

Overview of the SOPS Surveys

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What are the SOPS Surveys?

- Surveys of providers and staff about the extent to which their organizational culture supports patient safety



5 Reasons to Use the AHRQ SOPS Surveys



1. Developed with extensive input from experts and staff



2. Comprehensively tested



3. Widely used (compare results to hundreds of organizations)



4. Actionable



5. Free technical assistance and resources available

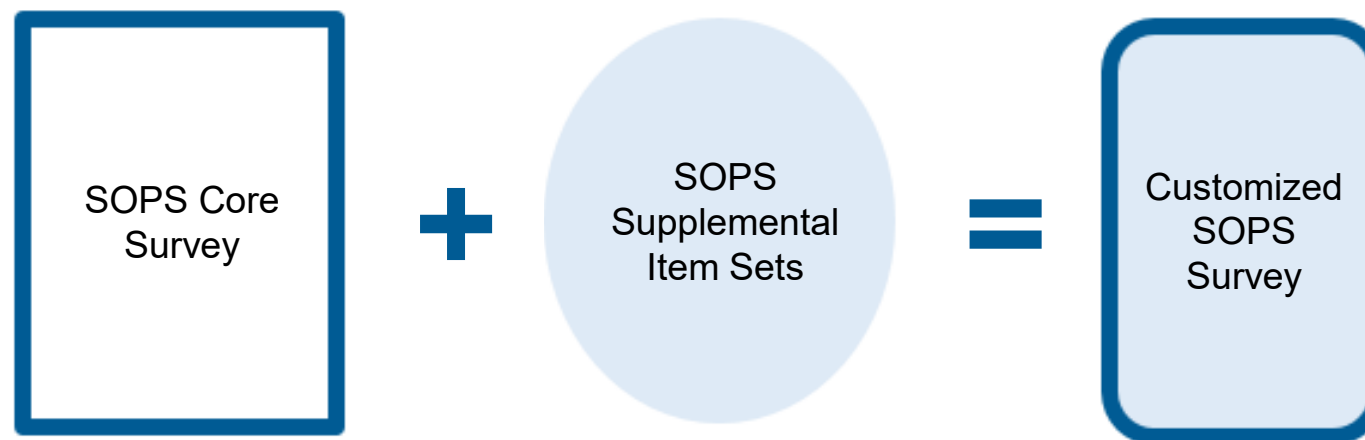
Areas of Patient Safety Culture Assessed Across SOPS Surveys

- 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 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 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 Item Set

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



Workplace Safety Supplemental Item Set

- For hospitals
 - ▶ Focus on workplace safety for providers and staff, including:
 - Protection from workplace hazards
 - Moving, transferring and lifting patients
 - Workplace aggression
 - Work stress/burnout
- Currently in development for nursing homes
 - ▶ Completed a pilot test in Fall 2022
 - ▶ Anticipate release in early 2023



Value and Efficiency Supplemental Item Set

- For hospitals and medical offices
 - ▶ Focus on
 - Efficiency
 - Waste reduction
 - Patient centeredness
 - High-quality care

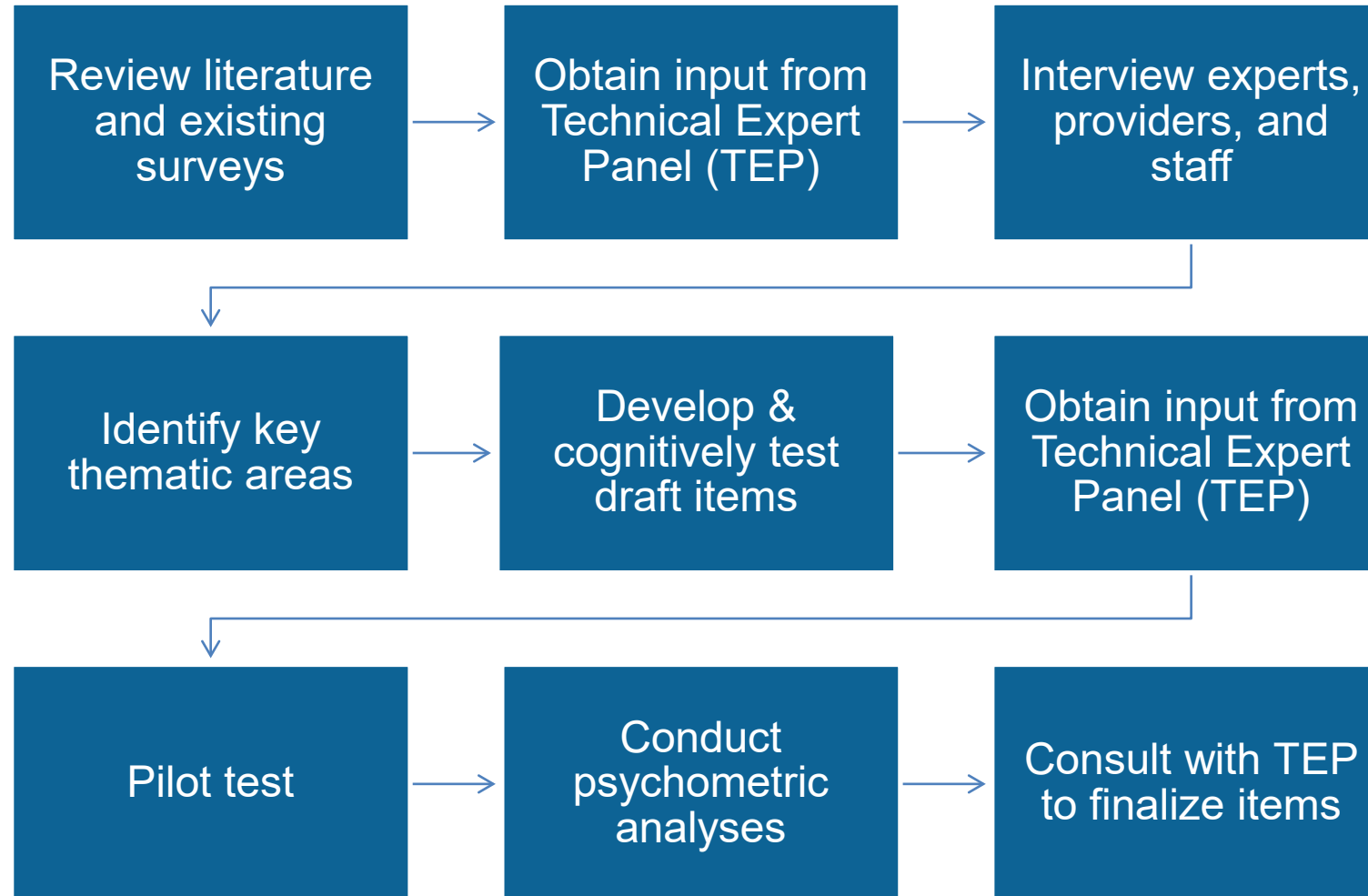


Diagnostic Safety Supplemental Item Set

- For medical offices
 - ▶ Focus on
 - The diagnostic process
 - Accurate diagnoses
 - Communication around diagnoses



Survey Development Process



How are SOPS surveys used?

Assess
patient safety
culture

Raise staff
awareness
about patient
safety

Identify
strengths and
areas for
improvement

Examine
trends over
time

Evaluate the
impact of
patient safety
initiatives

Higher SOPS Hospital Scores have been linked to...



Lower rates of surgical site infections after colon surgery¹



Lower readmission rates²



Better financial performance/operating margin if they had an EHR ²



Lower adverse events³



Higher Hospital CAHPS patient experience scores⁴



Higher Consumer Reports Hospital Safety Scores⁵

1. Fan et al, 2016
2. Upadhyay et al, 2020
3. Mardon et al, 2010
4. Sorra et al, 2012
5. Smith et al, 2017

Higher SOPS Nursing Home Scores have been linked to...



Lower turnover rates¹



Lower use of physical restraints²



Fewer falls²



Higher CMS Five-Star Quality Ratings³

1. Temkin-Greener et al, 2020
2. Thomas et al, 2012
3. Yount et al, 2022

Survey 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.

