

# AHRQ's Surveys on Patient Safety Culture™ (SOPS®) Program



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# Agency for Healthcare Research and Quality



- AHRQ is:
  - ▶ A research and science-based agency of the US Department of Health and Human Services that supports evidence-based practices.
  - ▶ The lead Federal agency charged with improving the safety and quality of America's healthcare system.
- AHRQ is not:
  - ▶ A regulatory agency. AHRQ can not require the use of our tools and products.

# AHRQ's Core Competencies



- **Health Systems Research:** Invest in research and evidence to make health care safer and improve quality.
- **Practice Improvement:** Create tools for health care professionals to improve care for their patients.
- **Data & Analytics:** Generate measures and data to track and improve performance and evaluate progress of the US health care system.

# AHRQ Patient Safety Priorities



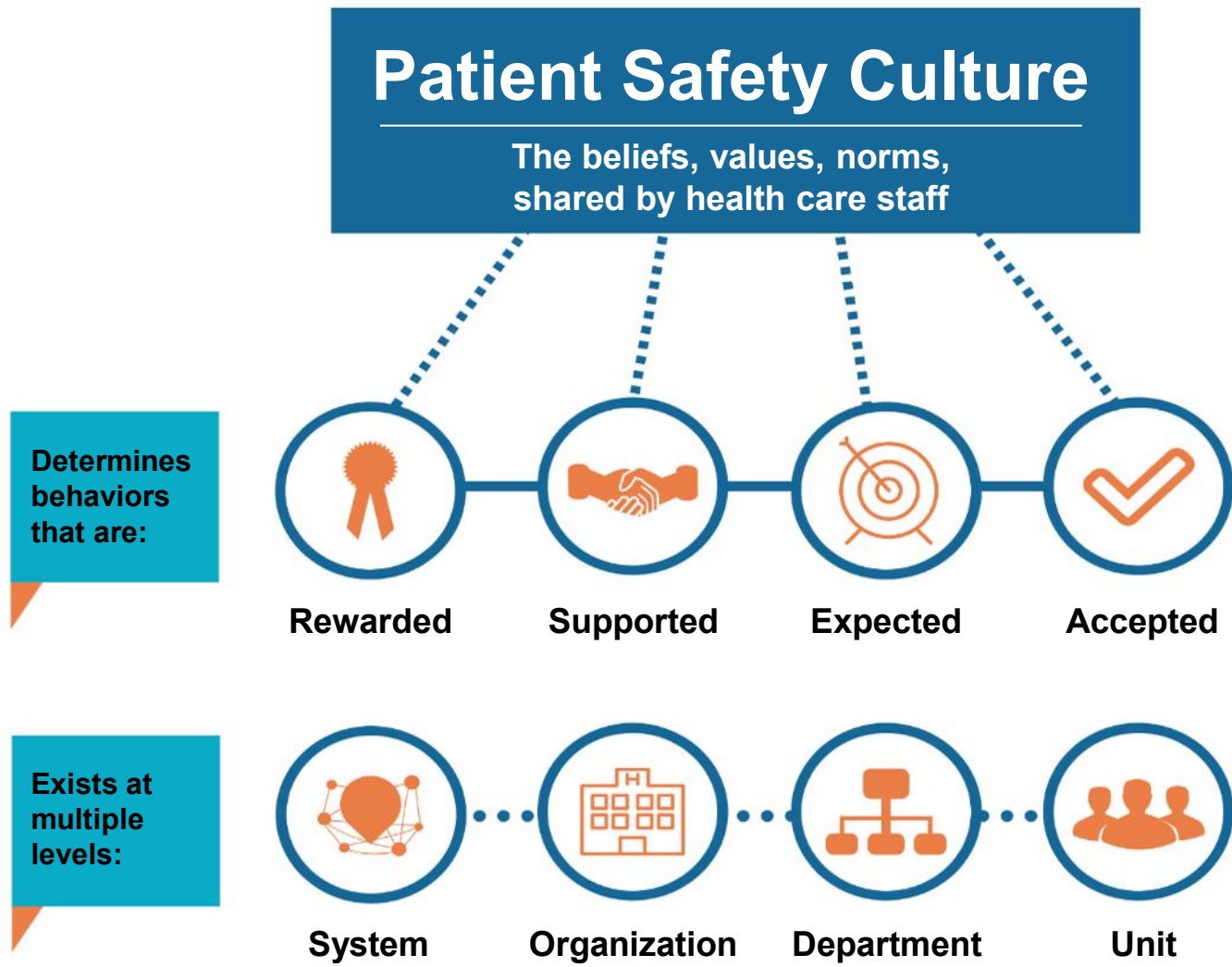
- Focus on areas of greatest impact
- Extend patient safety improvement to all settings
- Prevent HAIs, reduce antibiotic resistance
- Build capacity in the health care system to accelerate safety improvements
- Improve communication and engagement between clinicians and patients
- Make the safe thing the easy thing to do

# AHRQ's SOPS Program



- Initiated and funded by AHRQ since 2001 to advance the understanding, measurement, and improvement of patient safety culture within healthcare settings
- Develops validated surveys and measures
- Supports voluntary data submission to SOPS databases
- Conducts research to further the measurement and understanding of patient safety culture
- Tools to improve patient safety culture in facilities

# What is Patient Safety Culture?



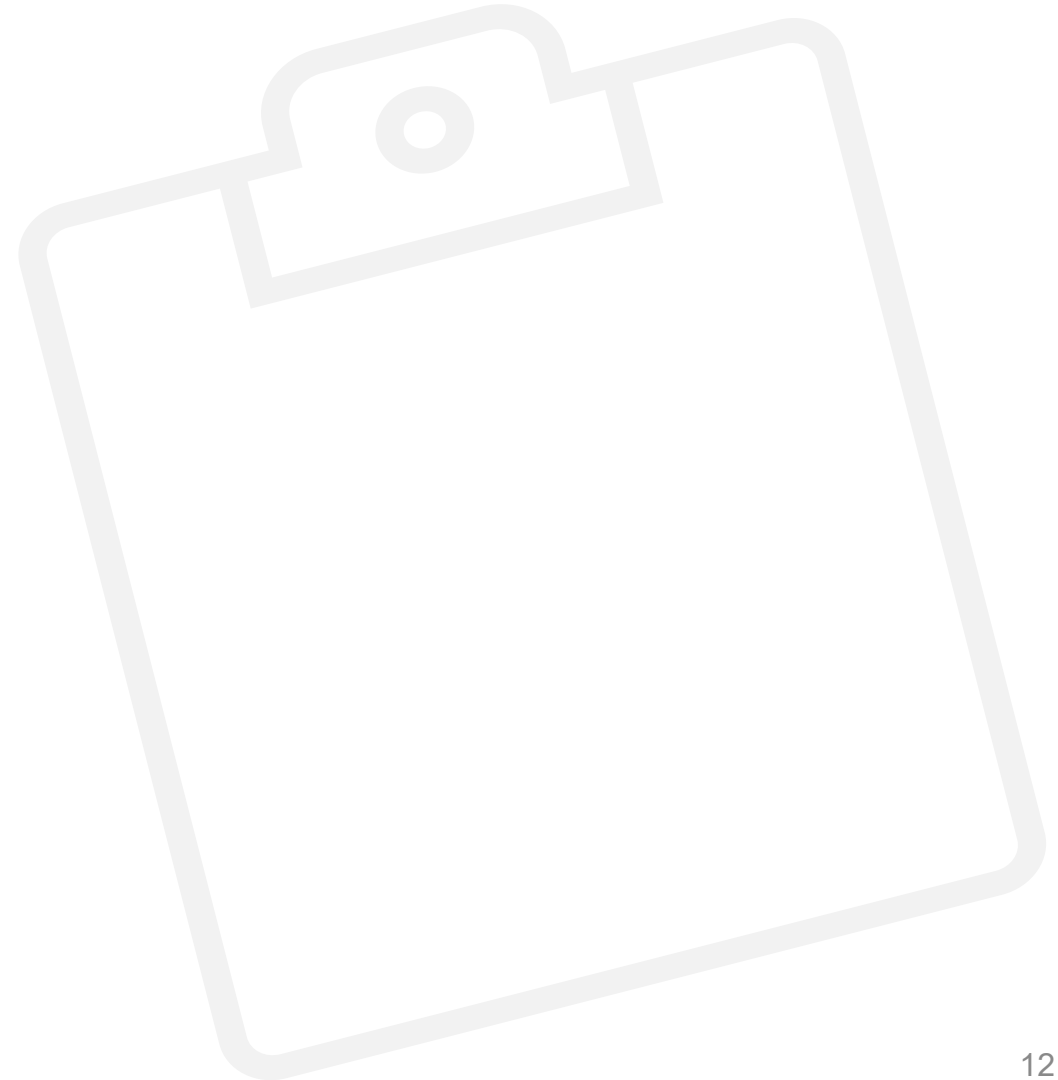
# What are the SOPS Surveys?

- 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





# How are SOPS surveys used?



Raise staff awareness about patient safety culture



Assess patient safety culture to identify strengths and areas for improvement



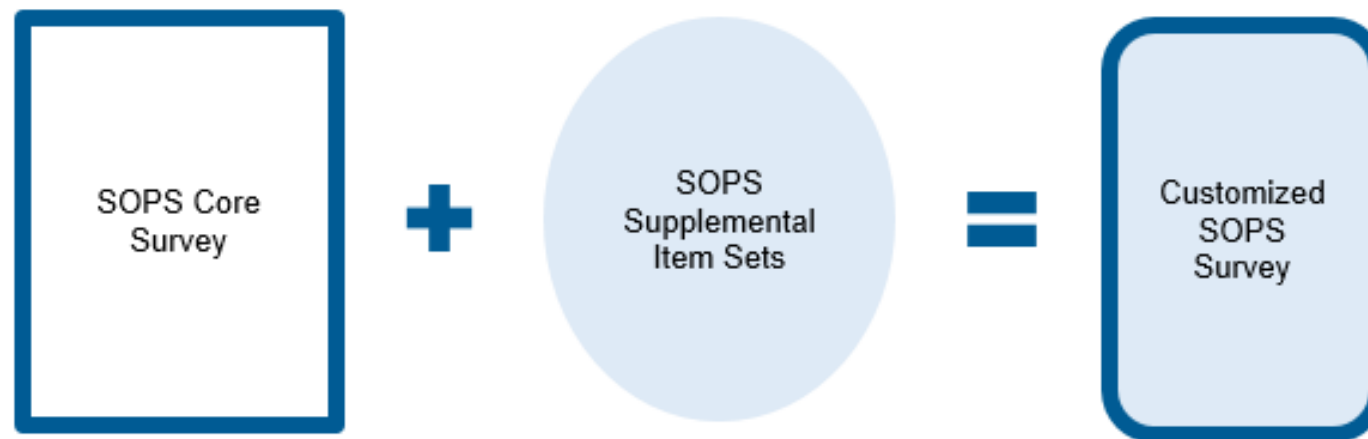
Examine trends over time








Evaluate the impact of patient safety initiatives

# 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 Surveys and Supplemental Item Sets

SOPS Surveys		SOPS Supplemental Item Sets			
		Health Information Technology	Workplace Safety	Value and Efficiency	Diagnostic Safety
	Hospital	✓	✓	✓	
	Medical Office			✓	✓
	Nursing Home		✓		
	Ambulatory Surgery Center				
	Community Pharmacy				

# National Action Plan to Advance Patient Safety

- Identifies four foundational and interdependent areas:
  1. Culture, Leadership, and Governance
  2. Patient and Family Engagement
  3. Workforce Safety
  4. Learning System

