



AGENCY FOR HEALTHCARE RESEARCH AND QUALITY



# **How to Use the AHRQ SOPS® Ambulatory Surgery Center Survey to Improve Patient Safety**

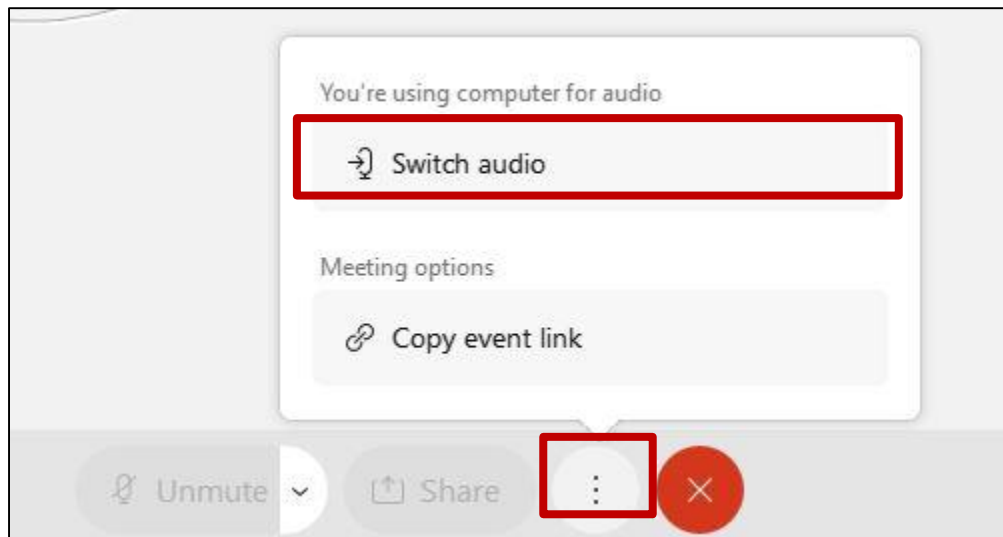
**Webcast**

**January 21, 2021**

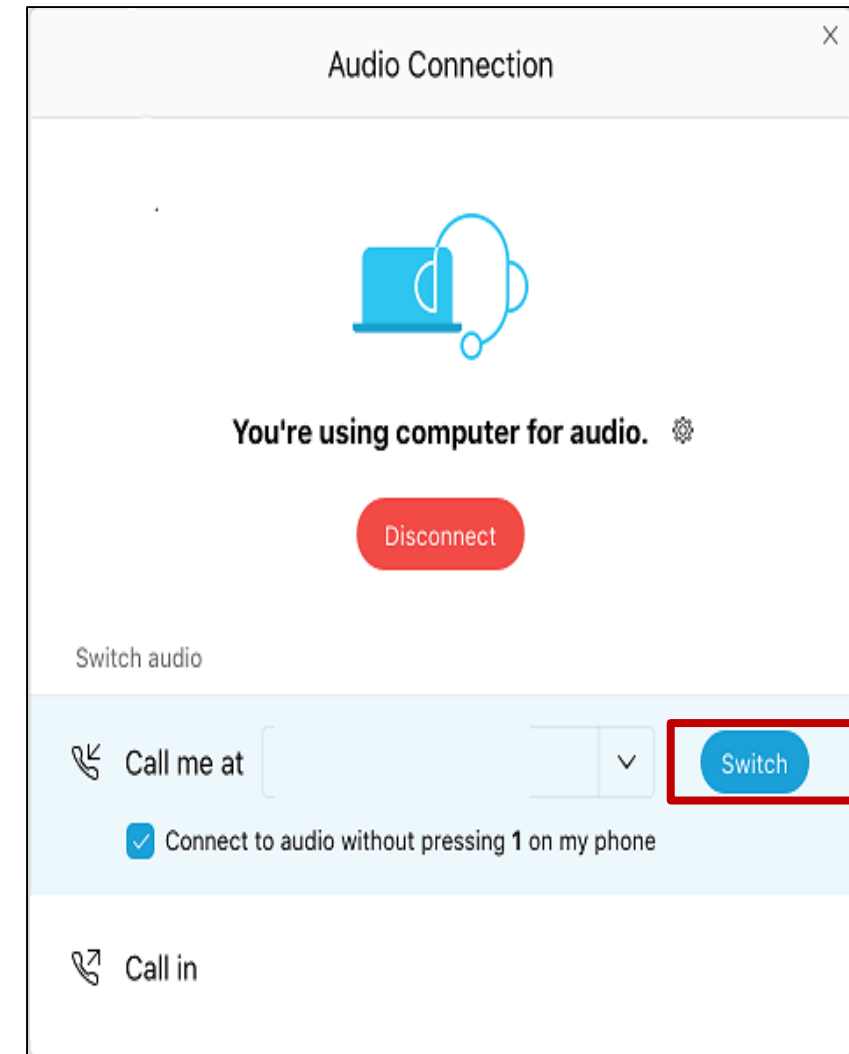
**2:00-3:00 PM ET**

# Need Help?

- No sound from computer speakers?



- Trouble with your connection or slides not moving?
  - ▶ Log out and log back in
- Other problems?
  - ▶ Use Q&A feature to ask for help



# How to Ask a Question

- Question and Answer
  - ▶ Select Q&A
  - ▶ Type question in the box that opens
  - ▶ Make sure “All Panelists” is selected



The screenshot shows a mobile application interface for asking questions. At the top, there is a header with a dropdown arrow and the text 'Q&A', and a close button (X). Below the header, there is a tab labeled 'All (0)'. The main area is a large white box for typing a question. At the bottom, there is a section labeled 'Ask:' with a dropdown menu currently set to 'All Panelists'. Below this is a text input field with the placeholder text 'Type Question Here' and a 'Send' button to its right. At the very bottom of the screen, there is a navigation bar with a 'Participants' icon and a 'QA' icon, which is highlighted with a red box.

# Today's Speakers



**Caren Ginsberg, Ph.D.**

Center for Quality Improvement and Patient Safety  
Agency for Healthcare Research and Quality (AHRQ)



**Lisa Sinsel, M.S.N., R.N.**

Senior Director, Clinical Services  
Surgical Care Affiliates



**Theresa Famolaro, M.P.S., M.S., M.B.A.**

Senior Study Director,  
User Network for the AHRQ Surveys on Patient Safety Culture  
(SOPS)  
Westat



**Joann Sorra, Ph.D., (Moderator)**

Senior Study Director,  
User Network for the AHRQ Surveys on Patient Safety Culture  
(SOPS)  
Westat

# Agenda



- Overview of AHRQ's Patient Safety Priorities and Programs
- Using the SOPS ASC Survey to Improve Patient Safety
- SOPS ASC Database and Resources
- Questions and Answers

# **Overview of AHRQ's Patient Safety Priorities and Programs**

**Caren Ginsberg, Ph.D.**

Center for Quality Improvement and Patient Safety  
Agency for Healthcare Research and Quality (AHRQ)

# AHRQ's Core Competencies



AHRQ is a research and science-based agency of the U.S. Department of Health and Human Services that supports evidence-based practices, and develops tools to measure progress and improve care.

- **Health Systems Research:** Invest in research and evidence to make health care safer and improve quality.
- **Practice Improvement:** Create tools for health care professionals to improve care for their patients.
- **Data & Analytics:** Generate measures and data to track and improve performance, and evaluate progress of the US health care system.

# AHRQ Patient Safety Priorities



- Focus on areas of greatest impact
- Extend patient safety improvement to all settings
- Prevent HAIs, reduce antibiotic resistance
- Build capacity in the health care system to accelerate safety improvements
- Improve communication and engagement between clinicians and patients
- Make the safe thing the easy thing to do

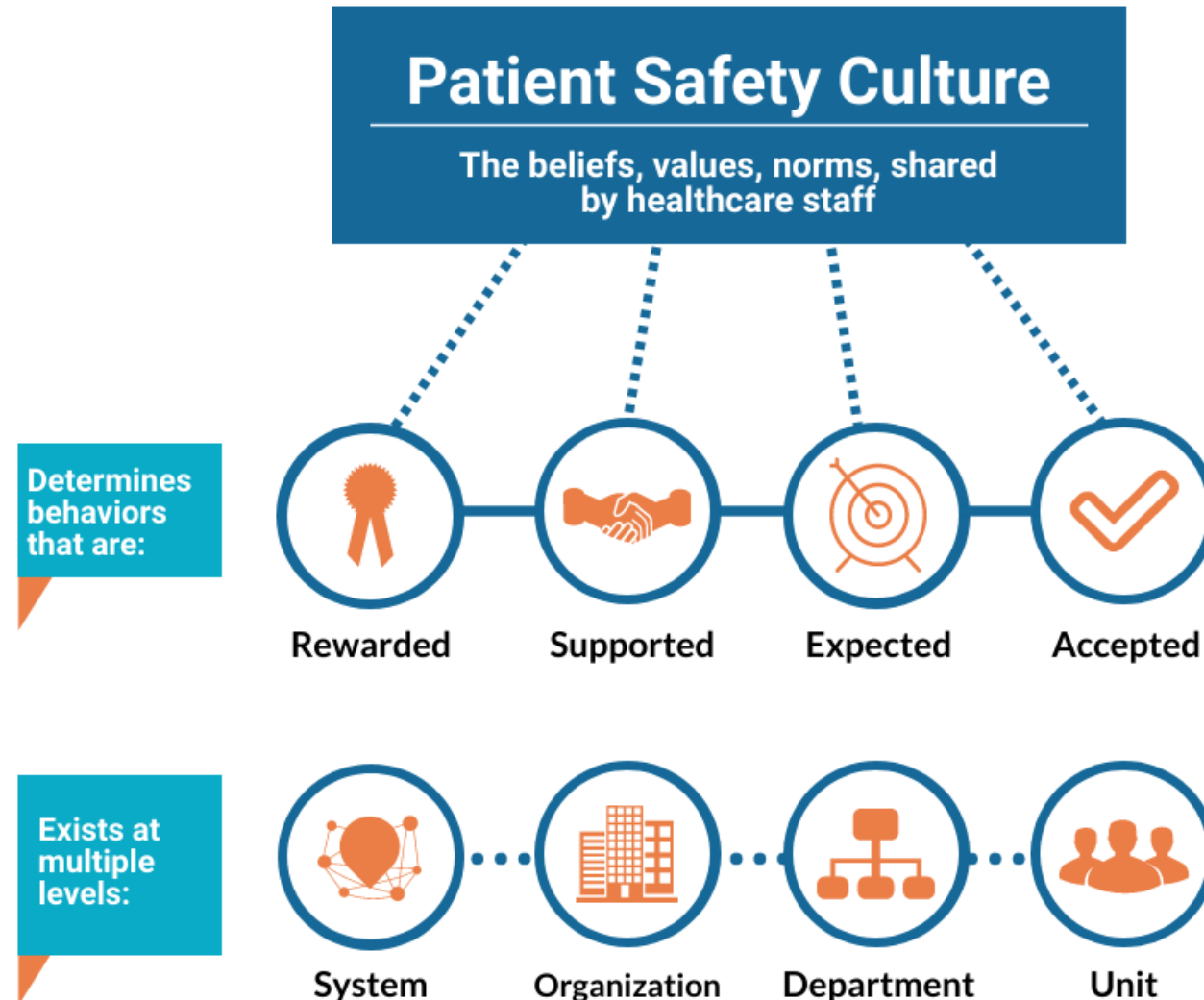


# AHRQ's SOPS Program



- Initiated and funded by AHRQ since 2001
- Develops survey measures that are validated and use best methods for development and testing
- Advances the understanding, measurement, and improvement of patient safety culture within healthcare settings
- Conducts research to further...
  - ▶ the measurement and understanding of patient safety culture
  - ▶ the collection of data and informative reporting of patient safety culture data
  - ▶ patient safety improvement involving SOPS

# What is Patient Safety Culture?



# ASC SOPS Survey

## Patient Safety Culture Composite Measures



27 items assess 8 composite measures

1. Communication About Patient Information
2. Communication Openness
3. Staffing, Work Pressure, and Pace
4. Teamwork
5. Staff Training
6. Organizational Learning—Continuous Improvement
7. Response to Mistakes
8. Management Support for Patient Safety

Near-Miss Documentation

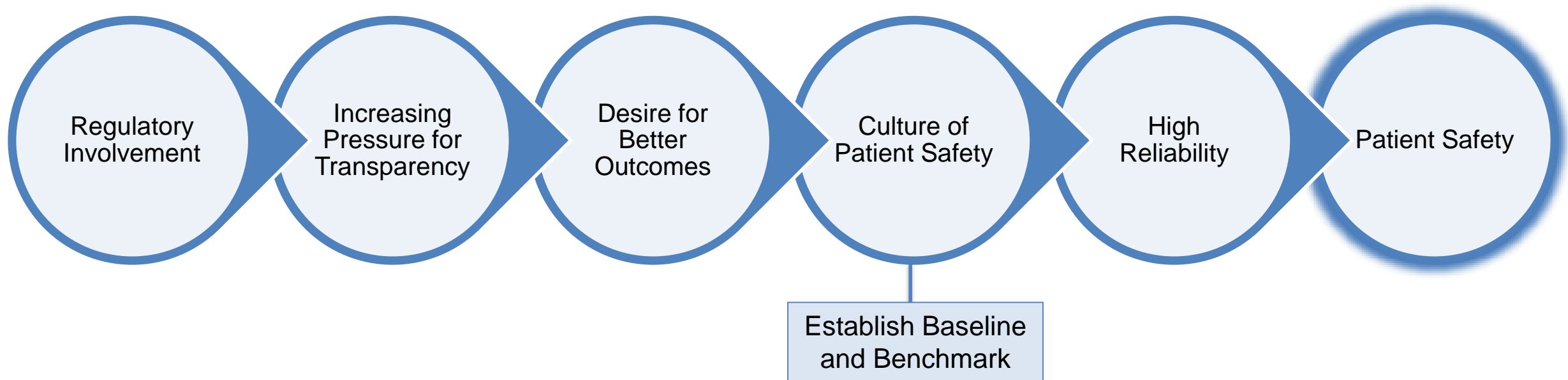
Overall Rating on Patient Safety (Excellent to Poor)

Communication in the Procedure/Surgery Room

# **Using the SOPS ASC Survey to Improve Patient Safety**

**Lisa Sinzel, M.S.N., R.N.**  
Senior Director, Clinical Services  
Surgical Care Affiliates

# Why Assess the Culture of Patient Safety?



# How did we begin?



1. Reviewed EB Literature and AHRQ Resources
2. Educated and Sought Support from Leadership
3. Partnered with Experienced 3<sup>rd</sup> Party Survey Vendor
4. Established SOPS Survey Taskforce
5. Chose to Deploy Surveys by Email to Participants
6. Decided to Submit Data to the AHRQ Database to Benchmark
7. Developed Survey Timeline

# Survey Activity Timeline

1<sup>st</sup> Survey: May 2018  
2<sup>nd</sup> Survey: May 2019

Pre-Survey

Survey  
Deployed

Analyze  
Results

Data  
Submission

Action  
Planning

Re-  
Measure

*Survey Deployment through Documentation of Action Plan: 4-6 Months*

# ASC SOPS Survey Results



**Results Consistent  
with AHRQ ASC Survey Data**



**Conducted Validation  
Observation Assessments**



**AHRQ Database Report  
to Benchmark**



**Developed Dashboards**



**Compared with Other Data**



**Deployed Focused Actions**



# Lessons Learned

## Successes

- Improved Results
- Gained Experience
- Vendor Engagement & Support
- Ability to Submit Data to AHRQ Database
- Ability to Conduct a Deeper Analysis
- Progress Towards High Reliability

## Challenges

- Accurate Contact Information
- Determining Ideal Timing of Survey
- Supporting Participants with Email Access
- Focus on All Actions vs. Vital Few Actions
- Provide Action Plan Training
- Availability of ASC Specific Tools & Resources

# Next Steps

- Administering 3<sup>rd</sup> Annual Survey May 2021
  - Plan to Submit Data to the AHRQ Database
  - Evaluate Performance & Celebrate Success
- ASC Industry Opportunities
  - More Work in this Space Needed
  - Baseline Measurements, Benchmarking, Developing New EBP for ASC Community



# Contact Information



Lisa Sinsel, MSN, RN Contact Info  
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# **SOPS ASC Database and Resources**

**Theresa Famolaro, MPS, MS, MBA**

Senior Study Director

User Network for the AHRQ Surveys on Patient Safety Culture (SOPS)

Westat

# SOPS Databases



**Hospital**



**Nursing  
Home**



**Medical  
Office**



**Community  
Pharmacy**



**Ambulatory  
Surgery  
Center**

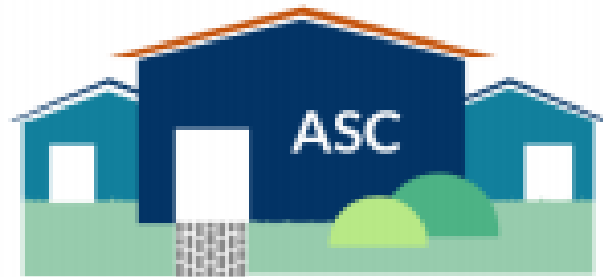
# SOPS ASC Database



- Repository of SOPS ASC Survey Data
- Allows ASCs to compare their survey results to other participating ASCs
- Results are de-identified

# 2020 SOPS ASC Database

- Released January 2020



**282**  
Participating  
ambulatory surgery centers



**10,527**  
Respondents

# 2020 Participating ASCs and Respondents

## ASCs



**37%** of ASCs  
had 4 to 5 rooms



**77%** of ASCs  
were multispecialty

## Respondents



**35%** of  
respondents  
were nurses



**44%** of  
respondents  
worked 32-40 hours  
in their ASC



# 2020 SOPS ASC Database Composite Measure Results



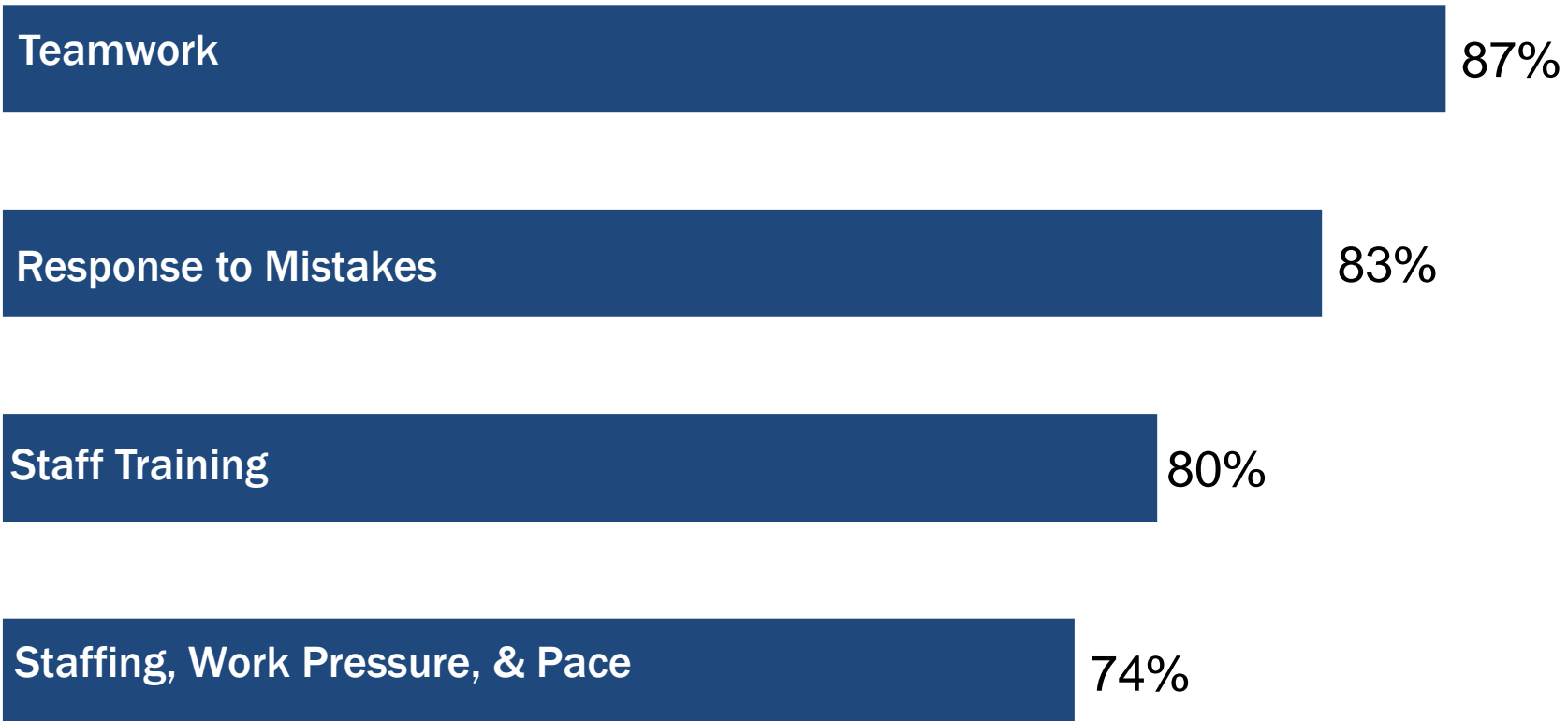
## ■ Average % Positive Response



# 2020 SOPS ASC Database Composite Measure Results



## ■ Average % Positive Response



# Highest Composite Measure Items

## Average % Positive Response



**95%** Important patient care information is clearly communicated across areas in this facility (A1)



**94%** We share key information about patients as soon as it becomes available (A7)

**94%** We feel comfortable asking questions when something doesn't seem right (A2)

# Lowest Composite Measure Items

## Average % Positive Response



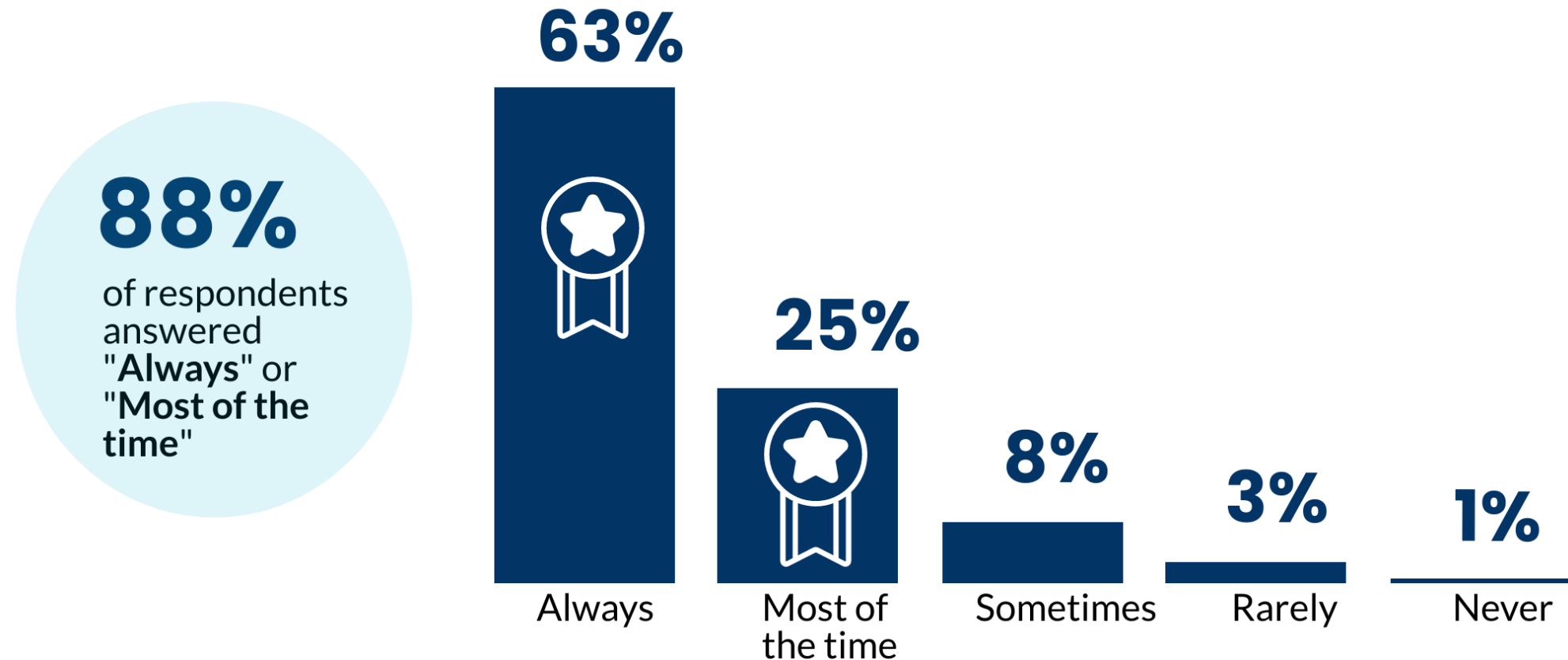
**73%** Staff do not feel pressured to do tasks they haven't been trained to do (B3)



**53%** We do not feel rushed when taking care of patients (A10)

# Near-Miss Documentation

When something happens that could harm the patient, but does not, how often is it documented?



# Overall Rating on Patient Safety

**86%**

of respondents  
rated their ASC  
"Excellent" or  
"Very good"

**53%**



Excellent

**33%**



Very good

**11%**



Good

**3%**



Fair

**0%**

Poor

# Communication in the Surgery/ Procedure Room

## Average % Positive Response



**93%**

Before the start of procedures, team members stopped to discuss the overall plan (G1)



**71%**

Before the start of procedures, the doctor encouraged team members to speak up at any time (G2)

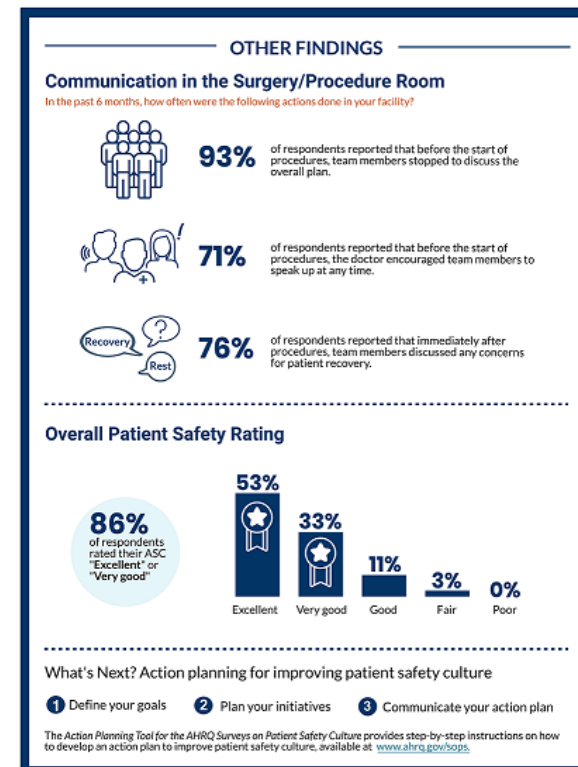
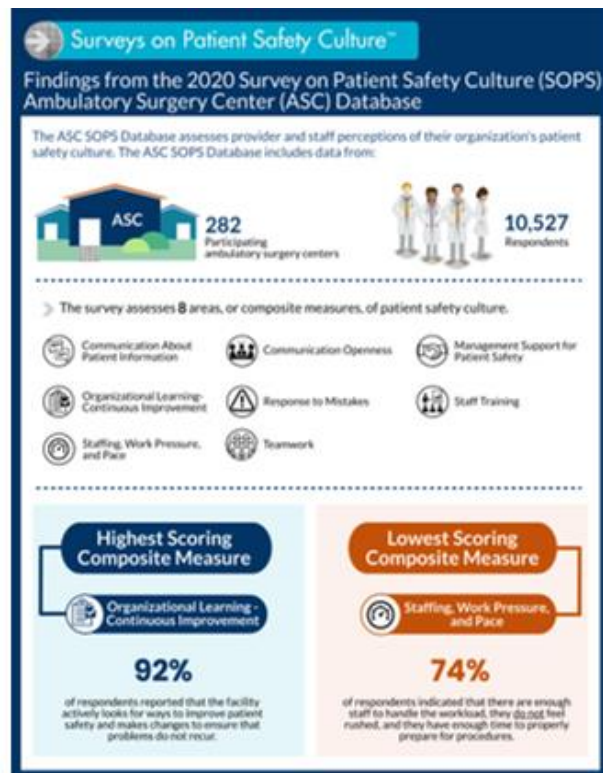


**76%**

Immediately after procedures, team members discussed any concerns for patient recovery (G3)

# Why Participate in the ASC SOPS Database?

- AHRQ produces a Database Report and Infographic that displays aggregated results from all participating sites

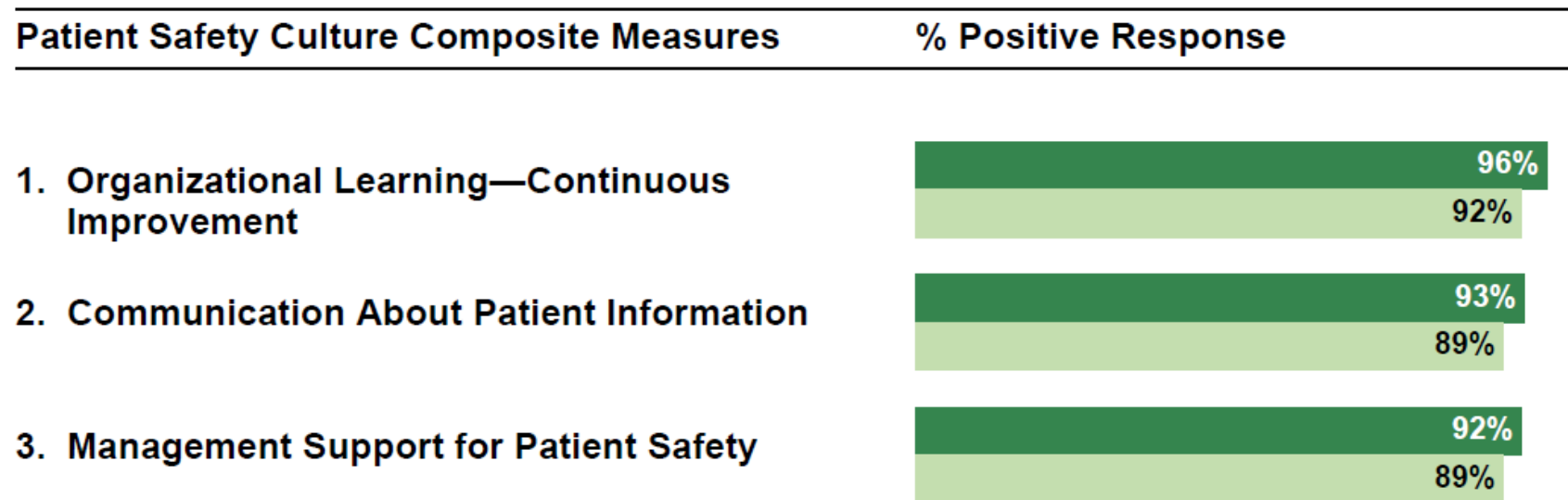




# Why Participate in the ASC SOPS Database?

- Each participating ASC receives a free feedback report comparing their results to the Database

## Sample Feedback Report Graphs



# When to Submit Data in 2021

**SOPS ASC Database Submission is open**

**June 1 – June 21, 2021**

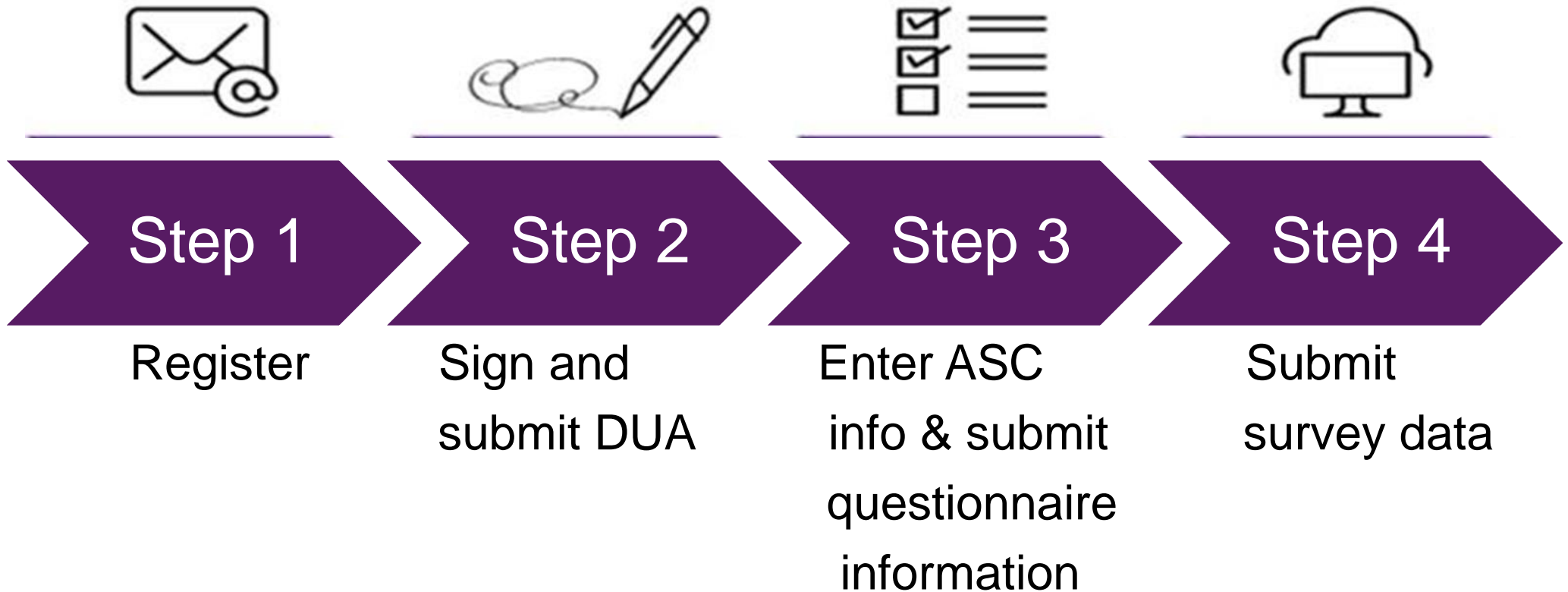


# Eligible ASCs

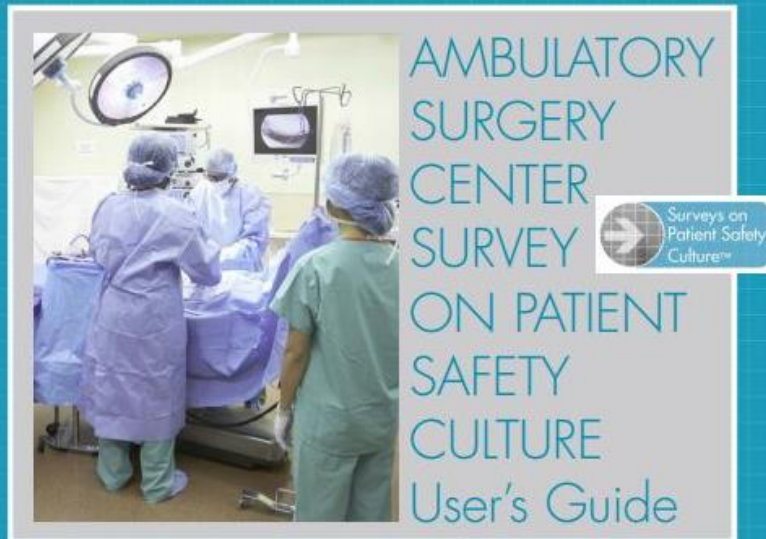
- Are CMS-certified and approved ASCs with a valid CMS Certification Number (CCN)
- Provide surgical/procedural services to patients that do not require hospitalization (except in unusual circumstances)
- Do not share space with a hospital or hospital outpatient surgery department

# SOPS ASC Data Submission Process

- The SOPS ASC Database Online Submission System will open in June 2021. Organizations interested in submitting data complete four easy steps:



# ASC SOPS Survey User's Guide



## How to Administer the Survey

- Getting started
- Conducting paper, web or mixed-mode surveys
- Optimizing response rates
- Analyzing data and producing reports

# Data Collection



- Can be web-based or paper
  - ▶ 75% of 2020 SOPS ASC Database facilities use web
- Can hire a vendor or do the work in-house
- If surveying multiple sites, each ASC needs an identifying number so responses can be linked to a specific site

# Who Should Take The Survey?

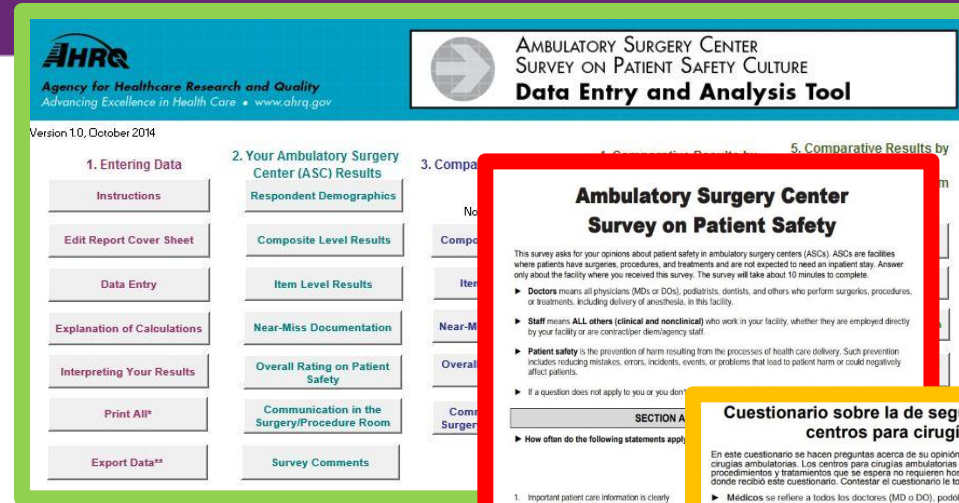
- Designed to be administered to all staff as appropriate, including:
  - ▶ Physicians, nurses, nurse anesthetists, technicians, management, administrative staff, clerical and business staff
- Staff should have:
  - ▶ Worked at the ASC at least 4 times in the past month **AND**
  - ▶ Been working at the ASC for at least 6 months
- Can be administered to staff who work at more than one ASC
  - ▶ Answer about the site where they spend most of their time

# Survey Administration Timeline

Tasks	Prep/ Planning	Week 1	Week 2	Week 3	Week 4	Weeks 5 / 6
Determine resources and scope	√					
<i>Establish an ASC point of contact</i>	√					
Decide whether to use an outside vendor	√					
Prepare survey materials (paper or web)		√				
Promote the survey			√	√	√	√
Send first survey invitation				√		
Send weekly reminders					√	√
Close out data collection						√



# ASC SOPS Toolkit Materials



Data Entry and Analysis Tool

ASC SOPS Survey

Survey in Spanish

User's Guide

## Ambulatory Surgery Center Survey on Patient Safety

This survey asks for your opinions about patient safety in ambulatory surgery centers (ASCs). ASCs are facilities where patients have surgeries, procedures, and treatments and are not expected to need an inpatient stay. Answer only about the facility where you received this survey. The survey will take about 10 minutes to complete.

- **Doctors** means all physicians (MDs or DOs), podiatrists, dentists, and others who perform surgeries, procedures, or treatments, including delivery of anesthesia, in this facility.
- **Staff** means **ALL others (clinical and nonclinical)** who work in your facility, whether they are employed directly by your facility or are contractor/agency staff.
- **Patient safety** is the prevention of harm resulting from the processes of health care delivery. Such prevention includes reducing mistakes, errors, incidents, events, or problems that lead to patient harm or could negatively affect patients.
- If a question does not apply to you or you don't know, select "No" or "Don't know".

### SECTION A

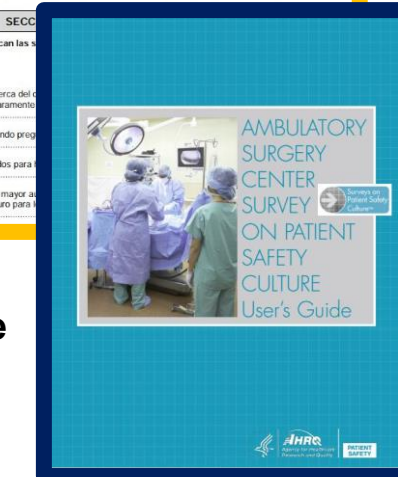
► How often do the following statements apply?

1. Important patient care information is clearly communicated across areas in this facility.
2. We feel comfortable asking questions when something doesn't seem right.
3. We have enough staff to handle the workload.
4. When we see someone with more authority than us, we speak up if something seems unsafe for patients.
5. Key information about patients is missing when we need it.

## Cuestionario sobre la de seguridad de los pacientes en centros para cirugías ambulatorias

En este cuestionario se hacen preguntas acerca de su opinión sobre la seguridad de los pacientes en centros para cirugías ambulatorias. Los centros para cirugías ambulatorias son lugares donde los pacientes tienen cirugías, procedimientos y tratamientos que se espera no requieran hospitalización. Conteste pensando únicamente en el centro donde recibió este cuestionario. Contestar el cuestionario le tomará unos 10 minutos.

- **Médicos** se refiere a todos los doctores (MD o DO), podólogos, dentistas, y otros quienes hacen cirugías, procedimientos, o tratamientos en este centro, incluyendo la aplicación de anestesia.
- **Empleados** se refiere a **TODAS las demás personas (clínicas y no clínicas)** que trabajan en este centro, ya sea que tengan un régimen de trabajo como empleado directo de este centro, como contratista o trabajador diario, o bien que trabajen para una agencia de empleo temporal.
- **La seguridad de los pacientes** es la prevención de daños que pueden resultar del proceso de prestar atención médica. Dicha prevención incluye reducir errores, incidentes, eventos, o problemas que podrían ocasionar daño a los pacientes o que podrían afectar negativamente a los pacientes.
- Si alguna pregunta no corresponde a su situación o si no sabe la respuesta, por favor conteste "No aplica o No sabe".



# ASC SOPS Improvement Resources

## Action Planning Tool

Action Plan for the AHRQ Surveys on Patient Safety Culture		
Facility Name: Date last updated:		Page 1
<b>Defining Your Goals and Selecting Your Initiative</b>		
1	What areas do you want to focus on for improvement?	
2	What are your goals?	
3	What initiative will you implement?	
Notes or Comments		

## ASC Resource List

### Resources by Composite

The following resources are organized according to the relevant Ambulatory Surgery Center Survey on Patient Safety Culture composites they can help improve. Some resources are duplicated and cross-referenced because they may apply to more than one composite.

#### **Composite 1. Communication About Patient Information**

##### **1. Ambulatory Surgery Surgical Checklist**

<http://www.scoap.org/downloads/SCOAP-Surgical-Checklist-DRAFT-3-1.pdf>

SCOAP (Surgical Care and Outcomes Assessment Program), a program of the Foundation for Health Care Quality, provides a free, downloadable surgical checklist for ambulatory surgery. The one-page checklist was adapted from the WHO "Safe Surgery Saves Lives" campaign and a surgical checklist developed by the Washington State Ambulatory Surgery Association and Proliance Surgeons. It addresses what actions need to be taken during three steps: prior to incision, process control, and debriefing (at completion of case).

##### **2. AORN Comprehensive Surgical Checklist**

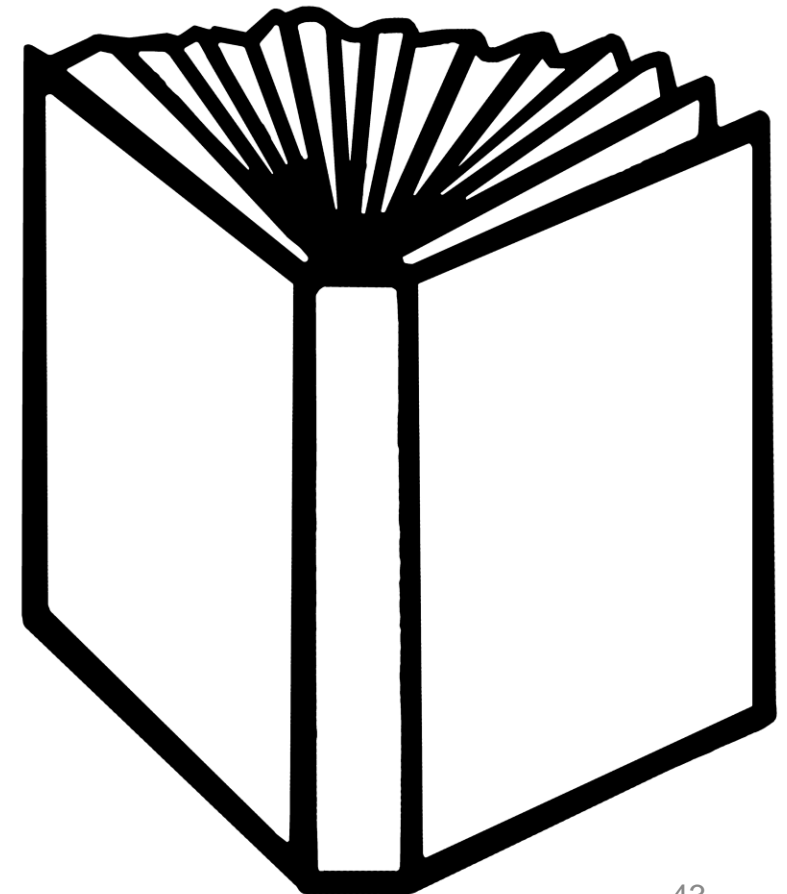
<https://www.aorn.org/aorn-org/guidelines/clinical-resources/tool-kits/correct-site-surgery-tool-kit/aorn-comprehensive-surgical-checklist>

The Association of periOperative Registered Nurses (AORN) Comprehensive Surgical Checklist was created to support a facility's need to use a single checklist that includes the safety checks outlined in the World Health Organization's (WHO) Surgical Safety Checklist, while also using the safety checks within The Joint Commission's Universal Protocol to meet accreditation requirements. It offers guidance for pre-procedure check-in, sign-in, time out, and sign out. Open-ended questions are also included under the time out portion to encourage active participation from all members of the surgery team. This comprehensive surgical checklist was created in collaboration with AORN Perioperative Nursing Specialist Robin Chard, AORN President Charlotte Guglielmi, contributors to the WHO Surgical Safety Checklist, including Atul Gawande, M.D., M.P.H., and representatives from The Joint Commission.

# SOPS Bibliography

Published articles organized by topics:

- Patient safety culture improvement
- Linking culture to outcomes
- Analyzing measures within the survey
- Psychometric characteristics of the SOPS surveys
- International studies



# SOPS Technical Assistance (TA)



**E-mail:**

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**Phone:**

1-888-324-9790





**Website:** [www.ahrq.gov/sops](http://www.ahrq.gov/sops)

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- ☒ Ambulatory Surgery Center Survey
- ☒ Community Pharmacy Survey 

# Questions & Answers

# How to Ask a Question

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**Thank you!**

**Please complete the webcast  
evaluation**