Culture of Safety Survey Registration Kickoff

June 30, 2021

EQIC
EASTERN US QUALITY
IMPROVEMENT COLLABORATIVE

Agenda

TOPIC	PRESENTER
Introduction Measuring your patient safety culture	Cathleen Wright director, EQIC
Registration details with demonstration	Jenna Winokur project manager, EQIC
Reporting structures	Melissa Bauer principal healthcare informatics analyst, DataGen
Next Steps Q and A	Jenna Winokur

EQIC
EASTERN US QUALITY
IMPROVEMENT COLLABORATIVE

What is organizational culture?

- Shared, learned beliefs and behaviors
- Reflects common language and behavior
- It is created and taught
- It can be measured

EQIC
EASTERN US QUALITY
IMPROVEMENT COLLABORATIVE

What is patient safety culture?

The beliefs, values and norms shared by healthcare staff

It is that which is:
- Rewarded
- Supported
- Expected
- Accepted

It exists at:
- System level
- Hospital level
- Department level
- Unit level

EQIC
EASTERN US QUALITY
IMPROVEMENT COLLABORATIVE

Patient safety culture

The product of individual and group beliefs, values, attitudes, perceptions, competencies and patterns of behavior that determine the organization's commitment to quality and patient safety.

The Joint Commission. Sentinel Event Alert Issue 57, "The essential role of leadership in developing a safety culture,"

Beliefs present in a patient safety culture:

- Our processes are designed to prevent failure
- We are committed to detect and learn from error
- We are transparent in our actions and communications
- People who work in teams make fewer errors

EQIC
EASTERN US QUALITY
IMPROVEMENT COLLABORATIVE

The AHRQ Hospital Survey on Patient Safety Culture (HSOPS)

- Validated survey
- Purpose is to measure the culture of patient safety at a single hospital
- Asks staff in hospitals about their organizational culture's support for patient safety
- Examines organizational perceptions of 10 domains or core elements of patient safety culture ranging from communication about errors to teamwork within and across units
- Provides comparative benchmarking user data

EQIC
EASTERN US QUALITY
IMPROVEMENT COLLABORATIVE

The AHRQ HSOPS asks . . .

Are the things we are doing in this hospital making patients safer?

EQIC
EASTERN US QUALITY
IMPROVEMENT COLLABORATIVE

Why participate in the AHRQ HSOPS?

Enables healthcare organizations to assess how their staff perceive various aspects of patient safety culture.

- Raise staff awareness about patient safety

- Assess patient safety culture in hospital units/work areas

- Identify strengths and areas for improvement

- Examine change over time

- Evaluate the impact of patient safety initiatives

- Conduct internal and external comparisons

EQIC
EASTERN US QUALITY
IMPROVEMENT COLLABORATIVE

Registration details

Jenna Winokur

NY Project Manager

EQIC

Reporting structures

Melissa Bauer

Principal Healthcare Informatics Analyst

EQIC

Survey reports

Detailed excel report model, containing:

- Current survey results
- Supplemental item results (if applicable)
  - Value and Efficiency
  - Health Information Technology Patient Safety
- Comparisons to benchmarks
- Unit-level results (if applicable)
- Raw survey data

Sections of the Excel report

Annual Reports

- **Utilizes data for the current year's survey**

- **High-level summary and detailed information available**

2021 AHRQ Culture of Safety Survey Report		
Report	**Description**	**Core/Supplemental**
Summary Hospital Measures	Composite Statistics of Overall Hospital Safety Measurements	Core
Summary Work Area Measures	Composite Statistics of Safety Measurements for Work Areas/Units	Core
Summary Value and Efficiency Measures	Composite Statistics of Value and Efficiency	Supplemental
Summary Health & IT Measures	Composite Health and IT Patient Safety	Supplemental
Overall Safety Grade	Overall Patient Safety Grade - All Respondents by Work Area/Unit	Core
Number of Events Table	Number of Events Reported by Work Area/ Unit	Core
Teamwork	Domain: Teamwork	Core
Learning and Improvement	Domain: Organizational Learning - Continuous Improvement	Core
Staffing	Domain: Staffing and Work Pace	Core
Response to Error	Domain: Response to Error	Core
Supervisors	Domain: Supervisor, Manager, or Clinical Leader Support for Patient Safety	Core
Communication	Domain: Communication Openness	Core
Error Feedback	Domain: Communication About Error	Core
Event Reporting	Domain: Reporting Patient Safety Events	Core
Hospital Management	Domain: Hospital Management Support for Patient Safety	Core
Handoffs and Transitions	Domain: Handoffs and Information Exchange	Core
Empowerment	Domain: Empowerment To Improve Efficiency	Supplemental
Waste Reduction	Domain: Efficiency and Waste Reduction	Supplemental
Patient Centeredness	Domain: Patient Centeredness and Efficiency	Supplemental
Leader Support Reducing Waste	Domain: Supervisor, Manager, or Clinical Leader Support for Improving Efficiency and Reducing Waste	Supplemental
Experience Improving Efficiency	Domain: Experience With Activities To Improve Efficiency	Supplemental
Efficiency Overall Rating	Domain: Overall Ratings	Supplemental
Health & IT Patient Safety and Quality Issues	Domain: EHR Patient Safety and Quality Issues	Supplemental
Health & IT Workflow Process	Domain: EHR and Workflow/Work Process	Supplemental
Health & IT Overall Rating	Domain: Overall EHR System Rating	Supplemental
Demographics Table	Respondent Demographics	Core/Supplemental
Data Table	Patient Safety Culture Scores Compared to EQIC and National Benchmarks	Core/Supplemental
Unit-Level Table	Patient Safety Culture Scores by Specific Unit	Core/Supplemental

EQIC
EASTERN US QUALITY
IMPROVEMENT COLLABORATIVE

Annual reports

- Detailed results within each domain for the current year's survey:
  - **Summary Hospital Measures**
    - Domains that focus on the hospital overall
  - **Summary Work Area Measures**
    - Domains that focus on your primary work area/unit
  - **Overall Safety Grade**
    - Respondent rated patient safety grade for select units
  - **Optional Supplemental(s)**
    - Value and Efficiency
    - Health Information Technology Patient Safety
- Other comparative statistics included for measures:
  - EQIC 90th percentile
  - EQIC mean
  - National mean

EQIC
EASTERN US QUALITY
IMPROVEMENT COLLABORATIVE

Annual report charts
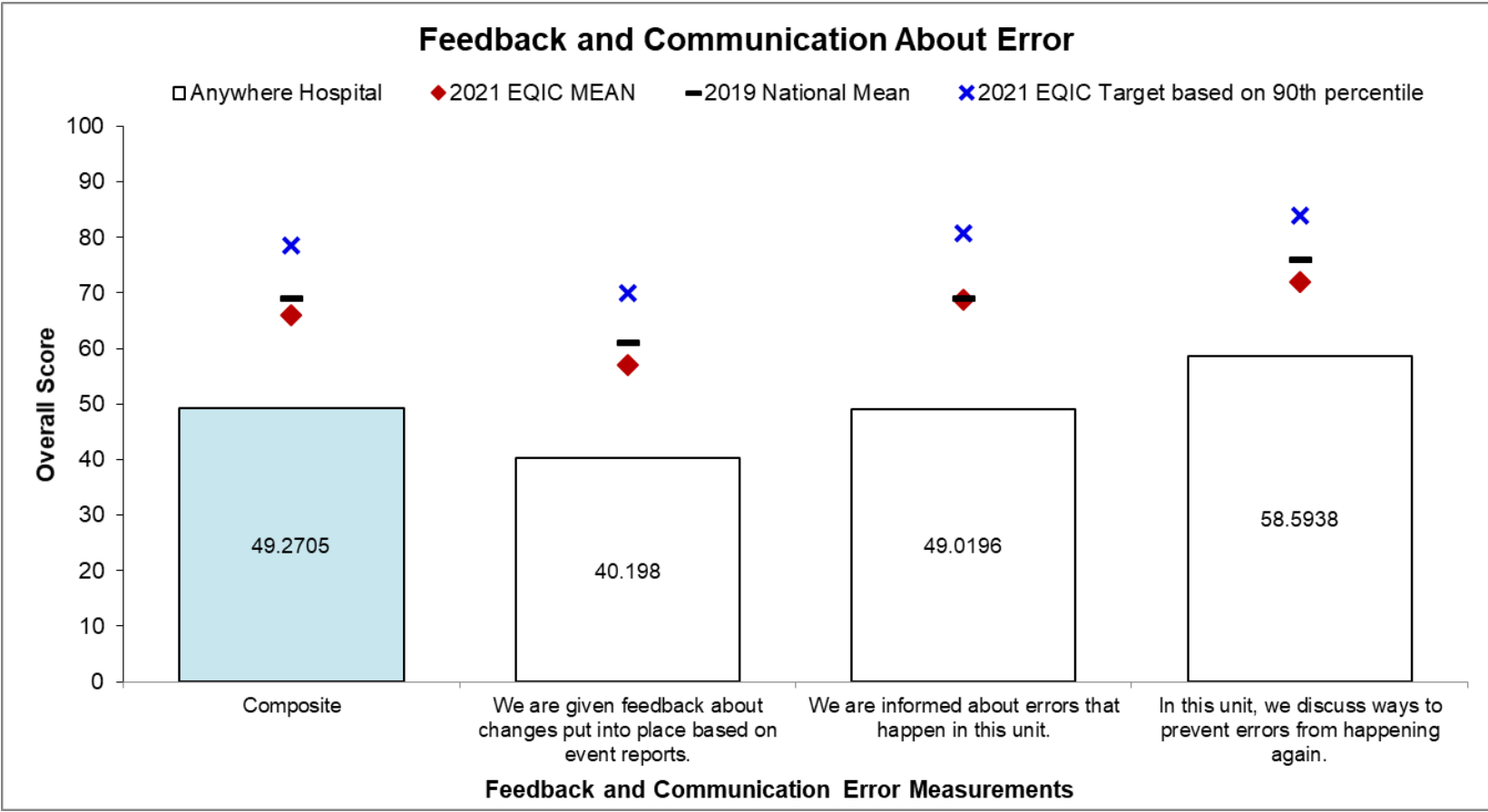
Additional included analyses

- Overall patient safety grade and event reporting frequency stratified by respondent primary work area

- Summarized demographic characteristics of participating staff

- Graphic and tabular scores for all individual survey items

- Raw survey data to conduct any additional analyses internally

Next steps

Jenna Winokur
NY Project Manager
EQIC

Next steps

- Review survey options offered by HANYS/EQIC

- Complete the COS registration to indicate your participation level

- If applicable, submit unit lists and contact information

- Promote survey and encourage staff participation

- Reach out to HANYS/EQIC for more information

EQIC
EASTERN US QUALITY
IMPROVEMENT COLLABORATIVE

Q & A

Thank you.

Jenna Winokur

jwinokur@hanys.org

EQIC
EASTERN US QUALITY
IMPROVEMENT COLLABORATIVE