

# **The SOPS Nursing Home Survey and Database**

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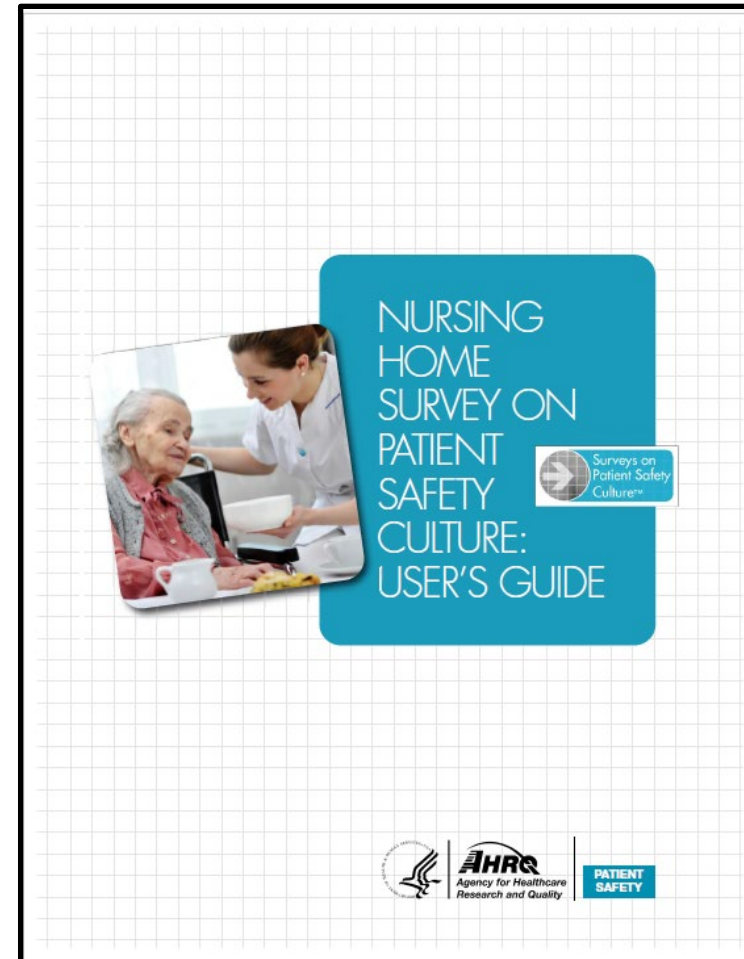
Senior Study Director and Database Manager

User Network for the AHRQ Surveys on Patient Safety Culture (SOPS)

Westat

# Survey User's Guide

- On the AHRQ SOPS Website  
[www.ahrq.gov/sops](http://www.ahrq.gov/sops)



# Data Collection

- Can be paper or web-based
  - ▶ Paper generally yields slightly higher response rates but takes more time and up-front resources
  - ▶ 2019 SOPS Nursing Home Average Response Rates
    - Paper: 60%
    - Web: 55%
- Can hire a vendor or do the work in-house
- If surveying multiple sites, each nursing home needs an identifying number so responses can be linked to a specific site

# Who Should Take The Survey?

- Designed to be administered to all staff as appropriate, including:
  - ▶ Physicians and other providers, nurses, CNAs, PRN staff, management, administrative staff, clerical and business staff
- Staff should have:
  - ▶ Knowledge of day-to-day activities in nursing home
  - ▶ Regularly interacted with staff in nursing home
  - ▶ Speak English or Spanish – Survey is available in both languages

# Overcoming Survey Administration Challenges


- Fear of computers
  - ▶ Administer the survey by paper
- English as a second language
  - ▶ Provide Spanish version of the survey for Spanish speakers
  - ▶ Have someone read the survey to them in their own language
- Other nursing home priorities
  - ▶ Make it easy for staff to complete the survey. Pass out the survey in a meeting

# Survey Timeline


Tasks	Prep/ Planning	Week 1	Week 2	Week 3	Week 4	Weeks 5 / 6
Determine resources and scope	✓					
<i>Establish a Nursing Home point of contact</i>	✓					
Decide whether to use an outside vendor	✓					
Prepare survey materials (paper or web)		✓				
Promote the survey			✓	✓	✓	✓
Send first survey invitation				✓		
Send weekly reminders					✓	✓
Close out data collection						✓

# Calculating and Presenting Results

# Data Entry and Analysis Tool



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## NURSING HOME SURVEY ON PATIENT SAFETY CULTURE Data Entry and Analysis Tool

Version 6.0, February 2019



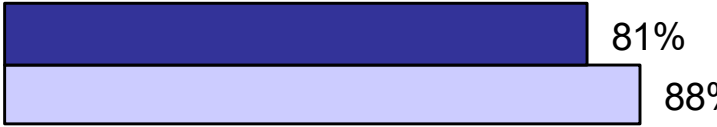
1. Entering Data	2. Your Nursing Home Results	3. Comparative Results	4. Trending Results
Instructions	Respondent Demographics	Composite Level Comparative Results	Respondent Demographics Trending Results
Data Entry	Nursing Home Recommendation	Item Level Comparative Results	Nursing Home Recommendation Trending Results
Explanation of Calculations	Rating on Resident Safety	Nursing Home Recommendation Comparative Results	Rating on Resident Safety Trending Results
Interpreting Your Results	Item Level Results	Rating on Resident Safety Comparative Results	Item-Level Trending Results
Export Data	Composite Level Results		Composite-Level Trending Results
Prior to submitting your data, please run the "Export Data" feature to extract your data to a new workbook.	Item Level Results by Staff Position		Print All
	Item Level Results by Work Area		
	Item Level Results by Contact with Residents		
	Survey Comments		

The Tool Prints approximately 95 pages and comments.



# Sample Excel Tool Results

## Composite-Level Comparative Results for Sample Nursing Home

Patient Safety Culture Composites	% Positive Response	2019 Database Nursing Homes Average % Positive	
		MIN	MAX
1. Overall Perceptions of Resident Safety		50%	100%
2. Feedback & Communication About Incidents		54%	100%
3. Supervisor Expectations & Actions Promoting Resident Safety		52%	100%

 2019 Nursing Home Database

 Your Nursing Home

# Using Survey Results for Improvement

# Share Survey Results



# Action Planning Tool

1. Identify patient safety culture areas for improvement
2. Define your goals and selecting your initiative
3. Plan your initiative
4. Prepare a timeline
5. Communicate your action plan

Action Plan for the AHRQ Surveys on Patient Safety Culture		
Facility Name: Date last updated:		Page 1
<b>Defining Your Goals and Selecting Your Initiative</b>		
1	What areas do you want to focus on for improvement?	
2	What are your goals?	
3	What initiative will you implement?	
Notes or Comments		

# Improvement Resource List

## Improving Patient Safety in Nursing Homes: A Resource List for Users of the AHRQ Nursing Home Survey on Patient Safety Culture

### I. Purpose

This document provides a list of references to websites and other publicly available practical resources nursing homes 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 nursing homes 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™) Nursing Home composite measures assessed in the Agency for Healthcare Research and Quality (AHRQ) [Nursing Home Survey on Patient Safety Culture](#), followed by general resources.

For easy access to the resources, keep the file open rather than printing it in hard copy 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](mailto:SafetyCultureSurveys@westat.com).

**NOTE:** The resources included in this document do not constitute an endorsement by the U.S.

### IV. Resources by Composite

The following resources are organized according to the relevant AHRQ Nursing Home Survey on Patient Safety Culture composite measures they are designed to help improve. Note that some resources are duplicated (and cross-referenced) since they are applicable to more than one composite.

#### *Composite 1. Overall Perceptions of Resident Safety*

##### 1. Making Health Care Safer II: An Updated Critical Analysis of the Evidence for Patient Safety Practices

<http://www.ahrq.gov/research/findings/evidence-based-reports/ptsafetyuptp.html>

This evidence report presents practices relevant to improving patient safety, focusing on hospital care, nursing homes, ambulatory care, and patient self-management. It defines patient safety practices, provides a critical appraisal of the evidence, rates the practices, and identifies opportunities for future research.

##### 2. Patient Safety Self-Assessment Tool

<http://www.ihl.org/resources/Pages/Tools/PatientSafetySelfAssessmentTool.aspx> (requires free account setup and login)

This organizational self-assessment tool was designed by Steven Meisel, Pharm.D., at Fairview Health Services using information from an AHRQ report. The tool can help staff members evaluate whether known safety practices are in place in their organizations and to find areas for improvement.

# SOPS Nursing Home Database

# Goals of the SOPS Nursing Home Database



- Present survey results from a large number of Nursing Homes
- Present results by
  - ▶ Facility characteristics (e.g. bed size, ownership etc.)
  - ▶ Respondent characteristics (e.g. job title, etc.)
- Enable nursing homes to identify strengths and opportunities to improve patient safety culture

# 2019 SOPS Nursing Home Database Composite Measure Results



■ % Positive Response

Overall Perceptions of Resident Safety

85%

Feedback and Communication About Incidents

85%

Supervisor Expectations and Actions Promoting Resident Safety

81%

Organizational Learning

69%



# 2019 SOPS Nursing Home Database Composite Measure Results



■ % Positive Response



# 2019 SOPS Nursing Home Database Composite Measure Results



■ % Positive Response

Handoffs

63%

Nonpunitive Response to  
Mistakes

56%

Communication Openness

55%

Staffing

46%

# Why Participate in the SOPS Nursing Home Database?



- Database Reports and Infographics that display aggregated results from all participating sites
- Customized feedback report:
  - ▶ Displays site results with Database results
  - ▶ Identifies strengths and areas for safety culture improvement

# SOPS Nursing Home Database Infographic

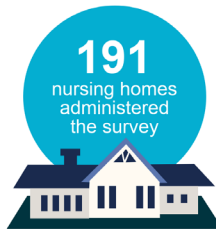
## Surveys on Patient Safety Culture™

### EXECUTIVE SUMMARY

#### 2019 NURSING HOME SURVEY DATABASE REPORT

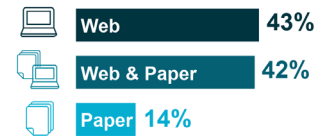
This overview of survey results summarizes how nursing home providers and staff perceive patient safety culture based on the 2019 Nursing Home Survey on Patient Safety Culture Database.

#### HIGHLIGHTS



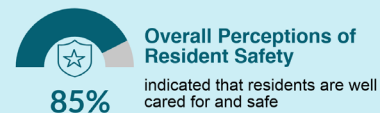
- 10,499 nursing home providers & staff responded
- 12 areas or composite measures of patient safety culture were assessed in the survey
- 67% is the average percent positive score for all 12 composite measures of patient safety culture

#### How Nursing Homes Administered The Survey

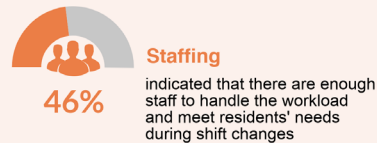


#### OVERALL RESULTS

##### AREAS OF STRENGTH



##### AREAS FOR POTENTIAL IMPROVEMENT



#### OTHER RESULTS by

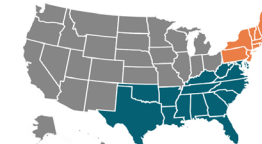
##### Bed Size



**Smaller Nursing Homes**  
with 1-49 beds had the **highest** scores when averaging all composite measures (71% positive)

**Larger Nursing Homes**  
with 200+ beds had the **lowest** scores when averaging all composite measures (63% positive)

##### Census Region



##### South

Nursing homes in the South had the **highest** scores when averaging all composite measures (72% positive)

##### Northeast

Nursing homes in the Northeast had the **lowest** scores when averaging all composite measures (65% positive)

##### Shifts Worked Most Often



##### Days

Day shift staff had the **highest** scores when averaging all composite measures (70% positive)

##### Nights

Night shift staff had the **lowest** scores when averaging all composite measures (63% positive)

##### Job Title



**Administrators/Managers** had the **highest** scores when averaging all composite measures (79% positive)

**Nursing Assistants/Aides** had the **lowest** scores when averaging all composite measures (64% positive)

#### What's Next? Action planning for patient safety improvement

- 1 Define your goals
- 2 Plan your initiatives
- 3 Communicate your action plan

The *Action Planning Tool for the AHRQ Surveys on Patient Safety Culture* provides step-by-step guidance on how to develop an action plan to improve patient safety culture, available at [www.ahrq.gov/sops](http://www.ahrq.gov/sops).

# Customized Feedback Reports

## Patient Safety Culture Composite Measures

% Positive Response

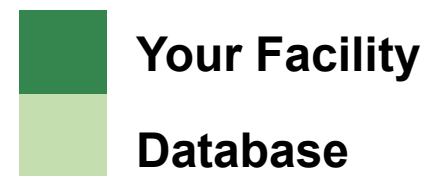
Overall Perceptions of Resident  
Safety



Feedback and Communication  
About Incidents



Supervisor Expectations and  
Actions Promoting Resident Safety



# SOPS Nursing Home Related to CMS Nursing Home Compare 5-Star Ratings



## Higher patient safety culture scores associated with better quality ratings

- Five NH SOPS measures were related to the Overall, Health Inspections, and Quality Five-Star Ratings.
  - ✓ Organizational Learning,
  - ✓ Overall Perceptions of Resident Safety,
  - ✓ Training and Skills,
  - ✓ Willingness to Recommend, and
  - ✓ Overall Rating on Resident Safety

Yount N, Zebrak KA, Famolaro T, Sorra J, Birch R. Linking Patient Safety Culture to Quality Ratings in the Nursing Home Setting. *J Appl Gerontol.* 2022 Jan;41(1):73-81. doi: 10.1177/0733464820969283.

# SOPS Nursing Home Workplace Safety Pilot Test

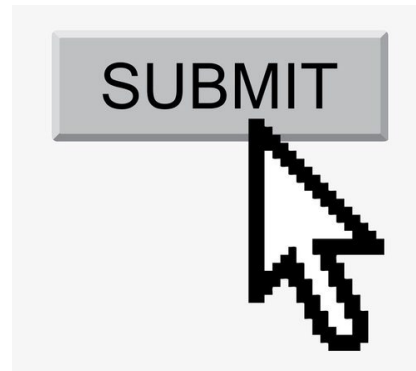


- Survey administration of SOPS Nursing Home Survey with Pilot Workplace Safety Supplemental Items (Summer 2022)
- Participating nursing homes will receive a feedback report comparing their results against other pilot nursing homes
- Free of charge
- If interested contact [WorkplaceSafety@westat.com](mailto:WorkplaceSafety@westat.com)

# When to Submit SOPS Nursing Home Survey Data

## SOPS Nursing Home Database Submission

**September 1 – September 21, 2022**





# Eligible Nursing Homes

- Healthcare facility or contained area of a facility with licensed nursing home beds
- NOT assisted living, community care, or independent living facilities



# Requirements for Participation



1. Have administered the SOPS survey in its entirety without modifications or deletions
2. Must be in the U.S. or U.S. territories
3. Sign a Data Use Agreement that indicates how the data will be protected and used
4. Complete data collection before the end of the data submission period
5. Submit data files per specifications
6. Upload survey data through a secure, online data submission system

# Technical Assistance & SOPS Updates

# SOPS Technical Assistance (TA)

**General TA 1-888-324-9749**  
[SafetyCultureSurveys@westat.com](mailto:SafetyCultureSurveys@westat.com)

- Survey administration
- Survey materials and resources
- International requests



**Database TA 1-888-324-9790**  
[DatabasesOnSafetyCulture@westat.com](mailto:DatabasesOnSafetyCulture@westat.com)

- Data Entry and Analysis Tool
- Data submission
- Database reports
- Analytic requests



# Sign up for SOPS Email Updates



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