

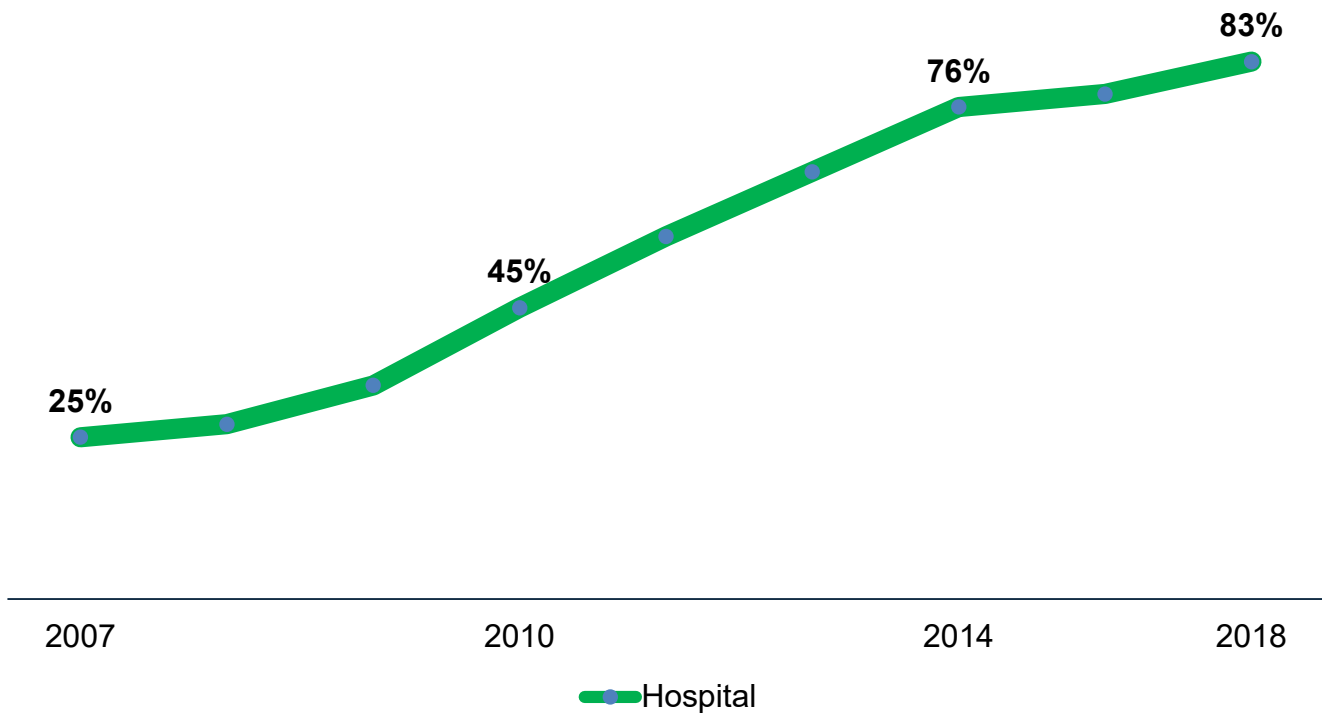
Web-based SOPS Surveys

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Westat

Use of Web in SOPS Surveys

% of SOPS Hospital Database Hospitals Using Web Surveys



Response Rates by Mode

Survey Mode	Hospital	Medical Office	Nursing Home	Community Pharmacy
Paper only	57%	90%	60%	93%
Web only	53%	71%	55%	63%

- 2017 and 2018 SOPS Hospital 2.0 Survey Pilot Test
- Ever used a Mobile Device to access the survey



(Famolaro, T., Yount, N., Sorra, J., Caporaso, A., and Liu, H. (2018, May). *Web survey device choice and device switching in a hospital survey (poster presenter)*. 74th Annual Conference of the American Association for Public Opinion Research, Denver, CO.

Choosing Your Survey Mode

- Ask these questions:
 - ▶ What mode has your organization typically used for provider and staff surveys?
 - ▶ Do the majority of providers and staff have email addresses and access to computers?



Survey Decisions



- Decide to administer in-house or use a vendor
 - ▶ Make sure the vendor is using a SOPS™ survey without changes
- Decide who to administer the survey to
 - ▶ Census of staff and providers vs. a sample
 - ▶ Include providers and staff who regularly work in organization
 - Worked for at least 6 months
 - Include physicians
 - Include temporary, float, or PRN staff

Provider and Staff Lists

- Ensure your provider and staff list is up to date
 - ▶ Review list for updated emails, duplicates, and individuals no longer with the organization
 - ▶ Make sure your list only includes providers and staff working in the specific physical location(s) you are surveying
 - ▶ Include email addresses and site



When to Administer Your Survey

- Administer your web survey every 18-24 months
- Consider planning your administration around specific events
 - ▶ During March Patient Safety Awareness Week
 - ▶ Before SOPS Database submission dates
 - Ambulatory Surgery Center (ASC) – June/July 2019
 - Medical Office – September/October 2019
 - Hospital – June/July 2020
 - Nursing Home – September 2020

Formatting Your SOPS Web Survey

- In a **grid** format, all items have the same response options

SECTION A: Your Work Area/Unit

Please indicate your agreement or disagreement with the following statements about your work area/unit.

Think about your hospital work area/unit...

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1. People support one another in this unit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. We have enough staff to handle the workload	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. When a lot of work needs to be done quickly, we work together as a team to get the work done	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. In this unit, people treat each other with respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Staff in this unit work longer hours than is best for patient care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. We are actively doing things to improve patient safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Grid Format

- Grid format allows respondents to complete the survey faster and takes up less space
- Recommend a limited number of questions per page so that response options display without scrolling
- Differentiate question rows by using shading
- Number the questions in the grid

Correct Example of Grid Format

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Incorrect Example of Grid Format

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We are actively doing things to improve patient safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We use more agency/temporary staff than	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Formatting Your SOPS Web Survey

- If you cannot use a grid, use a single item format with vertical response options
- Each item is as a stand-alone question with its own response options

Please give your work area/unit in this hospital an overall grade on patient safety.

- A - Excellent
- B - Very Good
- C - Acceptable
- D - Poor
- E - Failing

Single-Item Questions

- Easier to read on mobile devices
- If you use a grid, on mobile devices most software will turn the grid questions into single item questions

SECTION A: Your Work Area/Unit

Please indicate your agreement or disagreement with the following statements about your work area/unit.

Think about your hospital work area/unit...

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SECTION A: Your Work Area/Unit

Please indicate your agreement or disagreement with the following statements about your work area/unit.

Think about your hospital work area/unit...

1. People support one another in this unit

- Strongly Disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

2. We have enough staff to handle the workload

- Strongly Disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

3. When a lot of work needs to be done quickly, we work together as a team to get the work done



Correct Single-Item Format

- All response options are in a SINGLE column

Please give your work area/unit in this hospital an overall grade on patient safety.

- A - Excellent
- B - Very Good
- C - Acceptable
- D - Poor
- E - Failing

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CORRECT

Incorrect Single Item Format

- Response options are in multiple columns

Please give your work area/unit in this hospital an overall grade on patient safety.

A - Excellent D - Poor

B - Very Good E - Failing

C - Acceptable

Next



INCORRECT

Scrolling

- Avoid all horizontal (left to right) scrolling
- Avoid too much vertical (top to bottom) scrolling
 - ▶ Program the survey in small sections
 - ▶ Consider mobile users – do not display too many items on a page

Avoid Drop Down Boxes

- Respondents tend to select the first entries at the top of the box
 - ▶ Difficult to use drop down boxes on mobile devices
- It is easier to make unintended errors

In the past 12 months, how many event reports have you filled out and submitted?

Next

^ v Done

No event reports

1 to 2 event reports

3 to 5 event reports

6 to 10 event reports

In the past 12 months, how many event reports have you filled out and submitted?

No event reports

1 to 2 event reports

3 to 5 event reports

6 to 10 event reports

11 to 20 event reports

21 event reports or more

Use Radio Buttons

In the past 12 months, how many event reports have you filled out and submitted?

- No event reports
- 1 to 2 event reports
- 3 to 5 event reports
- 6 to 10 event reports
- 11 to 20 event reports
- 21 event reports or more

Other Web Survey Tips

- Program the survey so that respondents can decide not to answer a question
 - ▶ Remember, the survey is voluntary



Other Web Survey Tips

- Always display a back/previous and next button on the survey pages



- Always provide a thank you page after the survey is submitted

**Thank you for completing the survey.
Now, please close your browser.**

Testing Your SOPS Web Survey

Testing Your Web Survey #1

- Check that your content matches the survey
 - ▶ Look for **typos** against the printed version

Print Version

Hospital Survey on Patient Safety

Instructions

This survey asks for your opinions about patient safety issues, medical error, and event reporting in your hospital and will take about 10 to 15 minutes to complete.

If you do not wish to answer a question, or if a question does not apply to you, you may leave your answer blank.

- An "event" is defined as any type of error, mistake, incident, accident, or deviation, regardless of whether or not it results in patient harm.
- "Patient safety" is defined as the avoidance and prevention of patient injuries or adverse events resulting from the processes of health care delivery.

SECTION A: Your Work Area/Unit

In this survey, think of your "unit" as the work area, department, or clinical area of the hospital where you spend most of your work time or provide most of your clinical services.

What is your primary work area or unit in this hospital? Select ONE answer.

- a. Many different hospital units/No specific unit
- b. Medicine (non-surgical) h. Psychiatric/mental health n. Other, please specify:
- c. Surgery i. Rehabilitation
- d. Obstetrics j. Pharmacy
- e. Pediatrics k. Laboratory
- f. Emergency department l. Radiology
- g. Intensive care unit (any type) m. Anesthesiology

Please indicate your agreement or disagreement with the following statements about your work area/unit.

Think about your hospital work area/unit...	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
1. People support one another in this unit.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
2. We have enough staff to handle the workload.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
3. When a lot of work needs to be done quickly, we work together as a team to get the work done.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
4. In this unit, people treat each other with respect.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
5. Staff in this unit work longer hours than is best for patient care.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Web Version

SECTION A: Your Work Area/Unit

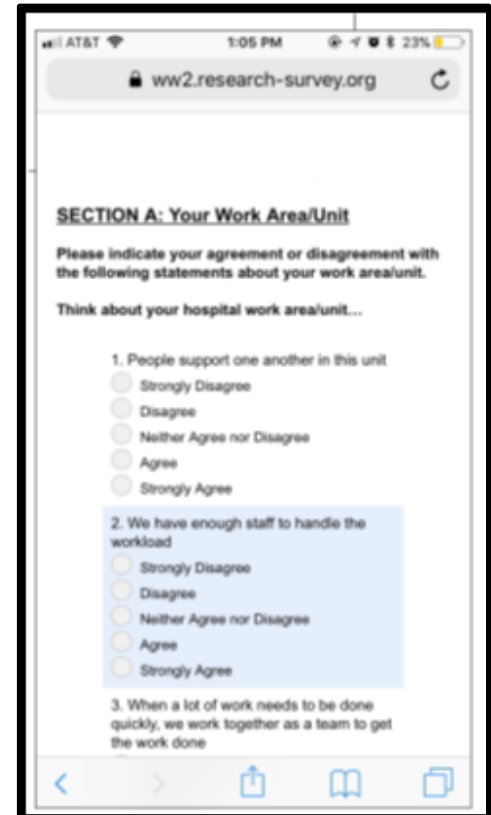
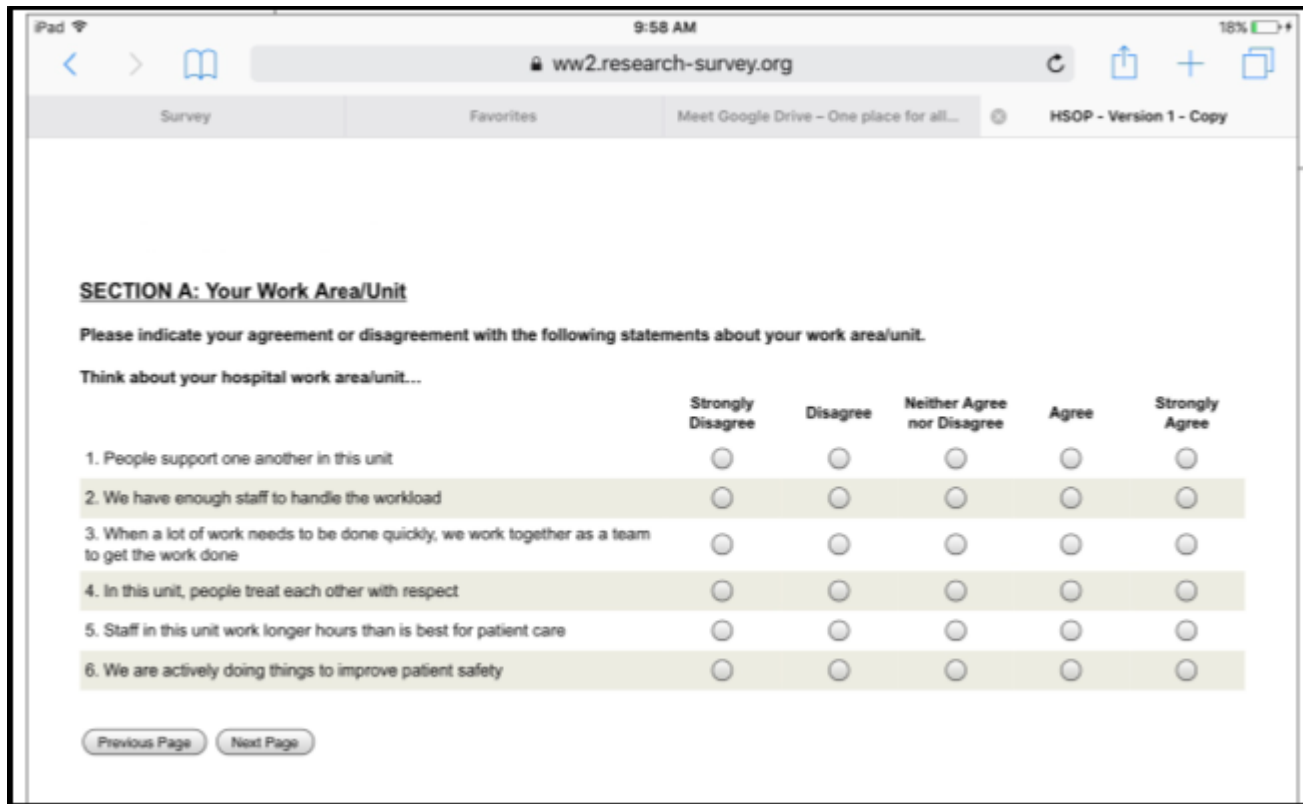
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6. We are actively doing things to improve patient safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Testing Your Web Survey #2

- Ensure that the survey displays properly on different browsers and screen sizes



Testing Your Web Survey #3

- Ensure that data is captured accurately
 - ▶ Export data to check that the data matches the survey responses entered on the Web

SiteID	UniqueID	A1	A2	A3	A4	A5	A6
1	004	4	4	4		4	1
1	005	4	4	4	3	4	2
1	006S	4	4	2	3	4	2
1	007S	4	3	1	3	3	2
1	008S	4	2	3	3	2	
1	009	4	5	4	3	1	2
1	010	4	1	4	3	2	1
1	011	4	4	1	3	4	3
1	012	4	4	1	3	4	3

Testing Your Web Survey #4

- Confirm that web survey hyperlink(s) work
- Make sure that survey invitation emails are not blocked or sent to spam

