AHRQ's SOPS Program

www.ahrq.gov/sops

Rose Tyler

User Network for AHRQ's Surveys on Patient Safety Culture, Westat

SOPS Surveys and Databases

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

- Databases for voluntary data submission

Hospital 2.0

Medical Office

Ambulatory Surgery Center

Nursing Home

Community Pharmacy

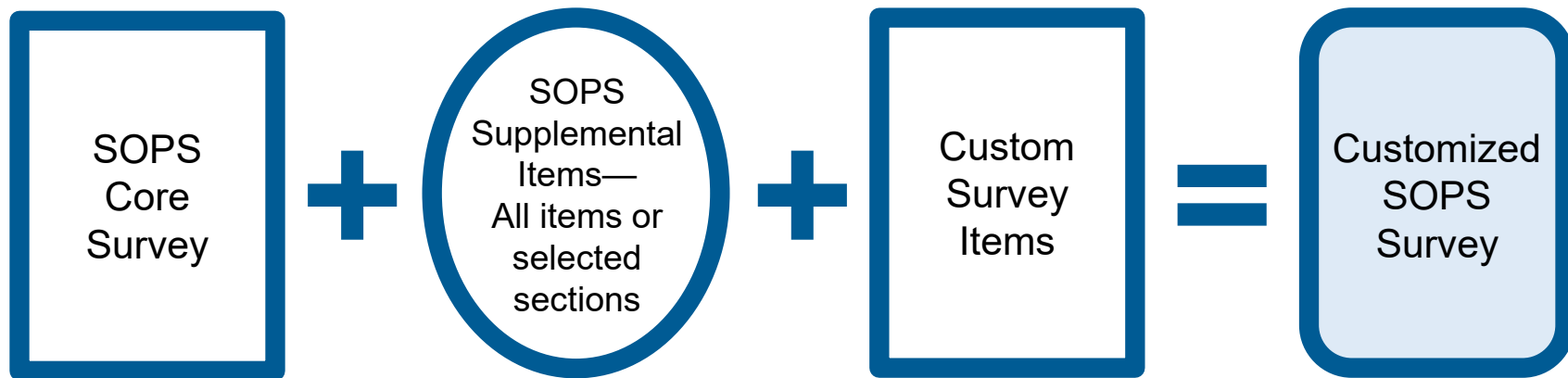# Areas of Patient Safety Culture Assessed in Core SOPS Surveys

- Communication About Error
- Communication Openness
- Handoffs and Information Exchange
- Organizational Learning – Continuous Improvement
- Reporting Patient Safety Events
- Response to Error
- Staffing and Work Pace
- Supervisor/Management Support for Patient Safety
- Teamwork
- Overall Rating on Patient Safety
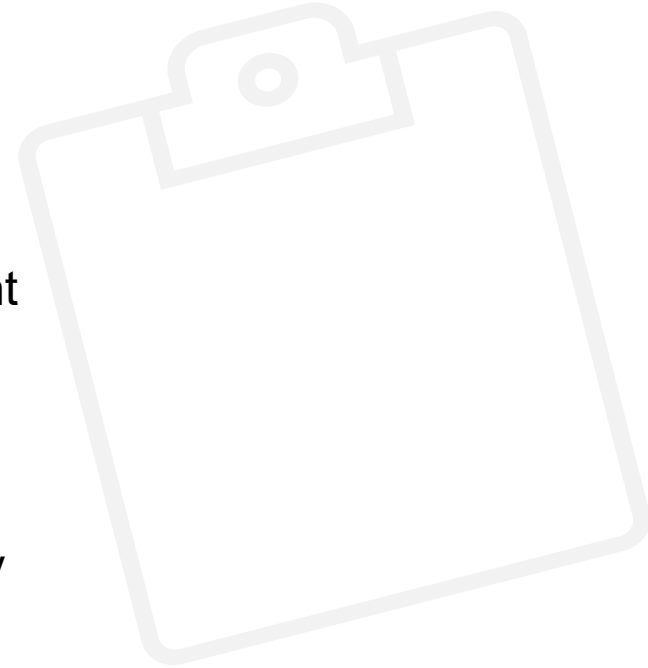
SOPS Supplemental Items

SOPS Surveys	SOPS Supplemental Items			
	Workplace Safety for Providers and Staff	Value and Efficiency	Health Information Technology	Diagnostic Safety
Hospital	✓	✓	✓	
Medical Office	In development	✓		✓
Nursing Home	✓			

Core Surveys + Supplemental Items

SOPS Core Survey **+** SOPS Supplemental Items—All items or selected sections **+** Custom Survey Items **=** Customized SOPS Survey

- Optional **SOPS supplemental items** and/or custom items can be added just before the background questions at the end of the **core SOPS survey**.

Why Use the SOPS Surveys?

6 Reasons to Use the AHRQ SOPS Surveys

1. Developed with extensive input from experts and healthcare professionals

2. Comprehensively tested, valid, and reliable

3. Linked to important quality and safety outcomes

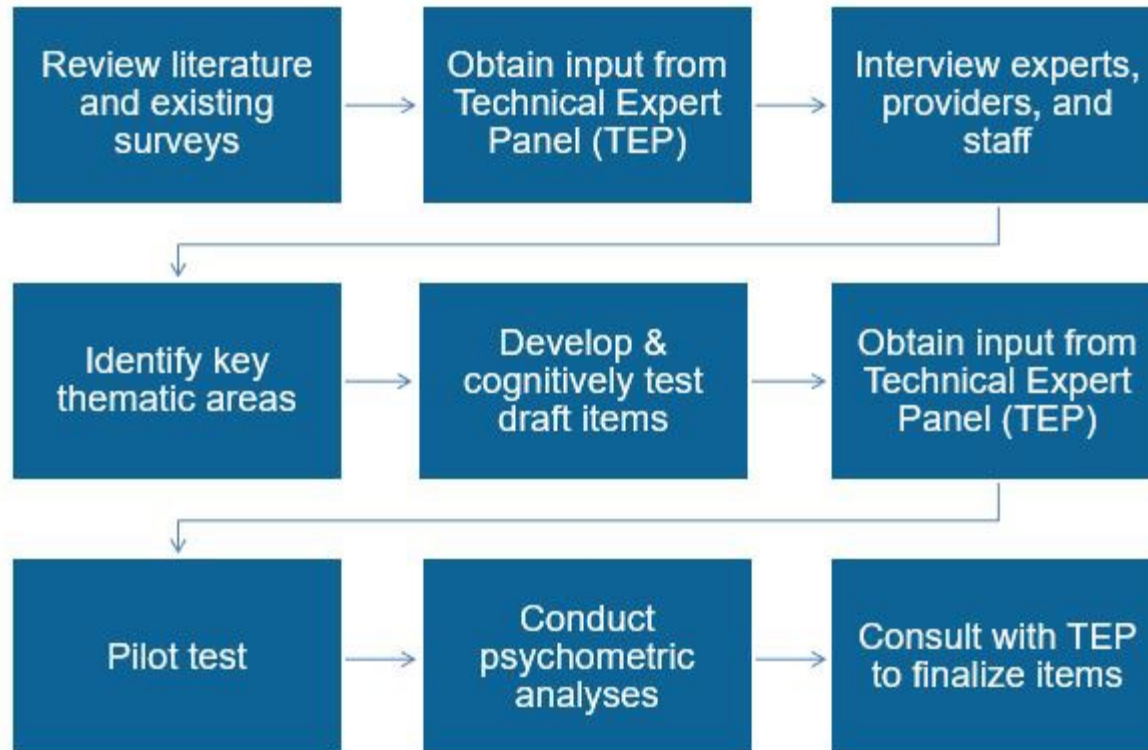4. Widely used, with SOPS Database benchmarks available

5. Actionable—can help identify areas for improvement

6. Free to use, with technical assistance and resources available

17

Higher SOPS Hospital Scores Have Been Linked to…

Lower rates of surgical site infections after colon surgery[1]

Lower readmission rates[2]

Better financial performance/operating margin if they had an EHR [2]

Lower adverse events[3]

Higher Hospital CAHPS patient experience scores[4]

Higher Consumer Reports Hospital Safety Scores[5]

1. Fan et al, 2016
2. Upadhyay et al, 2020
3. Mardon et al, 2010
4. Sorra et al, 2012
5. Smith et al, 2017

- More positive perceptions of workplace safety for hospital providers and staff were associated with more positive perceptions of patient safety culture.

- Higher work stress/burnout was strongly associated with more negative perceptions of patient safety culture.

6. Hesgrove et al, 2024

Higher SOPS Nursing Home Scores have been linked to…

Lower turnover rates[7]

Lower use of physical restraints[8]

Fewer falls[8]

Higher CMS Five-Star Quality Ratings[9]

7. Temkin-Greener et al, 2020
8. Thomas et al, 2012
9. Yount et al, 2022

How Can You Use the SOPS Surveys?

Assess patient safety culture

Raise staff awareness about patient safety

Identify strengths and areas for improvement

Examine trends over time

Evaluate the impact of patient safety initiatives

21

SOPS Surveys Can Be Used to Meet Various Requirements

- **Leapfrog Option 1**
  - ► Use unaltered, nationally recognized tools with information on the validity, consistency, and reliability of the tool published in peer-reviewed literature.
  - ► AHRQ HSOPS Version 1.0/Version 2.0 may be used for the purposes of reporting on the Leapfrog Hospital Survey through 2025. Starting in 2026, only Version 2.0 may be used.

- **CMS Hospital Inpatient Quality Reporting (IQR) Program Patient Safety Structural Measure** (starting calendar year 2025 for FY 2027)
  - ► Conducting a hospital-wide culture of safety survey annually or every two years with pulse surveys to meet Domain 3: Culture of Safety & Learning Health Systems attestation.

- **Joint Commission Leadership Standards**
  - ► LD.03.01.01, EP 1: Leaders regularly evaluate the culture of safety and quality using valid and reliable tools.

Why Participate in the SOPS Databases?

- Participating facilities receive a customized feedback report
  - ▶ Displays site results with Database results
  - ▶ Identifies strengths and areas for safety culture improvement

Why Participate in the SOPS Databases?

- AHRQ produces Database Reports that provide overall and aggregated results/benchmarks as well as benchmarks by:

  ▶ Hospital Characteristics
    − Bed size
    − Teaching Status
    − Ownership
    − Region
  ▶ Respondent Characteristics
    − Unit/work area
    − Staff position
    − Tenure in unit/work area
   − Interaction with patients

2024 SOPS Hospital 2.0 Database Report

445
Participating Hospitals

284,036
Provider and Staff
Respondents

2025 AHRQ SOPS Databases

SOPS Survey and Supplemental Items	2025
Hospital 2.0 • Health IT Patient Safety • Workplace Safety • Value and Efficiency	
Nursing Home • Workplace Safety	
Ambulatory Surgery Center	June 2-20
Medical Office • Diagnostic Safety • Value and Efficiency	September 2-19

SOPS Resources

Survey User's Guide

- Available for every SOPS survey

- Provides information for:
  - ▶ Getting started
  - ▶ Selecting a sample
  - ▶ Administering of web-based and paper surveys
  - ▶ Analyzing data
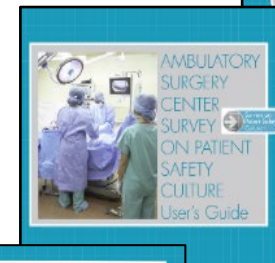
Action Planning Tool

1. Identifying areas to improve

2. Planning your improvement initiative

3. Communicating your action plan

Improving Patient Safety Resource Lists

Improving Patient Safety in Hospitals: A Resource List for Users of the AHRQ Hospital Survey on Patient Safety Culture Version 2.0

I. Purpose

This document provides a list of references to websites and other publicly available resources that hospitals can use to improve patient safety culture and patient safety. While this resource list is not exhaustive, it is designed to give initial guidance to hospitals seeking information about patient safety initiatives.

II. How To Use This Resource List

Resources are listed in alphabetical order, organized by the Surveys on Patient Safety Culture™ (SOPS®) composite measures assessed in the Agency for Healthcare Research and Quality (AHRQ) Hospital Survey on Patient Safety Culture Version 2.0, followed by general resources.

For easy access to the resources, keep the file open rather than printing it, because many of the website URLs are hyperlinked and cross-referenced to other resources within the document.

Feedback. Suggestions for resources you would like added to the list, questions about the survey, or requests for assistance can be addressed to SafetyCultureSurveys@westat.com.

IV. Resources by Composite Measure

The following resources are organized according to the relevant AHRQ Hospital Survey on Patient Safety Culture Version 2.0 composite measures they are designed to help improve. Some resources are duplicated and cross-referenced because they may apply to more than one composite measure.

Composite Measures 1 and 2. Supervisor, Manager, or Clinical Leader Support for Patient Safety and Hospital Management Support for Patient Safety

1. **Conduct Patient Safety Leadership WalkRounds™**
   http://www.ihi.org/resources/Pages/Changes/ConductPatientSafetyLeadershipWalkRounds.aspx
   http://www.ihi.org/resources/Pages/Tools/PatientSafetyLeadershipWalkRounds.aspx
   (both items require free account setup and login)

   Senior leaders can demonstrate their commitment to safety and learn about the safety issues in their organization by making regular rounds for the sole purpose of discussing safety with staff. These Institute for Healthcare Improvement (IHI) web pages discuss the benefits of management making regular rounds and give tips for doing the rounds, as well as links to resources. These rounds are especially effective in conjunction with safety briefings.

2. **Framework for Effective Board Governance of Health System Quality**
   http://www.ihi.org/resources/Pages/IHIWhitePapers/Framework-Effective-Board-Governance-Health-System-Quality.aspx (requires free account setup and login)

   The Institute for Healthcare Improvement (IHI) Lucian Leape Institute conducted a research scan on board governance of health system quality, an evaluation of governance education in quality, and expert interviews. This work made it clear that board members, and those who support them, want a clear and consistent framework to guide governance of all dimensions of quality beyond safety, including identifying the core processes and necessary activities for effective governance of quality. The framework, assessment tool, and support guides strive to reduce variation in and clarify trustee responsibilities for quality oversight. They also provide practical tools for trustees and the health system leaders who support them to govern quality in a way that will deliver better care to patients and communities.

SOPS Bibliography

Published articles organized by

Location

- ☐ United States (230)
- ☐ International: Africa (8)
- ☐ International: Asia (43)
- ☐ International: Australia and New Zealand (3)
- ☐ International: Canada (8)
- ☐ International: Europe (91)
- ☐ International: Global (44)
- ☐ International: Middle East (51)
- ☐ International: South America (10)

Survey Versions

- ☐ Hospital Version 1.0 (405)
- ☐ Nursing Home (34)
- ☐ Medical Office (30)
- ☐ Survey Adapted to Another Setting (20)
- ☐ Community Pharmacy (12)
- ☐ Hospital Version 2.0 (7)
- ☐ Ambulatory Surgery Center (3)
- ☐ Value and Efficiency Supplemental Item Set (3)
- ☐ Workplace Safety Supplemental Items (1)

Topics

- ☐ Analyses Linking Composite Measures with Site and/or Respondent Characteristics (123)
- ☐ Analyses Linking the Survey to Outcomes (118)
- ☐ Improving Patient Safety Culture (85)
- ☐ Psychometric Analyses (73)
- ☐ Review Patient Safety Culture Articles or Surveys (52)
- ☐ Use of SOPS – Descriptive study only (67)

Publication Date

- ☐ 2024 (1)
- ☐ 2023 (24)
- ☐ 2022 (36)
- ☐ 2021 (42)
- ☐ 2020 (40)

References go back to 2005

31

SOPS Webcasts

- Webcasts 2011-2024
  - ▶ Recordings
  - ▶ Slides
  - ▶ Speaker Information
- Upcoming Webcast
  - ▶ TBD

SOPS Technical Assistance (TA)

General TA 1-888-324-9749

SafetyCultureSurveys@westat.com

- **Survey administration**
- **Survey materials and resources**
- **International requests**

Database TA 1-888-324-9790

DatabasesOnSafetyCulture@westat.com

- **Data submission**
- **Database reports**
- **Analytic requests**