



# Welcome & Introductions

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- National Technical Assistance Conference Call on the AHRQ Nursing Home Survey on Patient Safety Culture
  
- Speakers:
  - Deborah Carpenter RN, MSN, CPHQ, PMP  
Senior Study Director, Westat
  
  - Tara Brown MPH, CQIA, CQA  
Evaluation Specialist, Georgia Medical Care Foundation
  
  - BettyLou Barron RN, MSN  
Director of Nursing, Bear Creek Nursing & Rehab Center



# Development of the AHRQ Nursing Home Survey on Patient Safety Culture

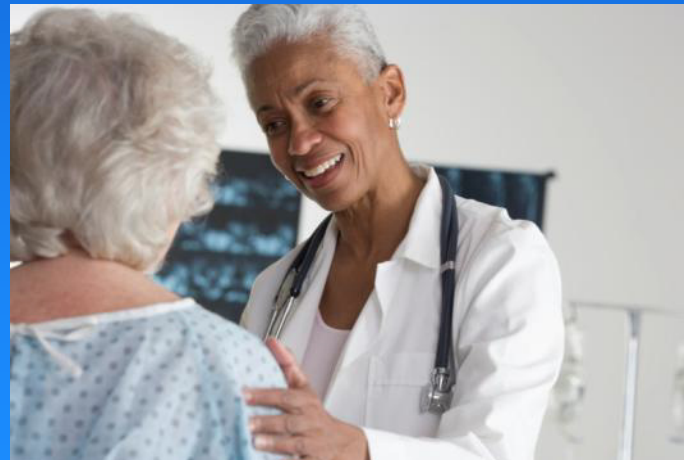
Deborah Carpenter, RN MSN CPHQ PMP

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

March 31, 2010

# Objectives

- Describe survey domains and development process.
- Provide information from pilot study survey administration.
- Present information about the SOPS Nursing Home Data Entry and Analysis Tool.





# Background

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- AHRQ Nursing Home Survey on Patient Safety Culture released in fall 2008.
- Survey and support tools available at:  
<http://www.ahrq.gov/qual/patientsafetyculture/>

# Hospital SOPS Dimensions

- 42 items assess 12 dimensions of patient safety culture
  1. Communication openness
  2. Feedback & communication about error
  3. Frequency of event reporting
  4. Handoffs & transitions
  5. Management support for patient safety
  6. Nonpunitive response to error
  7. Organizational learning – continuous improvement
  8. Overall perceptions of patient safety
  9. Staffing
  10. Supv/mgr expectations & actions promoting patient safety
  11. Teamwork across units
  12. Teamwork within units
  
- Patient safety “grade” (Excellent to Poor)
- Number of events reported in past 12 months





# Nursing Home SOPS Development

- Many NH staff have lower education/reading levels; language issues
  - Used simple language in survey items (final survey has Flesch-Kincaid score 5.3 grade reading level)
  - Kept survey item wording relatively short
  - Focused on entire NH rather than on “units” or “departments”



# NH SOPS Patient Safety Culture Dimensions

- 42 items assess 12 dimensions of patient safety culture
  1. Communication openness
  2. Compliance with procedures
  3. Feedback & communication about incidents
  4. Handoffs
  5. Management support for resident safety
  6. Nonpunitive response to mistakes
  7. Organizational learning
  8. Overall perceptions of resident safety
  9. Staffing
  10. Supv/mgr expectations & actions promoting resident safety
  11. Teamwork
  12. Training and skills
- Resident safety “grade” (Excellent to Poor)
- Overall recommendation of nursing home to friends



# Nursing Home Pilot Test

- Identified a site point-of-contact (POC)
  - Typically a NH administrator
- Conducted paper survey administration
  - Conduct a census of all staff unless NH has 300 or more staff & then draw a sample
    - Conduct a census of staff positions with few individuals & draw a sample from nursing assistants/support staff
  - Survey staff, including agency and contract staff, who can read and understand English
  - Survey physicians or other providers who see patients in the NH





# Nursing Home Pilot Test

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- Overall response rate = 73% (3,698/5,065)
  - 80% overall with individual incentives
  - 59% overall without individual incentives
- ❖ Without a POC incentive, your response rate is likely to be lower



## Patient Safety Culture Composites      Average % Positive Response



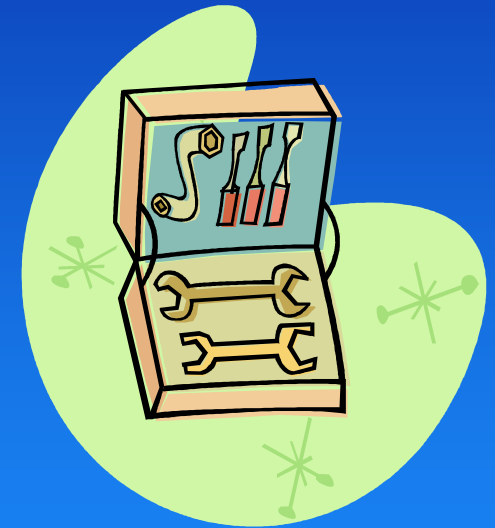
# Comments

- 24% of respondents provided comments
- Most comments were negative - focused on perceived issues or problems
- Recurring themes:
  - Training
  - Staffing
  - Nonpunitive response to mistakes
  - Teamwork



# NH SOPS Toolkit

- Final formatted survey
- Survey User's Guide providing instruction on data collection and analysis
- Preliminary comparative results on survey items & composites based on 40 pilot nursing homes
- Modifiable PowerPoint® survey feedback template
- Data entry and analysis tool that works with Microsoft Excel® available by emailing: [DatabasesOnSafetyCulture@ahrq.hhs.gov](mailto:DatabasesOnSafetyCulture@ahrq.hhs.gov)





# SOPS Nursing Home Data Entry and Analysis Tool

Westat designed a data entry and analysis tool to display results from the new Nursing Home Survey

- Input individual survey data.
- Create graphs and tables to display your survey results overall and by various demographics.
- Analyze which patient safety culture dimensions may need additional attention.
- Compare your results against pilot study NHs.
- Share the results with others in your organization. All results are printable.



# SOPS Nursing Home Data Entry and Analysis Tool

- Tool is for a single Nursing Home with a minimum of 5 respondents.
- Each tool will handle data entry of up to 2,500 individual survey responses.
- Requires Microsoft Excel 2003 or higher to use the tool.
- This tool uses Excel macros. Before opening the file, set Excel's macro security level to medium.

# Item Level Results

Item results are displayed only when there are 3 or more respondents for an item.

## Responses for Nursing Home XXX

### Overall Perceptions of Resident Safety

■ Positive   
 ■ Neutral   
 ■ Negative

1. Residents are well cared for in this nursing home. (D1)



9% NA/DK/MI = 2%

2. This nursing home does a good job keeping residents safe. (D6)



4% NA/DK/MI = 2%

3. This nursing home is a safe place for residents. (D8)



7% NA/DK/MI = 4%



# Item Level Comparative Results

Based on 40 Pilot Nursing Homes

## Nursing Home XXX Item-Level Comparative Results

Item	Survey Items By Resident Safety Culture Area	Survey Item % Positive Response	All Pilot Nursing Homes Average % Positive	
			MIN	MAX
<b><u>1. Overall Perceptions of Resident Safety</u></b>				
D1	1. Residents are well cared for in this nursing home.		41%	100%
D6	2. This nursing home does a good job keeping residents safe.		49%	98%
D8	3. This nursing home is a safe place for residents.		53%	100%





# Longterm AHRQ Support

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- AHRQ will support a comparative database on the NH survey in the next year or two
  - NHs will be asked to submit data to the database
  - A comparative report will be produced & released on the AHRQ Web site
- We are interested in information about interventions NHs have implemented to address areas for improvement



# Questions?

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- [DatabasesOnSafetyCulture@ahrq.hhs.gov](mailto:DatabasesOnSafetyCulture@ahrq.hhs.gov)
- [SafetyCultureSurveys@ahrq.hhs.gov](mailto:SafetyCultureSurveys@ahrq.hhs.gov)