SOPS Resources

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User Network for the AHRQ Surveys on Patient Safety Culture (SOPS)
Westat
Toolkit Materials and Resources

1. Survey documents
   - Formatted Surveys (English & Spanish)
   - Supplemental Items
   - Survey Items and Composite Measures

2. Survey User’s Guides

3. Data Entry and Analysis Tools

4. Resource Lists

5. Research Reference List

6. Action Planning Tool

7. Webcast and Podcast Replays

8. Database Reports and Materials
Survey User’s Guides

How to Administer the Surveys

• Getting started
• Selecting your survey population
  – A sample or census
• Following data collection procedures
• Conducting web & paper-based surveys
• Optimizing your response rates
• Analyzing data and producing reports
# Data Entry and Analysis Tools

**AHRQ**

*Agency for Healthcare Research and Quality*

*Advancing Excellence in Health Care*  •  [wwwahrqgov](http://wwwahrqgov)

## Hospital Survey on Patient Safety Culture

**Data Entry and Analysis Tool**

<table>
<thead>
<tr>
<th>Version: February 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Entering Data</strong></td>
</tr>
<tr>
<td>Instructions</td>
</tr>
<tr>
<td>Edit Report Cover Sheet</td>
</tr>
<tr>
<td>Data Entry</td>
</tr>
<tr>
<td>Explanation of Calculations</td>
</tr>
<tr>
<td>Interpreting Your Results</td>
</tr>
<tr>
<td>Export Data *</td>
</tr>
<tr>
<td><strong>2. Your Hospital Results</strong></td>
</tr>
<tr>
<td>Respondent Demographics</td>
</tr>
<tr>
<td>Composite Level Results</td>
</tr>
<tr>
<td>Item Level Results</td>
</tr>
<tr>
<td>Patient Safety Grade</td>
</tr>
<tr>
<td>Number of Events Reported</td>
</tr>
<tr>
<td>Survey Comments</td>
</tr>
<tr>
<td><strong>3. Comparative Results</strong></td>
</tr>
<tr>
<td>Not Applicable</td>
</tr>
<tr>
<td>Composite Level Results</td>
</tr>
<tr>
<td>Item Level Results</td>
</tr>
<tr>
<td>Patient Safety Grade</td>
</tr>
<tr>
<td>Number of Events Reported</td>
</tr>
<tr>
<td><strong>4. Trending Results</strong></td>
</tr>
<tr>
<td>Respondent Demographics</td>
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<tr>
<td>Composite Level Results</td>
</tr>
<tr>
<td>Item Level Results</td>
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<tr>
<td>Patient Safety Grade</td>
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<tr>
<td>Number of Events Reported</td>
</tr>
</tbody>
</table>
### Composite-Level Comparative Results for Sample Hospital A

<table>
<thead>
<tr>
<th>Patient Safety Culture Composites</th>
<th>% Positive Response</th>
<th>Database Hospitals Average % Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Teamwork Within Units</td>
<td>82%</td>
<td>MIN 40% MAX 99%</td>
</tr>
<tr>
<td>2. Supervisor/Manager Expectations &amp; Actions Promoting Patient Safety</td>
<td>80%</td>
<td>MIN 39% MAX 96%</td>
</tr>
<tr>
<td>3. Organizational Learning--Continuous Improvement</td>
<td>72%</td>
<td>MIN 39% MAX 91%</td>
</tr>
<tr>
<td>4. Management Support for Patient Safety</td>
<td>72%</td>
<td>MIN 40% MAX 96%</td>
</tr>
<tr>
<td>5. Overall Perceptions of Patient Safety</td>
<td>66%</td>
<td>MIN 38% MAX 88%</td>
</tr>
<tr>
<td>6. Feedback &amp; Communication About Error</td>
<td>69%</td>
<td>MIN 38% MAX 90%</td>
</tr>
</tbody>
</table>

- **Database Hospitals**
- **Your Hospital**
Composite 4. Organizational Learning — Continuous Improvement

1. AHRQ Patient Safety Education and Training Catalogue
http://psnet.ahrq.gov/pset

The Agency for Healthcare Research and Quality’s Patient Safety Education and Training Catalog consists of patient safety programs currently available in the United States. The catalog, which is featured on AHRQ’s Patient Safety Network, offers an easily navigable database of patient safety education and training programs consisting of a robust collection of information each tagged for easy searching and browsing. The new database identifies a number of characteristics of the programs, including clinical area, program and learning objectives, evaluation measures, and cost. The clinical areas in the database align with the PSNet Collections.

2. AHRQ Quality Indicators™ Toolkit for Hospitals

The Agency for Healthcare Research and Quality’s Quality Indicators (QIs) are measures of hospital quality and safety drawn from readily available hospital inpatient administrative data. Hospitals across the country are using QIs to identify potential concerns about quality and safety and track their performance over time. This toolkit supports hospitals that want to improve performance on the IQIs and PSIs by guiding them through the process, from the first stage of self-assessment to the final stage of ongoing monitoring. The tools are practical, easy to use, and designed to meet a variety of needs, including those of senior leaders, quality staff, and multi-stakeholder improvement teams.
Research Reference List

Published articles organized by topics:
• Use of surveys
• Patient safety culture improvement
• Psychometrics
• Linkage analyses
• Review of instruments
• International studies
Action Planning Tool

1. Identify patient safety culture areas for improvement

2. Define your goals and selecting your initiative
   - What areas do you want to focus on for improvement?

3. Plan your initiative
   - What resources will be needed?

4. Timeline

5. Communicate your action plan
SOPS Webcasts and Podcast

1. Health IT Patient Safety Supplemental Items
2. Success Stories from the Medical Office SOPS
3. Using Just Culture To Improve Hospital SOPS Results
4. Using the Medical Office SOPS
5. Using the Community Pharmacy SOPS
6. Improving Response Rates (podcast)
SOPS Databases

- **Hospital**: 630 Hospitals, 382,834 respondents
- **Medical Office**: 2,437 Medical offices, 35,523 respondents
- **Nursing Home**: 209 Nursing homes, 12,395 respondents
- **Community Pharmacy**: 255 Pharmacies, 1,603 respondents

**NEW in 2019**

SOPS Ambulatory Surgery Center Database
# Database Submission Schedule

<table>
<thead>
<tr>
<th>SOPS Database</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hospital</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>- Health IT &amp; Value and Efficiency</td>
<td></td>
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<tr>
<td>Supplemental Items</td>
<td>June</td>
<td></td>
<td>June 1.0 &amp; 2.0</td>
<td></td>
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<tr>
<td><strong>Medical Office</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>- Value and Efficiency</td>
<td>Sept.</td>
<td></td>
<td>Sept.</td>
<td></td>
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<tr>
<td>Supplemental Items</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Ambulatory Surgery Center (ASC)</strong></td>
<td></td>
<td></td>
<td>NEW!</td>
<td>June</td>
</tr>
<tr>
<td><strong>Nursing Home</strong></td>
<td></td>
<td></td>
<td>June</td>
<td>Sept.</td>
</tr>
<tr>
<td><strong>Community Pharmacy</strong></td>
<td></td>
<td></td>
<td>Oct.</td>
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</table>
Benefits of Participation

- A Database Report with de-identified, aggregated facility-level statistics
- A feedback report comparing results to the Database

Sample feedback report graphs

<table>
<thead>
<tr>
<th>Metric</th>
<th>2018 Database</th>
<th>Your Hospital</th>
</tr>
</thead>
<tbody>
<tr>
<td>Teamwork Within Units</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supv/Mgmt Expectations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Organizational Learning</td>
<td></td>
<td></td>
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<tr>
<td>Mgmt Support for Safety</td>
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</tr>
</tbody>
</table>

Graphs showing the comparison between the 2018 Database and Your Hospital for Teamwork Within Units, Supv/Mgmt Expectations, Organizational Learning, and Mgmt Support for Safety.
Database Requirements for Participation

1. Have administered the SOPS survey 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

**EXECUTIVE SUMMARY**
2018 Hospital Survey Database

- 630 hospitals administered the survey
- 382,834 providers and staff respondents

**Areas of strength for most hospitals**
- 82% Teamwork Within Units
- 80% Management Support for Patient Safety
- 72% Organizational Learning

**Areas of potential for improvement for most hospitals**
- 47% Nonsupportive Response to Error
- 48% Handoffs and Transitions
- 53% Staffing

**Other key findings**
- Highest and lowest average percent positive across all composites by geographic region and bed size

**Comparing results over time**
- Trends for 306 hospitals that submitted to the 2016 and 2018 database

**What's next? Action planning for improvement**
1. Define your goals
2. Plan your initiatives
3. Communicate your action plan

SOPS Research Datasets

• For research purposes only

• De-identified Data Requests
  – Hospital, medical office, nursing home, 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 Technical Assistance (TA)

**General TA**
- Survey administration
- Survey toolkit materials and resources
- International requests

**Database TA**
- Data Entry and Analysis Tool
- Data submission
- Database reports
- Analytic requests
Linking SOPS to Other Outcomes
Linking SOPS to Other Outcomes

• Hospital SOPS to Hospital CAHPS patient experience
• Hospital SOPS to AHRQ Patient Safety Indicator (PSI) adverse event rates
• Nursing Home SOPS to CMS Nursing Home Compare Five-Star Ratings
Hospital SOPS & Hospital CAHPS Patient Experience

Higher patient safety culture scores associated with better patient experience scores

\[ r = .41 \]

Hospital SOPS & PSI Adverse Event Event Rates

Higher patient safety culture scores associated with lower adverse event rates

\[ r = -0.36 \]

Nursing Home SOPS and CMS Nursing Home Compare 5-Star Ratings

Higher patient safety culture scores associated with better health inspection ratings

\[ r = .35 \]

SOPS Technical Assistance & SOPS Updates
SOPS Technical Assistance (TA)

- **General TA**
  
  SafetyCultureSurveys@westat.com  
  1-888-324-9749

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

• Sign up for email updates