

Re-measurement AHRQ Hospital Survey on Patient Safety Culture

Rural Organization Safety Culture
Change Project
June 7, 2007



Overview



- Project Reporting Requirements & Timeline
- Reminders for the revised Premier Customized Excel Data Tool
- Value of Participation
- AHRQ Patient Safety Culture Comparative Database



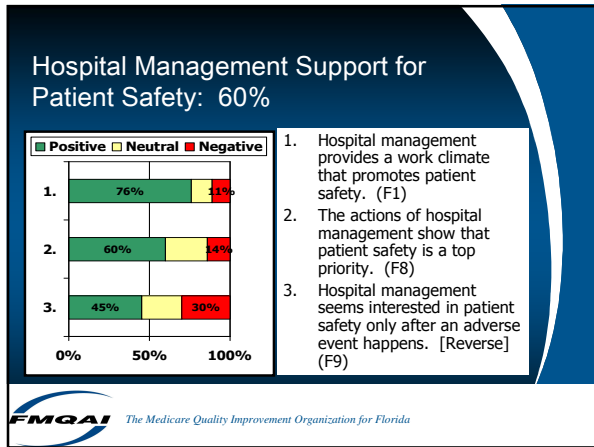
Reporting Requirements

- Sampling Methodology
- Survey Response Rate
- Survey Results
 - Questions F1, F8, F9
 - Composite score



SECTION F: Your Hospital
Please indicate your agreement or disagreement with the following statements about your hospital. Mark your answer by filling in the circle.

Think about your hospital...	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
1. Hospital management provides a work climate that promotes patient safety	①	②	③	④	⑤
2. Hospital units do not coordinate well with each other	①	②	③	④	⑤
3. Things "fall between the cracks" when transferring patients from one unit to another.....	①	②	③	④	⑤
4. There is good cooperation among hospital units that need to work together	①	②	③	④	⑤
5. Important patient care information is often lost during shift changes	①	②	③	④	⑤
6. It is often unpleasant to work with staff from other hospital units	①	②	③	④	⑤
7. Problems often occur in the exchange of information across hospital units	①	②	③	④	⑤
8. The actions of hospital management show that patient safety is a top priority	①	②	③	④	⑤
9. Hospital management seems interested in patient safety only after an adverse event happens	①	②	③	④	⑤
10. Hospital units work well together to provide the best care for patients	①	②	③	④	⑤
11. Shift changes are problematic for patients in this hospital.....	①	②	③	④	⑤



Reporting Requirements

- Final Report
 - Aim
 - Changes tested or implemented
 - Results
 - Lessons learned/Barriers

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Project Timeline

- June 25 Administer survey and collect data
- July 16 Prepare & analyze data
- July 27 Submit survey results to FMQAI
- July 31 Submit survey results to Westat
- Aug 24 Submit final report to FMQAI



Tips for Use of the Tool

- Must have Excel 2002 or greater
- Remember to "enable" macros
 - Must have security setting on MEDIUM
- Low Volume response on Demographics report
 - Fewer than 11 responses
 - i.e., 2 pharmacists, 1 dietitian ...
- Use "Main Menu" icon at top of the page to navigate through the tool




Remember ...

- To maintain integrity of reports and graphs, as well as ability to benchmark, do not alter survey questions or format
- Tool is extremely sensitive
 - Enter values exactly as appears in drop down
 - Case sensitive
- Select "Update Table & Graphs" after entering each survey on the *Data Entry Screen*



Remember...


- Within each *Item Result* page, if you change the item in the drop down box, you must "Update Graph"
- Data tool provides immediate internal results for review and feedback.
- Data from earlier version can be copied into this revised tool for analysis



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Remember...


- The revised version has the ability to calculate the percentage of respondents in your organization that had written comments.
- Your facility will be provided with a hospital-specific Benchmark Report
 - Baseline, re-measurement and benchmark data comparison
 - PowerPoint presentation ready for Leadership meeting



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Value of Participation

- Regulatory Compliance
 - The Joint Commission
 - **PI.1.10** – specific requirements for data collection regarding, among other topics, staff perceptions of risks and suggestions for improvement and staff willingness to report unanticipated adverse events
 - **LD.4.40 – 4.70** – various EPs directing leaders to plan and implement a safety program using data to establish expectations, plans and priorities for ensuring a safe environment for patients and staff



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Value of Participation

cont'd

- Regulatory Compliance, cont'd
 - CMS Conditions of Participation (CoP)
 - **Title 42, § 482.21:** Quality assessment and performance improvement program – mirrors the Leadership Chapter of The Joint Commission's Comprehensive Accreditation Manual for Hospitals (CAMH)
 - Patient Safety & Quality Improvement Act (P.L. 109-41)
 - Encourage a culture of safety in health care organizations by providing legal protection of information on medical errors and adverse events voluntarily reported to patient safety organizations



Value of Participation

cont'd

- Other Reasons to Participate
 - Internal and External Benchmarking
 - Hospital-specific reports provide trend data for comparative analysis on various levels
 - Question specific, dimension composite score, and overall safety grade
 - Mission of the Organization
 - Most hospitals mission statement includes provision of safe quality care to every patient every time
 - Staff will be able to 'live' the mission
 - "Everyone Else is Doing It"
 - IHI, Leapfrog, ASHRM, AHRQ, NPSF, AHA



Value of Participation

cont'd

➢ Financially sound business practice

Unsafe environment

↓
Errors

↓
Liability

↓
Litigation

Be cautious of the "penny-wise, pound foolish" phenomena



Key Strategies for Improving Organization Culture on Patient Safety

- Engaged Senior Leadership
- Town Hall Meetings
- WalkRounds™
- Safety Briefings
- Sensemaking
- Just Culture

Remember to 'take credit' for strategies implemented in your performance improvement program




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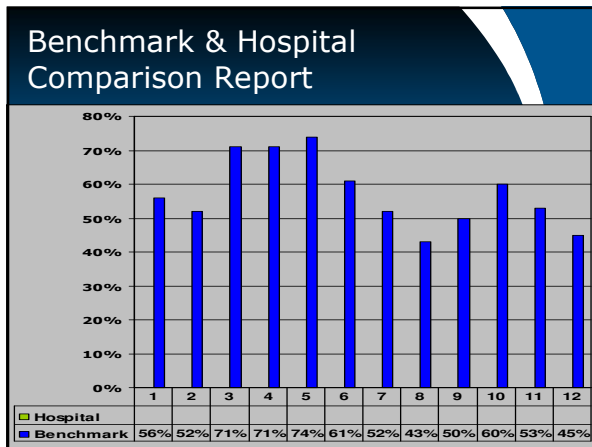
Benchmarks for the Hospital Survey on Patient Safety Culture

Prepared for
Hospital
By FMQAI

November 2006
Rural Organizational Safety Culture (ROSC) Change Project

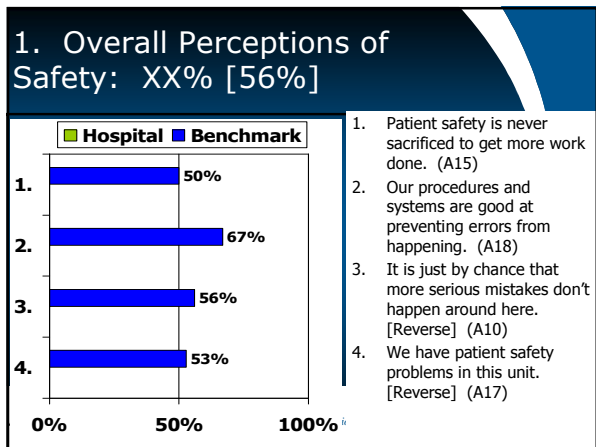


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Benchmark & Hospital Safety Culture Composites

Number	Composite	Benchmark	Hospital
1	Overall Perception of Safety	56%	
2	Frequency of Events Reported	52%	
3	Supervisor/Manager Expectations & Actions Promoting Patient Safety	71%	
4	Organizational Learning--Continuous Improvement	71%	
5	Teamwork Within Units	74%	
6	Communications Openness	61%	
7	Feedback & Communications About Error	52%	
8	Nonpunitive Response to Error	43%	
9	Staffing	50%	
10	Hospital Management Support for Patient Safety	60%	
11	Teamwork Across Hospital Units	53%	
12	Hospital Handoffs & Transitions	45%	



Further Reference

- Instructions for copying data from previous tool into the updated version
- Download updated version of data tool (January 2007)

<http://www.premierinc.com/quality-safety/tools-services/safety/topics/culture/data-tool.jsp>

Further Reference

- Recorded Webex Tutorial for use of the data tool

<http://www.yourvirtualconference.com/webex/shared/F-MNTUTORIAL052307.wrf>

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