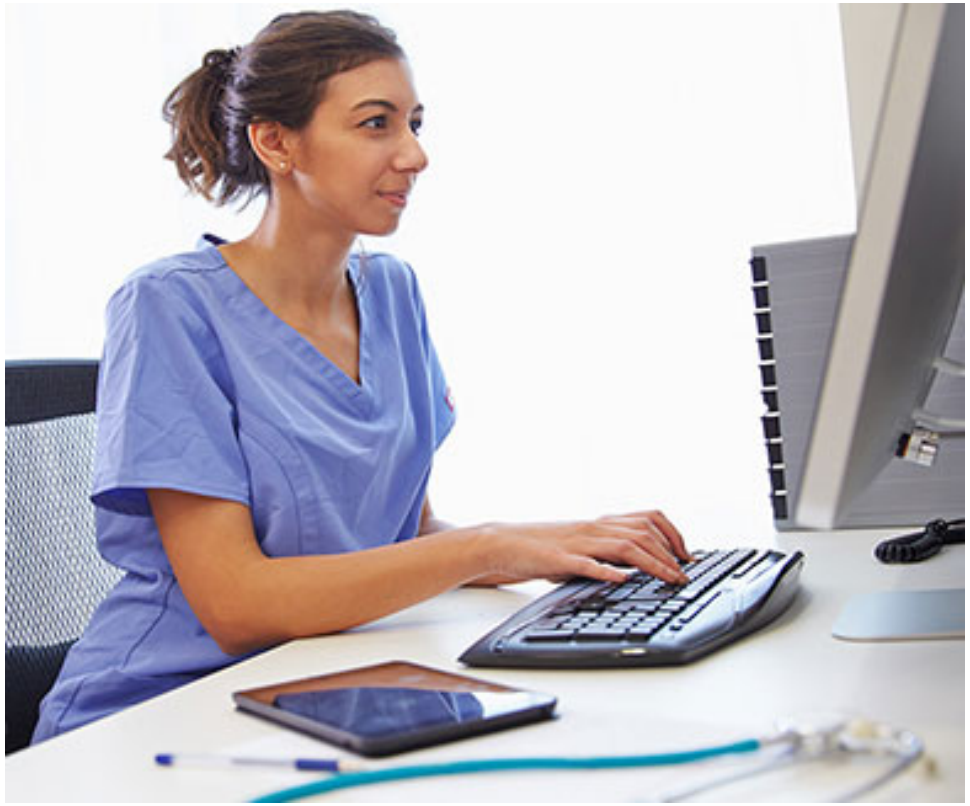
SOPS ASC Database and Resources

Theresa Famolaro, MPS, MS, MBA
Senior Study Director
User Network for the AHRQ Surveys on Patient Safety Culture (SOPS)
Westat

SOPS Databases

- Hospital
- Nursing Home
- Medical Office
- Community Pharmacy
- Ambulatory Surgery Center

SOPS ASC Database



- Repository of SOPS ASC Survey Data
- Allows ASCs to compare their survey results to other participating ASCs
- Results are de-identified

2020 SOPS ASC Database

- **Released January 2020**

282
Participating ambulatory surgery centers

10,527
Respondents

2020 Participating ASCs and Respondents

ASCs

37% of ASCs had 4 to 5 rooms

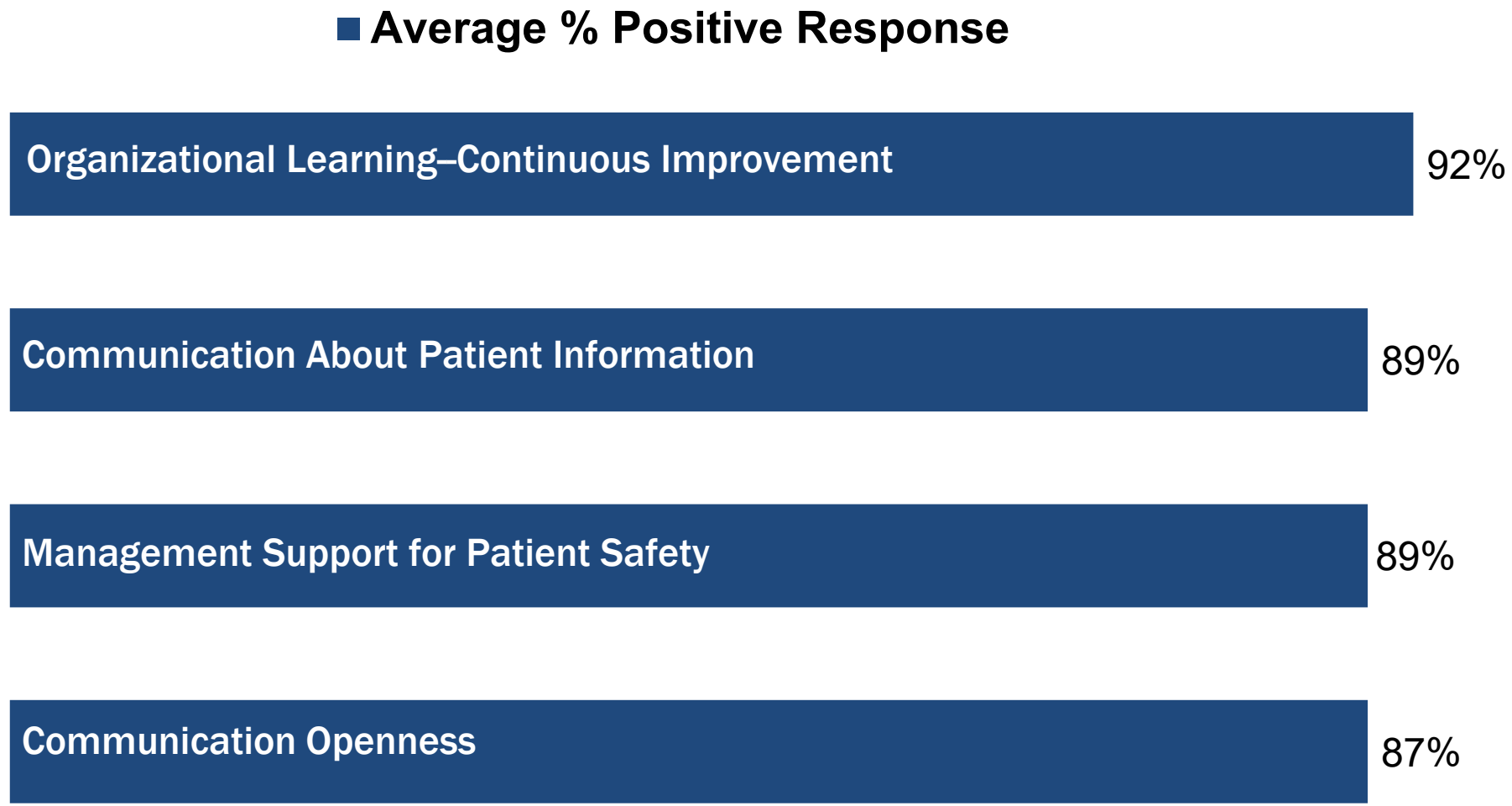
77% of ASCs were multispecialty

Respondents

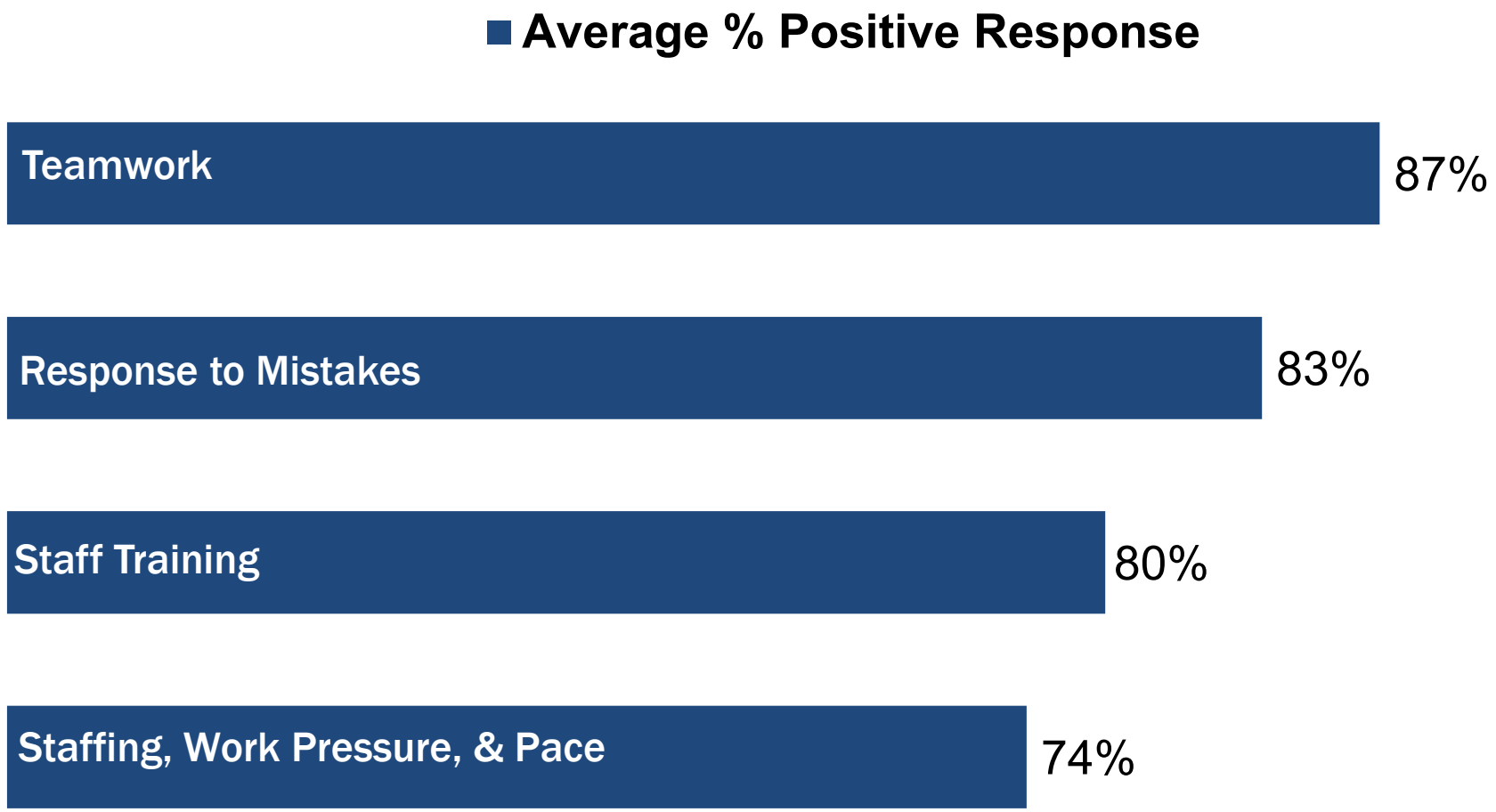
35% of respondents were nurses

44% of respondents worked 32-40 hours in their ASC

2020 SOPS ASC Database Composite Measure Results



2020 SOPS ASC Database Composite Measure Results



Highest Composite Measure Items

Average % Positive Response

95% Important patient care information is clearly communicated across areas in this facility (A1)

94% We share key information about patients as soon as it becomes available (A7)

94% We feel comfortable asking questions when something doesn't seem right (A2)

Lowest Composite Measure Items

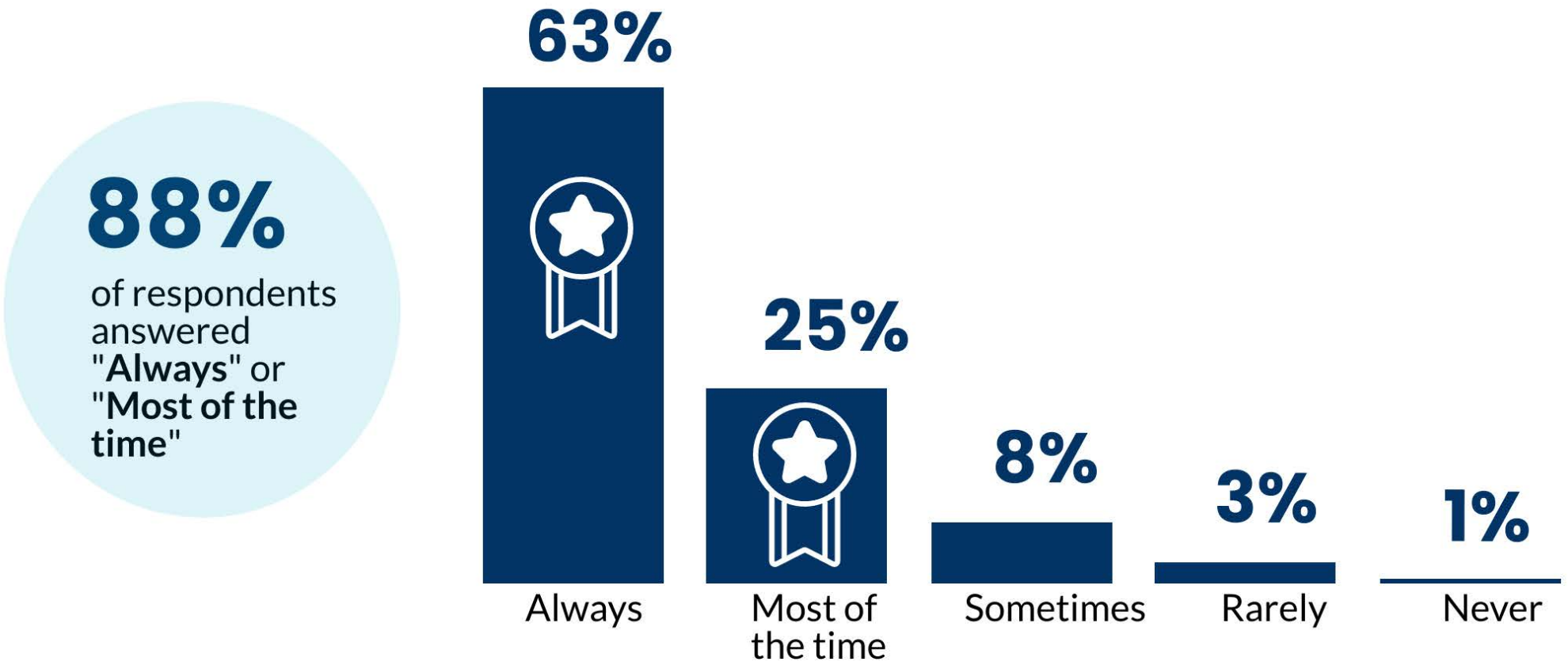
Average % Positive Response

73% Staff do not feel pressured to do tasks they haven't been trained to do (B3)

53% We do not feel rushed when taking care of patients (A10)

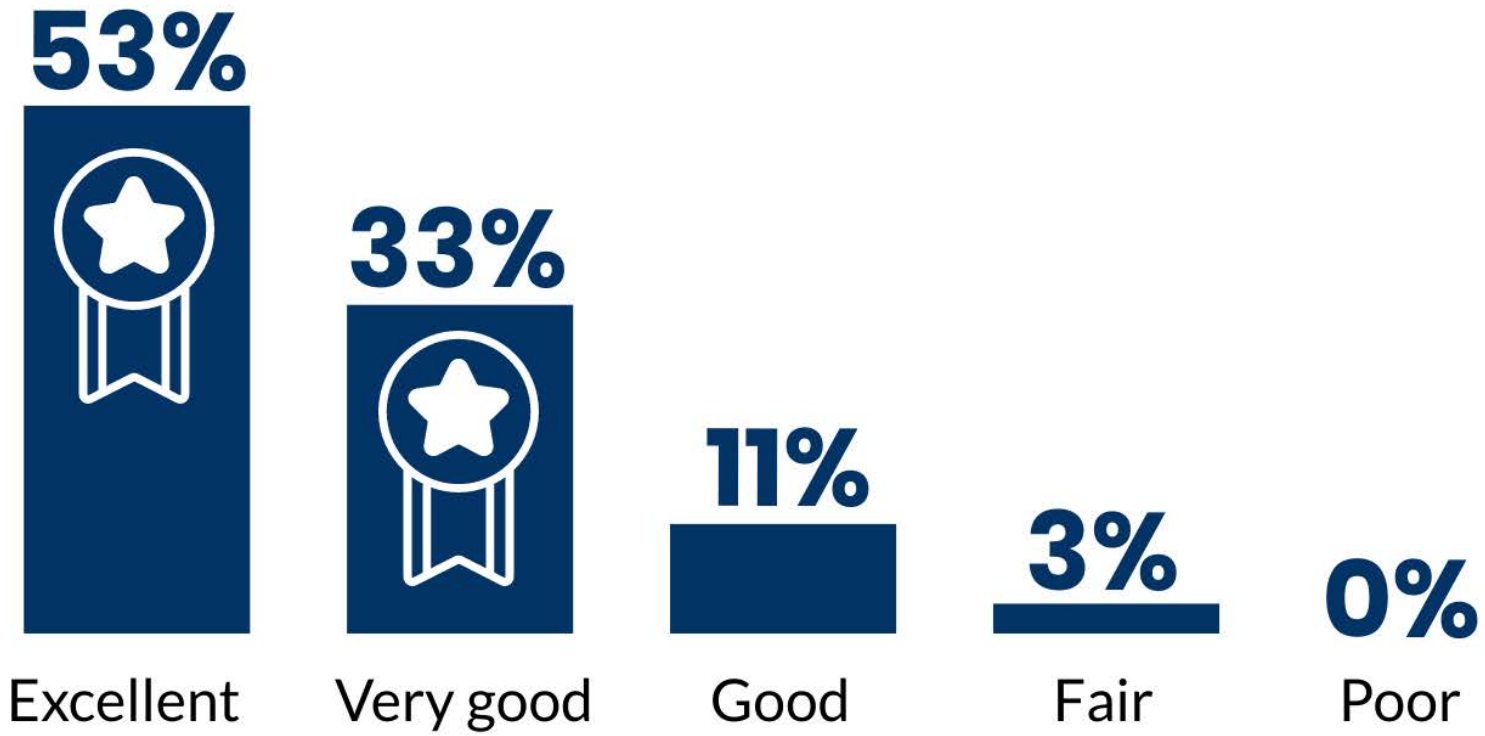
Near-Miss Documentation

When something happens that could harm the patient, but does not, how often is it documented?



Overall Rating on Patient Safety

86%
of respondents rated their ASC "**Excellent**" or "**Very good**"



Communication in the Surgery/ Procedure Room

Average % Positive Response

93%

Before the start of procedures, team members stopped to discuss the overall plan (G1)

71%

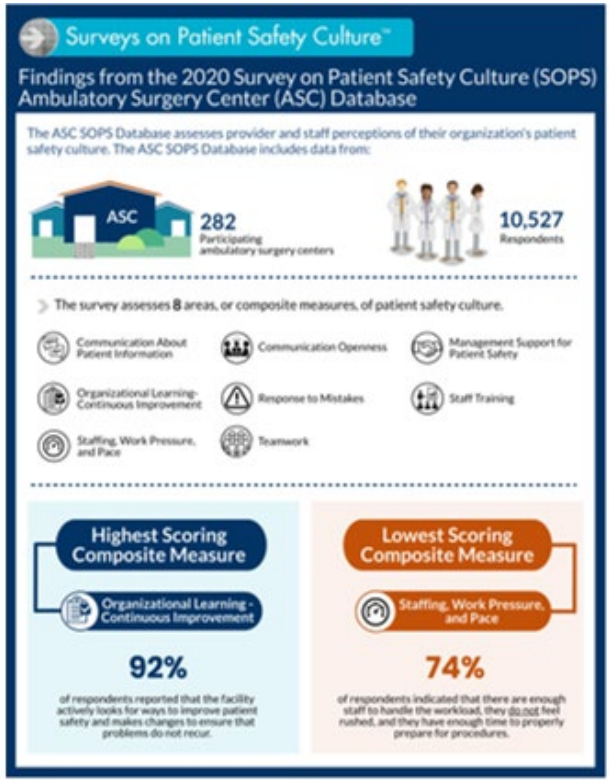
Before the start of procedures, the doctor encouraged team members to speak up at any time (G2)

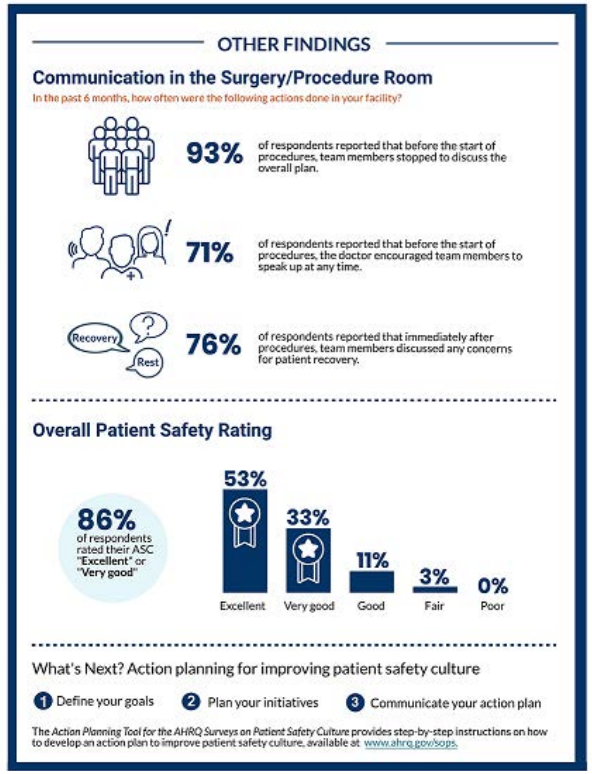
76%

Immediately after procedures, team members discussed any concerns for patient recovery (G3)

Why Participate in the ASC SOPS Database?

- AHRQ produces a Database Report and Infographic that displays aggregated results from all participating sites

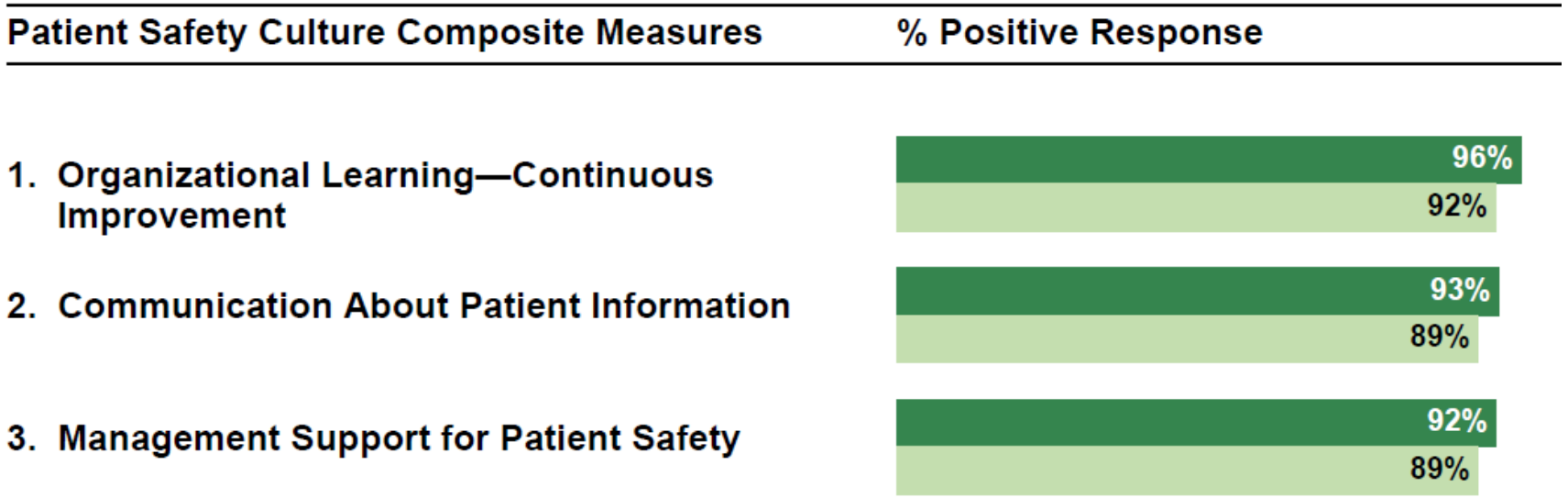




Why Participate in the ASC SOPS Database?

- Each participating ASC receives a free feedback report comparing their results to the Database

Sample Feedback Report Graphs



When to Submit Data in 2021

SOPS ASC Database Submission is open

June 1 – June 21, 2021

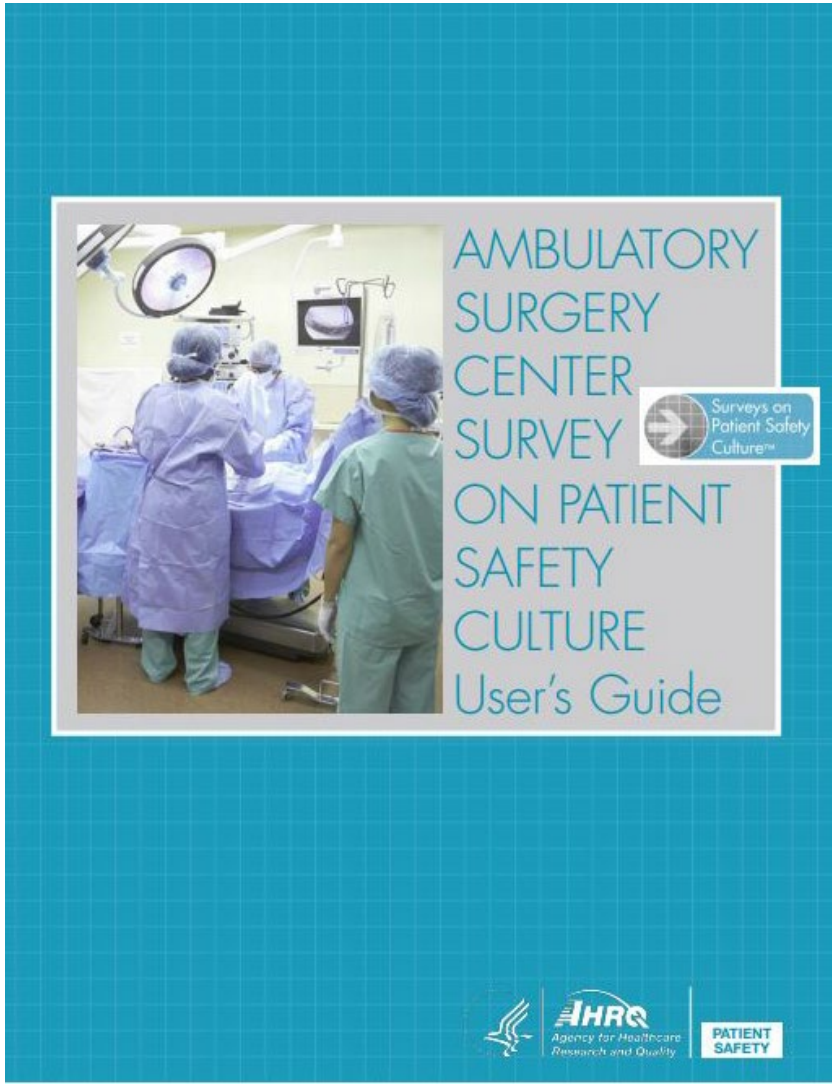
Eligible ASCs

- Are CMS-certified and approved ASCs with a valid CMS Certification Number (CCN)
- Provide surgical/procedural services to patients that do not require hospitalization (except in unusual circumstances)
- Do not share space with a hospital or hospital outpatient surgery department

SOPS ASC Data Submission Process

- The SOPS ASC Database Online Submission System will open in June 2021. Organizations interested in submitting data complete four easy steps:

ASC SOPS Survey User's Guide



How to Administer the Survey

- Getting started
- Conducting paper, web or mixed-mode surveys
- Optimizing response rates
- Analyzing data and producing reports

Data Collection

- Can be web-based or paper
  - ► 75% of 2020 SOPS ASC Database facilities use web
- Can hire a vendor or do the work in-house
- If surveying multiple sites, each ASC needs an identifying number so responses can be linked to a specific site

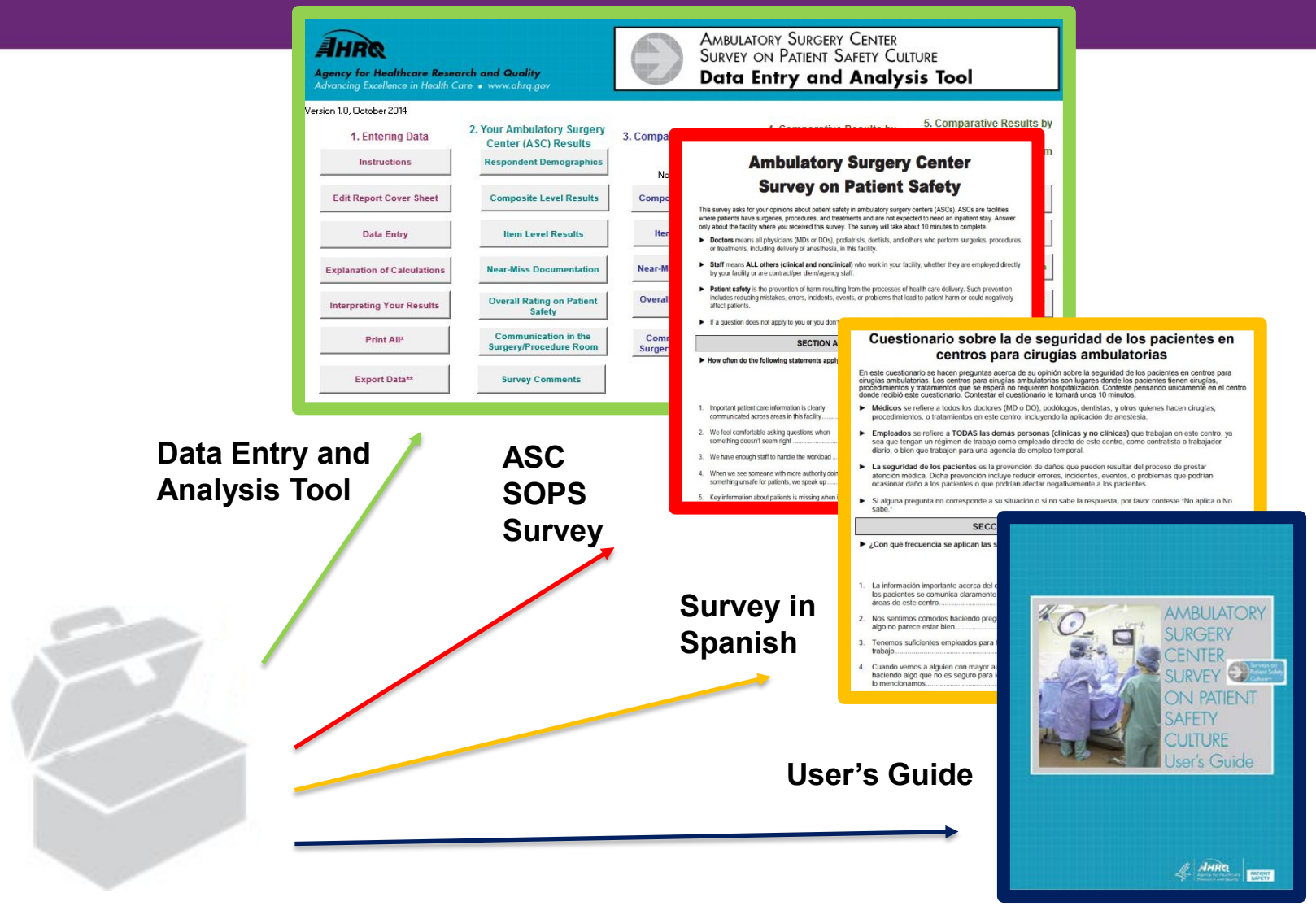
Who Should Take The Survey?

- Designed to be administered to all staff as appropriate, including:
  - Physicians, nurses, nurse anesthetists, technicians, management, administrative staff, clerical and business staff
- Staff should have:
  - Worked at the ASC at least 4 times in the past month **AND**
  - Been working at the ASC for at least 6 months
- Can be administered to staff who work at more than one ASC
  - Answer about the site where they spend most of their time

Survey Administration Timeline

Tasks	Prep/ Planning	Week 1	Week 2	Week 3	Week 4	Weeks 5 / 6
Determine resources and scope	√					
Establish an ASC point of contact	√					
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						√

ASC SOPS Toolkit Materials



ASC SOPS Improvement Resources

Action Planning Tool

Action Plan for the AHRQ Surveys on Patient Safety Culture

Facility Name:
Date last updated:

Page 1

Defining Your Goals and Selecting Your Initiative

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		

ASC Resource List

Resources by Composite

The following resources are organized according to the relevant Ambulatory Surgery Center Survey on Patient Safety Culture composites they can help improve. Some resources are duplicated and cross-referenced because they may apply to more than one composite.

Composite 1. Communication About Patient Information

1. Ambulatory Surgery Surgical Checklist
http://www.scoap.org/downloads/SCOAP-Surgical-Checklist-DRAFT-3-1.pdf

SCOAP (Surgical Care and Outcomes Assessment Program), a program of the Foundation for Health Care Quality, provides a free, downloadable surgical checklist for ambulatory surgery. The one-page checklist was adapted from the WHO "Safe Surgery Saves Lives" campaign and a surgical checklist developed by the Washington State Ambulatory Surgery Association and Proliance Surgeons. It addresses what actions need to be taken during three steps: prior to incision, process control, and debriefing (at completion of case).

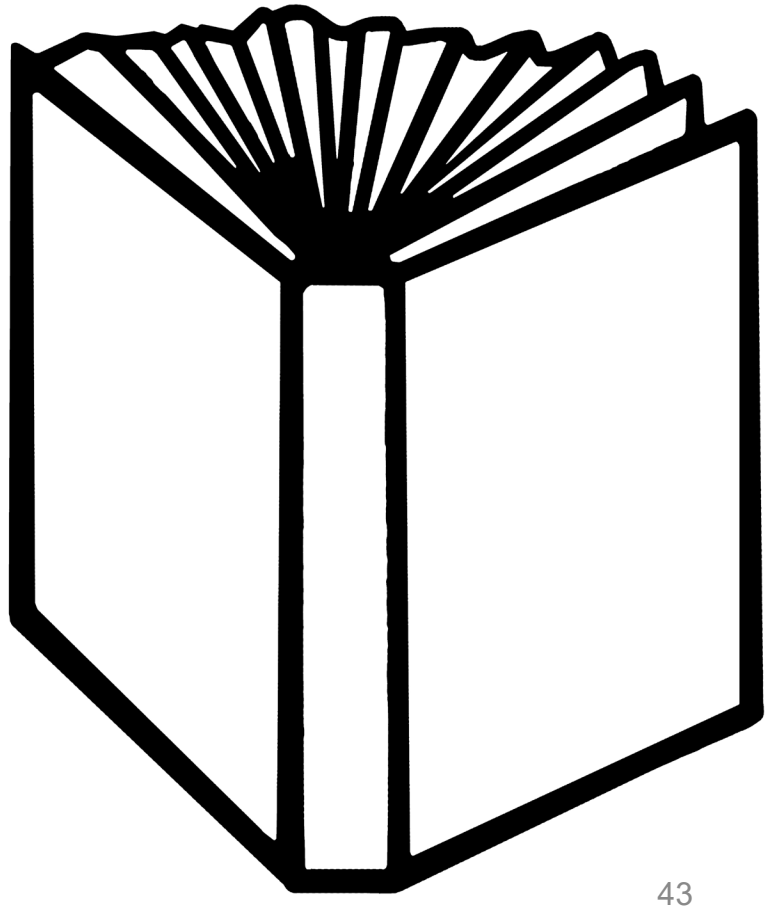
2. AORN Comprehensive Surgical Checklist
https://www.aorn.org/aorn-org/guidelines/clinical-resources/tool-kits/correct-site-surgery-tool-kit/aorn-comprehensive-surgical-checklist

The Association of periOperative Registered Nurses (AORN) Comprehensive Surgical Checklist was created to support a facility's need to use a single checklist that includes the safety checks outlined in the World Health Organization's (WHO) Surgical Safety Checklist, while also using the safety checks within The Joint Commission's Universal Protocol to meet accreditation requirements. It offers guidance for pre-procedure check-in, sign-in, time out, and sign out. Open-ended questions are also included under the time out portion to encourage active participation from all members of the surgery team. This comprehensive surgical checklist was created in collaboration with AORN Perioperative Nursing Specialist Robin Chard, AORN President Charlotte Guglielmi, contributors to the WHO Surgical Safety Checklist, including Atul Gawande, M.D., M.P.H., and representatives from The Joint Commission.

SOPS Bibliography

Published articles organized by topi

- Patient safety culture improvement
- Linking culture to outcomes
- Analyzing measures within the surv
- Psychometric characteristics of the SOPS surveys
- International studies

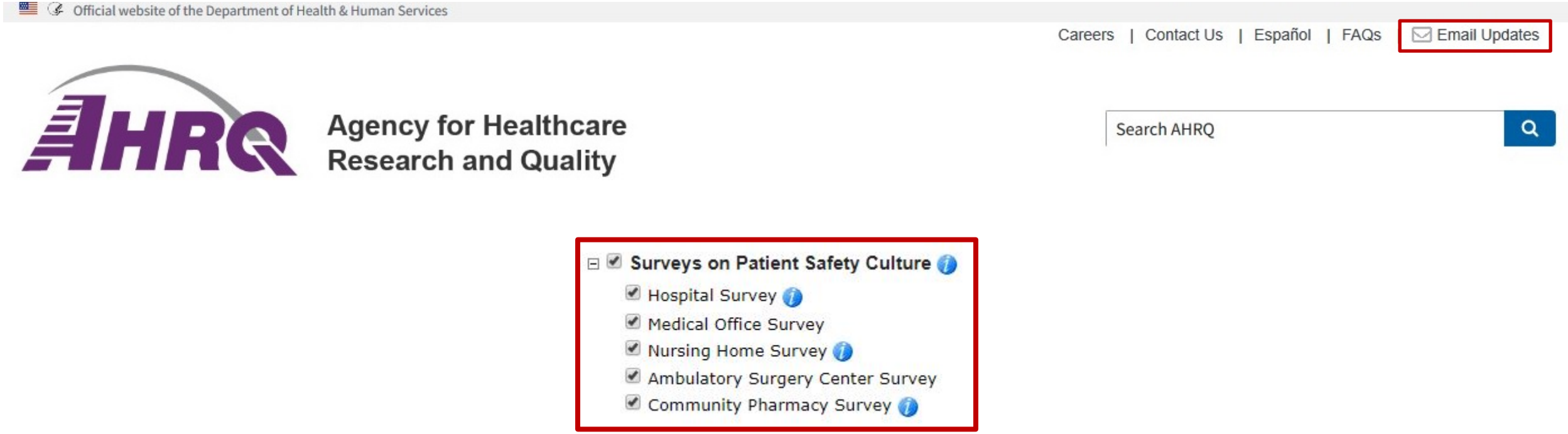


SOPS Technical Assistance (TA)

E-mail:
DatabasesOnSafetyCulture@westat.com

Phone:
1-888-324-9790

Website: www.ahrq.gov/sops

SOPS Updates

Sign up for email updates