

UNMC Patient Safety Team

Improving patient safety and achieving high reliability requires an organizational culture built upon trust, teamwork, and learning.

Since 2005, the patient safety team at UNMC has partnered with 100 hospitals across 16 states to administer the AHRQ Hospital Survey on Patient Safety Culture, interpret the results, and assist with action planning. Almost half of these hospitals have partnered with us multiple times to reassess their safety culture over time.

UNMC Patient Safety Team Members

Katherine Jones, PT, PhD
kjonesj@unmc.edu
402-559-8913

Anne Skinner, RHIA
askinner@unmc.edu
402-559-8221

Mary Wood
mary.wood@unmc.edu
402-559-4321

Victoria Kennel, PhD
victoria.kennel@unmc.edu
402-559-8830

Or email:
PatientSafety@unmc.edu



University of Nebraska Medical Center

The University of Nebraska Medical Center offers comprehensive programs of education, patient care and research. UNMC is composed of Colleges of Medicine, Nursing, Pharmacy, Dentistry, and Allied Health Professions, the Munroe-Meyer Rehabilitation Institute, Eppley Cancer Research Institute, the Lied Transplant Center, and the Durham Research Center. UNMC is affiliated with Nebraska Medicine, a tertiary care hospital, and numerous outpatient care centers.

"To err is human...
to monitor the situation is teamwork."

-Katherine Jones, PT, PhD

UNMC Patient Safety Team

984420 Nebraska Medical Center
Omaha, NE 68198-4420
(402)559-8221

<http://www.unmc.edu/patient-safety>
patientsafety@unmc.edu

Rural-Adapted Hospital Survey on Patient Safety Culture

Administration, Interpretation
and Action Planning



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The Agency for Healthcare Research and Quality's (AHRQ) Hospital Survey on Patient Safety Culture (HSOPS) measures hospital safety culture, which can be defined as the shared, learned beliefs and behaviors that reflect a hospital's willingness to learn from experience.

Measuring your hospital's safety culture using HSOPS will help you:

1. Identify your hospital's patient safety culture strengths and weaknesses
2. Identify the specific practices needed to address your hospital's weaknesses within each of the four components of safety culture
3. Assess the impact of patient safety interventions on safety culture over time
4. Identify internal variations in safety culture across Work Areas (departments) and Job Titles (professions)
5. Compare your hospital's safety culture to that of other Critical Access Hospitals and to the National Database
6. Meet regulatory requirements and recommendations
 - The **Joint Commission Leadership Standards** require that leaders regularly evaluate the culture of safety using valid and reliable tools
 - **AHRQ and the National Quality Forum** recommend that hospitals conduct the HSOPS every 18 to 24 months

The cost of conducting the survey is a quality improvement activity that is allowable on the Medicare Cost Report completed by Critical Access Hospitals.

Why should UNMC conduct the rural-adapted HSOPS in your hospital?

- **To accurately identify variations in safety culture within your hospital.** The rural-adapted HSOPS collapses the hospital work areas and job titles used in the original AHRQ survey to reflect the Critical Access Hospital environment and accurately categorize 97% of employees. This categorization allows accurate assessment of the variations in culture that exist within even the smallest hospitals. In contrast, two-thirds or fewer employees are accurately categorized by work area or job title using the original AHRQ survey.
- **To evaluate the impact of safety improvement efforts** such as AHRQ's TeamSTEPPS program. The rural-adapted HSOPS includes a section that assesses TeamSTEPPS training, knowledge, and behaviors and can be used to track progress in implementing the TeamSTEPPS program. Other optional sections include a Just Culture training, knowledge, and behaviors assessment, and an employee burnout assessment.
- **To maintain respondents' confidentiality** survey responses are submitted directly to UNMC. Your hospital will not know who responds. Results are reported by Work Area and Job Title only if there are five or more respondents.
- **To maximize your response rate** and ensure your results are valid we use a scientific method—the Dillman Tailor-Designed method—to conduct the survey using electronic methods. We achieve average response rates of 70% by contacting each respondent up to four times depending on response status.

We use customized tools to administer the survey, analyze responses, communicate results, and assist you to develop an action plan.

- **Rural-Adapted AHRQ Hospital Survey on Patient Safety Culture**
- **Additional 10 Items measuring teamwork skills, knowledge and adoption**
- **Analysis Tool: Customized Excel Workbook**—in addition to detailed results, this tool includes an Action Planning worksheet and compares results by TeamSTEPPS adoption.
- **Benchmarking Communication Tool**—Benchmarking graphs allow you to tell a story about your safety culture by comparing your hospital's results both internally across work areas and job titles and externally to your peer group and the national comparative database.
- **Results Summary Report**—Item level results are compared to your hospital's past results and to your peer group or the national comparative database.
- **(Optional) Analysis of Open-ended Comments**—Comments are coded by safety culture themes, to compare respondents' comments with survey results.
- **(Optional) Expert Interpretation and Action Planning Guidance**

What is the cost to conduct the survey using UNMC's service?

The cost is determined by the type of administration method you choose:

- **Electronic** – requires that all respondents have a hospital-standardized email address and have access to the internet.
- **Web Link**— we provide all survey materials for distribution within your hospital
To obtain an estimate, contact Anne Skinner at 402-559-8221 or email patientsafety@unmc.edu.