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

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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
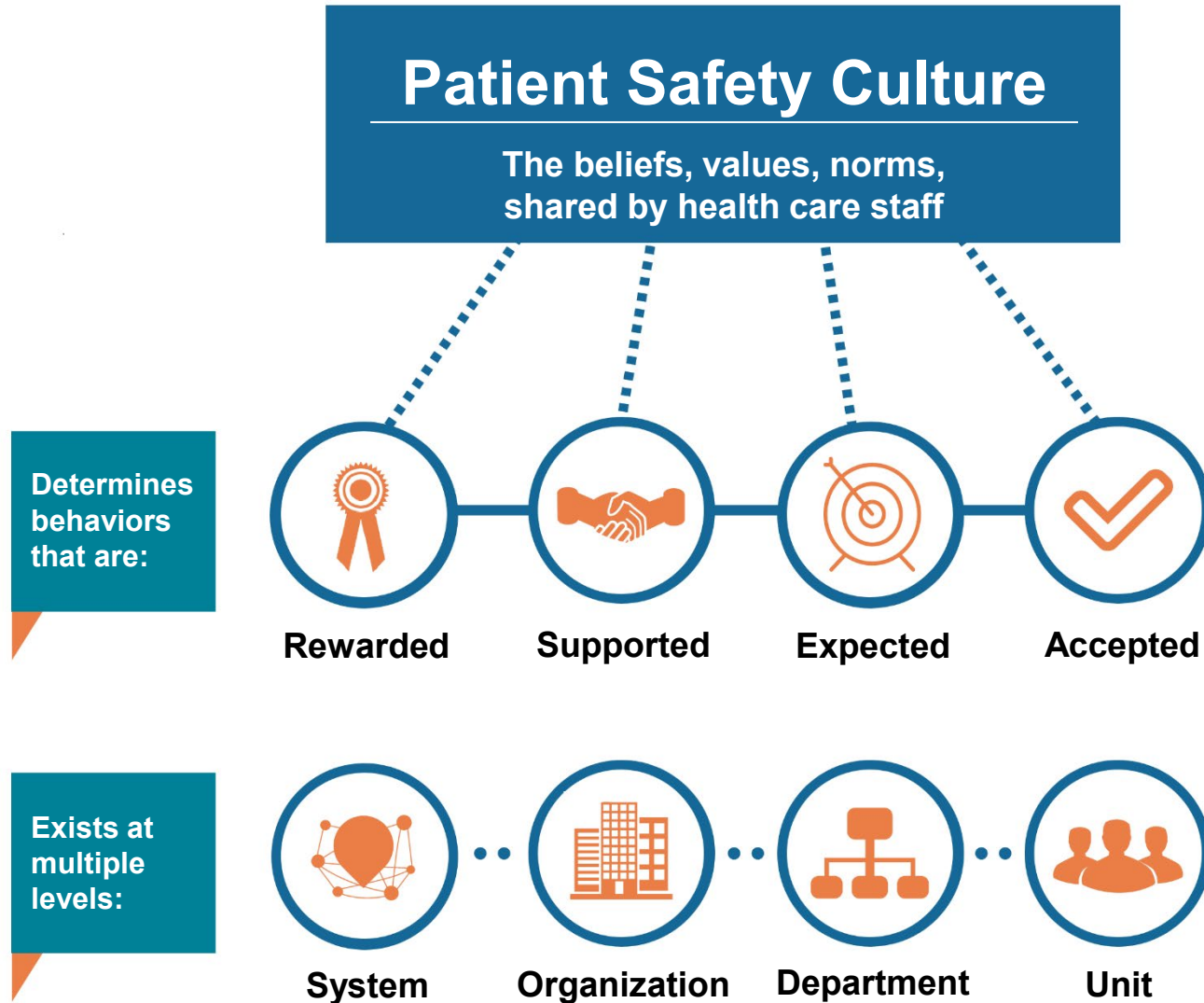
Voluntary Data Submission and Confidentiality

- AHRQ encourages voluntary submission of data
- **AHRQ Confidentiality Statue**: 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?

Patient Safety Culture

The beliefs, values, norms, shared by health care staff

Determines behaviors that are:

Rewarded   Supported   Expected   Accepted

Exists at multiple levels:

System   Organization   Department   Unit

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)

2022 SOPS Hospital Database Submission

- 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

Teamwork

Supervisor, Manager, or Clinical Leader Support for Patient Safety

82%

80%

Area of potential improvement for most hospitals

Staffing and Work Pace

51%