AHRQ's Surveys on Patient Safety Culture™ (SOPS™) Program

Caren Ginsberg, PhD

Center for Quality Improvement and Patient Safety, AHRQ

AHRQ's Core Competencies

AHRQ is a research and science-based agency of the U.S. Department of Health and Human Services that supports evidence-based practices, and develops tools to measure progress and improve care.

- **Health Systems Research:** Invest in research and evidence to make health care safer and improve quality.

- **Practice Improvement:** Create tools for health care professionals to improve care for their patients.

- **Data & Analytics:** Generate measures and data to track and improve performance, and evaluate progress of the US health care system.

AHRQ Patient Safety Priorities

- Focus on areas of greatest impact
- Extend patient safety improvement to all settings
- Prevent HAIs, reduce antibiotic resistance
- Build capacity in the health care system to accelerate safety improvements
- Improve communication and engagement between clinicians and patients
- Make the safe thing the easy thing to do

AHRQ's SOPS Program

- Initiated and funded by AHRQ since 2001

- Develops survey measures that are validated and use best methods for development and testing

- Advances the understanding, measurement, and improvement of patient safety culture within healthcare settings

- Conducts research to further…
  - ► the measurement and understanding of patient safety culture
  - ► the collection of data and informative reporting of patient safety culture data
  - ► patient safety improvement involving SOPS

Background to Revising HSOPS 1.0

- AHRQ program is committed to periodic reviews of surveys to ensure their relevance
- Received feedback from users:
  - ► Content: staff positions/work areas; orientation to just culture;
  - ► Structure: NA/DK; negatively worded and complex items
- Used the standard SOPS methodology to develop new items and test them
- Surprising results in 2017 pilot test required redesign and re-testing in 2019

Today's Discussion

- Why AHRQ developed Version 2.0 of the SOPS Hospital Survey (HSOPS 2.0)
- What's different about HSOPS 2.0 compared to the original survey (HSOPS 1.0)
- How patient safety culture scores will be affected by changes in the survey
- How to transition from HSOPS 1.0 to HSOPS 2.0
- Plan for submitting data to AHRQ SOPS Hospital Survey Database in June 2020
  - ► HSOPS 1.0, HSOPS 2.0, Health Information Technology (Health IT) and Value and Efficiency (VE) Supplemental Items