



# SOPS Resources

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(SOPS)

Westat



# SOPS Web Site: <https://www.ahrq.gov/sops>

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## Surveys on Patient Safety Culture™ (SOPS™)



### Action Planning Tool


Provides step-by-step guidance to help survey users develop an action plan to improve patient safety culture.

### Community Pharmacy Data Submission

Data submission will be open October 1–23 for community pharmacies who want to submit their patient safety culture survey data.

### Health IT Patient Safety Supplemental Items


New supplemental items on health information technology and patient safety you can add to the SOPS Hospital Survey



### About SOPS >

SOPS surveys ask health care providers and staff about the extent to which their organizational culture supports patient safety.


[More](#)



### SOPS Surveys >

Each SOPS survey is designed to assess patient safety culture in a specific health care setting.

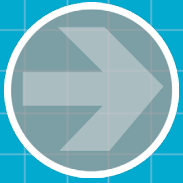
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### SOPS Databases >

The SOPS Databases serve as a central repository for SOPS survey data.

[More](#)



# Toolkit Materials and Resources

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1. Survey documents
    - Formatted Surveys (English & Spanish)
    - Supplemental Items
    - Survey Items and Composite Measures
  2. Survey User's Guides
  3. Data Entry and Analysis Tools
  4. Resource Lists
  5. Research Reference List
  6. Action Planning Tool
  7. Webcast and Podcast Replays
  8. Database Reports and Materials
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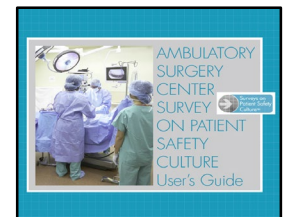
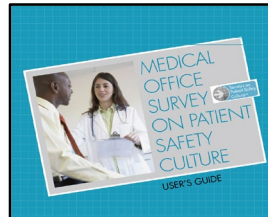
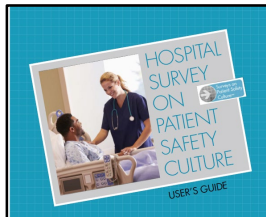


# Survey User's Guides

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## How to Administer the Surveys

- Getting started
- Selecting your survey population
  - A sample or census
- Following data collection procedures
- Conducting web & paper-based surveys
- Optimizing your response rates
- Analyzing data and producing reports



# Data Entry and Analysis Tools



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## HOSPITAL SURVEY ON PATIENT SAFETY CULTURE Data Entry and Analysis Tool

Version: February 2018

### 1. Entering Data

Instructions

Edit Report Cover Sheet

Data Entry

Explanation of Calculations

Interpreting Your Results

Export Data \*

### 2. Your Hospital Results

Respondent Demographics

Composite Level Results

Item Level Results

Patient Safety Grade

Number of Events Reported

Survey Comments

### 3. Comparative Results

Not Applicable

Composite Level Results

Item Level Results

Patient Safety Grade

Number of Events Reported

### 4. Trending Results

Respondent Demographics

Composite Level Results

Item Level Results

Patient Safety Grade

Number of Events Reported

# Sample Excel Tool Results

## Composite-Level Comparative Results for Sample Hospital A

Patient Safety Culture Composites	% Positive Response	Database Hospitals Average % Positive	
		MIN	MAX
1. Teamwork Within Units		40%	99%
2. Supervisor/Manager Expectations & Actions Promoting Patient Safety		39%	96%
3. Organizational Learning--Continuous Improvement		39%	91%
4. Management Support for Patient Safety		40%	96%
5. Overall Perceptions of Patient Safety		38%	88%
6. Feedback & Communication About Error		38%	90%

Database Hospitals

Your Hospital



# Resource Lists

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## ***Composite 4. Organizational Learning — Continuous Improvement***

### **1. AHRQ Patient Safety Education and Training Catalogue**

<http://psnet.ahrq.gov/pset>

The Agency for Healthcare Research and Quality's Patient Safety Education and Training Catalog consists of patient safety programs currently available in the United States. The catalog, which is featured on AHRQ's Patient Safety Network, offers an easily navigable database of patient safety education and training programs consisting of a robust collection of information each tagged for easy searching and browsing. The new database identifies a number of characteristics of the programs, including clinical area, program and learning objectives, evaluation measures, and cost. The clinical areas in the database align with the PSNet Collections.

### **2. AHRQ Quality Indicators™ Toolkit for Hospitals**

<http://www.ahrq.gov/professionals/systems/hospital/qitoolkit/index.html>

The Agency for Healthcare Research and Quality's Quality Indicators (QIs) are measures of hospital quality and safety drawn from readily available hospital inpatient administrative data. Hospitals across the country are using QIs to identify potential concerns about quality and safety and track their performance over time. This toolkit supports hospitals that want to improve performance on the IQIs and PSIs by guiding them through the process, from the first stage of self-assessment to the final stage of ongoing monitoring. The tools are practical, easy to use, and designed to meet a variety of needs, including those of senior leaders, quality staff, and multi stakeholder improvement teams.



# Research Reference List

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Published articles organized by topics:

- Use of surveys
- Patient safety culture improvement
- Psychometrics
- Linkage analyses
- Review of instruments
- International studies







# Action Planning Tool

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1. Identify patient safety culture areas for improvement
2. Define your goals and selecting your initiative
  - What areas do you want to focus on for improvement?
3. Plan your initiative
  - What resources will be needed?
4. Timeline
5. Communicate your action plan

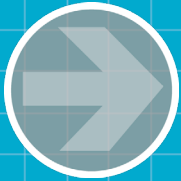


# SOPS Webcasts and Podcast

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1. Health IT Patient Safety Supplemental Items
2. Success Stories from the Medical Office SOPS
3. Using Just Culture To Improve Hospital SOPS Results
4. Using the Medical Office SOPS
5. Using the Community Pharmacy SOPS
6. Improving Response Rates (*podcast*)





# SOPS Databases



## Hospital

630  
Hospitals

382,834  
respondents



## Medical Office

2,437  
Medical offices

35,523  
respondents



## Nursing Home

209  
Nursing homes

12,395  
respondents



## Community Pharmacy

255  
Pharmacies

1,603  
respondents


**NEW**  
in  
**2019**

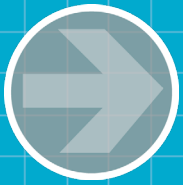
**SOPS Ambulatory Surgery  
Center Database**





# Database Submission Schedule

SOPS Database	2017	2018	2019	2020
<b>Hospital</b> - Health IT & Value and Efficiency Supplemental Items	June			June 1.0 & 2.0
<b>Medical Office</b> - Value and Efficiency Supplemental Items	Sept.		Sept.	
<b>Ambulatory Surgery Center (ASC)</b>			<b>NEW!</b> June	
<b>Nursing Home</b>		June		Sept.
<b>Community Pharmacy</b>		Oct.		



# Benefits of Participation

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- A Database Report with de-identified, aggregated facility-level statistics
- A feedback report comparing results to the Database

## Sample feedback report graphs





## Database Requirements for Participation

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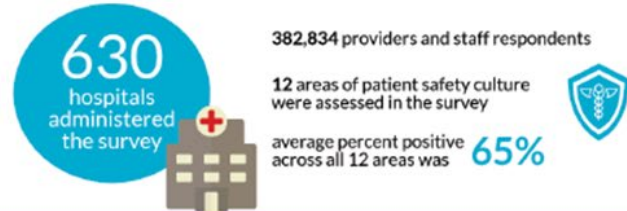
1. Have administered the SOPS survey in its entirety without modifications or deletions
2. Must be in the U.S. or U.S. territories
3. Sign a Data Use Agreement that indicates how the data will be used
4. Complete data collection before the end of the data submission period
5. Submit data files per specifications
6. Upload survey data through a secure, online data submission system

# SOPS Database Reports

## Surveys on Patient Safety Culture™

### EXECUTIVE SUMMARY 2018 HOSPITAL SURVEY DATABASE

This overview of survey findings summarizes how hospital employees perceive 12 areas of patient safety culture based on the 2018 Hospital Survey on Patient Safety Culture Database.



#### Areas of strength for most hospitals

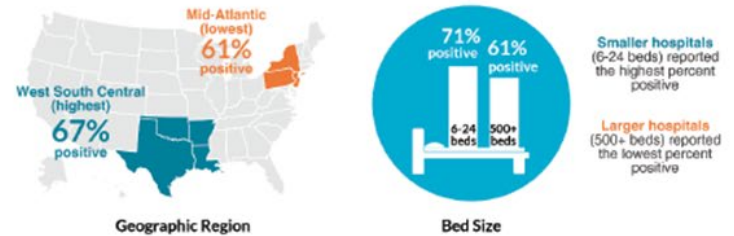


#### Areas of potential for improvement for most hospitals



#### Other key findings

» Highest and lowest average percent positive across all composites by geographic region and bed size



» Highest and lowest average percent positive across all composites by work area and staff position



#### Comparing results over time

» Trending results for 306 hospitals that submitted to the 2016 and 2018 database



#### What's next? Action planning for improvement

- 1 Define your goals
- 2 Plan your initiatives
- 3 Communicate your action plan

The Action Planning Tool for the AHRQ Surveys on Patient Safety Culture provides step-by-step guidance on how to develop an action plan to improve patient safety culture, available at [www.ahrq.gov/sops](http://www.ahrq.gov/sops).



# SOPS Research Datasets

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- For research purposes only
  - De-identified Data Requests
    - Hospital, medical office, nursing home, and community pharmacy data available
  - Hospital-Identifiable Data Requests
    - Allows linking SOPS data to other datasets
    - Requests are reviewed and approved by AHRQ
    - Requestors sign a confidentiality agreement
    - Database hospitals must agree to the request via DUA, or provide written authorization
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# SOPS Technical Assistance (TA)

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## General TA

- Survey administration
- Survey toolkit materials and resources
- International requests



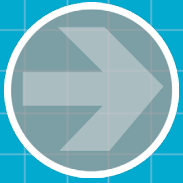
## Database TA

- Data Entry and Analysis Tool
- Data submission
- Database reports
- Analytic requests





# Linking SOPS to Other Outcomes

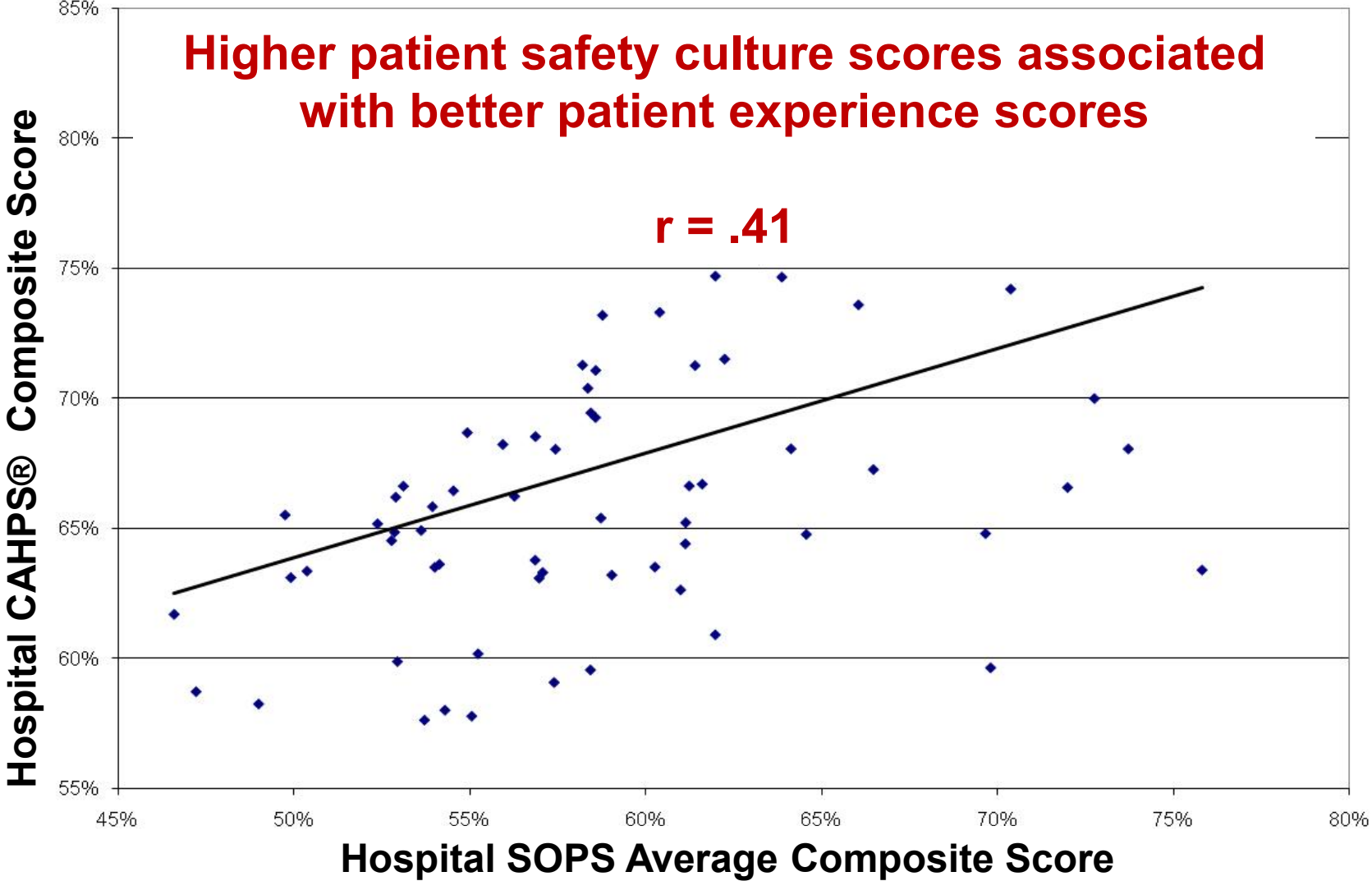


## Linking SOPS to Other Outcomes

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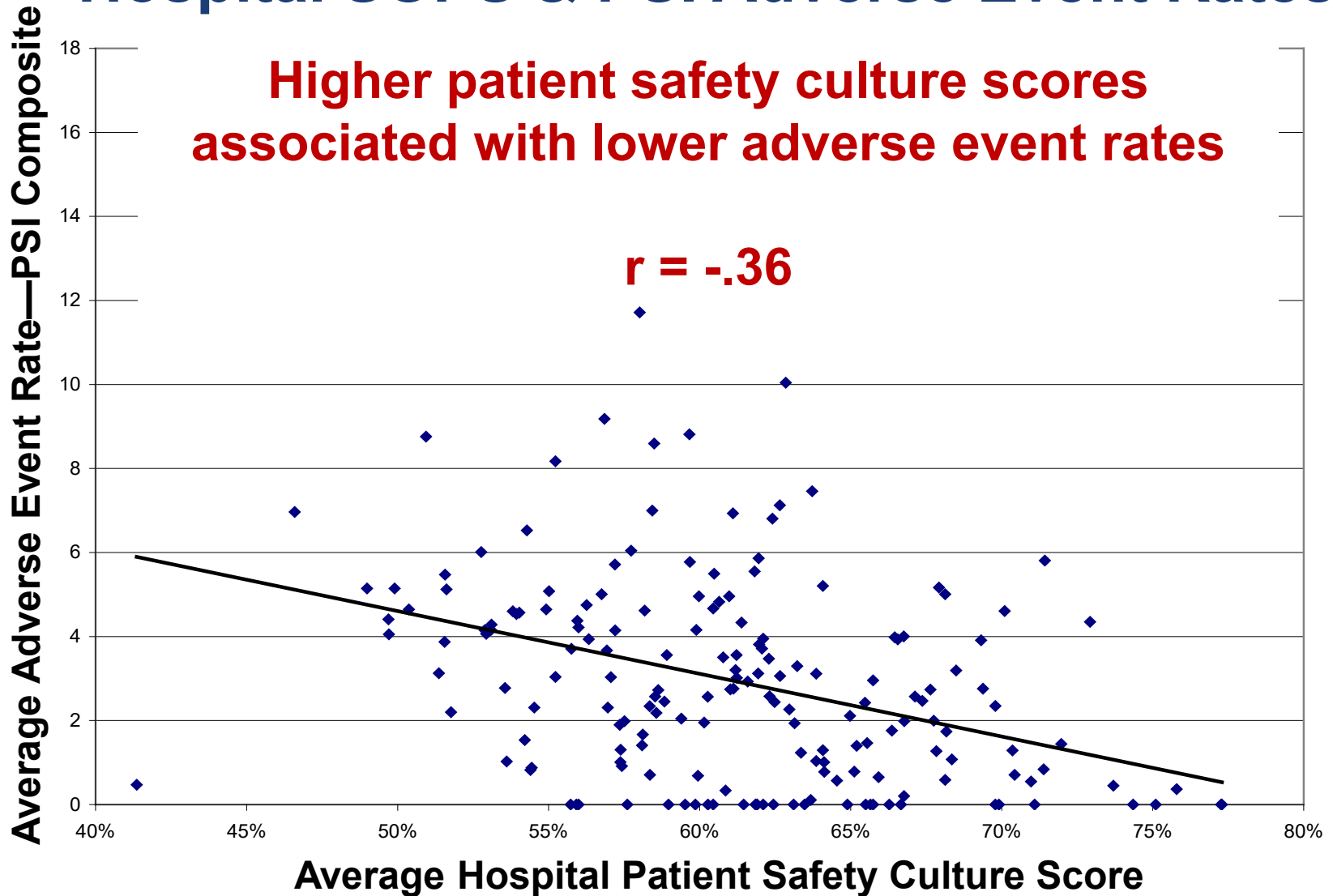
- Hospital SOPS to Hospital CAHPS patient experience
- Hospital SOPS to AHRQ Patient Safety Indicator (PSI) adverse event rates
- Nursing Home SOPS to CMS Nursing Home Compare Five-Star Ratings

# Hospital SOPS & Hospital CAHPS Patient Experience



Sorra, J et al. (2012). Exploring relationships between patient safety culture and patients' assessments of hospital care. *Journal of Patient Safety*. 8(3), 131-139.

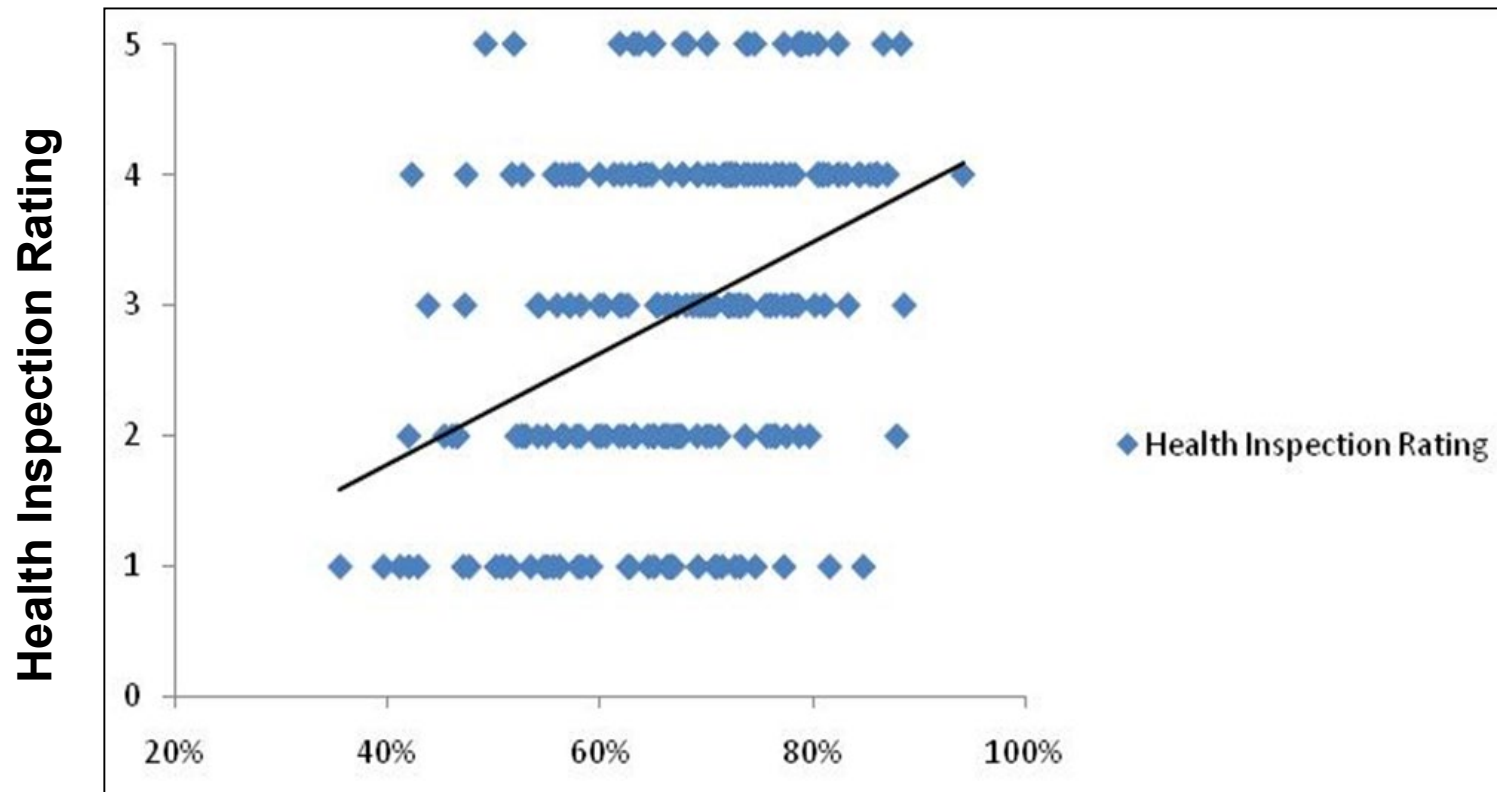
# Hospital SOPS & PSI Adverse Event Rates



# Nursing Home SOPS and CMS Nursing Home Compare 5-Star Ratings

Higher patient safety culture scores associated with better health inspection ratings

$$r = .35$$



**Nursing Home SOPS Average Composite Score**



# **SOPS Technical Assistance & SOPS Updates**



# SOPS Technical Assistance (TA)

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- **General TA**  
[SafetyCultureSurveys@westat.com](mailto:SafetyCultureSurveys@westat.com)  
1-888-324-9749
- **Database TA**  
[DatabasesOnSafetyCulture@westat.com](mailto:DatabasesOnSafetyCulture@westat.com)  
1-888-324-9790





# SOPS Updates

- Sign up for email updates

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- Surveys on Patient Safety Culture** ⓘ
  - Hospital Survey ⓘ
  - Medical Office Survey
  - Nursing Home Survey ⓘ
  - Ambulatory Surgery Center Survey
  - Community Pharmacy Survey ⓘ