

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



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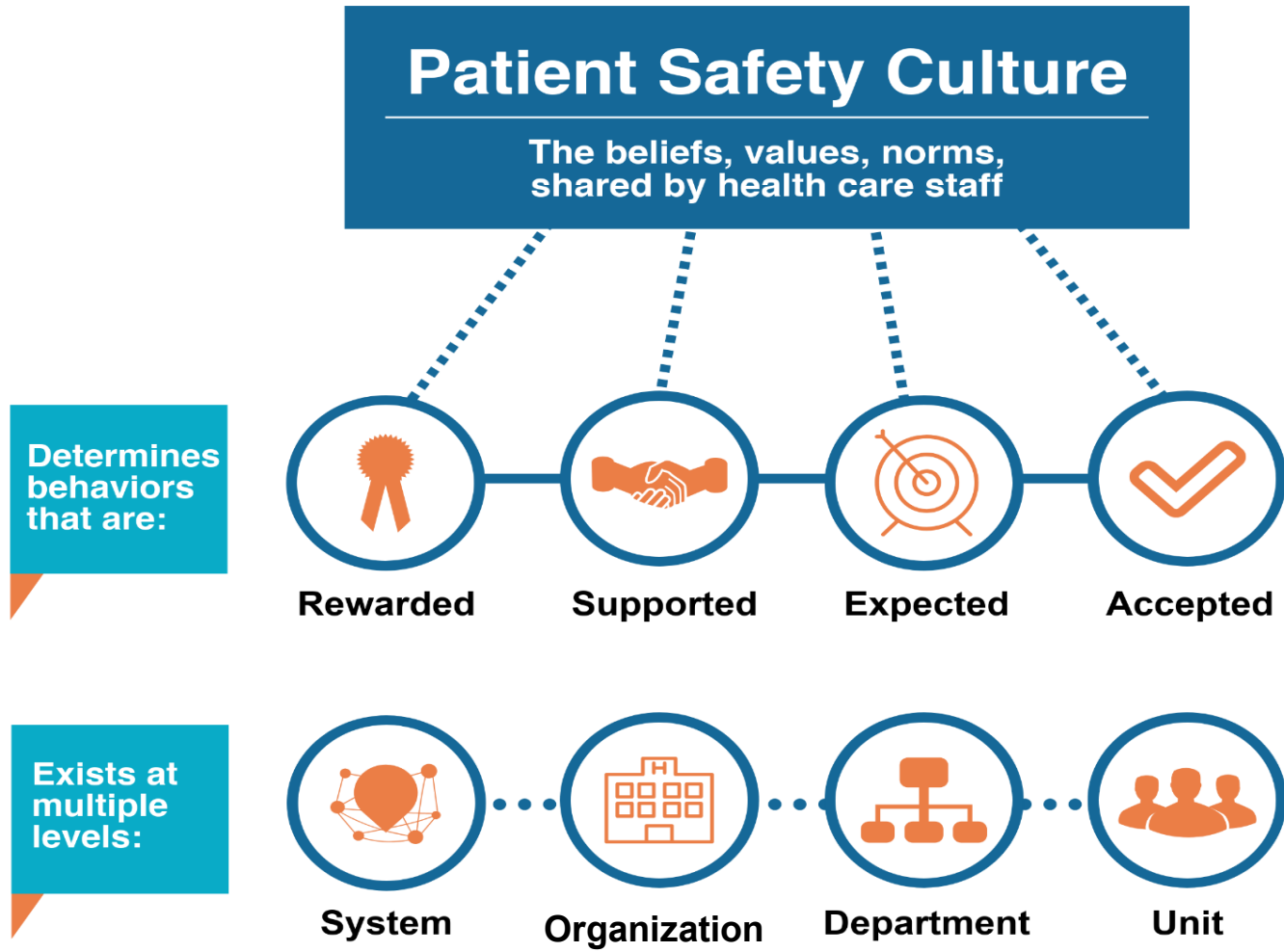
Center for Quality Improvement and Patient Safety, AHRQ

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 survey measures that are validated and use best methods for development and testing
- Supports voluntary data submission to SOPS databases
- Conducts research to further...
 - ▶ the measurement and understanding of patient safety culture
 - ▶ the collection of data and informative reporting of patient safety culture data
 - ▶ patient safety improvement involving SOPS

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



Hospital
(2004)



Nursing Home
(2008)



Medical Office
(2009)



Community Pharmacy
(2012)



Ambulatory Surgery Center
(2015)

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

How are SOPS surveys used?

- Raise staff awareness about patient safety
- Assess patient safety culture to identify strengths and areas for improvement
- Examine trends over time
- Evaluate the impact of patient safety initiatives



SOPS Surveys and Supplemental Item Sets

SOPS Surveys	SOPS Supplemental Item Sets			
	Value and Efficiency	Health Information Technology	Diagnostic Safety	Workplace Safety (expected 2021)
Hospital	✓	✓		✓
Medical Office	✓		✓	
Nursing Home				
Ambulatory Surgery Center				
Community Pharmacy				