

Overview of the SOPS Surveys

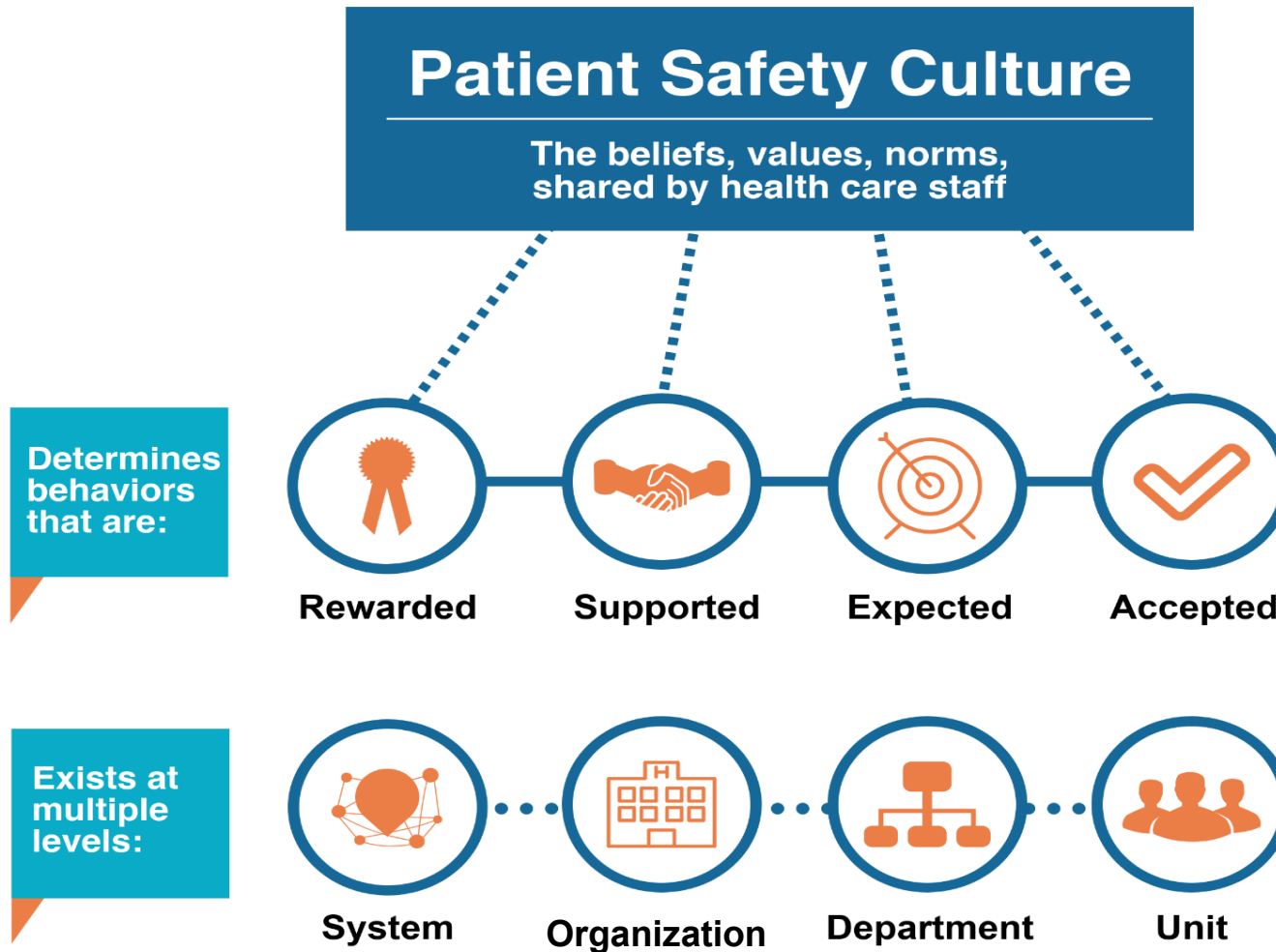
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Westat

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

Optional Supplemental Items

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



SOPS Supplemental Item Sets



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

Health Information Technology (Health IT) Patient Safety Supplemental Items

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



Workplace Safety Supplemental Items

- For hospitals
 - ▶ Focus on workplace safety for providers and staff, including: protection from workplace hazards; moving, transferring and lifting patients; workplace aggression; and work stress/burnout
- Currently in development for nursing homes
 - ▶ Conducting cognitive testing and a pilot test in Spring/Summer 2022 — nursing homes needed



Value and Efficiency Supplemental Items

- For hospitals and medical offices
 - ▶ Focus on efficiency, waste reduction, patient centeredness, and high-quality care

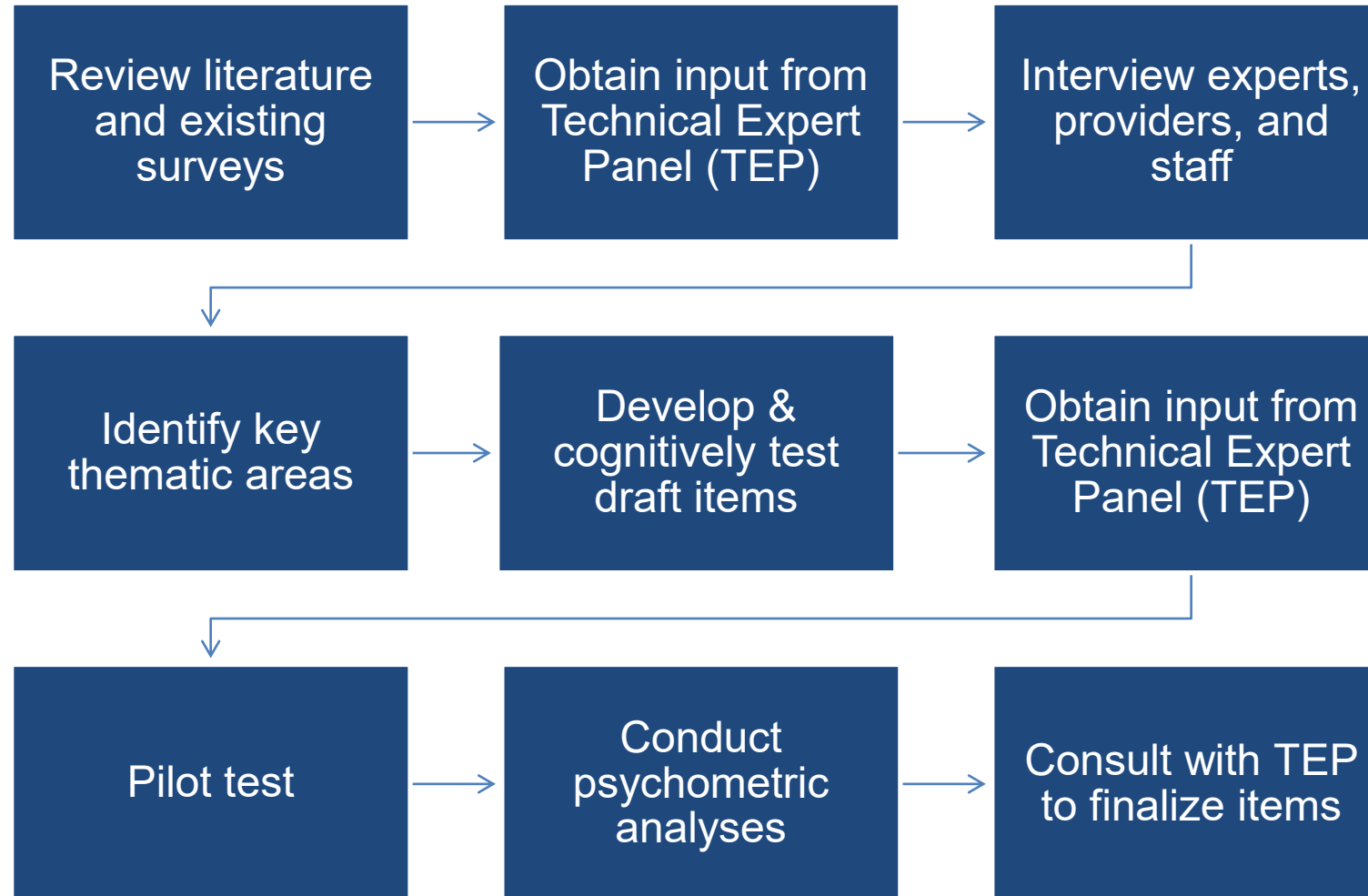


Diagnostic Safety Supplemental Items

- For medical offices
 - ▶ Focus on the diagnostic process, accurate diagnoses, and communication around diagnoses



Survey Development Process



How are SOPS surveys used?

- **Raise staff awareness** about patient safety
- **Assess** patient safety culture;
- **Identify strengths** and **areas for improvement**
- **Examine trends** over time
- **Evaluate** the impact of patient safety **initiatives**



Toolkit Materials

- AHRQ SOPS website:
www.ahrq.gov/sops
 - ▶ **Survey Forms**
 - English and Spanish
 - PDF and Word
 - ▶ **Survey Items and Composite Measures**
 - ▶ **Survey User's Guide:** Gives step-by-step instructions on how to select a sample, administer the survey and obtain high response rates, and how to analyze and report results.



Trademark

- Trademarks of U.S Department of Health & Human Services, operated by AHRQ
 - ▶ Surveys on Patient Safety Culture™
 - ▶ SOPS® (registered trademark)
- Organizations that administer an existing SOPS survey, with or without supplemental items, may use the SOPS name as long as the core items and response options of the survey have **not been changed, omitted, or reordered.**

