



Indiana Hospital Association AHRQ Surveys on Patient Safety Culture and Workplace Safety

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IHA Overview

The Indiana Hospital Association serves as the professional trade association for more than 170 acute care, critical access, behavioral health, and other specialized hospitals in Indiana.

IHA's mission statement: provide Indiana Hospitals with leadership, representation, and support to improve the health of Indiana citizens.



Quality and Patient Safety Values

- Patient and staff safety is personal.
- Patient and staff safety and quality improvement efforts are local, regional, and statewide.
- Working together accelerates the pace of improvement.
- Data-driven transparency promotes accountability and changes for improvement.
- Visible and consistent leadership supports cultures of safety.

Creating Culture

- Harm Prevention
- Diversity, Equity, and Inclusion
- Healthcare Partnerships



IHA Support and Resource Examples



Harm Prevention

Safety Awareness Toolkit

Sepsis: See It. Stop It. Survive It.
Tools & Resources

Infection Prevention Bootcamp

INspire Maternal and Infant Safety
Recognition Program



Diversity, Equity, and Inclusion

Data Reports – Z codes

Social Drivers of Health Screening



Healthcare Partnerships

Patient, Family and Caregiver
Advisory Committee

Patient Experience

State and Federal Program
Collaboration

Culture – AHRQ Surveys on Patient Safety Culture

AHRQ Culture Survey Support



- In 2008, IHA began offering the AHRQ Hospital Survey on Patient Safety Culture survey free to all members, with the assistance of an outside vendor.
- In 2015, IHA brought the process in-house, and began managing the survey internally.
- We created survey templates for hospital, medical office, and ambulatory surgery centers in Survey Monkey, and then post-survey, provide analysis, feedback, and personal coaching with opportunity for improvements identified, and tracking of results over time.
- Also provide AHRQ SOPS Database Report and Resource tools.

Engagement

- In 2022, introduced the Workplace Safety Supplemental Item Set and added the questions to the Survey Monkey platform.
- Piloted with a group of 6 hospitals: 5 Critical Access hospitals and 1 Rehab hospital.

AHRQ Hospital Survey on Patient Safety Culture 2.0				
<i>Hospital Name</i>	Statewide			
<i>Year Survey Taken</i>	2020	2021	2022	2023
<i># Participating Hospitals</i>	24	29	17	38
<i>Number of Surveys Distributed</i>	23086	28822	11072	33254
<i>Number of Responses</i>	10796	10665	4863	14001
<i>Participation Rate</i>	47%	37%	44%	42%

SOPS Culture of Safety Surveys Administered by IHA in 2023



Surveys on Patient Safety Culture®

- 38 Indiana hospitals, 3 Out-of-State system affiliates
- 289 medical practice/outpatient services
- 3 ambulatory surgery centers
- 37 Workplace safety surveys added to base survey

Challenges and Boosts



- Offer incentive-prize drawings, pizza parties, cookies.
- Offer QR to take survey on personal phone.
- Remember that staff are busy and burned out-find ways to make it fun!

Results Over Time

AHRQ Hospital Survey on Patient Safety Culture 2.0

Hospital Name:	Statewide				2022 10th %ile	2022 25th %ile	2021 Median/ 50th %ile	2022 75th %ile	2021 90th %ile
	Year Survey Taken:	2020	2021	2022					
# Participating Hospitals	24	29	17	38					
Number of Surveys Distributed	23086	28822	11072	33254					
Number of Responses	10796	10665	4863	14001					
Participation Rate	47%	37%	44%	42%					
Dimension Description	% Positive	% Positive	% Positive	% Positive					
1. Supervisor, Manager or Clinical Leader Support for Patient Safety	81.0 [Y]	79.0 [O]	83.0 [Y]	79.0 [O]	72 [R]	76 [O]	81 [Y]	84 [G]	89 [B]
2. Teamwork	81.0 [O]	80.0 [O]	82.0 [Y]	80.0 [O]	76 [R]	79 [O]	82 [Y]	85 [G]	88 [B]
3. Communication Openness	76.0 [Y]	74.0 [O]	79.0 [Y]	76.0 [Y]	67 [R]	71 [O]	76 [Y]	81 [G]	84 [B]
4. Reporting of Safety Events	76.0 [Y]	75.0 [Y]	80.0 [G]	76.0 [Y]	65 [R]	69 [O]	74 [Y]	79 [G]	84 [B]
5. Organizational Learning-Continuous Improvement	73.0 [Y]	69.0 [O]	73.0 [Y]	69.0 [O]	60 [R]	65 [O]	70 [Y]	75 [G]	80 [B]
6. Communication About Error	72.0 [O]	70.0 [O]	75.0 [Y]	71.0 [O]	62 [R]	68 [O]	74 [Y]	79 [G]	84 [B]
7. Hospital Management Support for Patient Safety	68.0 [Y]	63.0 [O]	66.0 [Y]	61.0 [O]	50 [R]	57 [O]	64 [Y]	72 [G]	77 [B]
8. Response to Error	64.0 [Y]	61.0 [O]	67.0 [Y]	63.0 [O]	53 [R]	58 [O]	64 [Y]	69 [G]	73 [B]
9. Handoffs and Information Exchange	64.0 [Y]	59.0 [O]	63.0 [Y]	59.0 [O]	52 [R]	57 [O]	63 [Y]	69 [G]	76 [B]
10. Staffing and Work Pace	59.0 [G]	52.0 [Y]	57.0 [Y]	53.0 [Y]	39 [R]	44 [O]	51 [Y]	58 [G]	65 [B]

R: < 25th percentile O: 25-49th percentile Y: 50-74th percentile G: 75-89th percentile B: 90th percentile

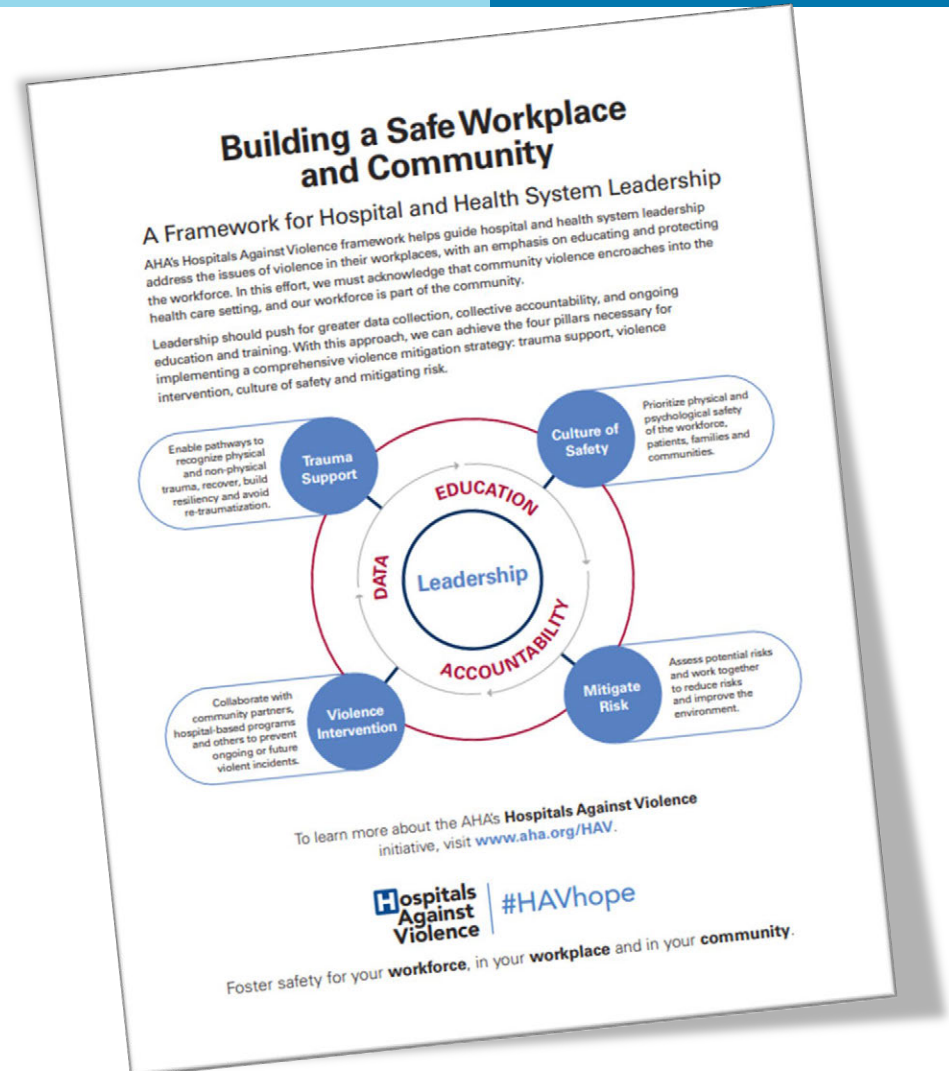
Note: The revised version of the AHRQ survey, V2.0, became effective in 2020 so results will only benchmark beginning that year.
Participation rate = Number of Responses/Number of Surveys Distributed

IHA's Safe and Sound Initiative



Safe & Sound Communication Toolkit

Please find the assets below and use them to support your hospital by sharing this workplace safety initiative. These free tools were designed especially for hospitals, medical centers, and others who serve and support health care needs of the public. Use these tools to enhance your internal and external communication efforts to promote safety in the hospital workplace.



Workplace Safety Supplemental Item Set

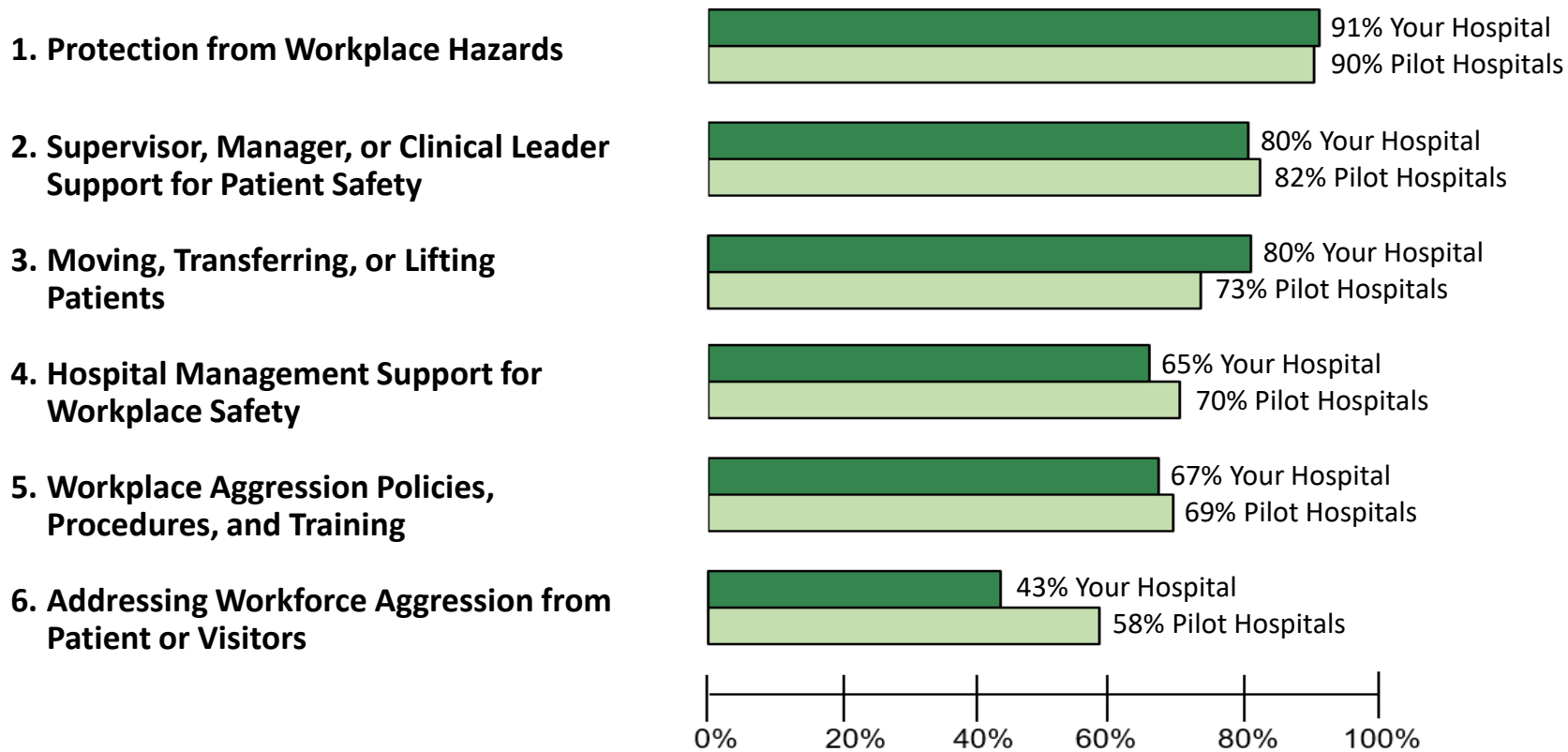
- Added to the end of the Hospital Survey on Patient Safety Culture (Qs 42-63)
- Core patient safety culture survey response rate = 42%
- Workplace safety items response rate = 41%



Workplace Safety Supplemental Item Set



- 37/38 Indiana hospitals added the Workplace Safety Supplemental Item Set to the core HSOPS survey

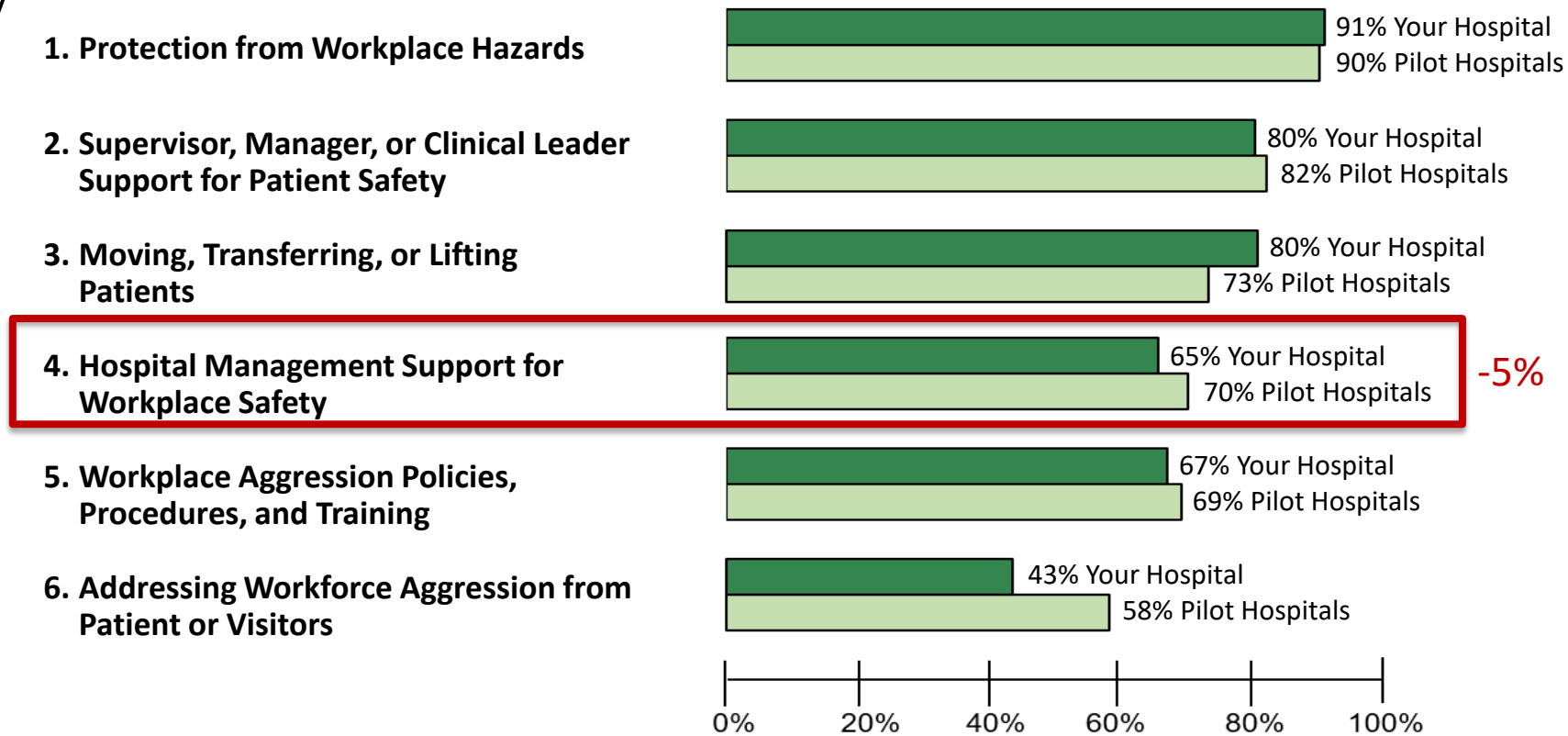


% Positive Response for Indiana Only Statewide Results

Workplace Safety Supplemental Item Set



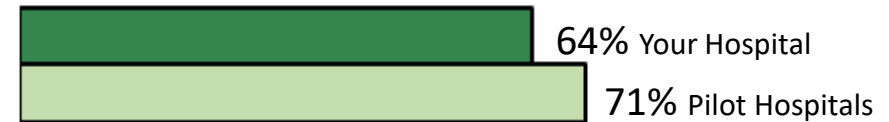
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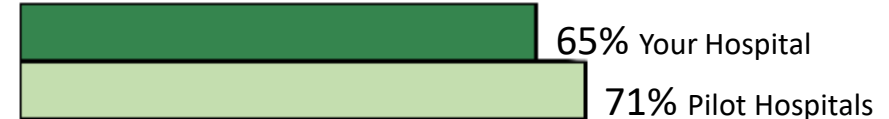
-5%
% Positive Response for Indiana Only Statewide Results

4. Hospital Management Support for Workplace Safety

1. The actions of hospital management show that the safety of providers and staff is a top priority. (WPE1)



2. Hospital management provides adequate resources to ensure the safety of providers and staff. (WPE2)

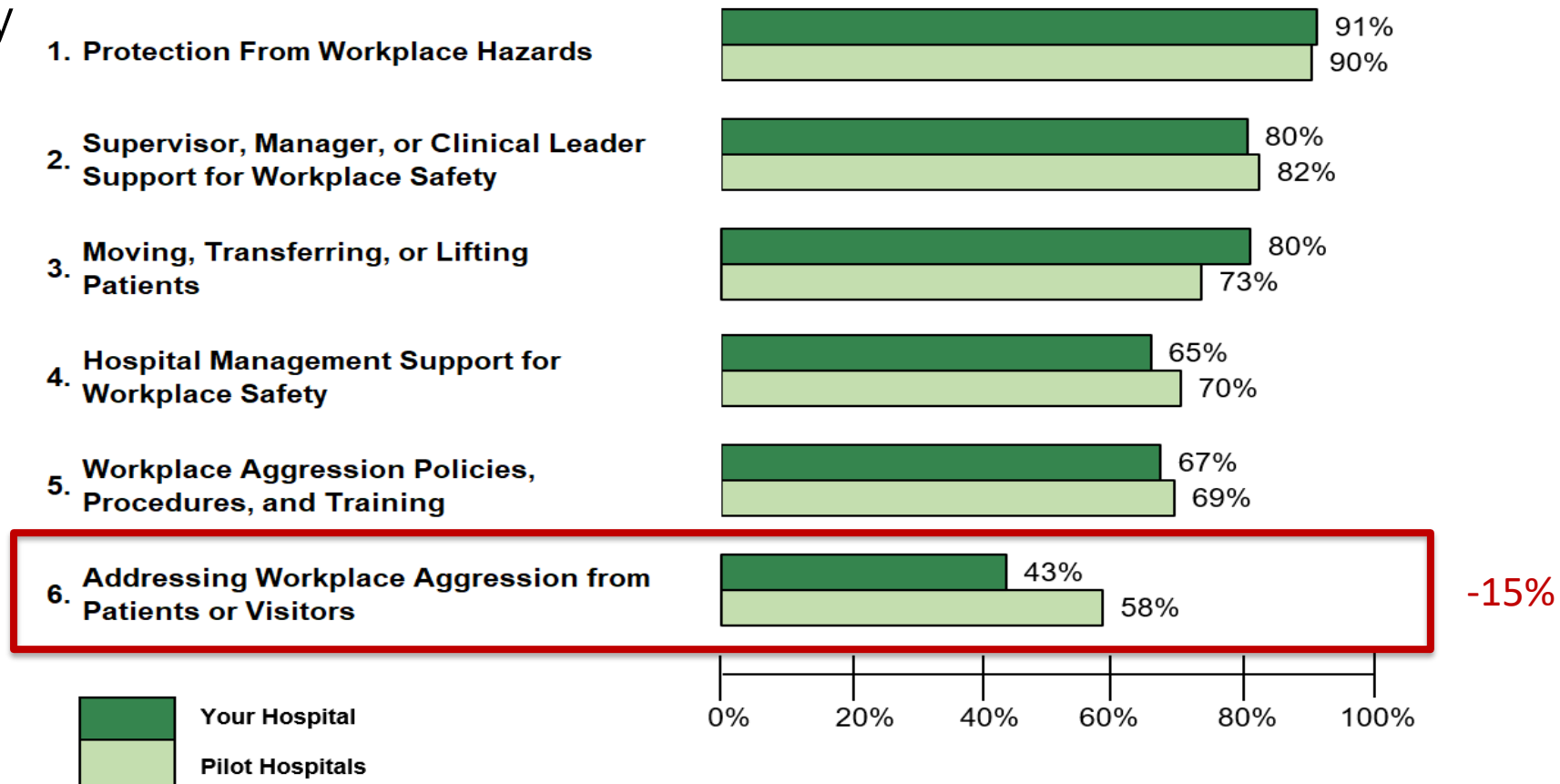


3. Hospital management takes action to address provider and staff concerns about workplace safety. (WPE3)



Workplace Safety Supplemental Item Set

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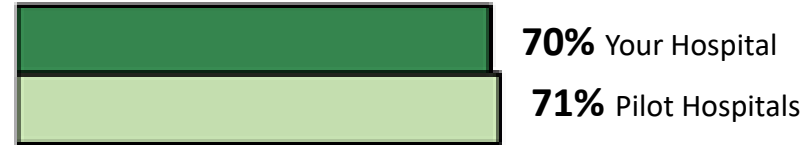
% Positive Response for Indiana Only Statewide Results

-15%

Opportunity

IHA HSOPS Survey

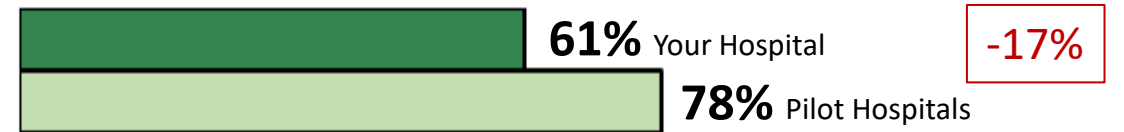
There is a problem with disrespectful behavior by those working in this unit. (Item A9*)



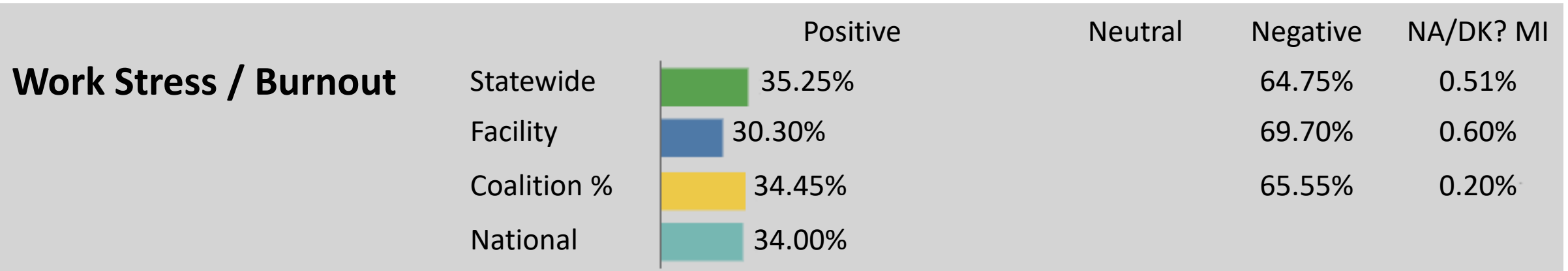
IHA Workplace Safety Survey

1. Addressing Verbal Aggression From Providers or Staff

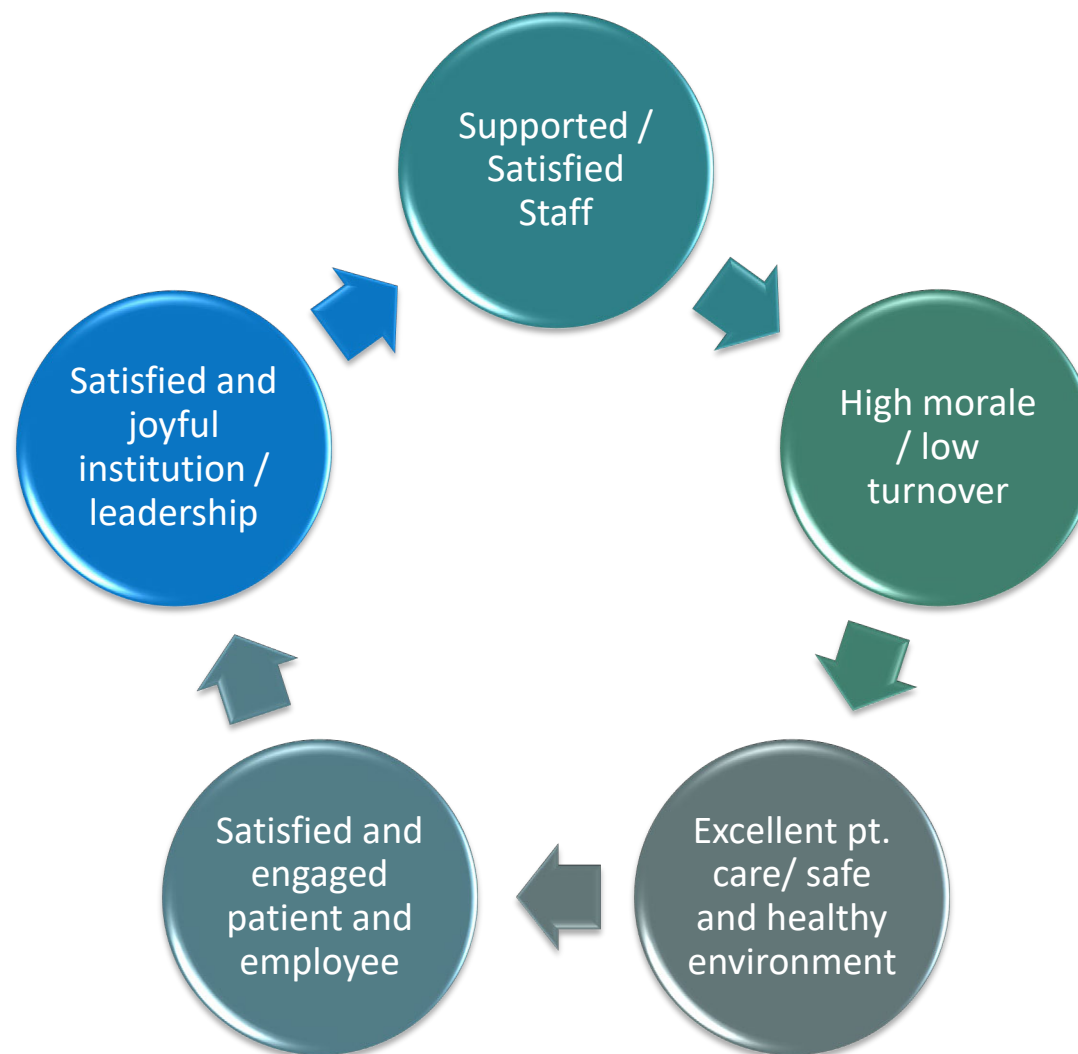
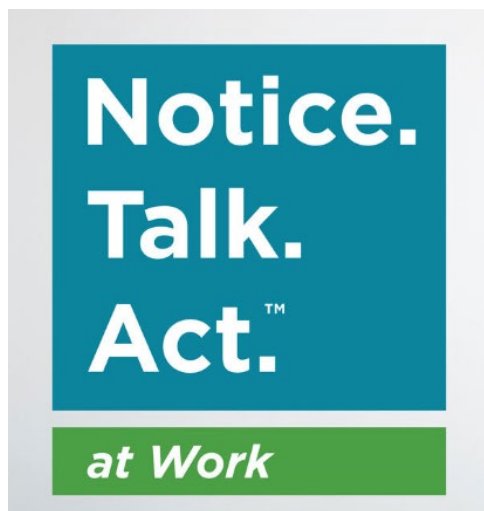
1. In this unit, there is a problem with providers or staff being verbally aggressive toward other providers or staff. (WPC5)



IHA Dashboard of Results



Practical Application to Improve Workforce Well-being



Practical Application to Improve Workforce Well-being



What did you have to do, to get this done?

- Contract with The Maryland Patient Safety Center, trainers of RISE
- 2 days of virtual training

Results (Qualitative or Quantitative)

- 13, 701 FTEs covered with RISE opportunity

Next Steps / Sustainability Plan

- Continue RISE training with an adaptation to include asynchronous modalities
- Convene members in a community of practice to learn from peers and track progress
- Research resources that support the infrastructure of response interventions
- Host subject matter experts for continued learning and skill building

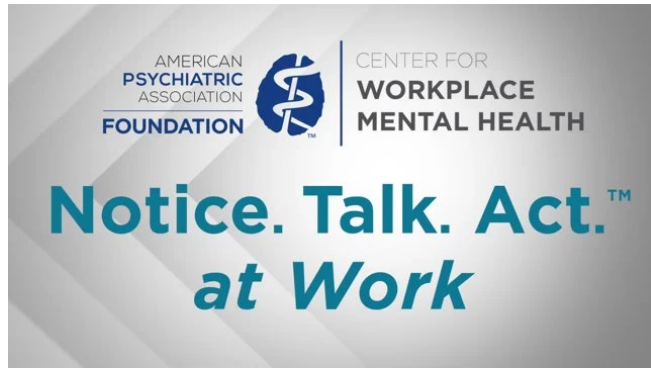
The How

- IHA board commitment and appropriated funds for training
- Embedded peer support teams combat the effects of workplace violence and other healthcare workplace stressors
- Recruitment of thirteen hospitals to participate

Pearls of Wisdom to Share

- What worked: Leadership being a part of the first day training, nothing beats firsthand experience
- What was difficult: Initial recruitment, 13/170 members
- What surprised you: The organizational fears around confidentiality and reporting

Practical Application to Improve Workforce Well-being



What did you have to do, to get this done?

- Contract with The APA Foundation
 - Electronic links sent to individuals
- Results (Qualitative or Quantitative)**
- Overall rating of 4.36/5

Next Steps / Sustainability Plan

- Discounted offering
- Integration into many electronic learning platforms

The How

- IHA board interest and funds to pilot/vet the training
- Helps build hospital management support of workplace safety and well-being
- Recruitment of 39 individuals representing 19 member organizations

Pearls of Wisdom to Share

- What worked: Offering various levels of effort strategies
- What was difficult: Recruitment for pilot participants, 39/50
- What surprised you: CMOs liking the course

Safe and Sound using the AHA Framework

MPSC's Anna Koerbel on RISE peer response teams

Michigan Medicine's Theo Chaliogianis on situational awareness

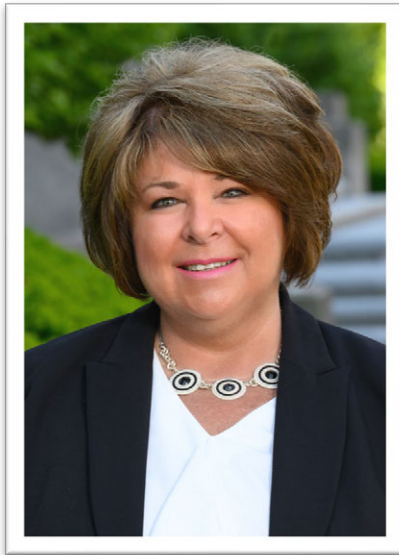


AHA's Laura Castellanos on the HAV Framework

IAHSS - Indiana Chapter's Tony Pope on hospital security and police departments

To learn more about the AHA's Hospital Against Violence initiative, visit www.aha.org/HAV.

Culture Leads



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