

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



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Agency for Healthcare Research and Quality



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 - ▶ 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



Voluntary Data Submission and Confidentiality



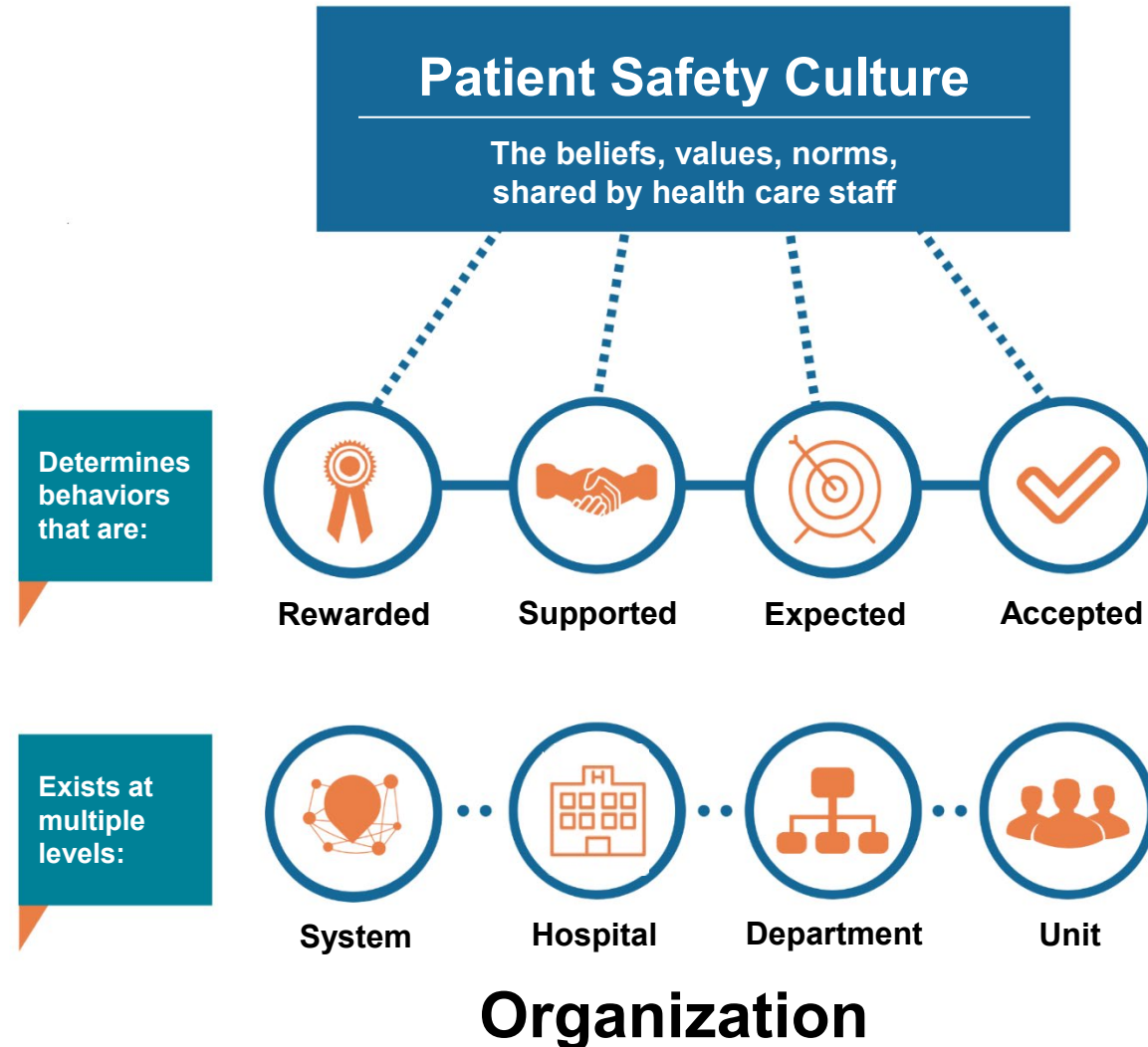
- AHRQ encourages voluntary submission of data
- **AHRQ Confidentiality Statute:** Use and access to data limited to only stated purposes, protects all identifying information
 - Public Health Service Act 42 USC § 299c-3(c)

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
- Develops resources to improve safety culture in facilities



What is Patient Safety Culture?



SOPS Hospital 2.0 Survey

Topics Covered by the SOPS Hospital Survey 2.0

Composite Measures: A composite measure is a grouping of two or more survey items that assess the same area of culture. The 10 composite measures and 32 survey items assessed in the SOPS Hospital Survey 2.0 are:



- Teamwork (3 items)
- Staffing and Work Pace (4 items)
- Organizational learning – Continuous Improvement (3 items)
- Response to Error (4 items)
- Supervisor, Manager or Clinical Leader Support for Patient Safety (3 items)
- Communication About Error (3 items)
- Communication Openness (4 items)
- Reporting Patient Safety Events (2 items)
- Hospital Management Support for Patient Safety (3 items)
- Handoffs and Information Exchange (3 items)

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



- Number of events reported (1 item)
- Patient safety rating (1 item)
- Background questions (4 items)

SOPS Hospital 2.0 Survey: Handoffs and Information Exchange Composite Measure



9. Handoffs and Information Exchange

During shift changes, there is adequate time to exchange all key patient care information. (Item F6)



When transferring patients from one unit to another, important information is often left out. (Item F4*)



During shift changes, important patient care information is often left out. (Item F5*)



2022 SOPS Hospital Database Report

- Each participating hospital receives a free, private feedback report comparing their results to the overall SOPS Database
 - ▶ Health systems with multiple sites will also receive a system-level, private feedback report
- AHRQ produces a SOPS Database Report and Infographic that displays aggregated results from all participating sites
 - ▶ Breakouts by unit/work area, staff position, etc.

Areas of strength for most hospitals



Area of potential improvement for most hospitals

Staffing and Work Pace

