Fielding Your Survey

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Promoting the Survey

- Publicize on flyers or posters

- Send emails with a letter of support from leadership

- Post information on your intranet

- Discuss at staff meetings

Information to Include

- Purpose of the survey
  - ► For example: "To assess provider and staff attitudes and opinions about the culture of patient safety in our organization"

- Description that the data will be used to identify ways to improve patient safety culture

- Assurances that only summary or aggregated data will be reported

- Who the email will be coming from (e.g., corporate, vendor)

- Consider the use of incentives (e.g., raffles, pizza parties) to boost response rates

- Confidential:
  - ► Survey administrators can link survey response to participant, but assurances that they will not release that identifying data to anyone.

- Anonymous:
  - ► No identifiers to link survey response to participant.

Confidential vs. Anonymous

Confidential	Anonymous
• Send reminders to non-respondents only	• Send thank you/reminders to everyone
• Allows for partial survey completes	• Does not allow for partial completes
• Respondents can complete the survey in multiple sittings	• Respondents have to complete the survey in one sitting
• Have unique customized hyperlinks for each potential respondent	• Easy to administer with one hyperlink
• Respondents may feel their responses may be identified	• Provides respondents with greater assurances of anonymity

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Survey Administration Overview

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Pre-notification Email  →  Email Invitation  →  Reminder Emails  →  Close Survey
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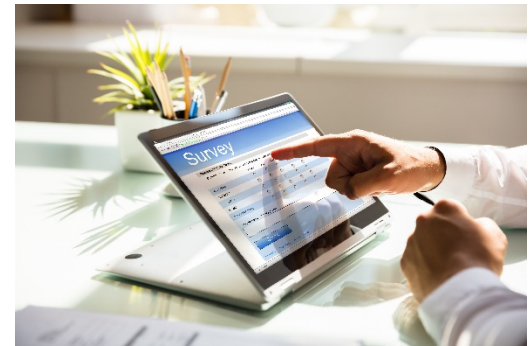
- Send a pre-notification email with a letter of support from senior leaders

- Provide purpose of the survey

- Send a few days before releasing the survey invitation

- Provide purpose of the survey

- Indicate whether the survey is confidential or anonymous

- Include the link to the survey

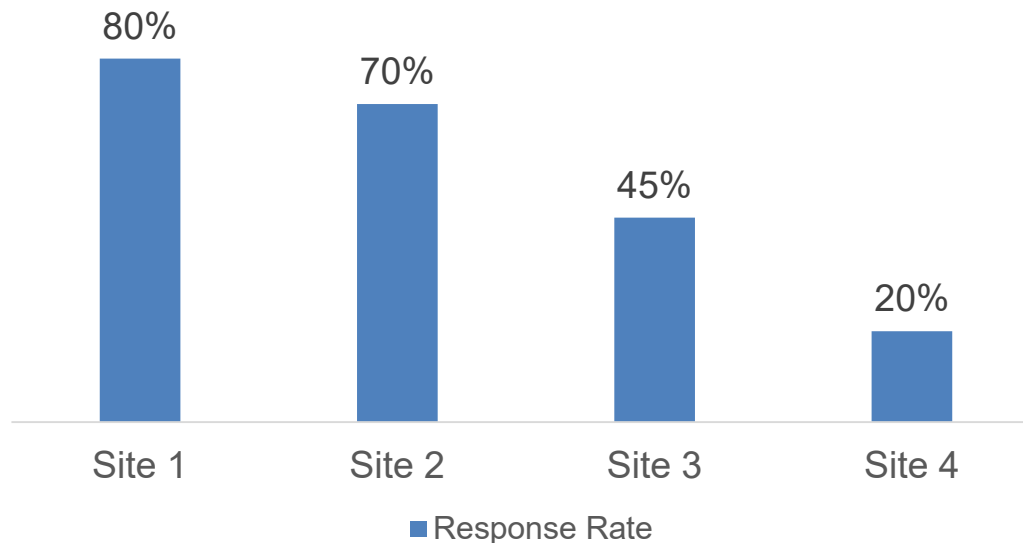- Make computers available or provide paper surveys

- Send **weekly** reminders during the 4 week fielding or data collection period

- Thank staff if they have already completed the survey and encourage non-respondents to complete the survey

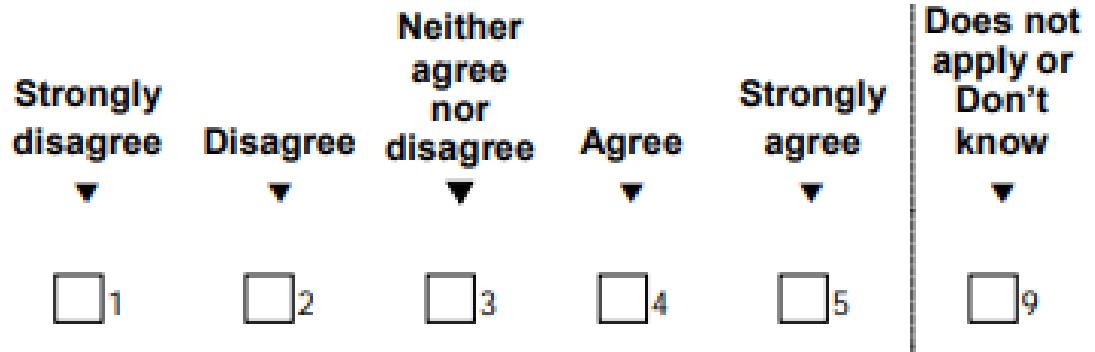- Reiterate the purpose/importance of the survey

Response Rates

- Monitor and disseminate weekly response rate updates

- Consider extending the fielding period if response rates are too low

- Clean your data
  - ► Remove blank cases
  - ► Recode Does Not Apply/Don't know responses so they are not included as a valid response in your scores

	Strongly disagree ▼	Disagree ▼	Neither agree nor disagree ▼	Agree ▼	Strongly agree ▼	Does not apply or Don't know ▼
	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 9

- Calculate percent positive scores for:
  - ► Items
  - ► Composite measures
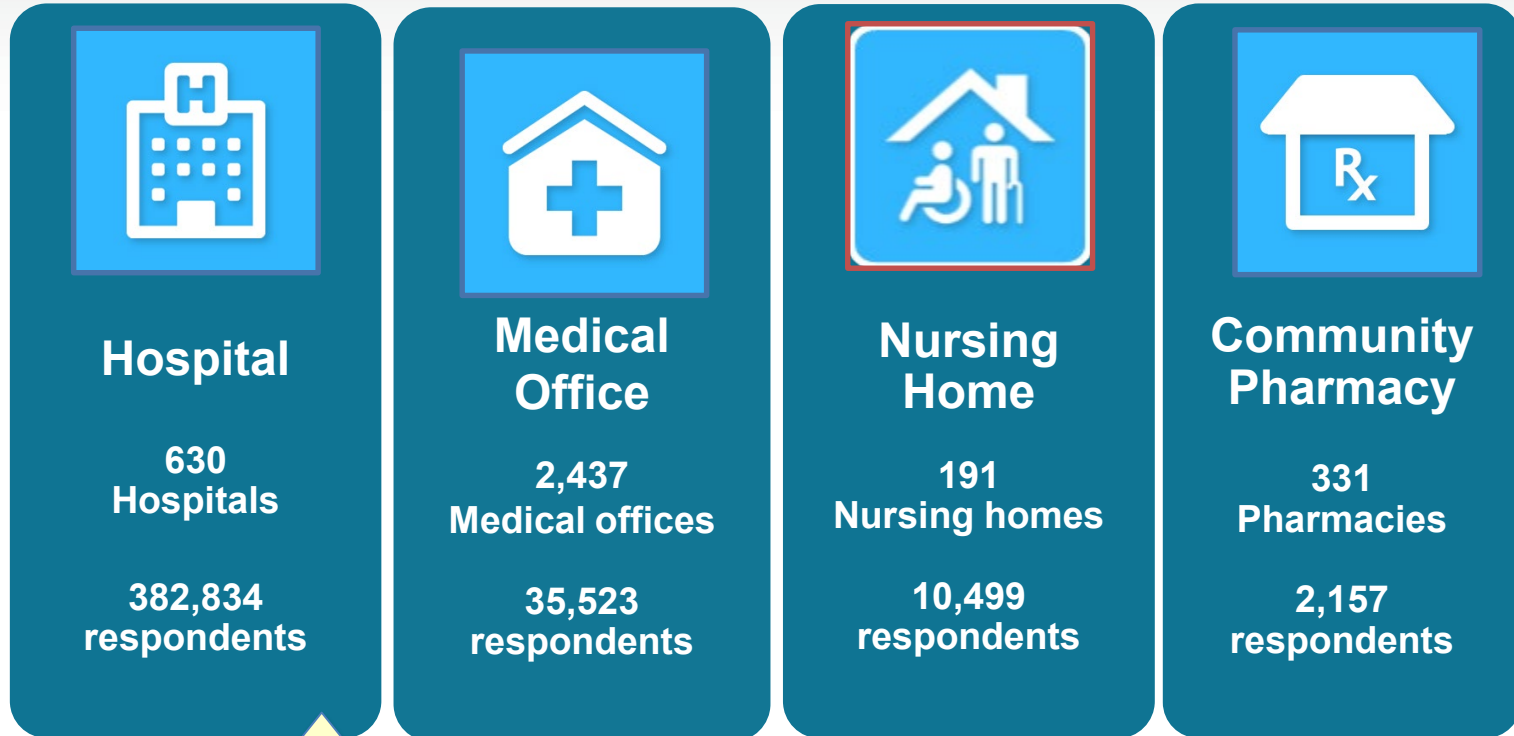 - ► Breakouts by staff position, work area/unit, etc.

Analyzing Your Survey Data

- Survey Users' Guides provide detailed instructions for data cleaning and analyses
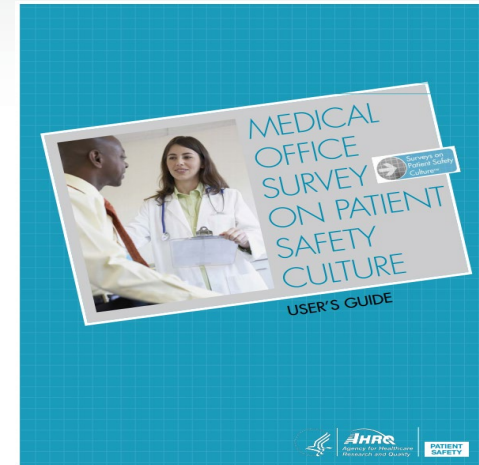
- AHRQ SOPS Data Entry and Analysis Tools
  - ► Allow you to enter your cleaned data and automatically calculates your results
  - ► Enables comparison of your scores to the most recent database report results

SOPS Databases

Hospital

630 Hospitals

382,834 respondents

Medical Office

2,437 Medical offices

35,523 respondents

Nursing Home

191 Nursing homes

10,499 respondents

Community Pharmacy

331 Pharmacies

2,157 respondents

NEW in 2019

SOPS Ambulatory Surgery Center Database

Research Reference List

Surveys on Patient Safety Culture Research Reference List

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There is a growing body of literature on the Agency for Healthcare Research and Quality (AHRQ) Surveys on Patient Safety Culture. The purpose of this research reference list is to provide citations for articles published on the AHRQ safety culture surveys.

If you have published a research study using one of the Surveys on Patient Safety Culture, please email the citation to SafetyCultureSurveys@westat.com.

This list of references is organized in the following categories:

- Hospital Survey on Patient Safety Culture:
  - Use of Hospital Survey on Patient Safety Culture
    - Analyses Linking Relationships Among Survey Composites and Hospital or Respondent Characteristics
    - Improving Patient Safety Culture
  - Psychometric Analyses—U.S.
  - Psychometric Analyses—International
  - Analyses Linking the Survey to Outcomes
  - International:
    - Africa
    - Asia
    - Australia & New Zealand
    - Canada
    - Europe
    - Middle East
    - South America
    - Global
- Medical Office Survey on Patient Safety Culture:
  - Use of Medical Office Survey on Patient Safety Culture
    - Analyses Linking Relationships Among Survey Composites and Medical Office or Respondent Characteristics

Resource Lists

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.

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

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