

# The SOPS Ambulatory Surgery Center Survey

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Senior Study Director

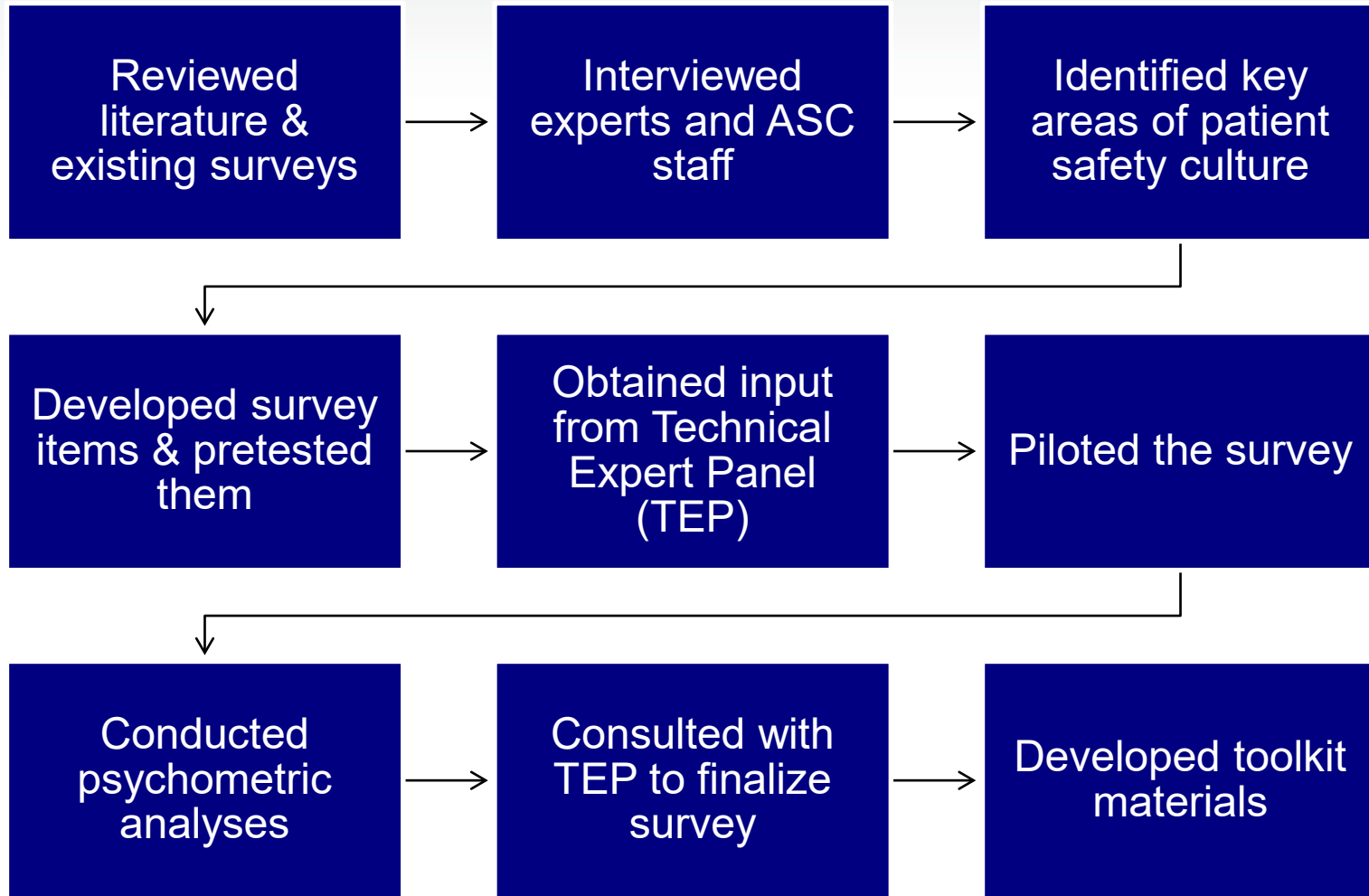
User Network for the AHRQ Surveys on Patient Safety Culture (SOPS)

Westat

# Development of the ASC SOPS

- ASC SOPS was developed and pilot tested under AHRQ's Safety Program for Ambulatory Surgery
- 4-year project in ASCs (2012 – 2016)
- Goals of the project were to:
  - ▶ Reduce infections and surgical harm through the use of a surgical safety checklist
  - ▶ Improve safety culture through teamwork and communication

# ASC Survey Development Process



# ASC Survey Measures

- 27 items assess 8 composite measures of patient safety culture
  1. Communication About Patient Information
  2. Communication Openness
  3. Staffing, Work Pressure, and Pace
  4. Teamwork
  5. Staff Training
  6. Organizational Learning—Continuous Improvement
  7. Response to Mistakes
  8. Management Support for Patient Safety
- Near-Miss Documentation
- Overall Rating on Patient Safety (Excellent to Poor)
- Communication in the Procedure/Surgery Room

# ASC Survey Pilot Test

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- 59 ASCs in 20 states in 2014
- 1,821 respondents
- Average ASC response rate: 77%
- Average number of completed surveys per ASC: 31
  - Range: 5 to 90

# ASC Composite Results

■ % Positive Response



# ASC Composite Results

■ % Positive Response

Communication Openness

85%

Response to Mistakes

82%

Staff Training

78%

Staffing, Work Pressure, & Pace

76%

# Top Performing Items

■ % Positive Response

## Communication About Patient Information

Important patient care information is clearly  
communicated across areas in this facility

96%

Within this facility, we do a good job communicating  
information that affects patient care

95%



# Bottom Performing Items

■ % Positive Response

## Staff Training

Staff feel pressured to do tasks  
they haven't been trained to do

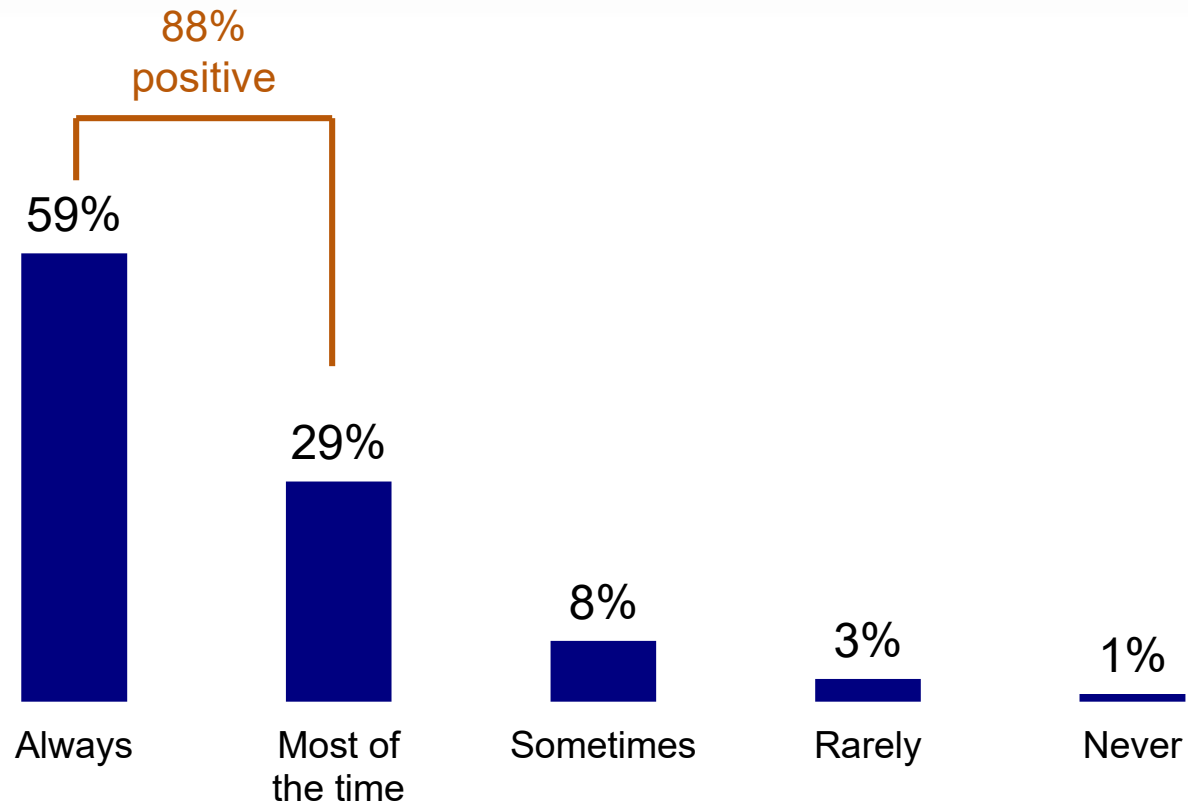
72%

## Staffing, Work Pressure, & Pace

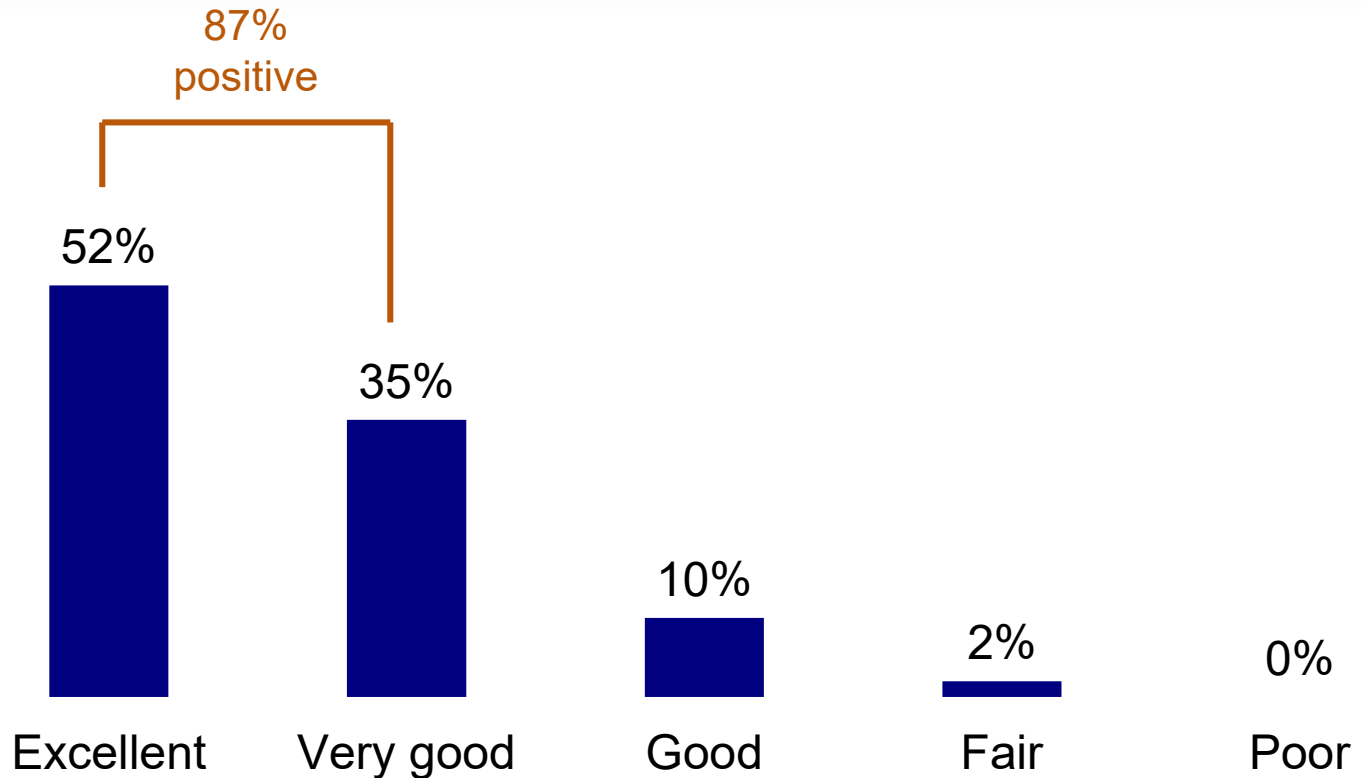
We feel rushed when  
taking care of patients

58%

# Near Miss Documentation



# Overall Rating on Patient Safety



## ■ % Positive Response

Just before the start of procedures, all team members stopped to discuss the overall plan of what was to be done

92%

Just before the start of procedures, the doctor encouraged all team members to speak up at any time if they had any concerns

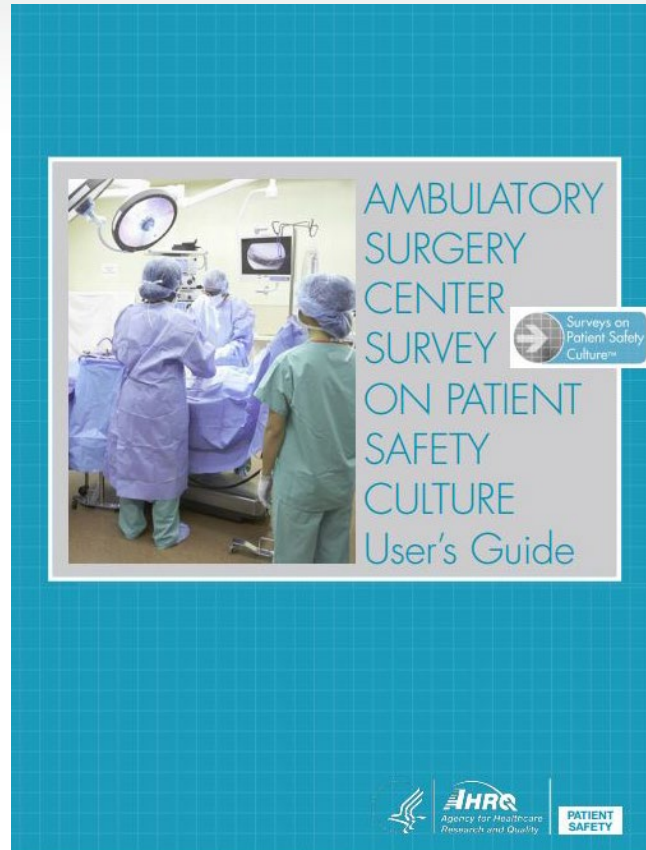
65%

Immediately after procedures, team members discussed any concerns for patient recovery

73%

# Survey Administration

# Survey User's Guide



<https://www.ahrq.gov/sites/default/files/wysiwyg/professionals/quality-patient-safety/patientsafetyculture/asc/userguide/ascusersguide.pdf>

# Data Collection

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- Can be paper or web-based
  - ▶ Paper generally yields higher response rates but takes more time and up-front resources
- Can hire a vendor or do the work in-house
- If surveying multiple sites, each ASC needs an identifying number so responses can be linked to a specific site

# Who Should Take The Survey?

- Designed to be administered to all staff as appropriate, including:
  - ▶ Physicians, nurses, nurse anesthetists, technicians, management, administrative staff, clerical and business staff
- Staff should have:
  - ▶ Worked at the ASC at least 4 times in the past month **AND**
  - ▶ Been working at the ASC for at least 6 months
- Can be administered to staff who work at more than one ASC
  - ▶ Answer about the site where they spend most of their time



# Survey Timeline

Tasks	Prep/ Planning	Week 1	Week 2	Week 3	Week 4	Weeks 5 / 6
Determine resources and scope	✓					
<i>Establish an ASC point of contact</i>	✓					
Decide whether to use an outside vendor	✓					
Prepare survey materials (paper or web)		✓				
Promote the survey			✓	✓	✓	✓
Send first survey invitation				✓		
Send weekly reminders					✓	✓
Close out data collection						✓

# Calculating and Presenting Results

# Data Entry and Analysis Tool



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AMBULATORY SURGERY CENTER  
SURVEY ON PATIENT SAFETY CULTURE  
**Data Entry and Analysis Tool**

Version 1.0, October 2014

## 1. Entering Data

- Instructions
- Edit Report Cover Sheet
- Data Entry
- Explanation of Calculations
- Interpreting Your Results
- Print All\*
- Export Data\*\*

## 2. Your Ambulatory Surgery Center (ASC) Results

- Respondent Demographics
- Composite Level Results
- Item Level Results
- Near-Miss Documentation
- Overall Rating on Patient Safety
- Communication in the Surgery/Procedure Room
- Survey Comments

## 3. Comparative Results

- Not Applicable
- Composite Level Results
- Item Level Results
- Near-Miss Documentation
- Overall Rating on Patient Safety
- Communication in the Surgery/Procedure Room

## 4. Comparative Results by Staff Position

- Not Applicable
- Composite Level Results
- Item Level Results
- Near-Miss Documentation
- Overall Rating on Patient Safety
- Communication in the Surgery/Procedure Room

## 5. Comparative Results by Staff Typically in the Surgery/Procedure Room

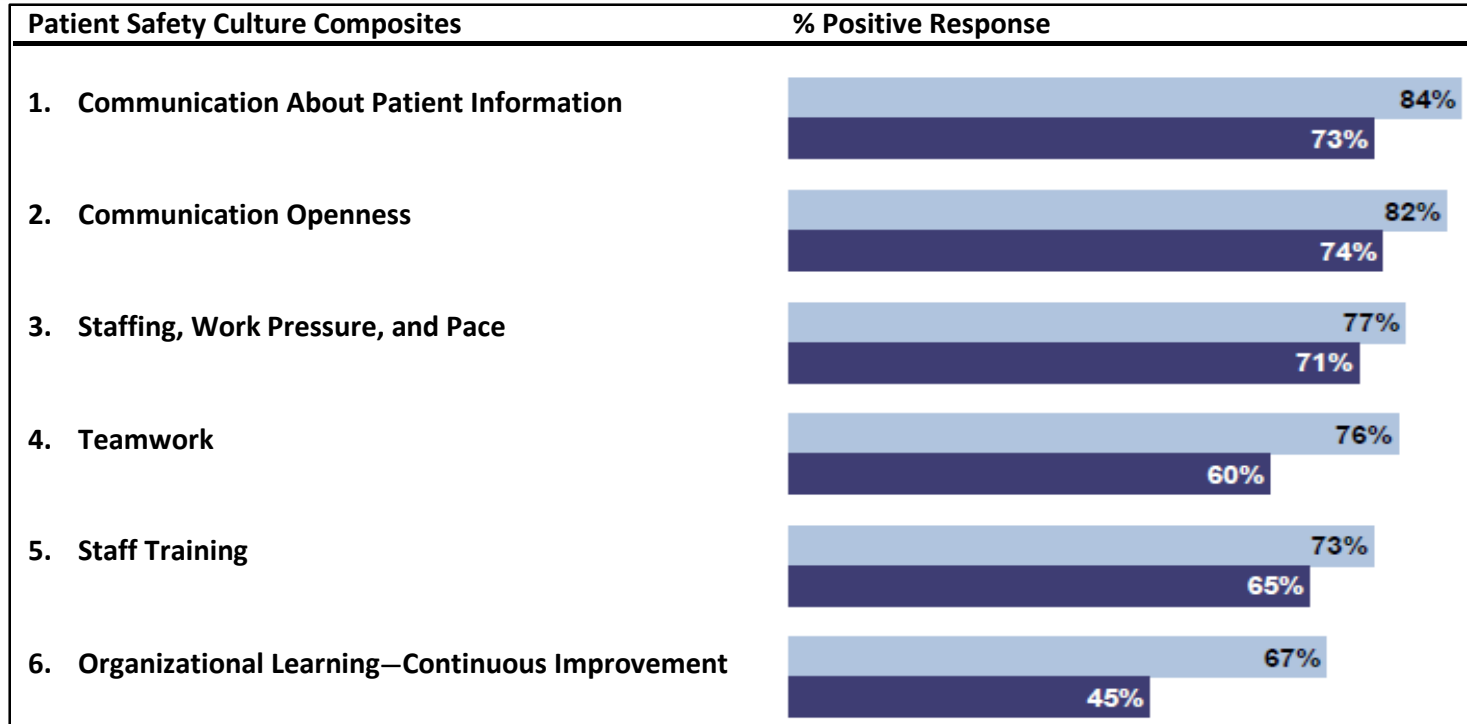
- Not Applicable
- Composite Level Results
- Item Level Results
- Near-Miss Documentation
- Overall Rating on Patient Safety

\*The Tool Prints 34 pages and comments.

\*\*Prior to submitting your data, please run the "Export Data" feature to extract your data to a new workbook.

# Sample Excel Tool Results

## Composite-Level Comparative Results for Sample ASC



# Share Survey Results



- Leadership



- Department managers

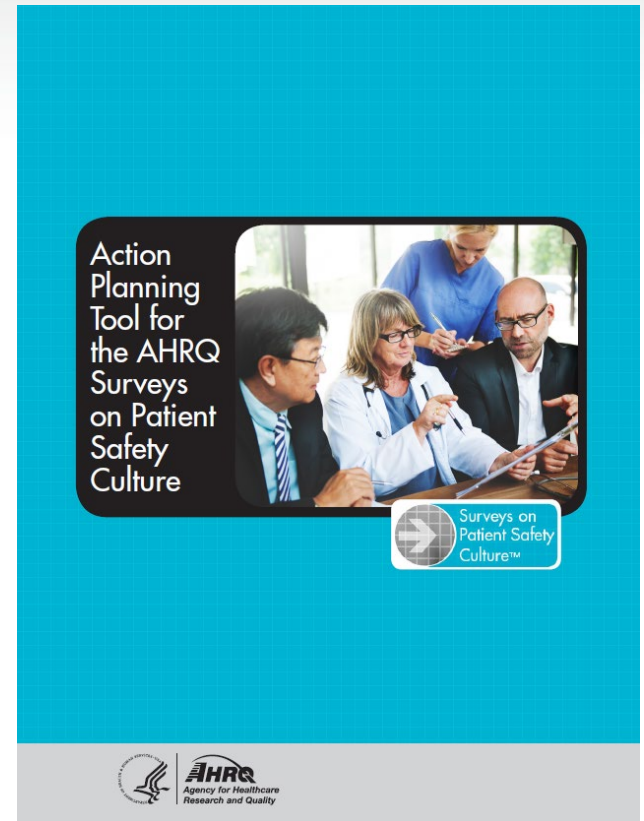


- Clinicians and staff

# Using Survey Results for Improvement

# Action Planning Tool

- Define goals and select initiative
- Plan initiative
- Timeline
- Communication action plan



Thursday, January 17  
12 – 1 p.m. ET



**Jeff Brady, MD, MPH**

Director, Center for Quality Improvement and Patient Safety, AHRQ  
Rear Admiral, Assistant Surgeon General, U.S. Public Health Service



**Laura Gray, MPH**

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Westat



# The SOPS ASC Database

# Goals of the SOPS ASC Database

- Present survey results from a large number of ASCs
- Present results by
  - ▶ Facility characteristics (e.g. primary ownership, size, etc.)
  - ▶ Respondent characteristics (e.g. staff position, etc.)
- Enable ASCs to identify strengths and opportunities to improve patient safety culture
- In future ASC databases:
  - ▶ Present trends and examine changes in patient safety culture over time

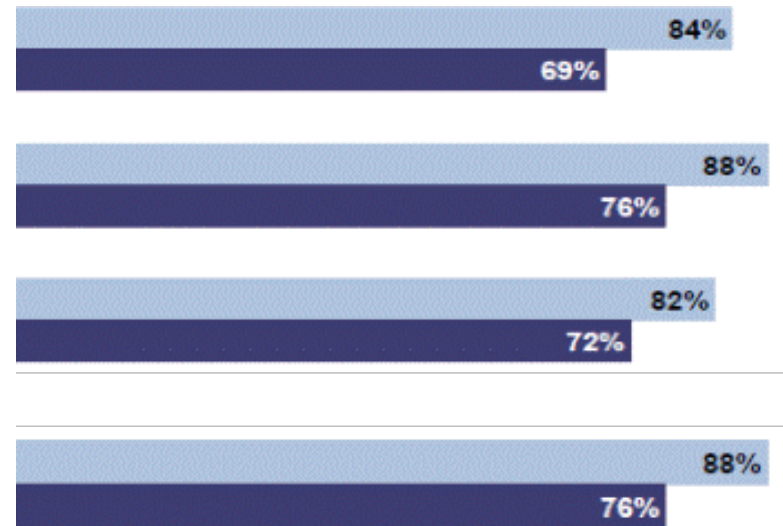
# Benefits of Participation

- A Database Report is produced providing aggregate ASC-level statistics
- Each participating ASC receives a feedback report comparing their results to the Database

## Communication About Patient Information

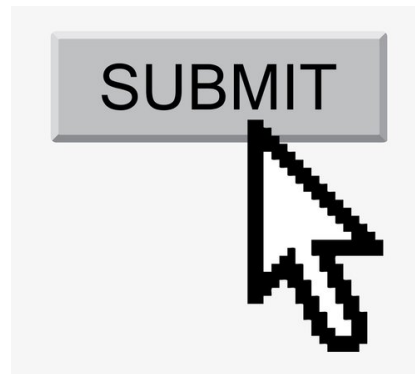
1. Important patient care information is clearly communicated across areas in this facility. (A1) (NA/DK/MI=0%)
2. Key information about patients is missing when it is needed. (A7R) (NA/DK/MI=0%)
3. We share key information about patients as soon as it becomes available. (A10) (NA/DK/MI=0%)
4. Within this facility, we do a good job communicating information that affects patient care. (A12) (NA/DK/MI=0%)

## Sample feedback report graphs



## SOPS ASC Database Submission

**June 3 – July 22, 2019**



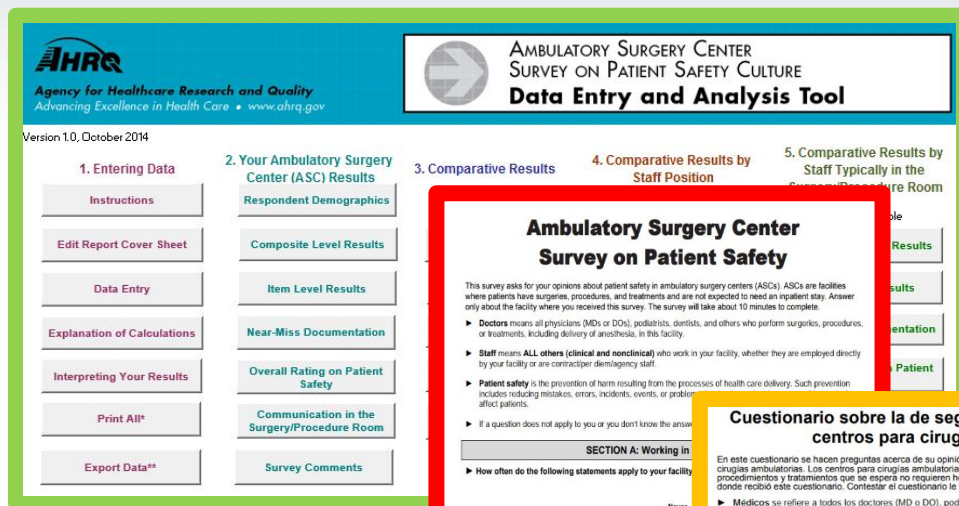
# Eligible ASCs

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- Are CMS-certified and approved ASCs with a valid CMS Certification Number (CCN)
- Provide surgical/procedural services to patients that do not require hospitalization (except in unusual circumstances)
- Do not share space with a hospital or hospital outpatient surgery department

- Have a valid CCN number for your ASC
- Administer the ASC SOPS in its entirety without modifications or deletions
- Complete data collection before the end of the data submission period, and format data file according to specifications
- Sign a Data Use Agreement that indicates how the data will be used
- Upload survey data through a secure, online data submission system

# ASC SOPS Toolkit Materials



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Version 1.0, October 2014

**1. Entering Data**

- Instructions
- Edit Report Cover Sheet
- Data Entry
- Explanation of Calculations
- Interpreting Your Results
- Print All\*
- Export Data\*\*

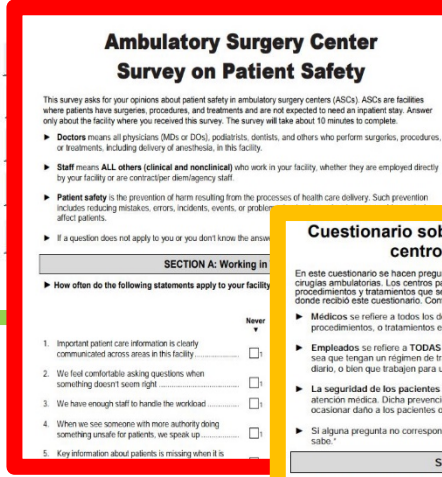
**2. Your Ambulatory Surgery Center (ASC) Results**

- Respondent Demographics
- Composite Level Results
- Item Level Results
- Near-Miss Documentation
- Overall Rating on Patient Safety
- Communication in the Surgery/Procedure Room
- Survey Comments

**3. Comparative Results**

**4. Comparative Results by Staff Position**

**5. Comparative Results by Staff Typically in the Surgery/Procedure Room**



**Ambulatory Surgery Center Survey on Patient Safety**

This survey asks for your opinions about patient safety in ambulatory surgery centers (ASCs). ASCs are facilities where patients have surgeries, procedures, and treatments and are not expected to need an inpatient stay. Answer only about the facility where you received this survey. The survey will take about 10 minutes to complete.

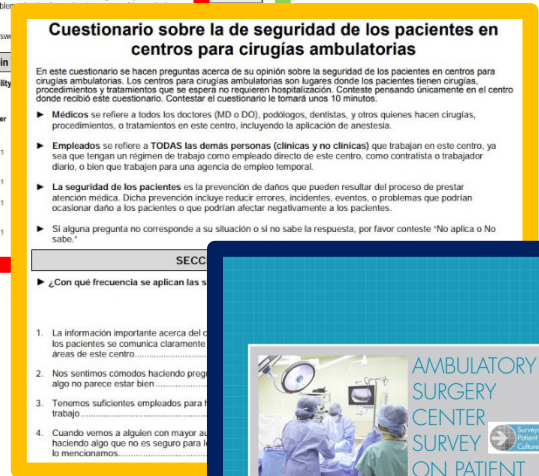
- Doctors** means all physicians (MDs or DOs), podiatrists, dentists, and others who perform surgeries, procedures, or treatments, including delivery of anesthesia, in this facility.
- Staff** means **ALL others (clinical and nonclinical)** who work in your facility, whether they are employed directly by your facility or are contractor/agency staff.
- Patient safety** is the prevention of harm resulting from the processes of health care delivery. Such prevention includes reducing mistakes, errors, incidents, events, or problems that affect patients.

► If a question does not apply to you or you don't know the answer, please select "No aplica o No sabe."

**SECTION A: Working in the Surgery/Procedure Room**

► How often do the following statements apply to your facility?

Statement	Never	Sometimes	Often
1. Important patient care information is clearly communicated across areas in this facility.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. We feel comfortable asking questions when something doesn't seem right.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. We have enough staff to handle the workload.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. When we see someone with more authority doing something unsafe for patients, we speak up.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Key information about patients is missing when it is.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



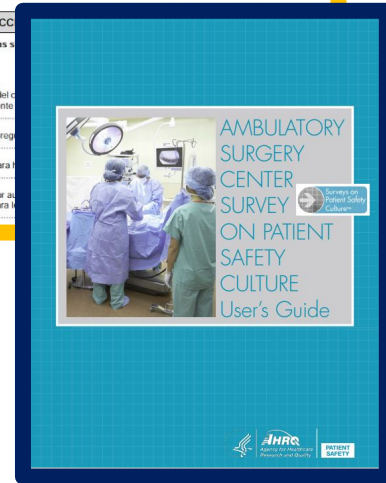
**Cuestionario sobre la de seguridad de los pacientes en centros para cirugías ambulatorias**

En este cuestionario se hacen preguntas acerca de su opinión sobre la seguridad de los pacientes en centros para cirugías ambulatorias. Los centros para cirugías ambulatorias son lugares donde los pacientes tienen cirugías, procedimientos y tratamientos que se espera no requieren hospitalización. Contestar pensando únicamente en el centro donde recibió este cuestionario. Contestar el cuestionario le tomará unos 10 minutos.

- **Médicos** se refiere a todos los doctores (MD o DO), podólogos, dentistas, y otros quienes hacen cirugías, procedimientos, o tratamientos en este centro, incluyendo la aplicación de anestesia.
- **Empleados** se refiere a **TODAS las demás personas (clínicas y no clínicas)** que trabajan en este centro, ya sea que tengan un régimen de trabajo como empleado directo de este centro, como contratista o trabajador diario, o bien que trabajen para una agencia de empleo temporal.
- **La seguridad de los pacientes** es la prevención de daños que pueden resultar del proceso de prestar atención médica. Dicha prevención incluye reducir errores, incidentes, eventos, o problemas que podrían ocasionar daño a los pacientes o que podrían afectar negativamente a los pacientes.
- Si alguna pregunta no corresponde a su situación o si no sabe la respuesta, por favor conteste "No aplica o No sabe."

► ¿Con qué frecuencia se aplican las siguientes afirmaciones en su centro?

Afirmación	Nunca	A veces	Siempre
1. La información importante acerca del cuidado de los pacientes se comunica claramente en todas las áreas de este centro.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Nos sentimos cómodos haciendo preguntas cuando algo no parece estar bien.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Tenemos suficientes empleados para manejar la carga de trabajo.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Cuando vemos a alguien con mayor autoridad haciendo algo que no es seguro para los pacientes, hablamos.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Cuando vemos a alguien con mayor autoridad haciendo algo que no es seguro para los pacientes, hablamos.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



**AMBULATORY SURGERY CENTER SURVEY ON PATIENT SAFETY CULTURE User's Guide**

AHRQ  
Agency for Healthcare Research and Quality

PATIENT SAFETY

Data Entry and Analysis Tool

ASC SOPS Survey

Survey in Spanish

User's Guide



# ASC SOPS Resources

## Surveys on Patient Safety Culture Research Reference List

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There is a growing body of literature on the Agency for Healthcare Research and Quality (AHRQ) Surveys on Patient Safety Culture. The purpose of this research reference list is to provide citations for articles published on the AHRQ safety culture surveys.

If you have published a research study using one of the Surveys on Patient Safety Culture, please email the citation to [SafetyCultureSurveys@westat.com](mailto:SafetyCultureSurveys@westat.com).

This list of references is organized in the following categories:

- Hospital Survey on Patient Safety Culture:
  - Use of Hospital Survey on Patient Safety Culture
    - Analyses Linking Relationships Among Survey Composites and Hospital or Respondent Characteristics
    - Improving Patient Safety Culture
  - Psychometric Analyses—U.S.
  - Psychometric Analyses—International
  - Analyses Linking the Survey to Outcomes
  - International:
    - Africa
    - Asia
    - Australia & New Zealand
    - Canada
    - Europe
    - Middle East
    - South America
    - Global
- Medical Office Survey on Patient Safety Culture:
  - Use of Medical Office Survey on Patient Safety Culture
    - Analyses Linking Relationships Among Survey Composites and Medical Office or Respondent Characteristics

## Research Reference List

## Resources by Composite

The following resources are organized according to the relevant Ambulatory Surgery Center Survey on Patient Safety Culture composites they can help improve. Some resources are duplicated and cross-referenced because they may apply to more than one composite.

### Composite 1. Communication About Patient Information

#### 1. Ambulatory Surgery Surgical Checklist

<http://www.scoap.org/downloads/SCOAP-Surgical-Checklist-DRAFT-3-1.pdf>

SCOAP (Surgical Care and Outcomes Assessment Program), a program of the Foundation for Health Care Quality, provides a free, downloadable surgical checklist for ambulatory surgery. The one-page checklist was adapted from the WHO "Safe Surgery Saves Lives" campaign and a surgical checklist developed by the Washington State Ambulatory Surgery Association and Proliance Surgeons. It addresses what actions need to be taken during three steps: prior to incision, process control, and debriefing (at completion of case).

#### 2. AORN Comprehensive Surgical Checklist

<https://www.aorn.org/aorn-org/guidelines/clinical-resources/tool-kits/correct-site-surgery-tool-kit/aorn-comprehensive-surgical-checklist>

The Association of periOperative Registered Nurses (AORN) Comprehensive Surgical Checklist was created to support a facility's need to use a single checklist that includes the safety checks outlined in the World Health Organization's (WHO) Surgical Safety Checklist, while also using the safety checks within The Joint Commission's Universal Protocol to meet accreditation requirements. It offers guidance for pre-procedure check-in, sign-in, time out, and sign out. Open-ended questions are also included under the time out portion to encourage active participation from all members of the surgery team. This comprehensive surgical checklist was created in collaboration with AORN Perioperative Nursing Specialist Robin Chard, AORN President Charlotte Guglielmi, contributors to the WHO Surgical Safety Checklist, including Atul Gawande, M.D., M.P.H., and representatives from The Joint Commission.

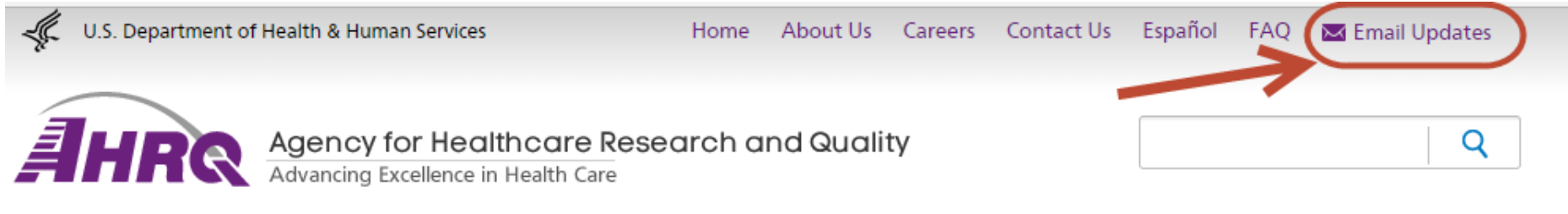
## Resource List

Action Plan for the AHRQ Surveys on Patient Safety Culture		
Facility Name:		Page 1
Date last updated:		
Defining Your Goals and Selecting Your Initiative		
1	What areas do you want to focus on for improvement?	
2	What are your goals?	
3	What initiative will you implement?	
Notes or Comments		



- **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

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