

The SOPS Databases

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User Network for the AHRQ Surveys on Patient Safety Culture (SOPS)

Westat

SOPS Databases

Hospital 

Year: 2022
Sites: 400
N: 206,410

Medical Office 

Year: 2022
Sites: 1,100
N: 13,277

Nursing Home 

Year: 2019
Sites: 191
N: 10,499

Community Pharmacy 

Year: 2019
Sites: 331
N: 2,157

Ambulatory Surgery Center 



Year: 2021
Sites: 235
N: 8,918

Why Participate in the SOPS Databases?

- AHRQ produces Database Reports and Infographics that display aggregated results from all participating sites
- Participating facilities receive a customized feedback report
 - ▶ Displays site results with Database results
 - ▶ Identifies strengths and areas for safety culture improvement



SOPS Database Submission Schedule

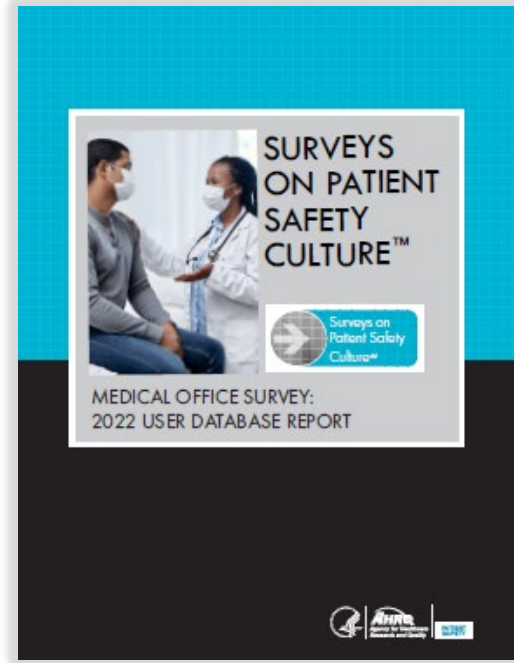
SOPS Survey		2023
	Ambulatory Surgery Center	June 1–22
	Medical Office <ul style="list-style-type: none">• Diagnostic Safety Supplemental Item Set• Value and Efficiency Supplemental Item Set	Sept. 1–22

Database Requirements for Participation

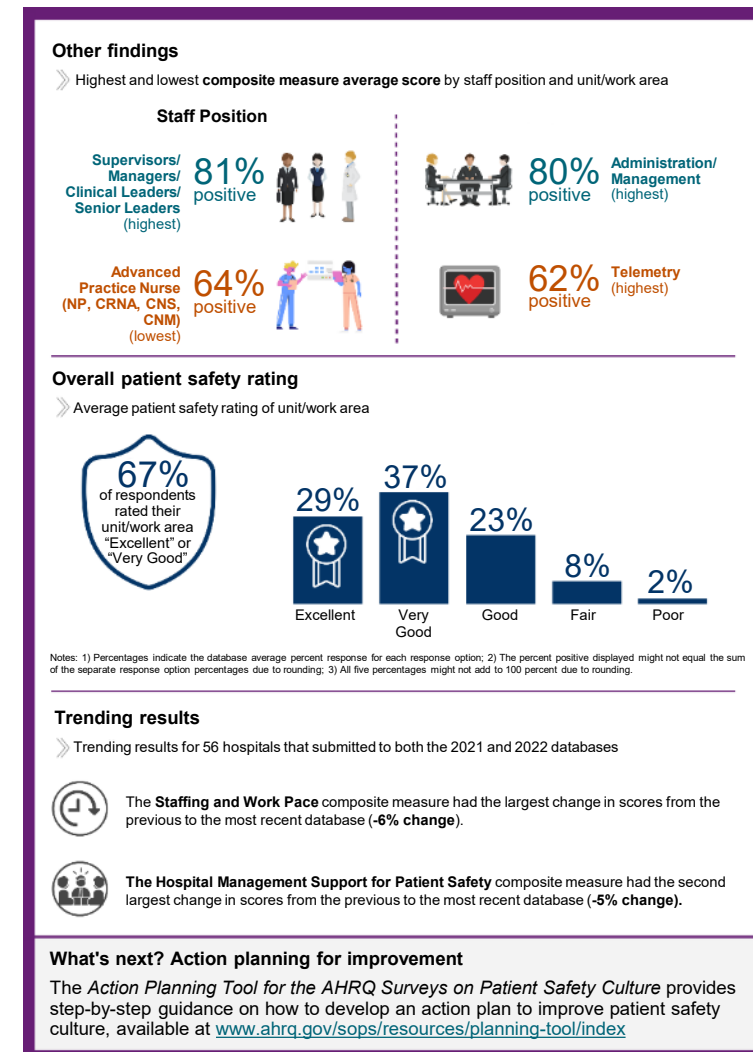
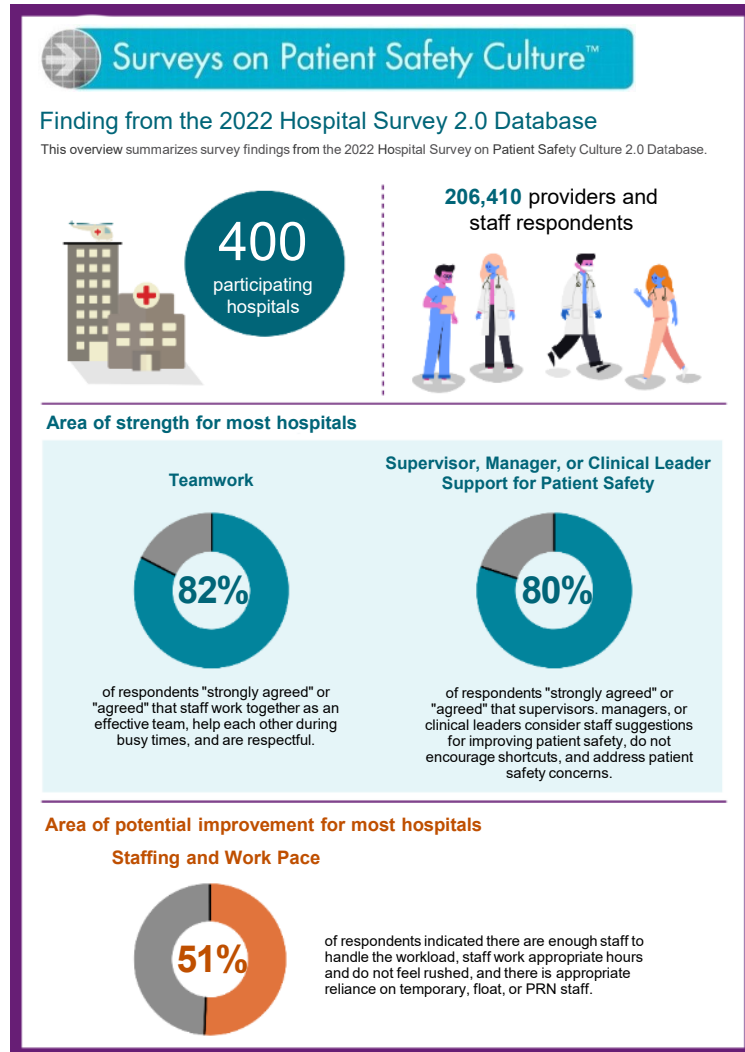
1. Have administered the SOPS survey (with or without SOPS supplemental items) in its entirety without modifications or deletions
2. Must be located in the U.S. or U.S. territories
3. Sign a Data Use Agreement that specifies how the data will be used and protected
4. Complete data collection before the 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

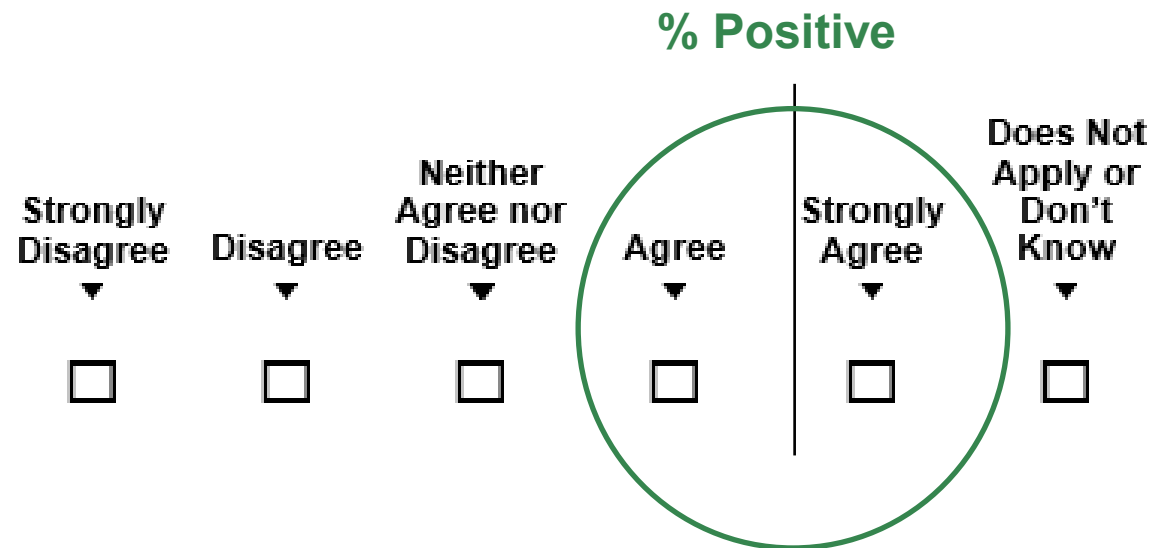


Example of SOPS Database Infographic



Calculation of Results

- Results shown as “percent positive scores”
In this unit, we work together as an effective team.



Note: The % Positive does not include “Does Not Apply or Don't know” (NA/DK) or missing (MI) responses.

Example of Composite Measure Results



Patient Safety Culture Composite Measures

Average % Positive Response

Teamwork

82

Supervisor, Manager, or Clinical Leader Support for Patient Safety

80

Communication Openness

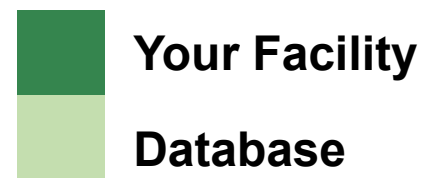
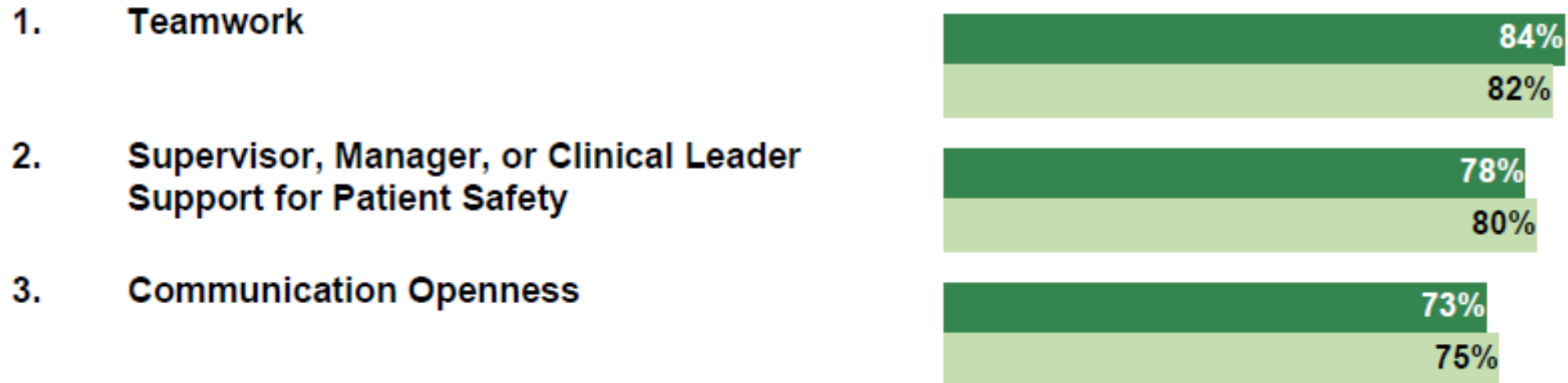
76

SOURCE: AHRQ 2022 SOPS Hospital 2.0 User Database Report

Customized Feedback Reports

Patient Safety Culture Composite Measures

% Positive Response



SOPS Research Datasets



- For research purposes only
- De-identified Data Requests
 - ▶ Hospital, medical office, nursing home, ambulatory surgery center, 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

SOPS Resources

SOPS Website



AHRQ Agency for Healthcare Research and Quality

Search all AHRQ sites

Topics ▾ Programs ▾ Research ▾ Data ▾ Tools ▾ Funding & Grants ▾ News ▾ About ▾

Home > SOPS®

Surveys on Patient Safety Culture™

Register – Understanding SOPS
This webcast will describe the SOPS program, supplemental item sets, databases, and user guides.

Impact Case Studies on the SOPS
Access success stories from organizations that have implemented SOPS Surveys.

SOPS Additional Resources
Check out resources that can help to improve your SOPS surveys.

www.ahrq.gov/sops

SOPS Data Entry and Analysis Tools

AHRQ
Agency for Healthcare
Research and Quality

**Surveys on
Patient Safety
Culture™**

Hospital Survey 2.0 Data Entry and Analysis Tool

Version 2.0: May 2021

1. Entering Data	2. Your Hospital Results	3. Comparative Results	4. Trending Results
Instructions	Respondent Demographics		Respondent Demographics
Edit Report Cover Sheet	Composite Measure Results	Composite Measures Results	Composite Measure Results
Data Entry	Item Results	Item Results	Item Results
Explanation of Calculations	Patient Safety Rating	Patient Safety Rating	Patient Safety Rating
Interpreting Your Results	Number of Events Reported	Number of Events Reported	Number of Events Reported
Print All*	Survey Comments		
Export All**			
5. Comparative Results by Staff Position	6. Comparative Results by Unit/Work Area	7. Comparative Results by Interaction with Patients	8. Comparative Results by Tenure in Unit/Work Area
Composite Measure Results	Composite Measure Results	Composite Measure Results	Composite Measure Results
Item Results	Item Results	Item Results	Item Results
Patient Safety Rating & Number of Events Reported	Patient Safety Rating & Number of Events Reported	Patient Safety Rating & Number of Events Reported	Patient Safety Rating & Number of Events Reported

SOPS Hospital 2.0 Example of Tool Results



1. Supervisor, Manager or Clinical Leader Support for Patient Safety

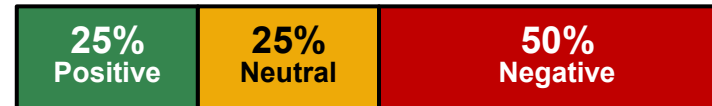
Positive Neutral Negative

1. My supervisor, manager, or clinical leader seriously considers staff suggestion for improving patient safety. (B1)



(Missing/NA/DK = 20%)

2. My supervisor, manager, or clinical leader wants us to work faster during busy times, even if it means taking shortcuts. (B2R)



(Missing/NA/DK = 20%)

3. My supervisor, manager, or clinical leader takes action to address patient safety concerns that are brought to their attention. (B1)



(Missing/NA/DK = 20%)

Action Planning Tool

1. Identifying areas to improve
2. Planning your improvement initiative
3. Communicating your action plan

Action Plan for the AHRQ Surveys on Patient Safety Culture (continued)	
2. Planning Your Improvement Initiative	
2a. What initiative will you implement?	
2b. What resources will you need?	
Types of staff and required time and estimated costs:	
Supplies, materials, equipment, and other resources needed and estimated costs:	
2c. What are possible barriers and how can you overcome them?	
Barriers	Strategies for Overcoming Barriers
1.	1.
2.	2.

Improving Patient Safety Resource Lists



Improving Diagnostic Safety in Medical Offices: A Resource List for Users of the AHRQ Diagnostic Safety Supplemental Items

I. Purpose

This document includes references to websites and other publicly available resources medical offices can use to help improve the extent to which their organizational culture supports the diagnostic process, accurate diagnoses, and communication around diagnoses. While this resource list is not exhaustive, it is designed to give initial guidance to medical offices seeking information about patient safety initiatives related to diagnostic safety.

II. How To Use This Resource List

Resources are listed in alphabetical order, organized by the Surveys on Patient Safety Culture™ (SOPS®) composite measures assessed in the Agency for Healthcare Research and Quality (AHRQ) [Diagnostic Safety Supplemental Items](#) for the SOPS [Medical Office Survey](#), followed by general resources.

For easy access to the resources, keep the file open rather than printing it in hard copy because many of the website URLs are hyperlinked.

Feedback. To provide feedback or suggestions for resources you would like added to the list or if you have questions, email SafetyCultureSurveys@westat.com.

IV. Resources by Composite Measure

The following resources are designed to help medical offices improve areas of organizational culture assessed by the composite measures included in the AHRQ Diagnostic Safety Supplemental Items.

Composite 1. Time Availability

1. Improving Office Practice: Working Smarter, Not Harder

<https://www.aafp.org/fpm/2006/1100/p28.html>

The overarching goal of practice redesign is to create a well-organized office system that fosters sound medical decision making, minimizes error, and creates an atmosphere that patients, staff, and physicians can enjoy. Office organization is often accomplished through relatively simple strategies that together form a powerful force for change. This featured article from the American Academy of Family Physicians provides 12 strategies that can improve efficiency and transform practices.

2. Innovation and Best Practices in Health Care Scheduling

<https://nam.edu/wp-content/uploads/2015/06/SchedulingBestPractices.pdf>

In this discussion paper, the authors describe the important forces shaping wait times throughout healthcare, the evolving use of techniques and tools from other industries to improve healthcare access, and the move toward a person-centered model of care. Through their personal experiences leading their respective healthcare organizations, they have tackled these complex issues and present the lessons they have learned along the way.

SOPS Bibliography



Published articles organized by

Healthcare Setting

- Hospitals (285)
- Nursing Homes (22)
- Medical Offices (20)
- Community Pharmacies (8)
- Ambulatory Surgery Centers (2)

Topics

- Analyses Linking Composite Measures with Site and/or Respondent Characteristics (84)
- Analyses Linking the Survey to Outcomes (66)
- Improving Patient Safety Culture (62)
- Psychometric Analyses (60)
- Review Patient Safety Culture Articles or Surveys (37)
- Use of SOPS – Descriptive study only (53)
- Value and Efficiency Supplemental Items (2)

Publication Date

- 2022 (2)
- 2021 (27)
- 2020 (28)
- 2019 (37)
- 2018 (38)

References go back to 2005

SOPS Webcasts

- Webcasts 2011-2022
 - ▶ Recordings
 - ▶ Slides
 - ▶ Speaker Information
- Upcoming Webcast
 - ▶ New Workplace Safety Supplemental Item Set for Nursing Homes



SOPS Technical Assistance (TA)

General TA 1-888-324-9749
SafetyCultureSurveys@westat.com

- Survey administration
- Survey materials and resources
- International requests

Database TA 1-888-324-9790
DatabasesOnSafetyCulture@westat.com

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



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