

# AHRQ's Surveys on Patient Safety Culture™ (SOPS®) Program



**Caren Ginsberg, Ph.D.**

Center for Quality Improvement and Patient Safety, AHRQ

# Agency for Healthcare Research and Quality



- AHRQ is:
  - ▶ A research and science-based agency of the US Department of Health and Human Services that supports evidence-based practices.
  - ▶ The lead Federal agency charged with improving the safety and quality of America's healthcare system.
  
- AHRQ is not:
  - ▶ A regulatory agency. AHRQ can not require the use of our tools and products.

# AHRQ's Core Competencies



- **Health Systems Research:** Invest in research and evidence to make health care safer and improve quality.
- **Practice Improvement:** Create tools for health care professionals to improve care for their patients.
- **Data & Analytics:** Generate measures and data to track and improve performance and evaluate progress of the US health care system.

# AHRQ Patient Safety Priorities



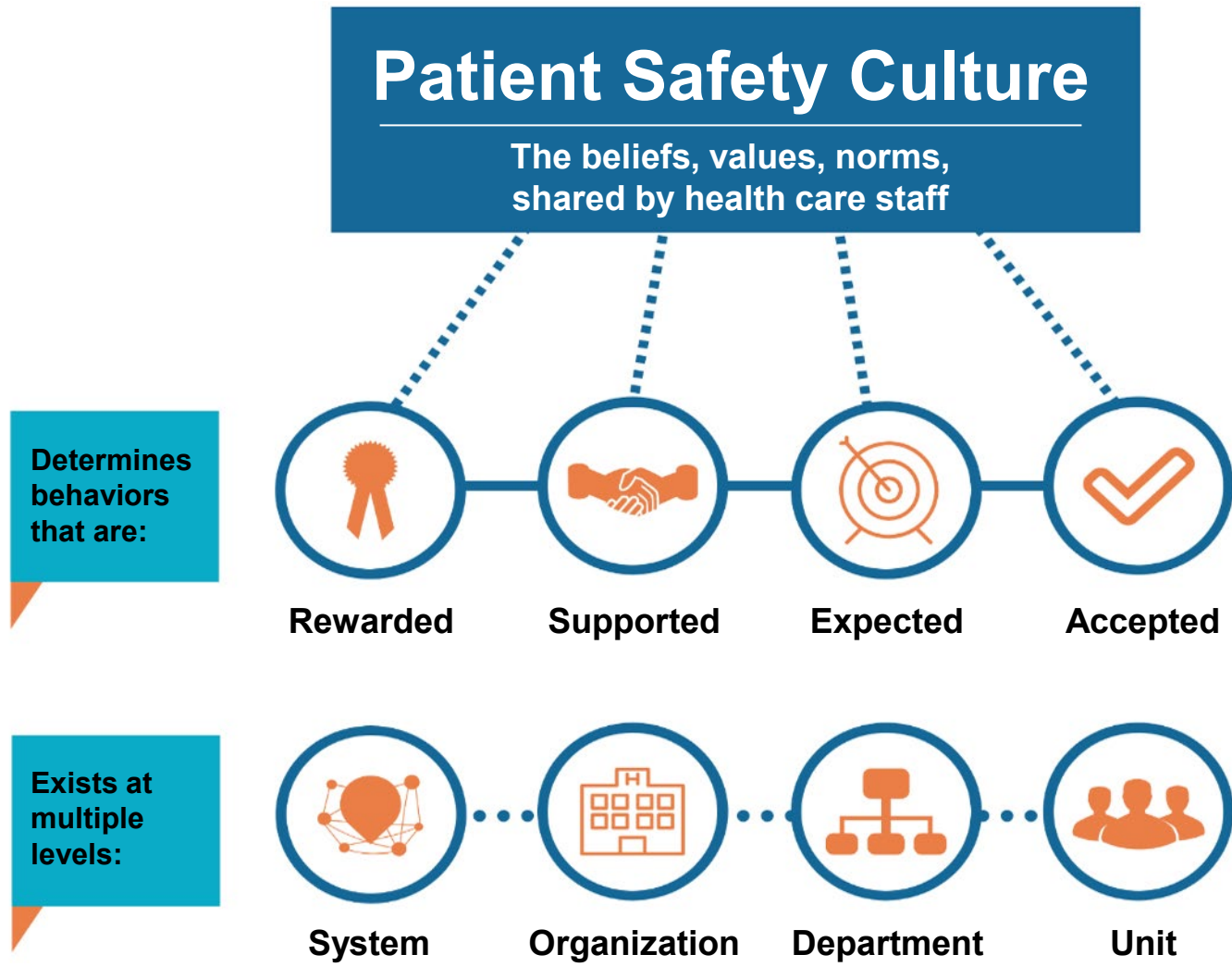
- Focus on areas of greatest impact
- Extend patient safety improvement to all settings
- Prevent HAIs, reduce antibiotic resistance
- Build capacity in the health care system to accelerate safety improvements
- Improve communication and engagement between clinicians and patients
- Make the safe thing the easy thing to do

# AHRQ's SOPS Program



- Initiated and funded by AHRQ since 2001 to advance the understanding, measurement, and improvement of patient safety culture within healthcare settings
- Develops validated surveys and measures
- Supports voluntary data submission to SOPS databases
- Conducts research to further the measurement and understanding of patient safety culture
- Tools to improve patient safety culture in facilities

# What is Patient Safety Culture?



# What are the SOPS Surveys?

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



# How are SOPS surveys used?



Raise staff awareness about patient safety culture



Assess patient safety culture to identify strengths and areas for improvement



Examine trends over time



Evaluate the impact of patient safety initiatives