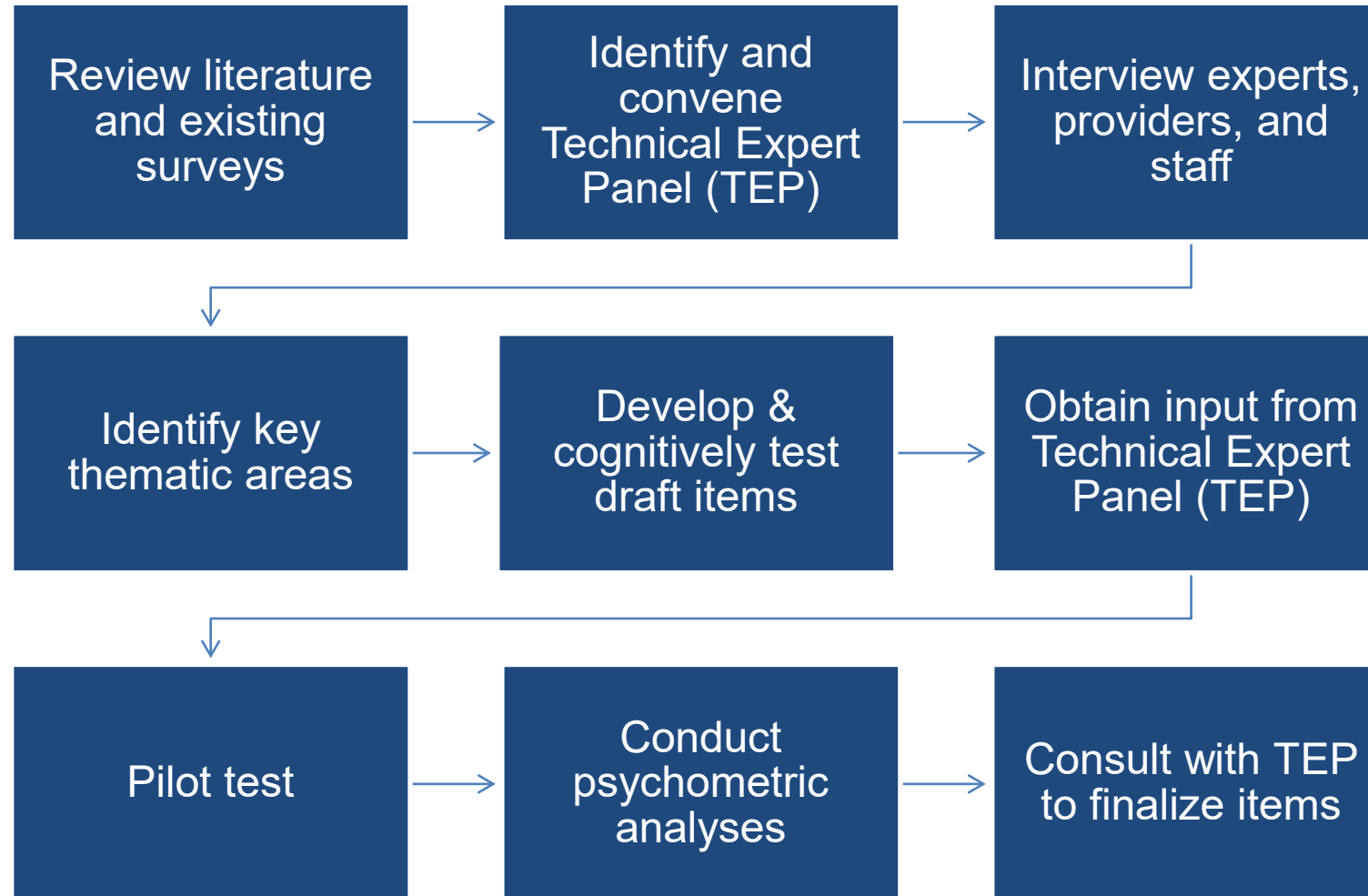


Areas of Patient Safety Culture Assessed Across SOPS Surveys



- 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



Optional Supplemental Items

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



In
Process

Diagnostic Safety Supplemental Items (Medical Office)



- Goals of the items
 - ▶ To measure the extent to which the organizational culture in medical offices supports accurate diagnoses
 - ▶ Assist in identifying processes and sources of error in diagnosis

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 Value of SOPS Surveys



"The entire survey process opens opportunities to discuss patient safety, and the results help shape our improvement efforts—ultimately improving patient care."

Trademark

- The Surveys on Patient Safety Culture™ or SOPS™ is a registered trademark of AHRQ.
- Organizations that administer an existing SOPS survey, with or without supplemental items, may use the SOPS name as long as the core items and response options of the survey have **not been changed, omitted, or reordered.**

