



# SURVEYS ON PATIENT SAFETY CULTURE (SOPS) USER NETWORK

Agency for Healthcare Research and Quality • Surveys on Patient Safety Culture (SOPS) User Network • November 2010

The Surveys on Patient Safety Culture (SOPS) are a set of surveys developed by the Agency for Healthcare Research and Quality (AHRQ). The surveys assess provider and staff opinions about patient safety culture in three health care settings: hospitals, outpatient medical offices, and nursing homes.

This update is intended to help SOPS users stay informed about new developments, tools, and resources that are available for the surveys. Please feel free to share this information. For further details and information, visit the AHRQ Web site at [www.ahrq.gov/qual/patientsafetyculture](http://www.ahrq.gov/qual/patientsafetyculture).

## Survey News

### New Pharmacy Survey on Patient Safety Culture Under Development

AHRQ is funding the development of a new survey addressing patient safety culture in community/retail pharmacies. This survey will include questions about various dimensions of patient safety in pharmacies, including dispensing mistakes and patient counseling.

The process of developing this survey involves many steps:

- Conduct Literature Review - *Ongoing*
- Conduct Expert Interviews - *Done*
- Conduct Pharmacy Staff Interviews - *Done*
- Develop Draft Survey Dimensions and Items - *Done*
- Conduct Cognitive Testing of Draft Survey - *Done*
- Obtain Government Approval To Conduct Pilot Study - *Current status*
- Conduct Pilot Study in Community/Retail Pharmacies - *2011*
- Conduct Data Analysis - *Late 2011*
- Finalize Survey - *Late 2011/Early 2012*
- Develop Survey Toolkit Materials - *Early 2012*

AHRQ expects to release the new Pharmacy Survey on Patient Safety Culture and toolkit materials on the AHRQ Web site in 2012.

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## Spanish Survey Versions Now Available

AHRQ has posted Spanish versions of the Nursing Home and Hospital Surveys on Patient Safety Culture. The Spanish items and dimensions documents, which group the survey items by the patient safety culture dimension they measure, are also now available.

The steps in the survey translation process included:

- ➔ A review of draft translations,
- ➔ Pretesting,
- ➔ Analysis of findings and recommended changes, and
- ➔ Final review and decisions.

The Spanish surveys can be downloaded at [www.ahrq.gov/qual/patientsafetyculture](http://www.ahrq.gov/qual/patientsafetyculture).

## Database News

### Announcing Data Submission for the Nursing Home SOPS Comparative Database

Modeled after the Hospital SOPS Comparative Database, AHRQ has developed a comparative database for the Nursing Home SOPS. The purpose of this new database is to enable nursing homes to compare their survey results with other facilities.

All nursing homes in the United States or its territories that have administered the AHRQ survey are asked to voluntarily submit data to this new database. AHRQ will use the data to produce a comparative database report similar to the Hospital SOPS Comparative Database Report.

- ➔ Data Submission for the 2011 Nursing Home SOPS Database is open from January 15 – February 15, 2010.

For more information about data submission, visit [www.ahrq.gov/qual/nhsurvey10/nhsubinfo.htm](http://www.ahrq.gov/qual/nhsurvey10/nhsubinfo.htm). For questions, E-mail [DatabasesOnSafetyCulture@ahrq.hhs.gov](mailto:DatabasesOnSafetyCulture@ahrq.hhs.gov) or call 1-888-324-9790.

## Events

### Highlights From the 12th CAHPS® and 2nd SOPS User Group Meeting

Users of the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) surveys and the AHRQ Surveys on Patient Safety Culture (SOPS) came together to learn from one another and network on April 19-21, 2010, at the Inner Harbor in Baltimore, Maryland. This 12th CAHPS and 2nd SOPS User Group Meeting was the largest AHRQ-sponsored User Group Meeting to date, with about 500 attendees and the greatest number of concurrent sessions (6 tracks on Tuesday and 7 tracks on Wednesday).

Download presentation slides from the CAHPS-SOPS User Group Meeting at <https://www.cahps-sopsUGM.org/ugm/UGMAgenda.aspx>.

#### *Preconference SOPS College*

There were 54 attendees at the first-ever "SOPS College," a pre-conference primer for new SOPS users, featuring presentations on survey administration, data analysis and reporting, tools and resources, and the comparative da-

tabases. According to one attendee, SOPS College was a "great way to get survey use in an easy, abbreviated course. Much better than trying to teach yourself."

#### *Opening Remarks: Carolyn Clancy*

A brief video of Carolyn Clancy, M.D., Director of AHRQ, kicked off the main conference day. Dr. Clancy discussed the importance of the CAHPS and SOPS programs, stating that "...the combined data from the surveys can give us an enriched view of the quality environment in hospitals, medical offices, and nursing homes." Dr. Clancy also introduced the keynote speaker in honor of Chuck Darby, the "Founding Father" of CAHPS.

Dr. Clancy's 7-minute video and a transcript are available at <https://www.cahps-sopsUGM.org/ugm/UGMAgenda.aspx>. On the "Agendas" tab, scroll down to "Keynote Speakers."

#### *Opening Keynote: Gerard van Grinsven*

Gerard van Grinsven, President and Chief Executive Officer of Henry Ford West Bloomfield Hospital, opened the conference with a focus on building successful relationships with your staff and patients. He shared stories of his experience in the luxury hospitality industry and the importance of engaging both your employees and your customers. Mr. van Grinsven's slides are available at <https://www.cahps-sopsUGM.org/ugm/UGMAgenda.aspx>.

## SOPS Breakout Session – Improving Safety Culture Through Communication and Teamwork

In one of the SOPS breakout sessions on Tuesday, April 20, Howard Cohen, M.D., Patient Safety Officer, described Salem Hospital's experience with fielding the Hospital SOPS to strengthen the key safety dimensions of communication and teamwork in their Family Birth Center. In recent years, Salem Hospital leaders have turned to the Hospital SOPS as a key tool for improving their culture of safety.

Salem used the Hospital SOPS in fall 2007 to gather baseline data for its initiative, which featured staff education, training, and support in patient safety, communication, and teamwork. In a followup administration in fall 2009, Salem used the Hospital SOPS to gather data on the impact of the initiative.

Hospital SOPS results captured improvement in the Family Birthing Center, including increases from:

- ➔ 61% to 90% positive in Overall Patient Safety Grade;
- ➔ 50% to 70% positive in Feedback & Communication About Error; and
- ➔ 36% to 51% positive in Hospital Handoffs & Transitions.

Salem Hospital will extend its efforts to improve patient safety culture to two new areas a year, administering the Hospital SOPS every 18 to 24 months.

## Panel Plenary: A Systems Approach to Patient-Centered Care

Dale Shaller, Shaller Consulting Group, moderated a panel of representatives from Aurora Health Care and The Vanderbilt Clinic who discussed how their health care systems include patients in their efforts to be patient-centered.

- ➔ **Kathryn Leonhardt, M.D., M.P.H.**, Patient Safety Officer and Medical Director at Aurora Health Care, discussed how Aurora developed patient safety advisory councils so that patients' perspectives would help to shape patient safety improvements within the system. With funding from AHRQ, Dr. Leonhardt and her team created the **Guide for Developing a Community-Based Patient Safety Advisory Council**. This toolkit is available at [www.ahrq.gov/qual/advisorycouncil](http://www.ahrq.gov/qual/advisorycouncil).
- ➔ **Darlene Mills** shared her experience as the support partner to her husband, Ken Mills, who was a patient at Aurora Health Care. Mrs. Mills conveyed the importance of including support partners as well as patients. One attendee commented, "She brought home a very important point through one of the most touching stories I have ever heard. She echoed so many words that I have heard my

own mother say as she cares for my dad." Mrs. Mills also shared a video presentation of her late husband, who explained that by supporting a patient's support partners, you help take care of the patient.

- ➔ **David Posch**, Chief Executive Officer, Vanderbilt Medical Groups and Clinics, discussed Vanderbilt's key behaviors for success which include listening and engaging in meaningful dialogue with patients and their families. Vanderbilt used patients' own words to formulate strategic plans and shared these plans with physicians and staff to ensure that their work continues to meet patients' needs.
- ➔ **Mary Ann Peugeot**, Chair, Vanderbilt Patient and Family Advisory Council, discussed the council's interaction with administrators to engage, educate, involve, collaborate, and empower patients and their families. Ms. Peugeot provided an example of Vanderbilt's consent forms, which were revised based on feedback from the Patient and Family Advisory Council so that patients and their representatives could better understand them.



**Panel Plenary Speakers (left to right): David Posch, Mary Ann Peugeot, Kathryn Leonhardt, Darlene Mills, and Dale Shaller**

## Closing Plenary - Off Track: The Road to Patient-Centered Safety

Carrie Brady, an independent health care consultant, gave the closing plenary on the topic of integrating CAHPS and SOPS data. Through interactive exercises that engaged the audience, she focused on the concept of patient-centered safety—emphasizing the importance of communication and coordination. She challenged survey users to examine relationships between their CAHPS and SOPS data to discover what CAHPS data reveal about patient safety and what SOPS data reveal about the patient's experience.

## Highlights From the National Technical Assistance Conference Call on the AHRQ Nursing Home Survey on Patient Safety Culture

On March 31, 2010, AHRQ sponsored a National Technical Assistance Conference Call on the AHRQ Nursing Home Survey on Patient Safety Culture. More than 375 participants listened to the call. Participants heard from the survey developers and professionals who administered the

survey from both a regional perspective and an individual nursing home.

They shared their successes and challenges in survey administration and how they maximized their survey response. The speakers also discussed using their survey results to develop action plans to target their safety culture improvement initiatives.

Presentation slides from the call and additional nursing home resources are available at [www.ahrq.gov/qual/patientsafetyculture/nhsurvindex.htm](http://www.ahrq.gov/qual/patientsafetyculture/nhsurvindex.htm).

## Toolkit Materials

### Updated Data Entry and Analysis Tools

The Data Entry and Analysis Tools for the SOPS surveys work with Microsoft Excel® and make it easy to input your individual-level data from the surveys. The tools then automatically create tables and graphs to display your survey results. The following updates have been made to the tools:

- ➔ **Hospital Data Entry and Analysis Tool:** Updated to include comparative data from the latest Hospital Comparative Database results. It also enables you to input your previous and most recent survey data to view trending results for your hospital. The Hospital Tool is available for use in Microsoft Excel® 2002 or 2007.
- ➔ **Nursing Home Data Entry and Analysis Tool:** Updated to enable you to input your previous and most recent survey data to view trending results for your nursing home. The Nursing Home Tool is available for use in Microsoft Excel® 2002 or 2007.
- ➔ **Medical Office Data Entry and Analysis Tool:** Updated to include comparative data from 470 medical offices. The Medical Office Tool is available for use in Microsoft Excel® 2007.

To request any of the Data Entry and Analysis Tools, send an E-mail to [DatabasesOnSafetyCulture@ahrq.hhs.gov](mailto:DatabasesOnSafetyCulture@ahrq.hhs.gov) and specify which tool you would like (hospital, nursing home, or medical office) as well as which version of Microsoft Excel® you are using (2002 or 2007).

### International Use of the Surveys on Patient Safety Culture

This new page contains an overview of the growing use of the patient safety culture surveys worldwide ([www.ahrq.gov/qual/patientsafetyculture/pscintusers.htm](http://www.ahrq.gov/qual/patientsafetyculture/pscintusers.htm)). It also contains documents to assist with creating survey translations that maintain the original intent of the survey items. These new resources include:

- ➔ **Translation Guidelines for the AHRQ Surveys on Patient Safety Culture:** Following these guidelines will help ensure that the survey's items, instructions, and responses:
  - Convey the same meanings as the English version.
  - Use language that is familiar to and easily understood by respondents.
  - Are culturally appropriate.
  - Use correct grammar and syntax.
- ➔ **Information for Translators:** This document, available for each of the surveys, provides information about the intended meaning of the survey items to help translators develop a translation that conveys the same meaning as the original U.S. English version.

### Research Datasets: Hospital Comparative Database Deidentified Data Files

Interested researchers may now request deidentified data files from the latest Hospital Survey on Patient Safety Culture Comparative Database. Information and an application form are available at [www.ahrq.gov/qual/patientsafetyculture/hsopsdatasets.htm](http://www.ahrq.gov/qual/patientsafetyculture/hsopsdatasets.htm).

## Stay in the Know

To sign up for automatic E-mail updates from AHRQ on the Surveys on Patient Safety Culture, go to [www.ahrq.gov/qual/patientsafetyculture](http://www.ahrq.gov/qual/patientsafetyculture) and follow these steps.

1. Select the red envelope and text "Sign Up for Surveys on Patient Safety Culture E-mail Updates" at the top of the page.
2. Enter your E-mail address and select your preferences for receiving updates (immediately, daily, or weekly).
3. Select which Surveys on Patient Safety Culture updates you would like to be subscribed to.

You Are Here: [AHRQ Home](#) > [Quality & Patient Safety](#) > [Medical Errors & Patient Safety](#) > [Surveys on Patient Safety Culture](#)

## Surveys on Patient Safety Culture

 [Sign Up for Surveys on Patient Safety Culture E-mail Updates](#)

## Spotlight on CAHPS®

### Developing the CAHPS Patient-Centered Medical Home Survey

The CAHPS Team has made significant progress in developing and testing a draft version of the CAHPS Patient-Centered Medical Home (PCMH) Survey. This article offers an update on the status of the survey in the process of becoming a standardized tool for assessing patients' experiences with medical home practices.

#### *Extensive Input Informed Development Process*

In late 2009, the National Committee for Quality Assurance (NCQA) convened an advisory committee to update its Physician Practice Connections®—Patient-Centered Medical Home™ (PPC-PCMH) program. It also established a technical expert panel (TEP) and solicited public comment from a broad spectrum of stakeholders.

In drafting the PCMH Survey, the CAHPS Team worked with NCQA to ensure that the instrument incorporated feedback from NCQA's advisory committee and Patient Experience TEP as well as from a separate TEP convened by the CAHPS Team. The draft instrument was also influ-

enced by a literature review, focus groups, and cognitive interviews with adult patients and parents of pediatric patients in both English and Spanish. The purpose of the cognitive testing was to ensure that respondents had a shared understanding of the question wording and that the response choices offered captured their experiences.

#### *Next Steps*

Adult and child versions of the PCMH Survey are available for field testing. NCQA will conduct an independent field test of the draft survey in late 2010. The findings from that test will be used to further refine item wording, determine measures for reporting purposes, and inform the protocols for administering the survey. NCQA expects to release the survey with the updated PCMH program standards in mid-2011.

The CAHPS Team plans to conduct additional testing in the field to explore implementation issues. **If you are interested in testing a draft CAHPS PCMH Survey**, please contact the CAHPS Help Line at [cahps1@ahrq.gov](mailto:cahps1@ahrq.gov) or 1-800-492-9261.

For more information on the development and testing process, refer to [Developing a CAHPS® Clinician & Group Survey to Measure the Medical Home](#) (PDF, 978 KB; [PDF Help](#)).

To receive e-mail updates on CAHPS products and services, select: [https://subscriptions.ahrq.gov/service/multi\\_subscribe.html?code=USAHRQ](https://subscriptions.ahrq.gov/service/multi_subscribe.html?code=USAHRQ).

## For More Information

For more details about the SOPS program, copies of the surveys, and toolkit materials, visit [www.ahrq.gov/qual/patientsafetyculture](http://www.ahrq.gov/qual/patientsafetyculture).

**Technical Assistance**

- [SafetyCultureSurveys@ahrq.hhs.gov](mailto:SafetyCultureSurveys@ahrq.hhs.gov) 1-888-324-9749
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