

# Overview of the SOPS Surveys

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# What are the SOPS Surveys?

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



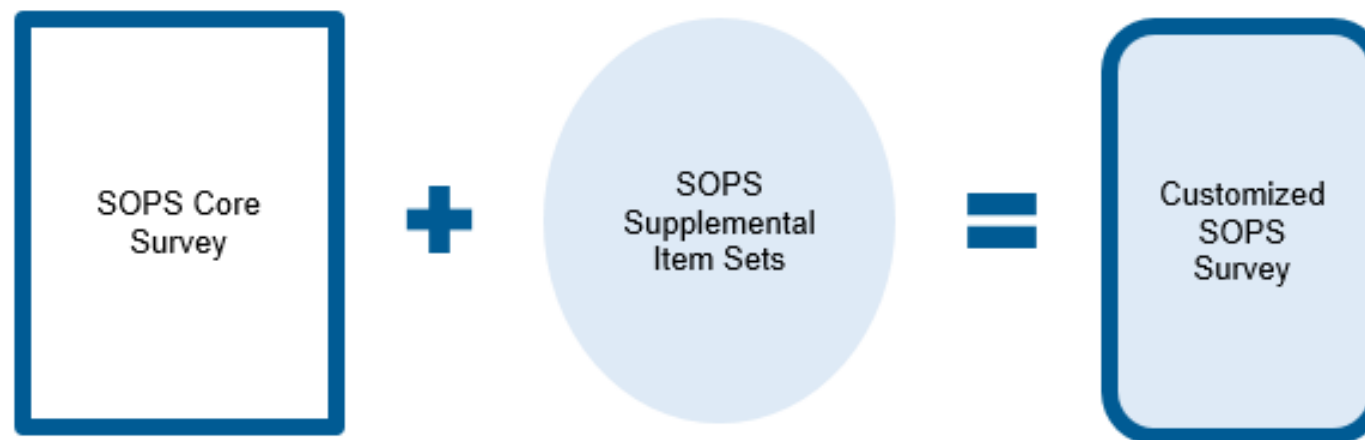
# Areas of Patient Safety Culture Assessed Across SOPS Surveys

- Communication About Error
- Communication Openness
- Organizational Learning – Continuous Improvement
- Overall Rating on Patient Safety
- Response to Error
- Staffing
- Supervisor/Management Support for Patient Safety
- Teamwork
- Work Pressure and Pace








# Optional Supplemental Item Sets

- All SOPS surveys are composed of standardized questions — **core items** that support the comparability of survey content across users
- Optional **supplemental item sets** can be added
- Add supplemental item sets toward the end of the SOPS surveys



# SOPS Supplemental Item Sets

| SOPS Surveys  |                           | SOPS Supplemental Item Sets        |                  |                      |                   |                   |
|---|---------------------------|------------------------------------|------------------|----------------------|-------------------|-------------------|
|   |                           | Health Information Technology (IT) | Workplace Safety | Value and Efficiency | Diagnostic Safety | Hospital Pharmacy |
|    | Hospital                  | ✓                                  | ✓                | ✓                    |                   | In development    |
|    | Medical Office            |                                    | In development   | ✓                    | ✓                 |                   |
|   | Nursing Home              |                                    | ✓                |                      |                   |                   |
|  | Ambulatory Surgery Center |                                    |                  |                      |                   |                   |
|  | Community Pharmacy        |                                    |                  |                      |                   |                   |

# Health Information Technology (Health IT) Patient Safety Supplemental Item Set for Hospitals

- Focus on how the use of health IT affects patient safety, including:
  - ▶ EHR system training
  - ▶ EHR support and communication
  - ▶ EHR workflow/work processes
  - ▶ Overall EHR system rating



# Workplace Safety Supplemental Item Set for Hospitals and Nursing Homes

- Focus on workplace safety for providers and staff, including:
  - ▶ Protection from workplace hazards
  - ▶ Moving, transferring and lifting patients/residents
  - ▶ Workplace aggression/interactions among staff
  - ▶ Supervisor support for workplace safety
  - ▶ Work stress/burnout





# Value and Efficiency Supplemental Item Set for Hospitals and Medical Offices

- Focus on:
  - ▶ Efficiency
  - ▶ Waste reduction
  - ▶ Patient centeredness
  - ▶ High-quality care





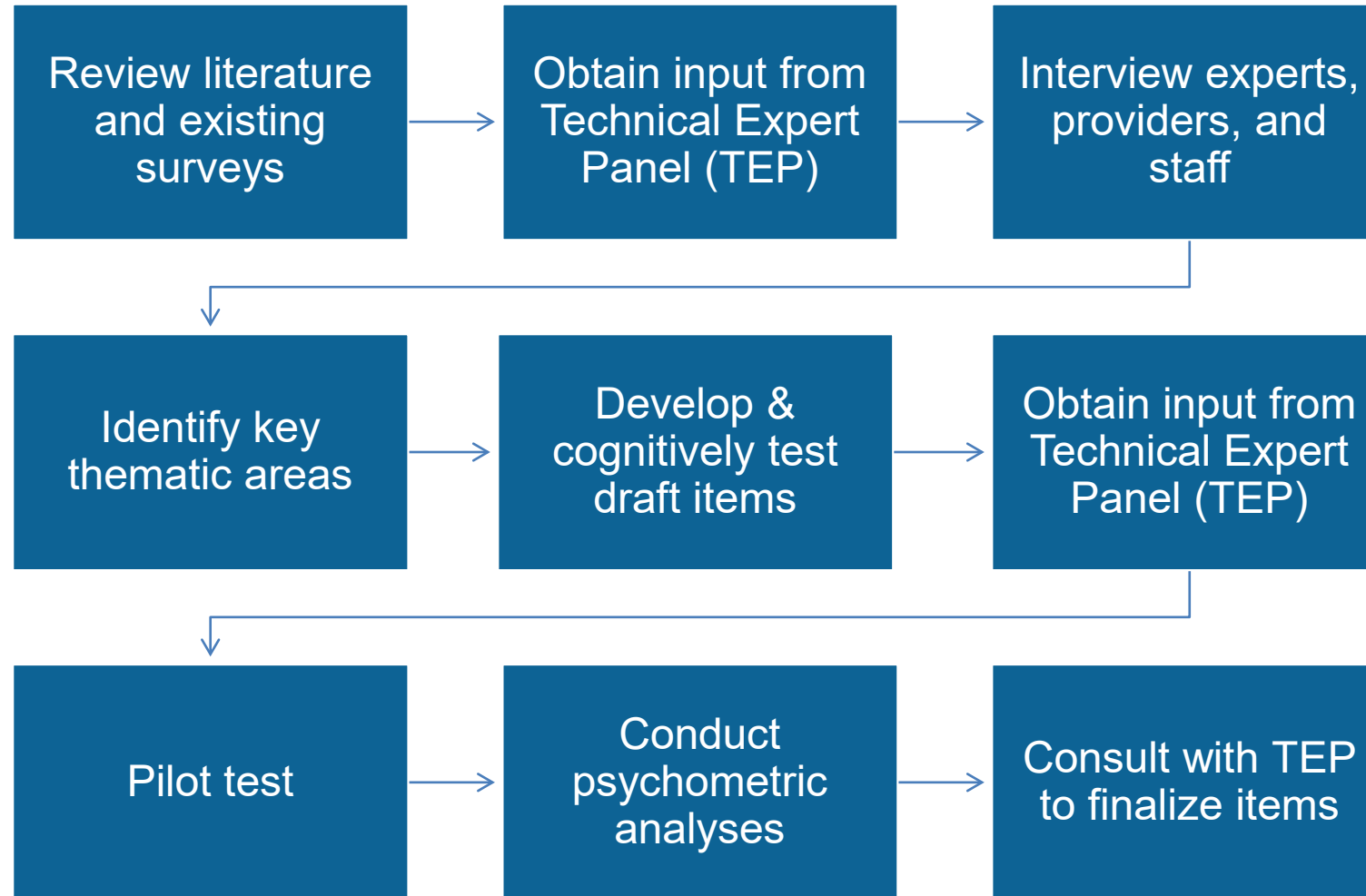
# Diagnostic Safety

## Supplemental Item Set for Medical Offices

- Focus on:
  - ▶ The diagnostic process
  - ▶ Accurate diagnoses
  - ▶ Communication around diagnoses



# Survey Development Process



# 5 Reasons to Use the AHRQ SOPS Surveys



1. Developed with extensive input from experts and staff



2. Comprehensively tested



3. Widely used (compare results to hundreds of organizations)



4. Actionable



5. Free technical assistance and resources available

# 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



# Higher SOPS Hospital Scores have been linked to...



Lower rates of surgical site infections after colon surgery<sup>1</sup>



Lower readmission rates<sup>2</sup>



Better financial performance/operating margin if they had an EHR<sup>2</sup>



Lower adverse events<sup>3</sup>



Higher Hospital CAHPS patient experience scores<sup>4</sup>



Higher Consumer Reports Hospital Safety Scores<sup>5</sup>

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

# Higher SOPS Nursing Home Scores have been linked to...



Lower turnover rates<sup>6</sup>



Lower use of physical restraints<sup>7</sup>



Fewer falls<sup>7</sup>



Higher CMS Five-Star Quality Ratings<sup>8</sup>

6. Temkin-Greener et al, 2020

7. Thomas et al, 2012

8. Yount et al, 2022