



Implementing the AHRQ Survey on Patient Safety (SOPS) Resource List – December 2008

Agency for Healthcare Research and Quality (AHRQ) Survey on Patient Safety Culture:
<http://www.ahrq.gov/qual/hospculture/>

Several resources are available at this site to support survey.

For Nursing Homes:

- Survey Users Guide
- Survey Form
- Summary of Survey Items and Dimensions

For Hospitals:

- Survey Forms (including scannable version)
- Survey Users Guide
- Survey Feedback Report Template (sample powerpoint slides that could be used to display results from the survey)
- 2007 Comparative Database Report
- 2008 Comparative Database Report

AHRQ held the first SOPS Users Group meeting December 4 – 5, 2008. The agenda and materials from that session can be found at:

<https://www.cahps.ahrq.gov/content/community/Events/Download%20UGM%20Presentation%20Slides%20-HTML%20Page%2011-20.htm>

Premier Safety Institute – Hospital Survey Resources

<http://www.premierinc.com/safety/culture/index.jsp>

AHRQ partnered with Premier Safety Institute, the Department of Defense and the American Hospital Association to help support implementation of the Hospital SOPS. Links to the AHRQ tools are available on this site, as well as additional tools including a **Spanish version of the survey and a customized Excel™ data tool** for easy entry and rapid display of the results from the surveys.



Nebraska Center for Rural Health Research – Engineering a Culture of Safety

<http://www.unmc.edu/rural/patient-safety/culture%20survey/culture-survey.htm>

This site includes a **rural adapted version of the Hospital SOPS** and an accompanying Excel tool for analysis. The demographic sections of the tool were adapted to better reflect staffing categories in small hospitals – all other aspects of the tool are identical to the original AHRQ Hospital SOPS.

This site also includes information **survey interpretation, action planning, and links to tools by survey dimension**. The majority of tools are *not* rural specific, but would apply across all sizes of facilities.

Internet Version of the Survey Form(s):

Several QIOs have worked to put the survey forms into on-line survey tools (such as Survey Monkey) to support hospitals and nursing homes that want to implement the survey on-line. Primaris (MO QIO) is willing to transfer the version they have put together in Survey Monkey to other QIOs that have a Survey Monkey account. For more information, contact Jennifer Reed at: jreed@moqio.sdps.org.

MedQIC

During the 8SOW the HIQIOSC developed several tools to support QIOs in implementing the Hospital SOPS. Tools still applicable for the hospital survey in the 9SOW include:

- **Using the Premier Excel Tool:**
 - WebEx Tutorial** - Developed by the Hospital Interventions QIOSC, Premier Safety Institute, and Westat to assist users in utilizing the Customized Data Tool.
 - Premier Tool User Guide** - developed by QSource, the Tennessee Quality Improvement Organization.Both at:
<http://www.qualitynet.org/dcs/ContentServer?cid=1192804462012&pagename=Medqic%2FMQTools%2FToolTemplate&c=MQTools>
- **AHRQ Database Benchmarking Tool - Updated July 2008**

Excel benchmarking tool utilizes data from the AHRQ 2008 Hospital Survey on Patient Safety Culture Comparison Database, and easily allows QIOs and hospitals to compare their survey data to all hospitals participating in the AHRQ database. The Hospital Interventions QIOSC obtained additional from AHRQ so there are comparisons in this tool for hospitals of all sizes (less than 24 beds up to 400+ beds).



<http://www.qualitynet.org/dcs/ContentServer?cid=1182785151382&pagename=Medqic%2FMQTools%2FToolTemplate&c=MQTools>

- **Presentations:**

Transformational Grand Rounds: How One Hospital Created a Culture of Patient Safety by Focusing on Internal Attitudes:

<http://www.qualitynet.org/dcs/ContentServer?cid=1212671057983&pagename=Medqic%2FMQPresentations%2FPresentationTemplate&c=MQPresentations>

Improving Patient Safety in Rural Hospitals: Translating Research into Practice . A series of three conference call presentations focusing on safety culture and use of the AHRQ survey. Co-sponsored by the National Rural Health Association:

<http://www.qualitynet.org/dcs/ContentServer?cid=1168867158132&pagename=Medqic%2FMQPresentations%2FPresentationTemplate&c=MQPresentations>

Reassessment Results from the AHRQ Hospital Survey on Patient Safety Culture – Interpreting Results for Action. A WebEx presentation by Dr. Katherine Jones to assist QIOs in helping hospital interpret their AHRQ HSOPS remeasurement survey results:

<http://www.qualitynet.org/dcs/ContentServer?cid=1192804519471&pagename=Medqic%2FMQPresentations%2FPresentationTemplate&c=MQPresentations>



Summary of Analysis Options for the AHRQ Hospital and Nursing Home SOPS

Two well-developed options for analysis of surveys from participating hospitals are currently available free of charge for QIO use. One is a publicly available Excel tool developed by the Premier Safety Institute. The other is a SAS tool from our QIO colleagues at the West Virginia Medical Institute. Both tools essentially lead to the same output - graphs and summaries of the data for each hospital in a reader friendly format.

A summary of each tool, along with pros and cons your QIO may want to consider for each option is provided below.

Premier Tool:

This tool was developed by the Premier Hospital System under a contract with AHRQ. Excel based tool available for download at the Premier website at:

<http://www.premierinc.com/safety/culture/index.jsp#tool>

Note: Westat, the contractor that developed/supports this tool is currently working on an updated version of the tool. The updated version will be available in spring 2009.

Pros:

- Developed and packaged for widespread public use, so clear instructions on use provided.
- Minimal data manipulation/analytic skills needed to produce pre-packaged output. Essentially just need to enter data into the Excel spreadsheet.
- Data output provides good summary of results. Output is in Excel. Both tabular and graphical results are included.
- Could be easily used by staff at most hospitals as long as they have access to Excel.

Cons:

- Manual data entry into Excel spreadsheet required
- Does not allow for adaptations in analysis or output*
- Maximum of 2500 surveys in each spreadsheet

*If additional data analysis was desired, data could easily be transferred from the Excel spreadsheet into SAS or a different analytic package and manipulated as desired.



West Virginia Medical Institute Tool:

The West Virginia QIO has been participating in an AHRQ funded patient safety project utilizing the AHRQ Hospital Survey on Patient Safety Culture since 2004. The West Virginia Medical Institute has generously agreed to share the programming they developed as part of that project with the rest of the QIO community. WVMI uses a scannable version of the AHRQ Hospital Survey on Patient Safety, and EZData software to scan in the results of the survey. WVMI is willing to share a copy of the SAS files and instructions with interested QIOs. If you are interested in this option, please contact Karen Hannah at khannah@wv2qio.sdps.org.

WVMI is also in process of developing a scannable version of the AHRQ Nursing Home Patient Safety Culture Survey tool and the accompanying code to support analysis of that data. They are willing to share when it is completed.

Note: In the 8SOW several QIOs contracted with WVMI to scan and provide data analysis for their hospitals using the AHRQ Culture survey as part of the Rural Organizational Safety Project. WVMI no longer has the capacity to provide this service.

Pros:

- Utilization of scannable form and equipment eliminates need for manual data entry
- Allows for easier customization of survey tool and analysis by adapting SAS code.
- Data output provides good summary of results and can go directly into PowerPoint document that can be shared with hospitals and nursing homes. Both tabular and graphical results are included.
- Unlimited number of surveys can be analyzed.

Cons:

- Need scanning equipment and software – many QIOs do not have current access to this type of technology, and the software would need to be purchased (\$300 - \$500 for Easy Data software).
- More sophisticated analytic skills needed to manipulate data and SAS code
- Unless participating hospitals and nursing homes have staff with analytic capabilities to utilize SAS, it may be difficult to directly pass on past analytic files to participating facilities.

Nursing Home Survey Note: AHRQ is developing an Excel tool available for analysis of the Nursing Home Survey (Similar to the Premier Excel tool for the hospital survey) The PS QIOSC



is working with AHRQ to distribute that tool to the QIO community as soon as it is available (*anticipated late 2008*).

Commercial Vendors:

Several commercial vendors have incorporated the AHRQ **Hospital SOPS** into their product line. Hospitals participating with their QIO should feel free to use this option if the survey was completed in the timelines required. QIOs will need to work with hospital to review their survey results and help identify opportunities for improvement and support.

At this time there are not any vendors that have incorporated or are offering the **AHRQ NH SOPS** tool. Several vendors have been in touch with AHRQ, and it is anticipated vendors may begin incorporating the AHRQ NH SOPS into their product lines in 2009.