

Nursing Home Survey on Patient Safety Culture (NH SOPSC)
Arizona Aggregate Baseline/Remeasurement Results




***Nursing Home Survey on
Patient Safety Culture
(NH SOPSC)***

***Arizona Aggregate
Baseline/Remeasurement Results***

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Health Services Advisory Group, Inc.



Background on the NH SOPSC

- An expansion of the Agency for Healthcare Research and Quality (AHRQ) *Hospital Survey on Patient Safety Culture* (www.ahrq.gov/qual/hospculture)
- Specifically designed to measure the culture of resident safety in nursing homes from a staff perspective
 - Assesses staff attitudes and beliefs about resident safety
 - Assesses many areas similar to the hospital survey, but items are different
- Pilot tested in 2007 in 40 U.S. nursing homes with 3,698 respondents; final survey released on the AHRQ Web site in 2008

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Arizona Aggregate Baseline and Remeasurement Factoids

Baseline NH SOPSC

- Conducted in 2009 in 19 Arizona nursing homes with 809 respondents
- Average number of returned surveys per facility = 45

Remeasurement NH SOPSC

- Conducted in 2010 in 18 Arizona nursing homes with 880 respondents
- Average number of returned surveys per facility = 49

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Assesses 12 Areas of Resident Safety

Survey Areas:

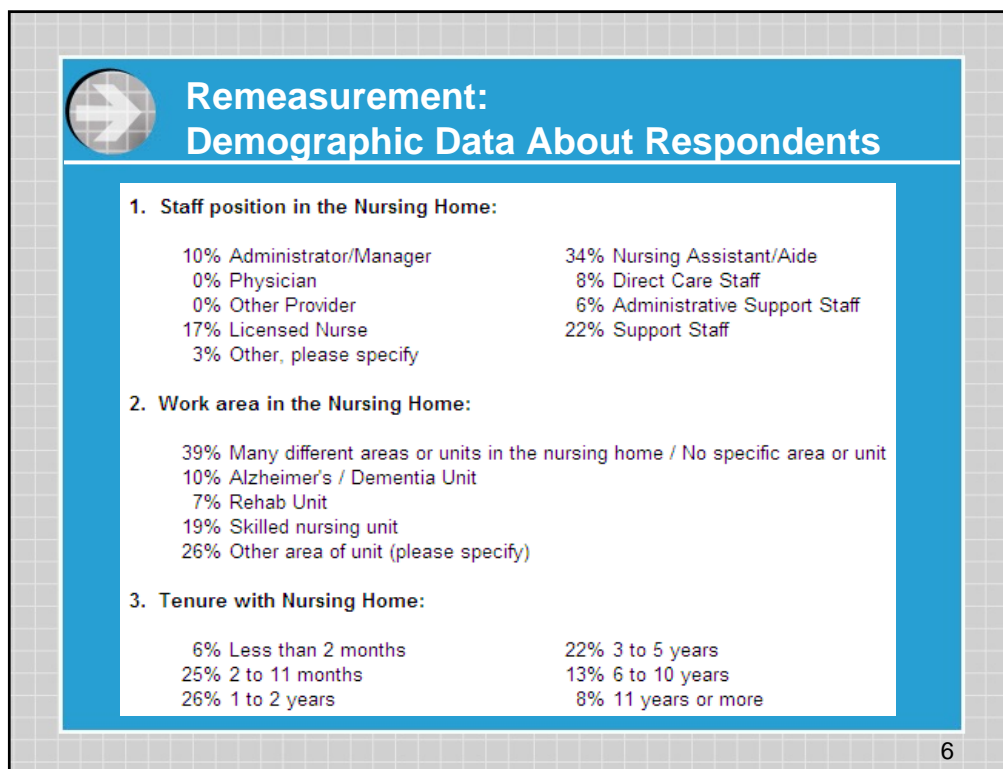
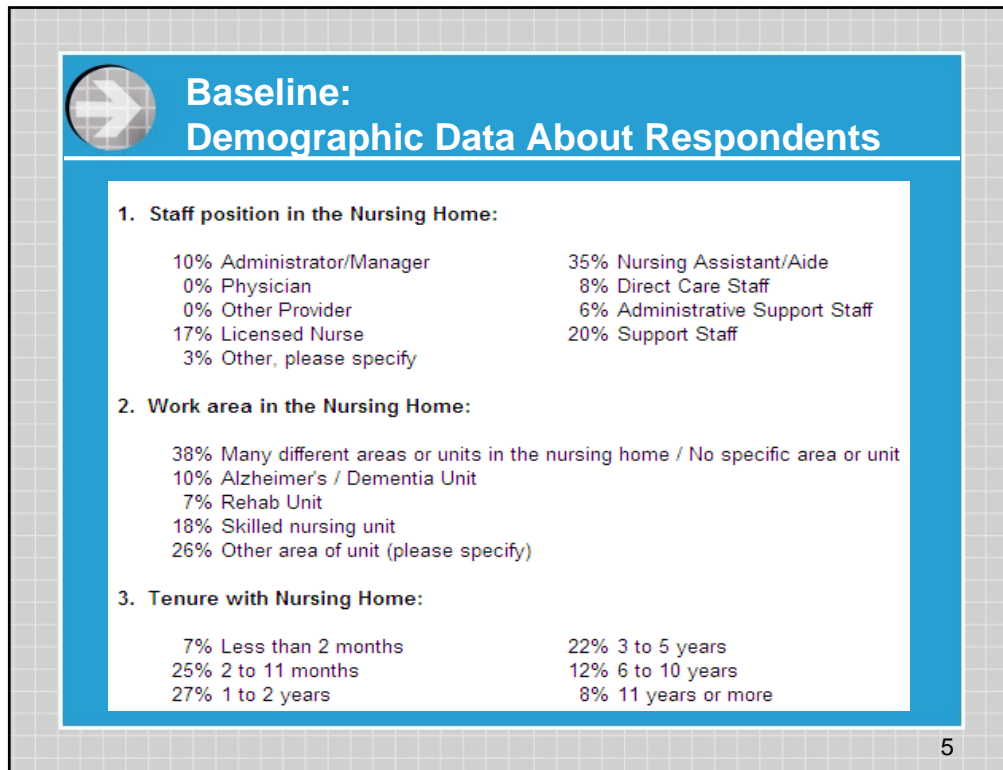
1. Overall Perceptions of Resident Safety
2. Feedback and Communication About Incidents
3. Supervisor/Manager Expectations and Actions Promoting Patient Safety
4. Organizational Learning
5. Management Support for Resident Safety
6. Training and Skills
7. Compliance With Procedures
8. Teamwork
9. Handoffs
10. Communication Openness
11. Nonpunitive Response to Mistakes
12. Staffing

Two overall rating questions:

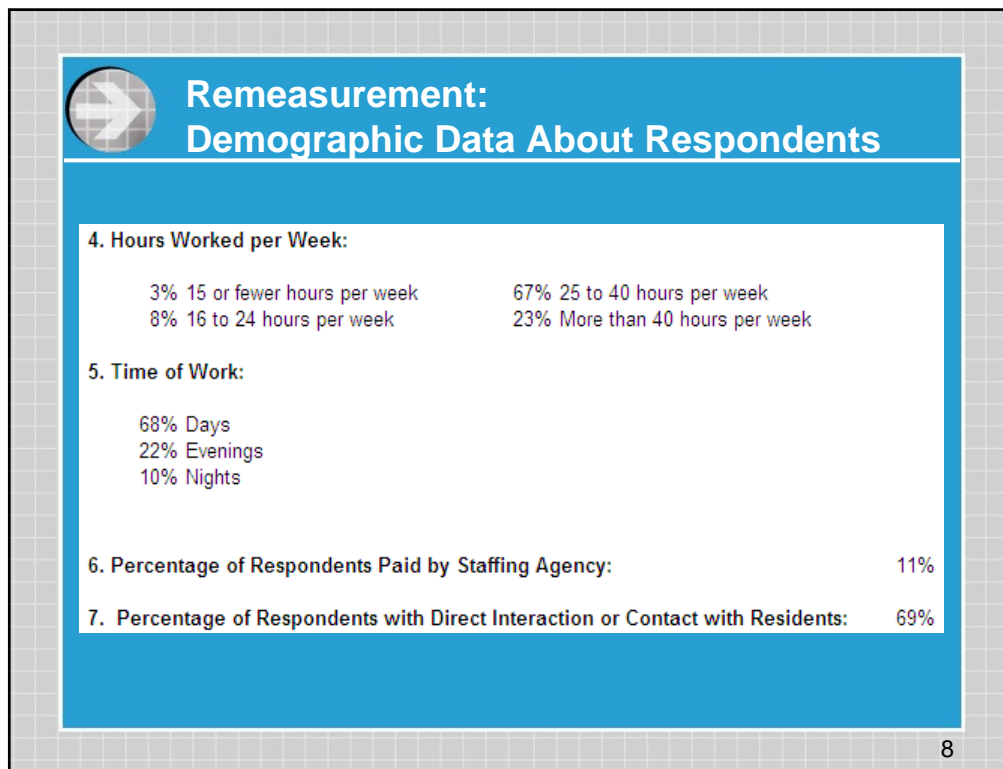
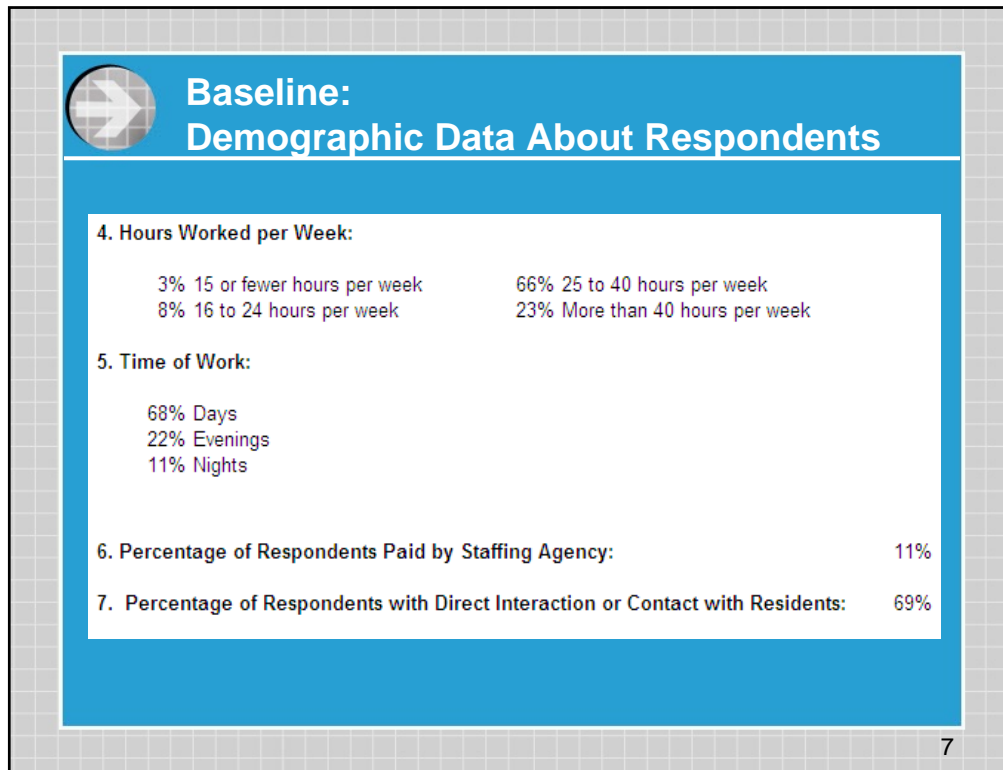
- Whether staff would tell friends this is a safe nursing home for their families
- Overall rating on resident safety

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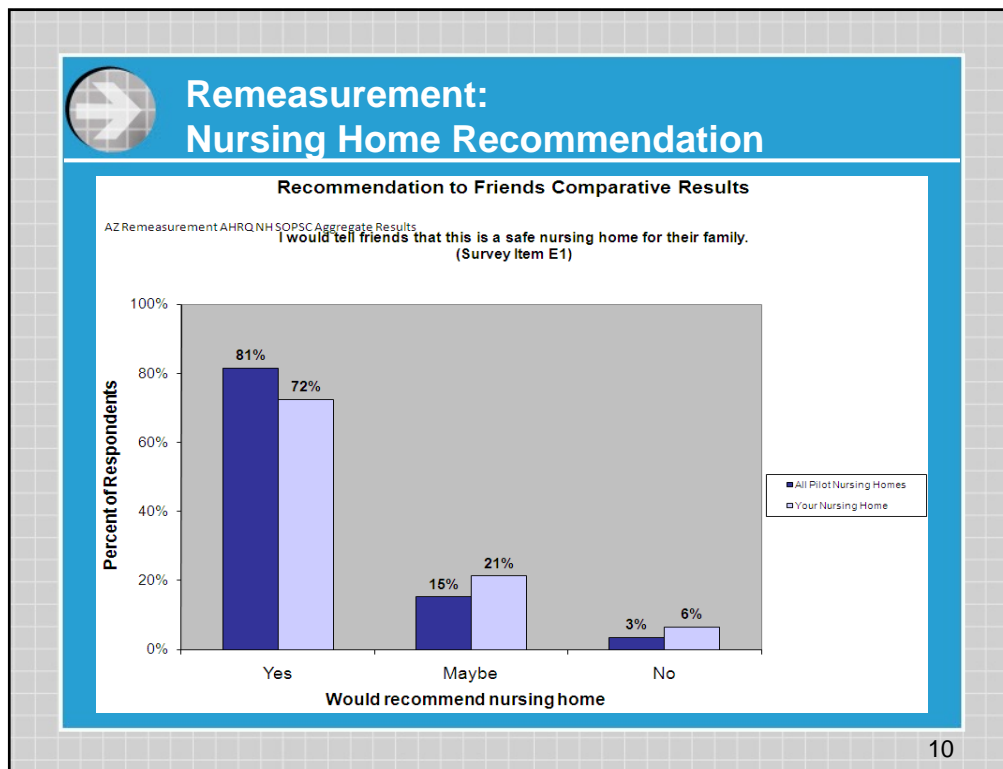
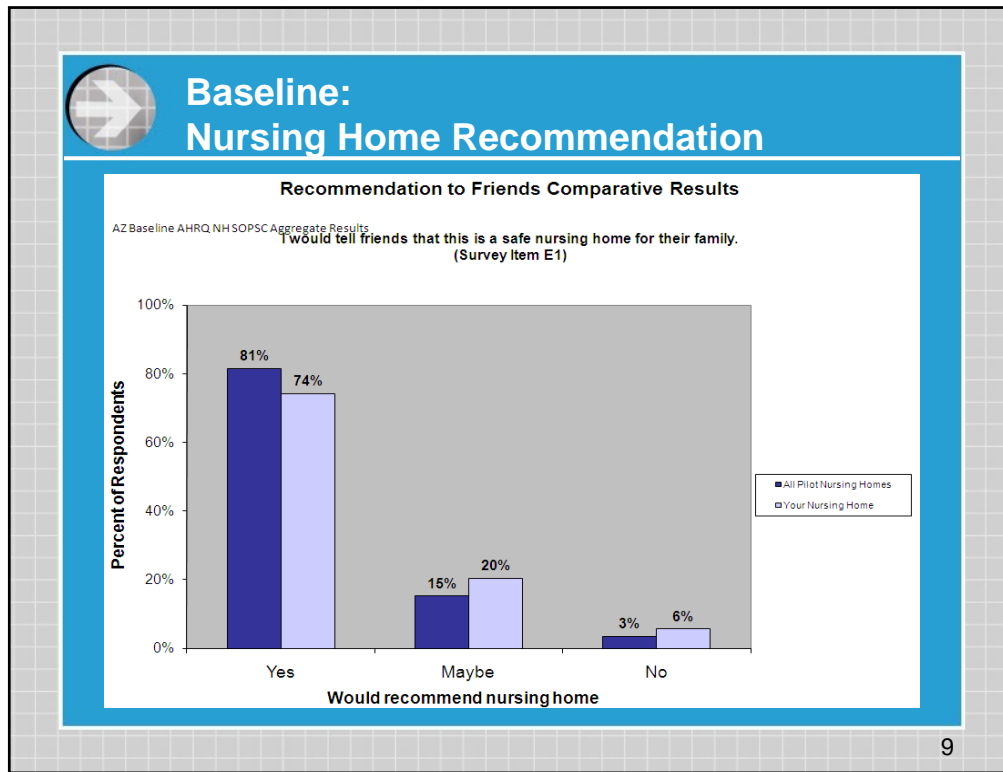
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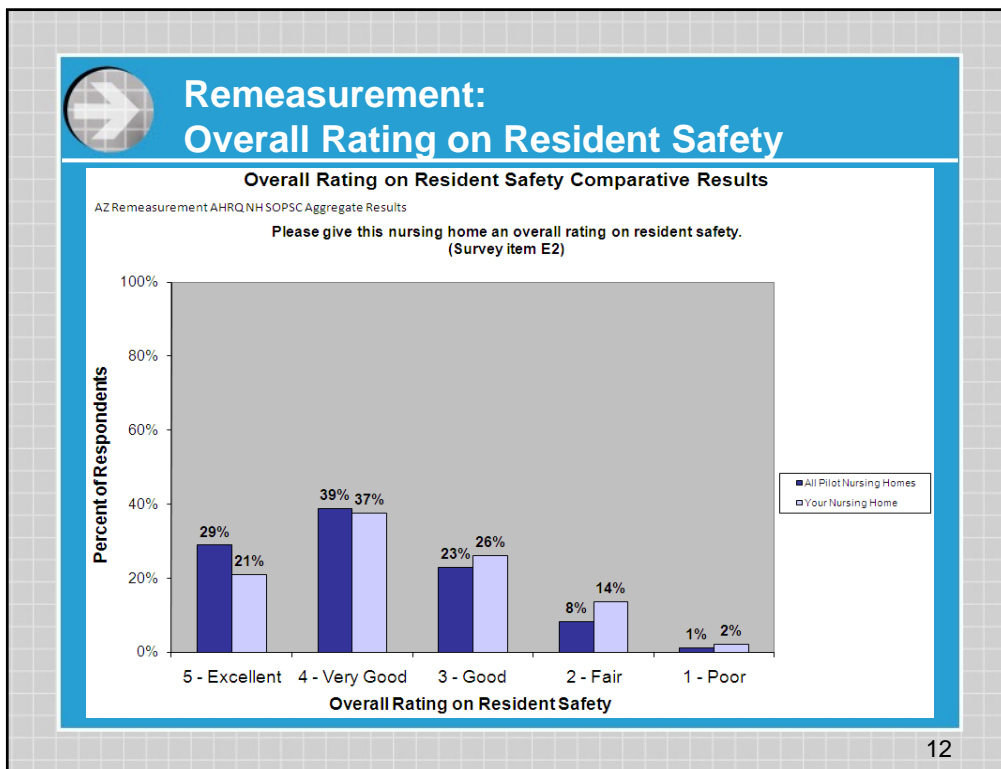
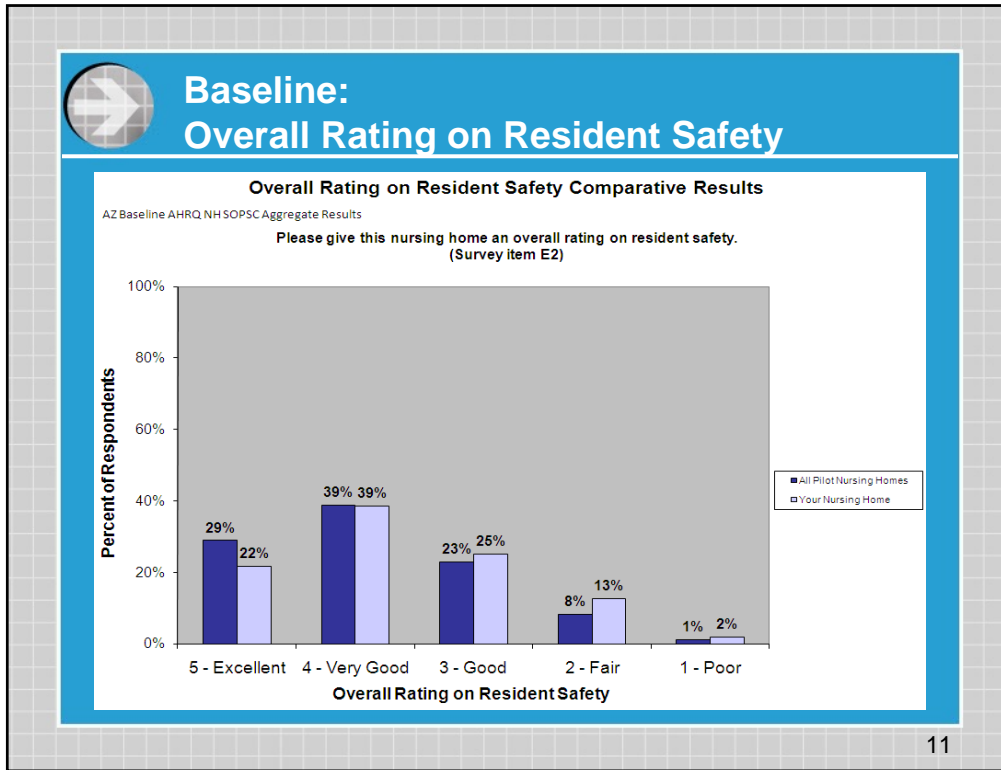
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Interpreting the Results

- Positively and negatively worded items are used in the survey.
- A positive response to an item is when respondents answer:
 - “Strongly Agree/Agree” or “Always/Most of the time” with a *positively* worded item.
 - “Strongly Disagree/Disagree” or “Never/Rarely” with a *negatively* worded item.

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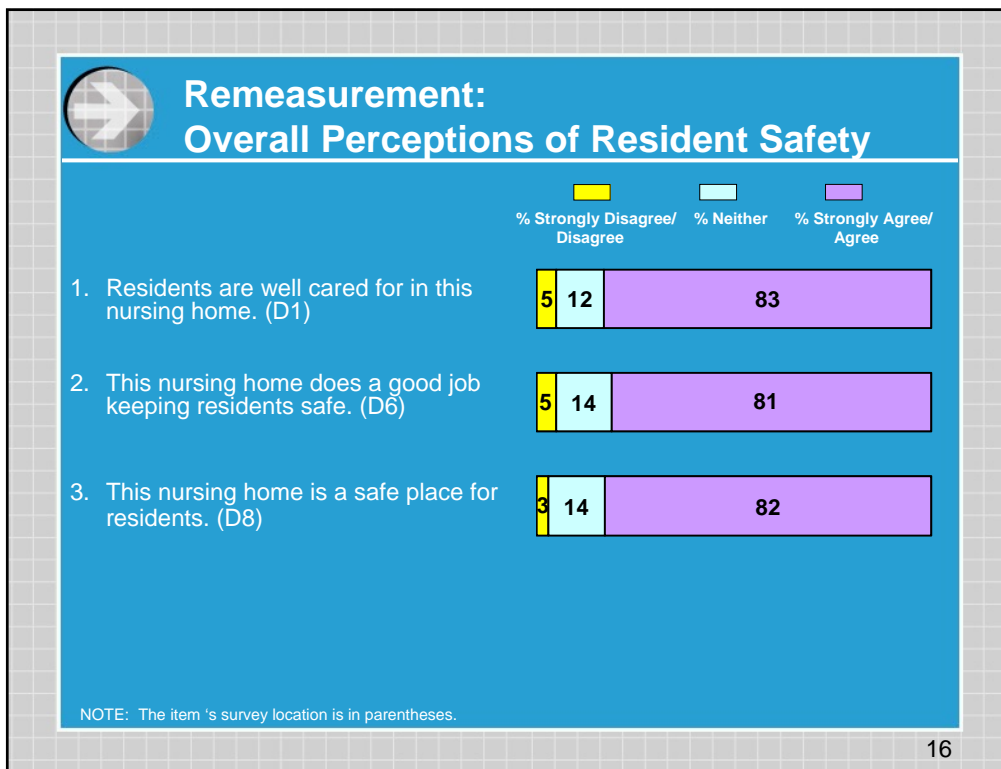
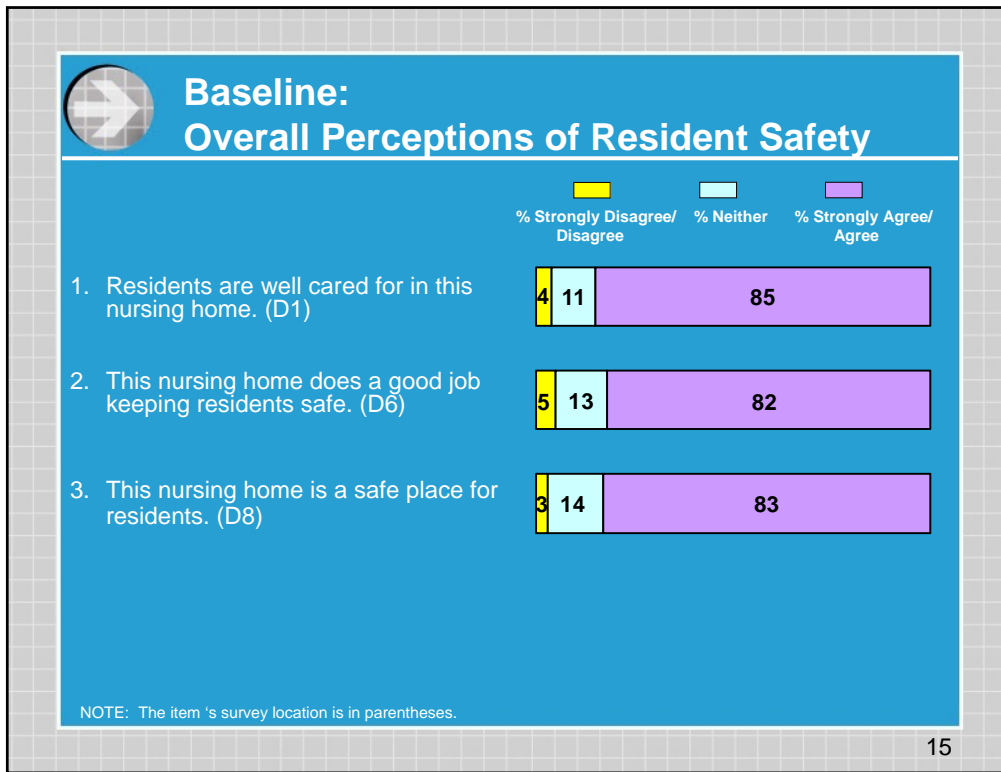
Interpreting the Results

EXAMPLE OF POSITIVE RESPONSES ON COMPLIANCE WITH PROCEDURES:

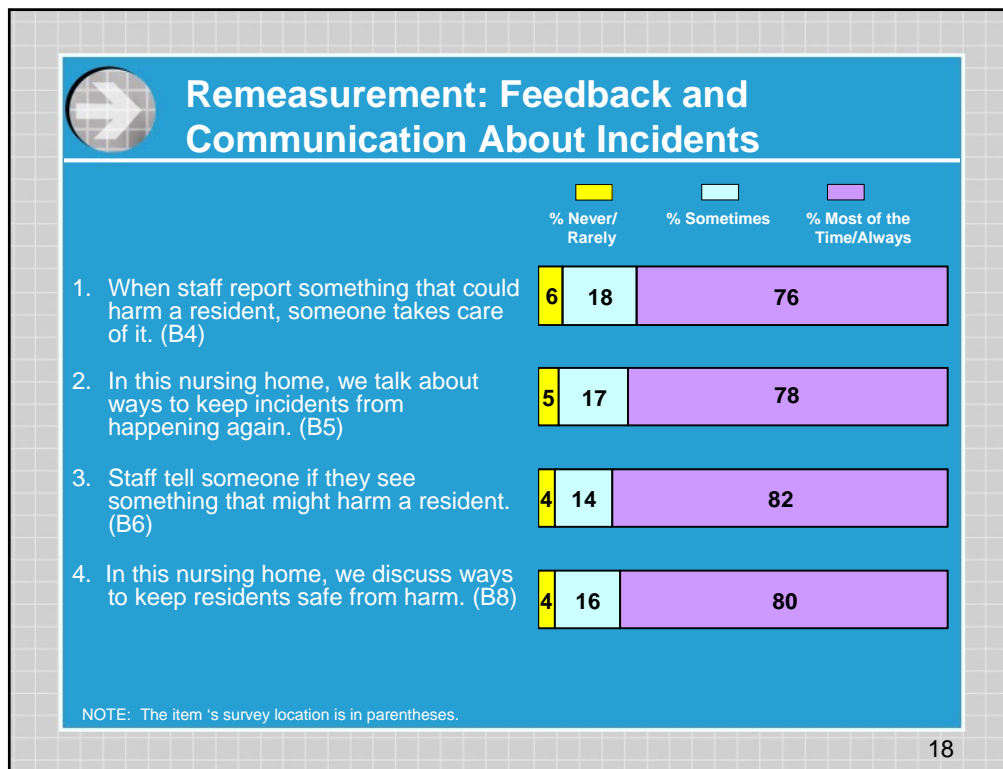
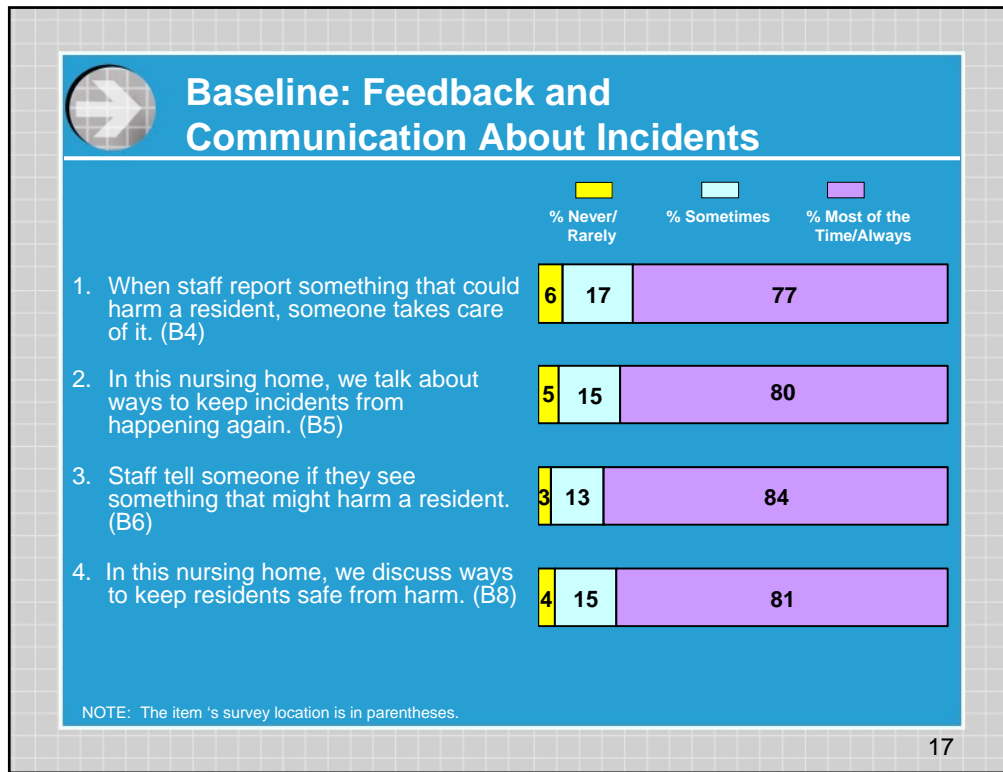
	% Strongly Disagree/ Disagree	% Neither	% Strongly Agree/ Agree
1. Staff follow standard procedures to care for residents. (A4)	10	10	80
2. Staff use shortcuts to get their work done faster. ^R (A6)	80		10 10
<i>(This item is negatively worded so disagreeing is “positive”)</i>			
3. To make work easier, staff often ignore procedures. ^R (A14)	80		10 10
<i>(This item is negatively worded so disagreeing is “positive”)</i>			

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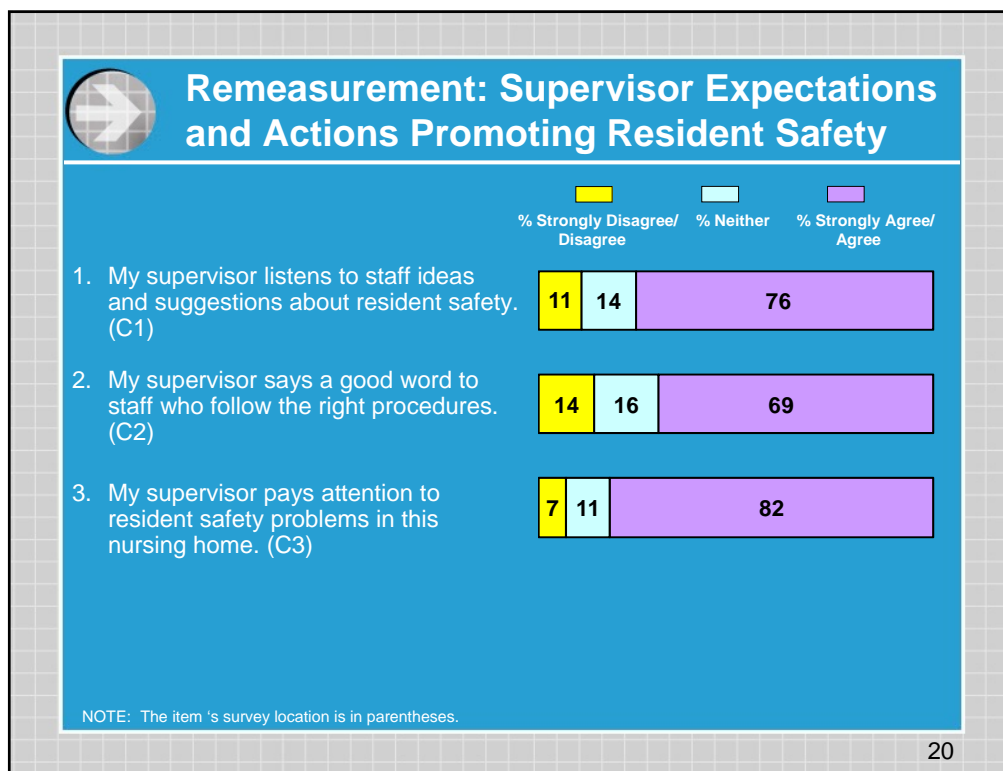
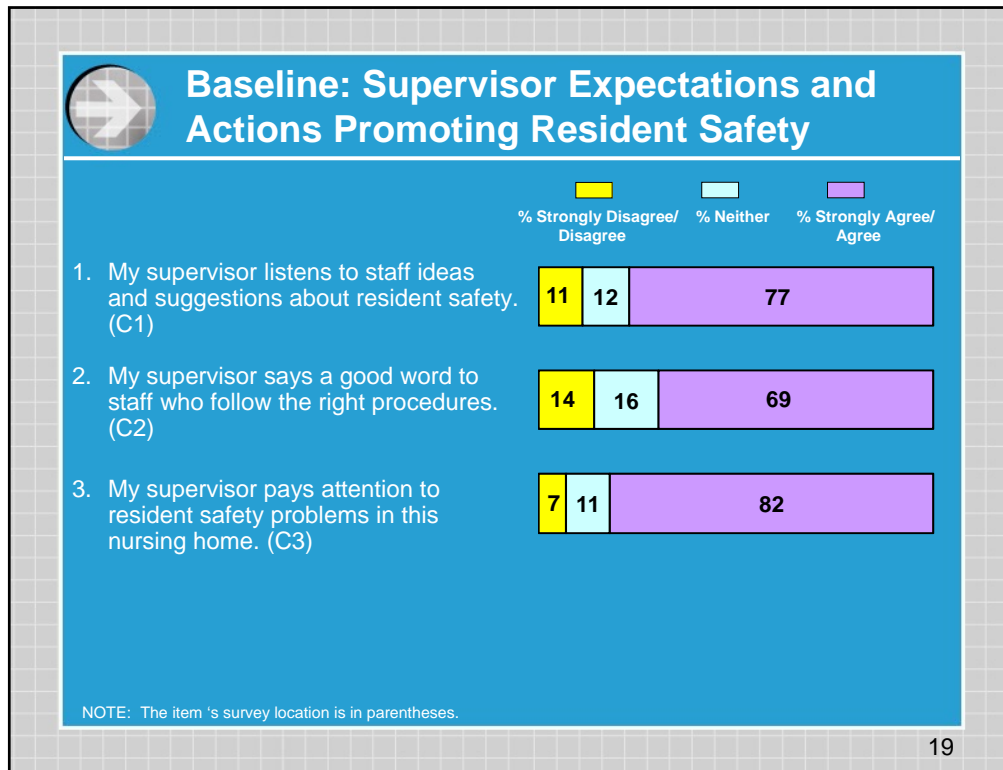
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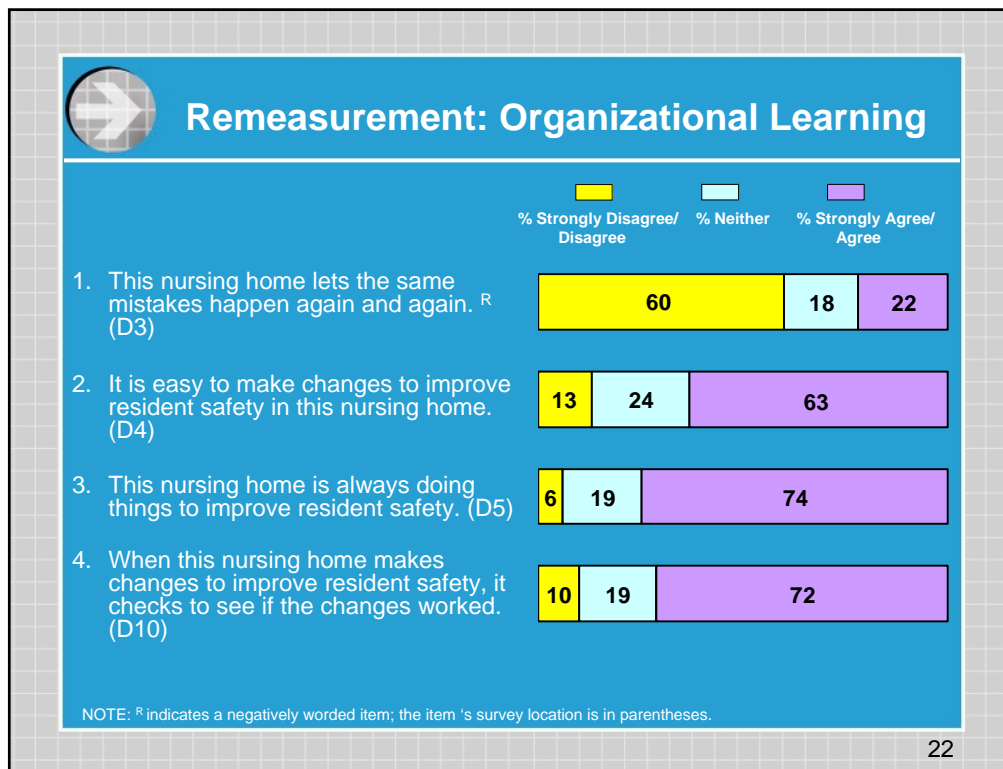
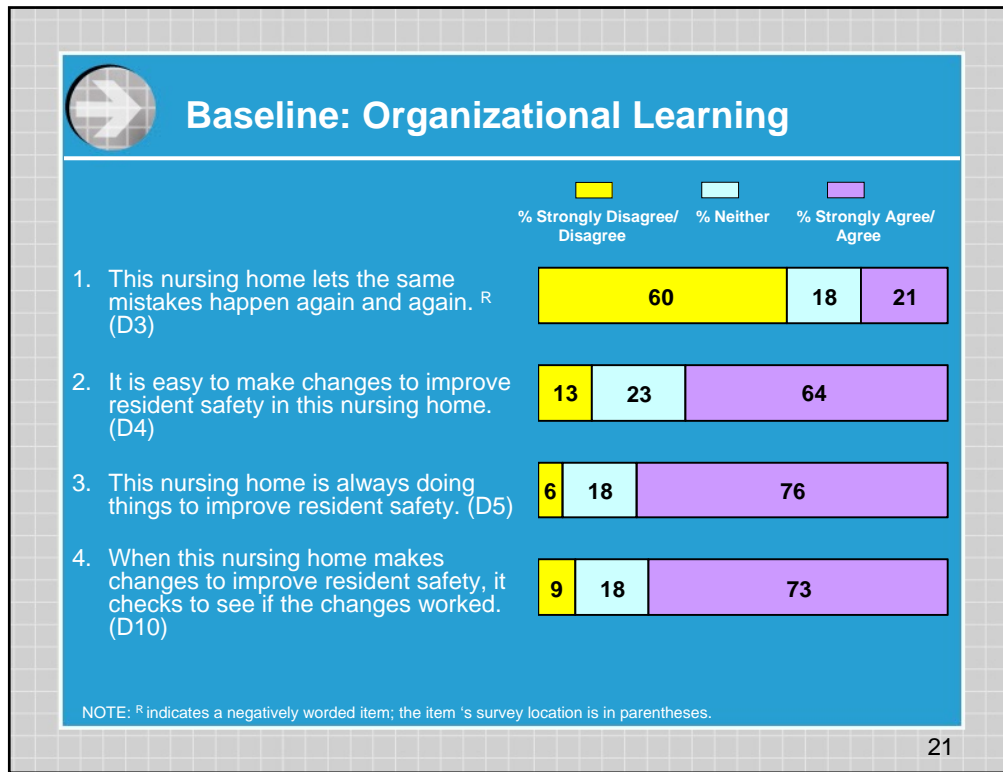
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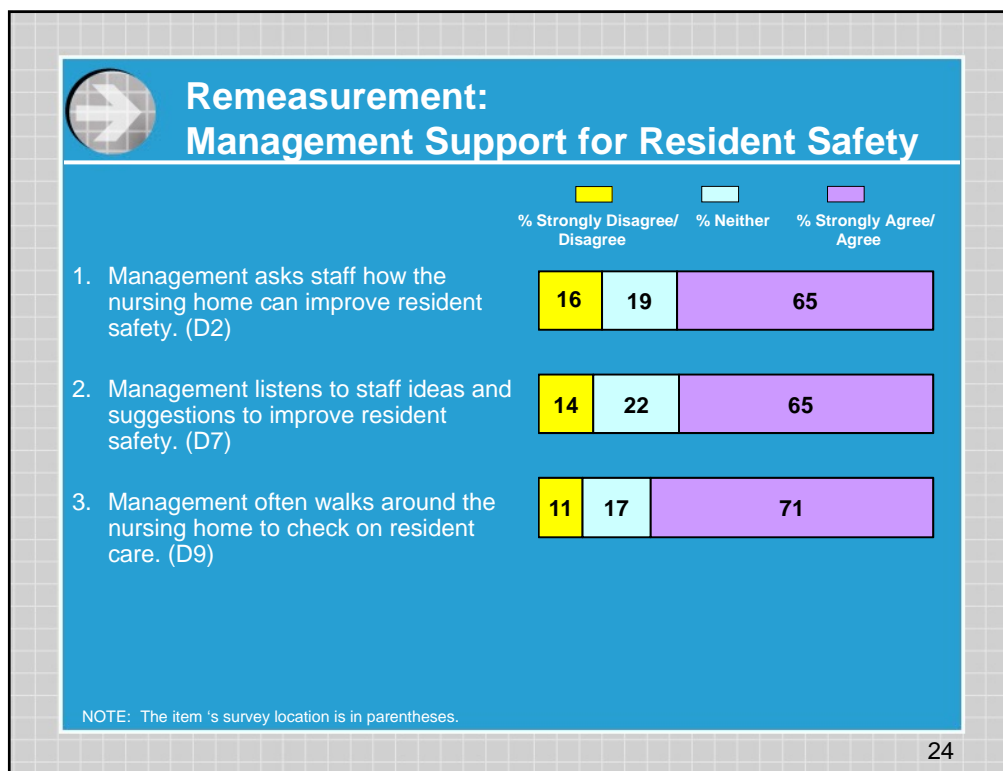
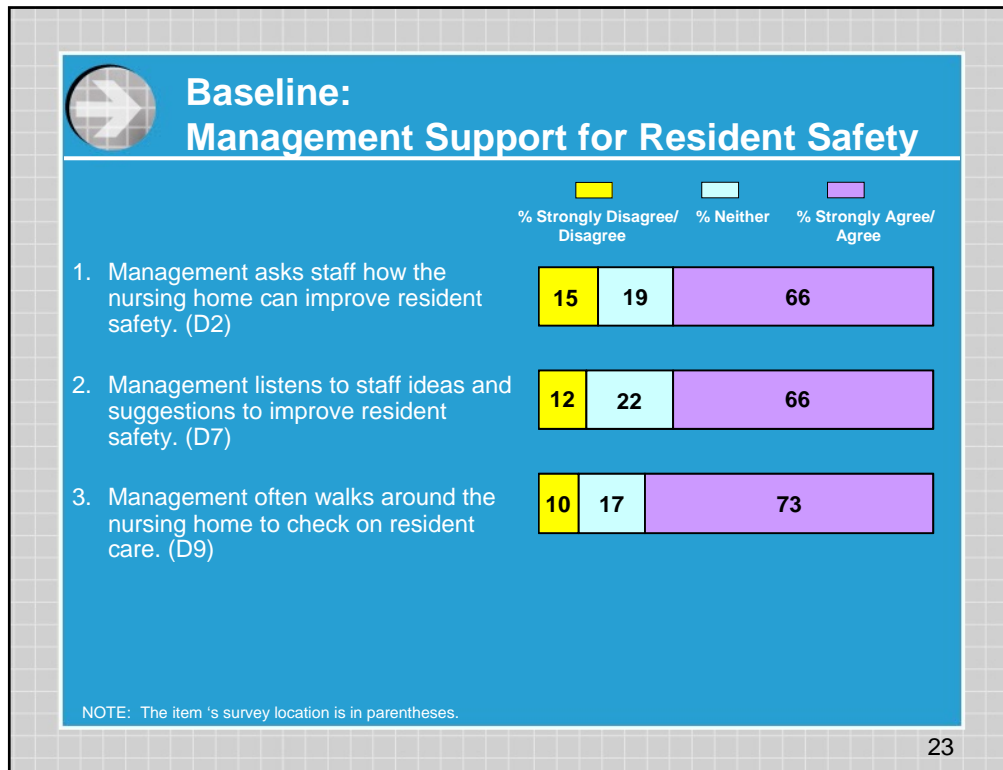
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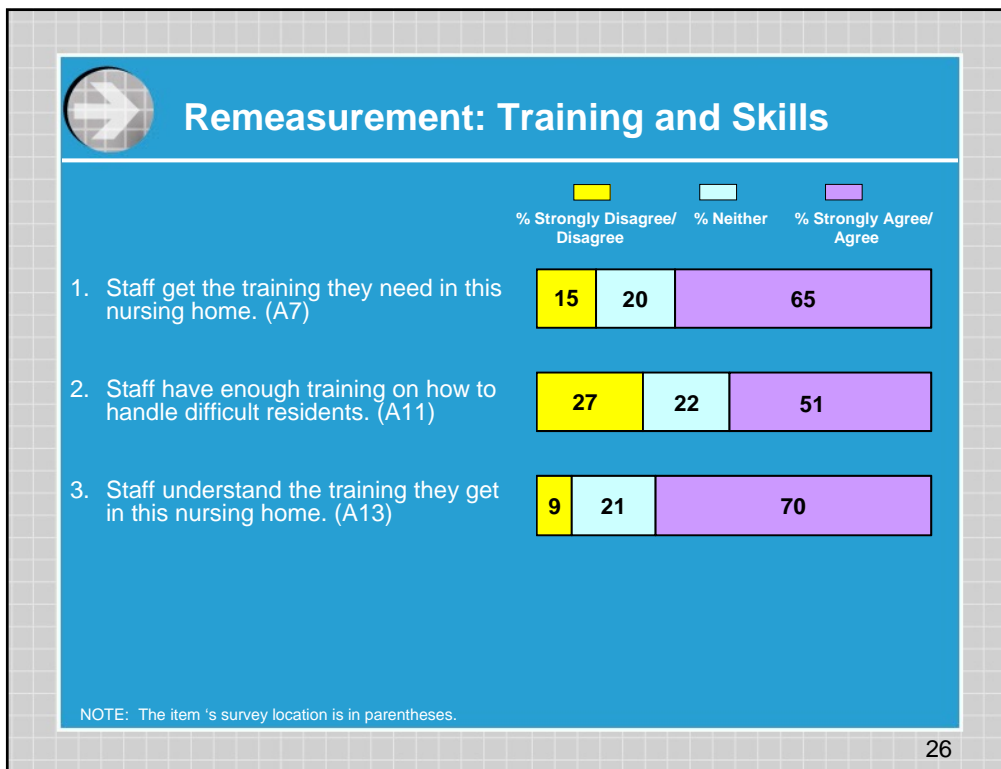
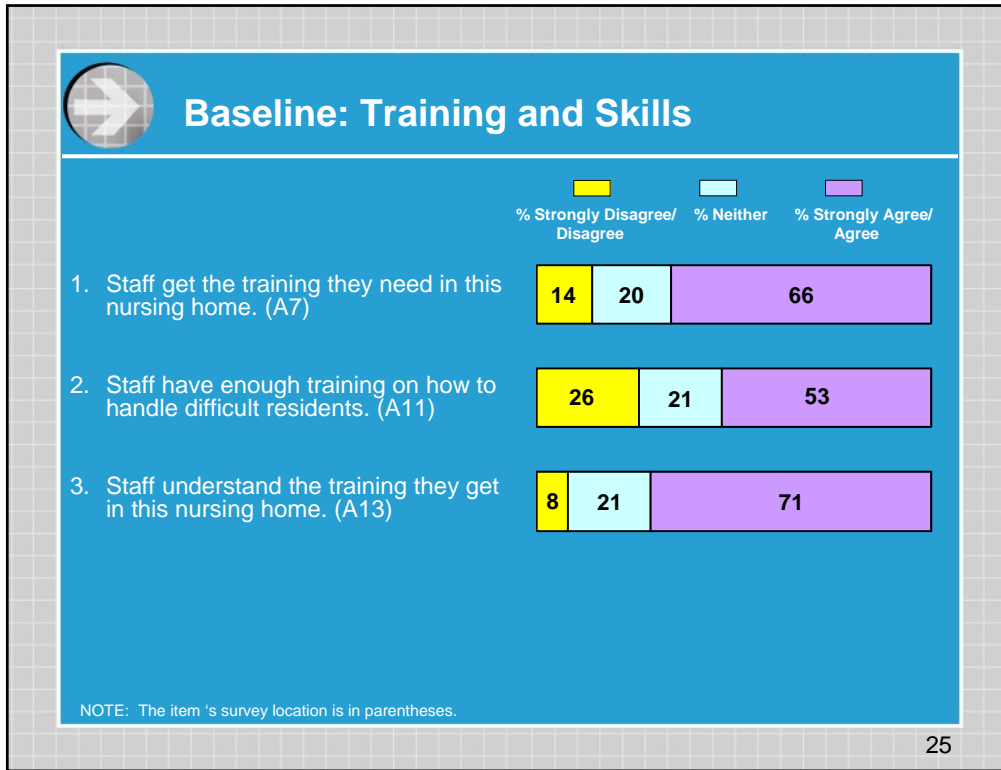
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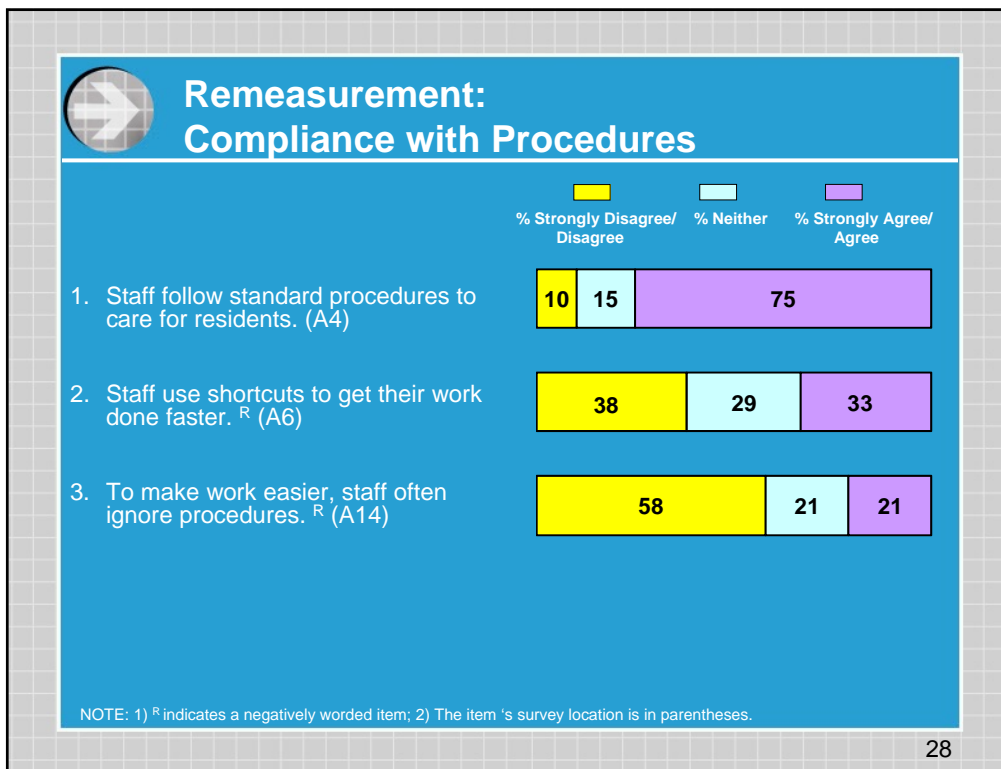
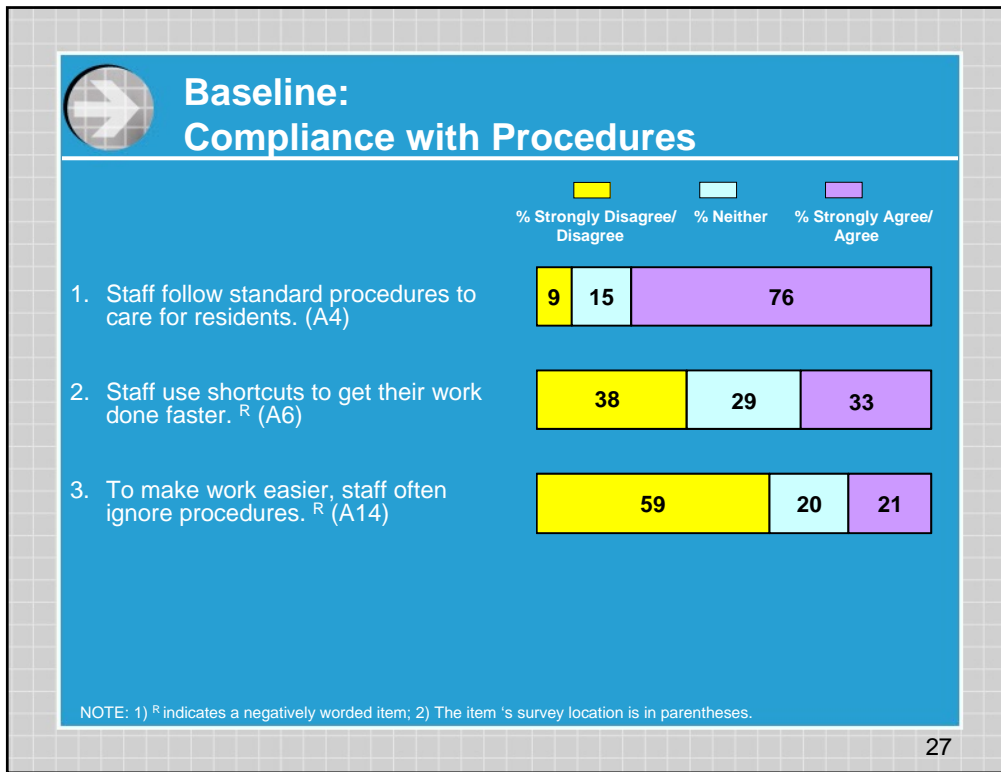
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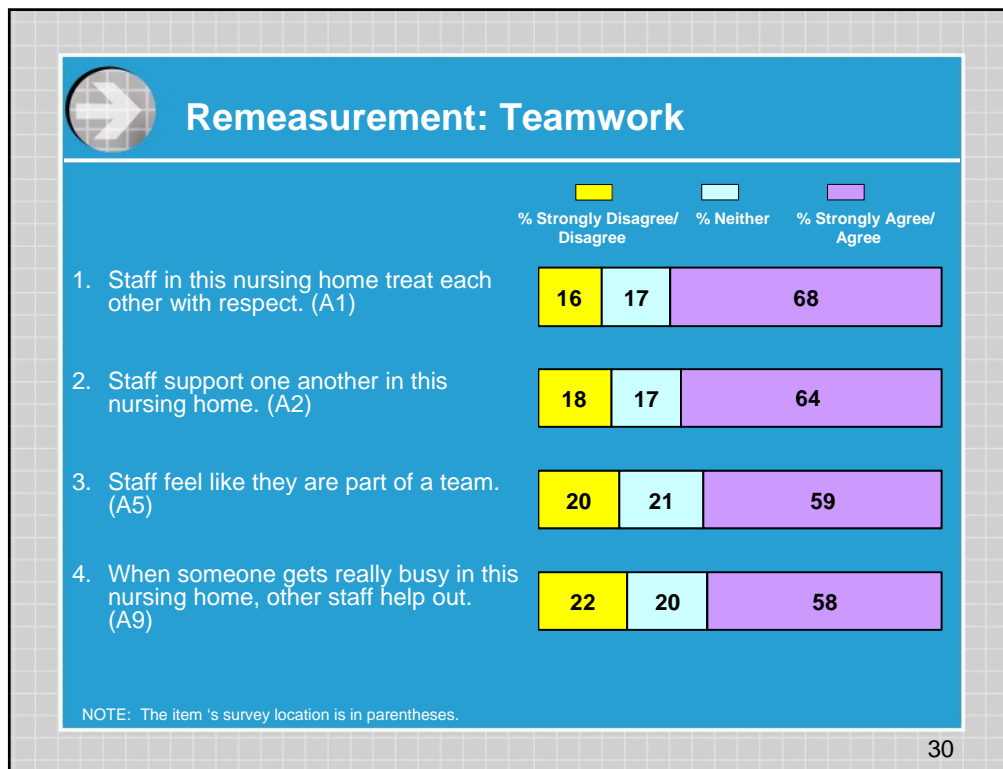
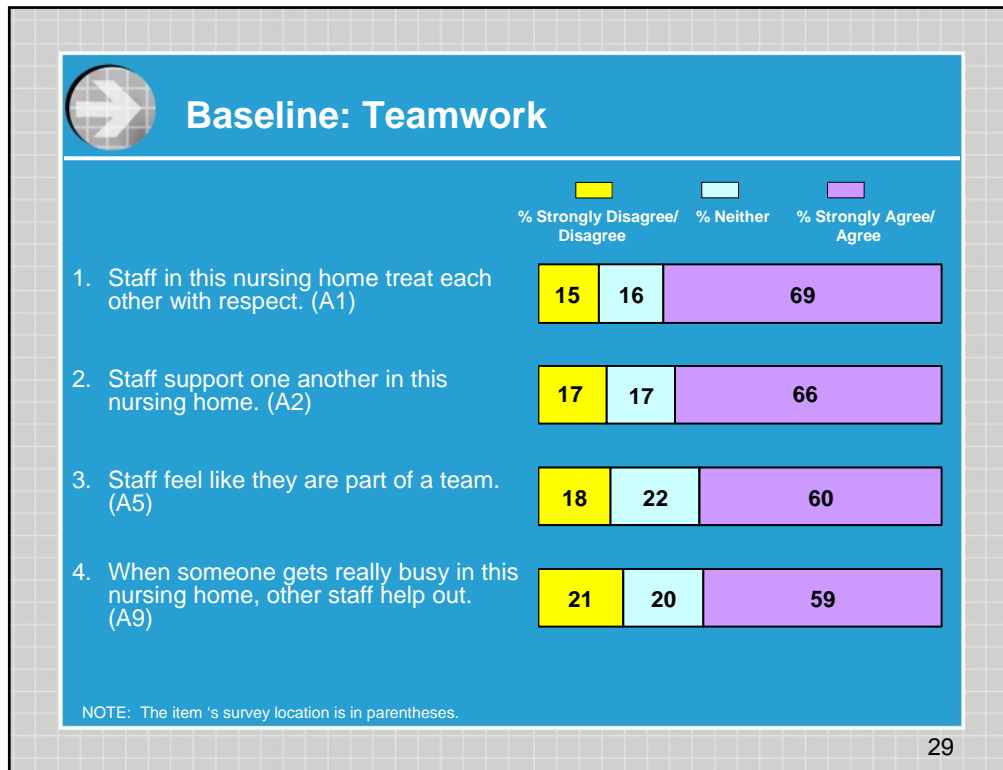
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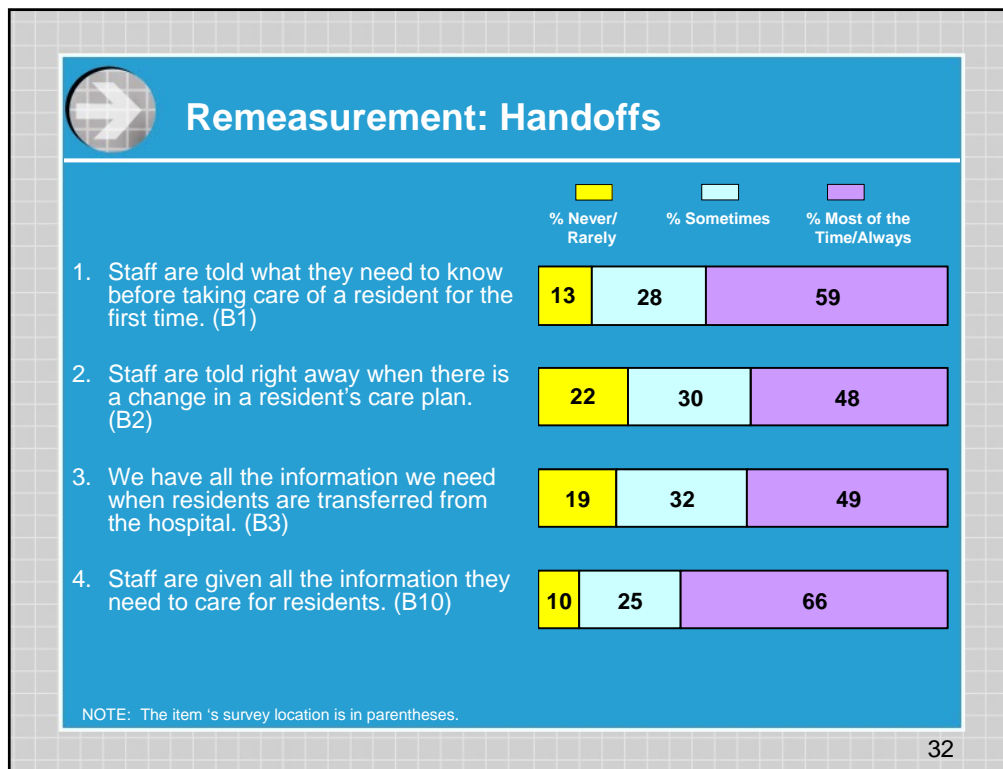
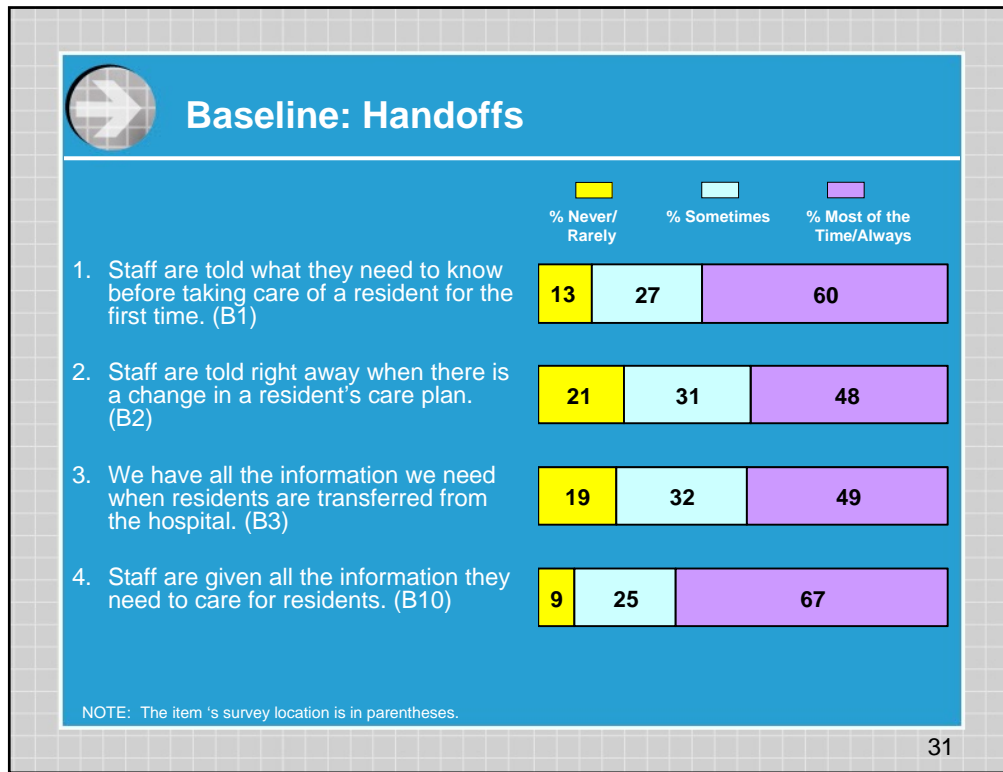
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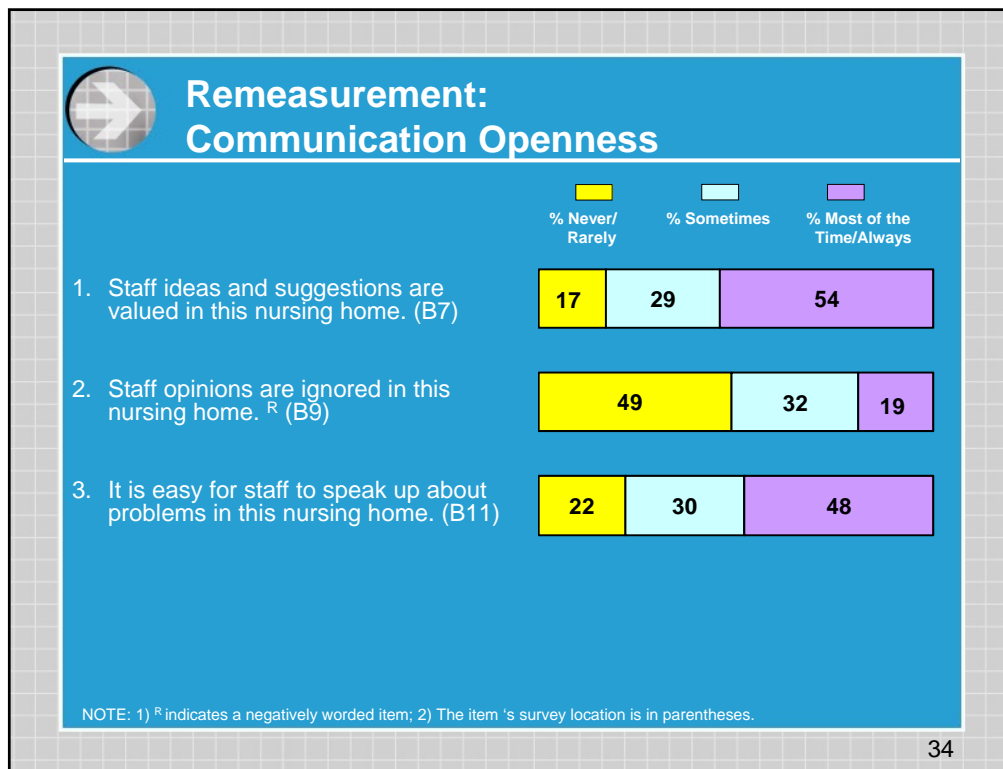
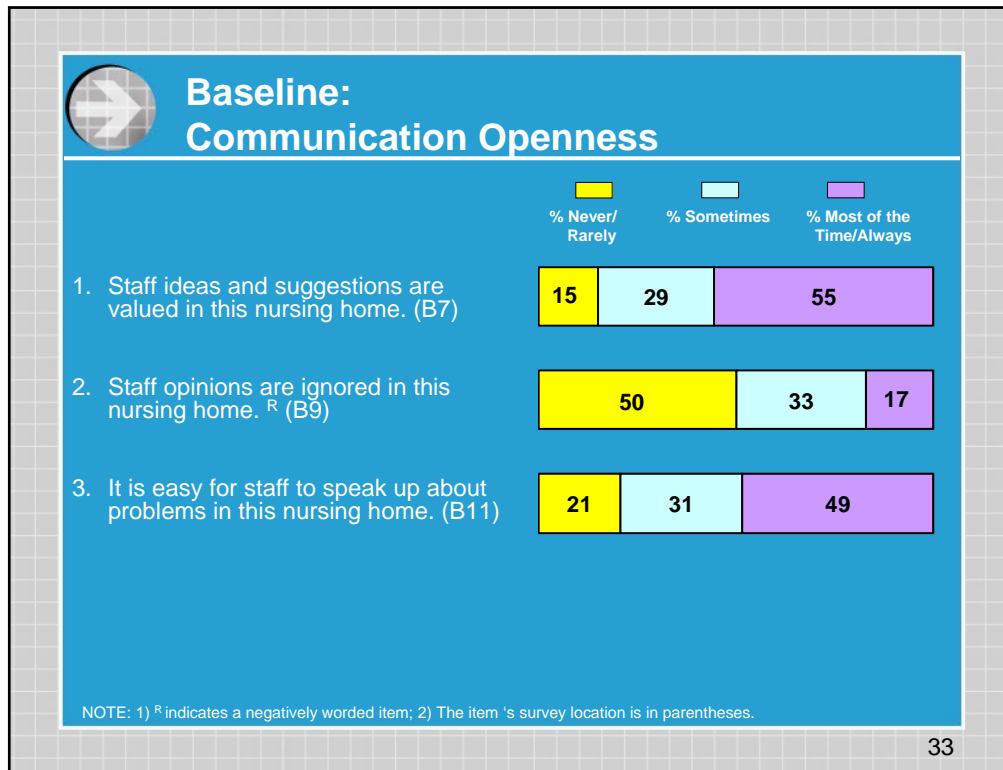
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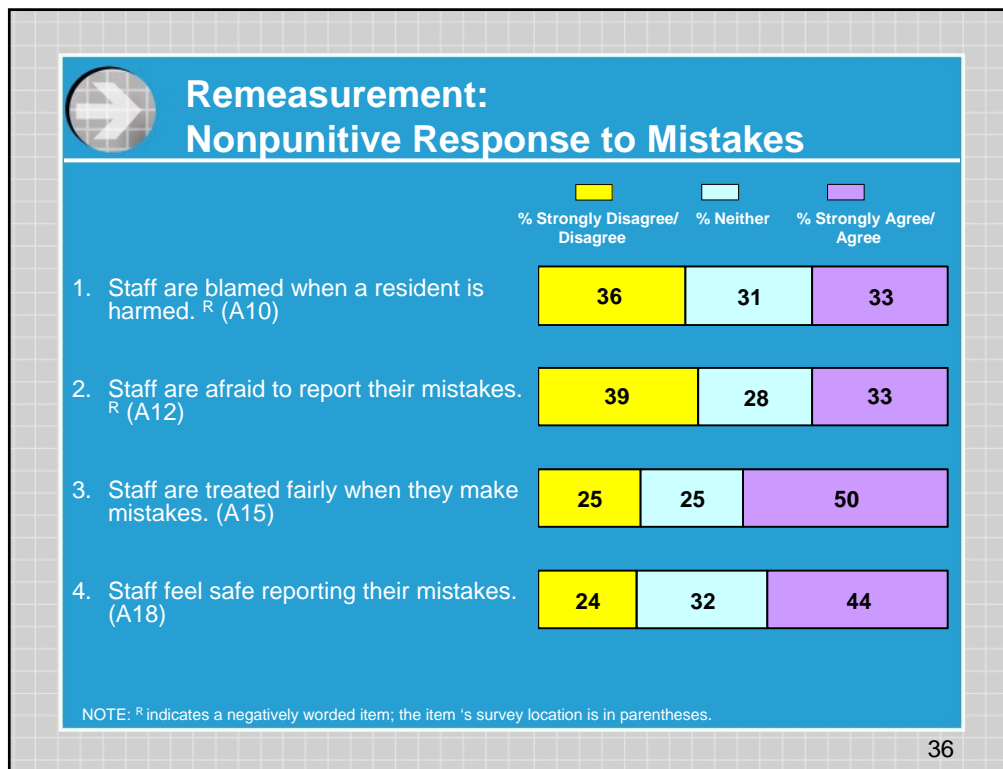
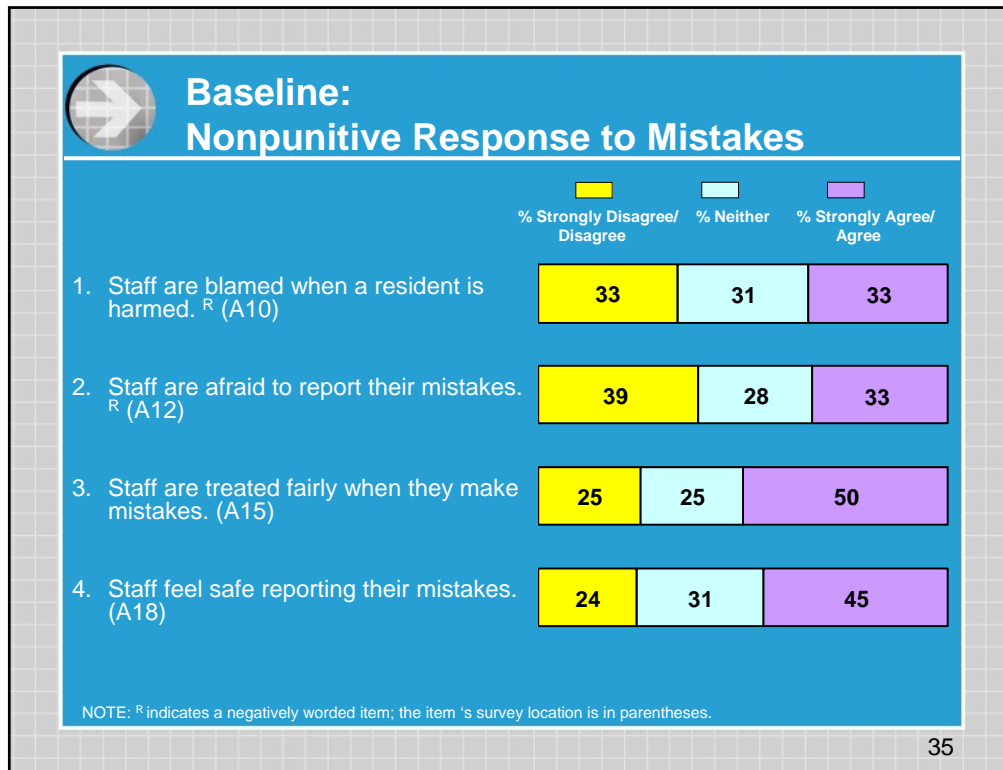
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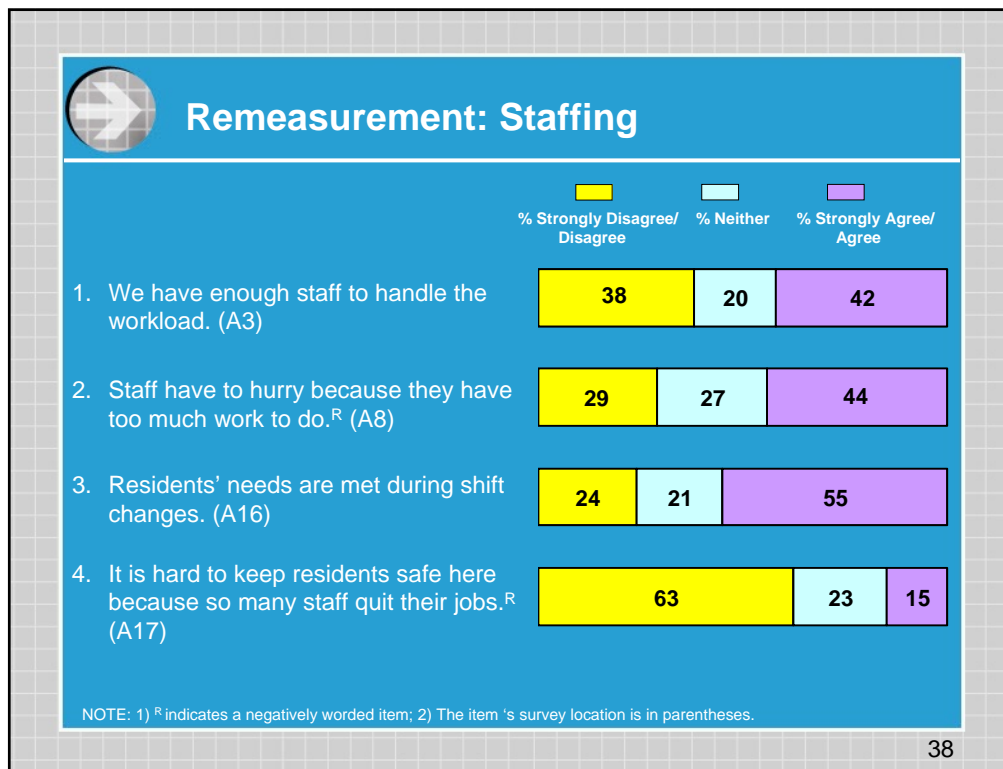
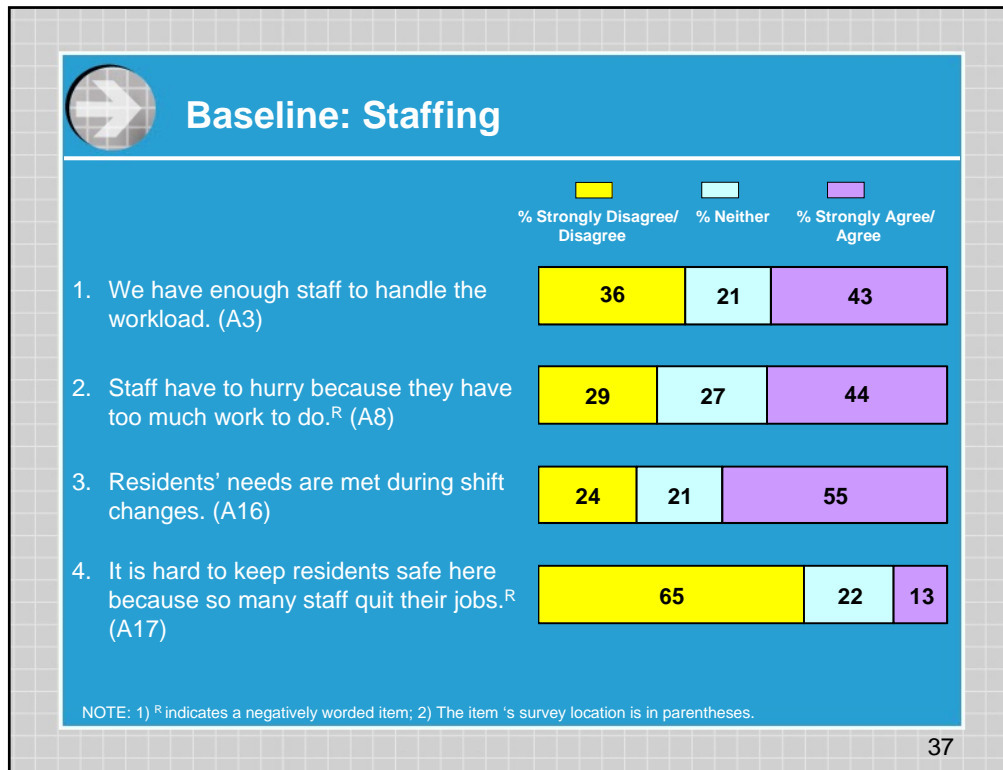
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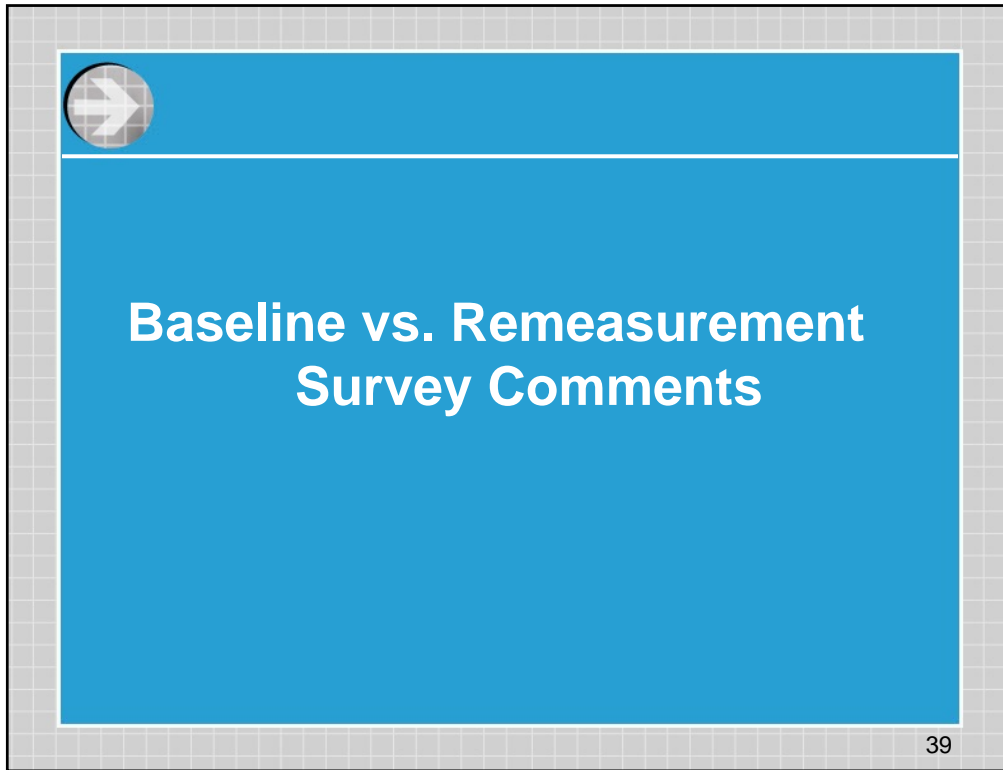
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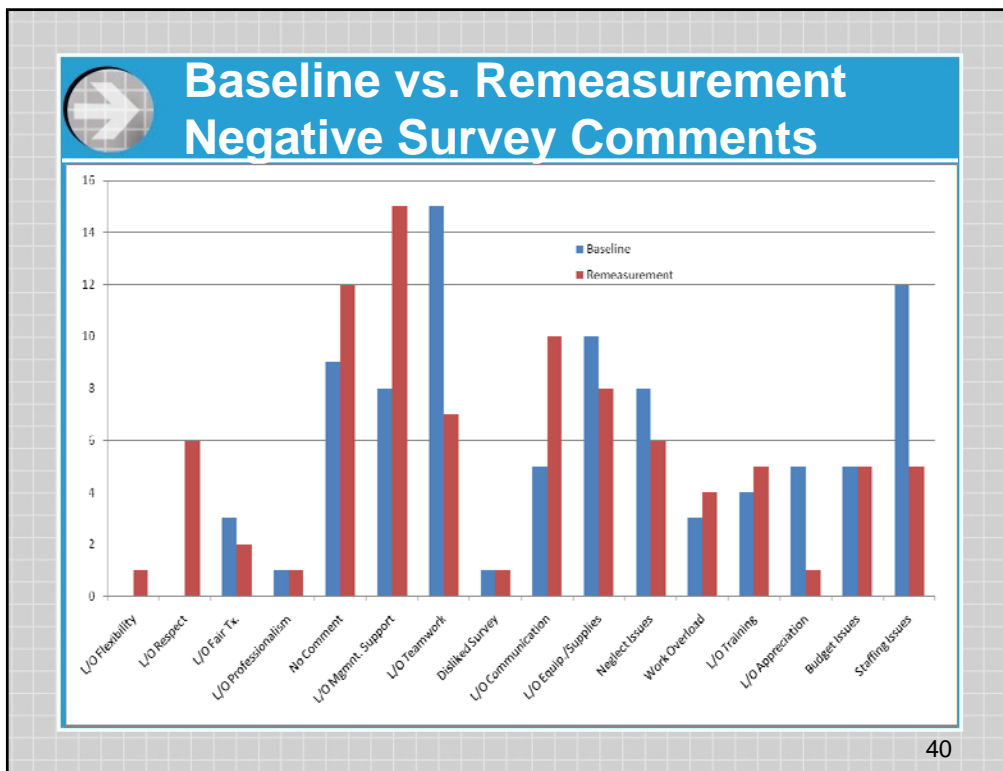


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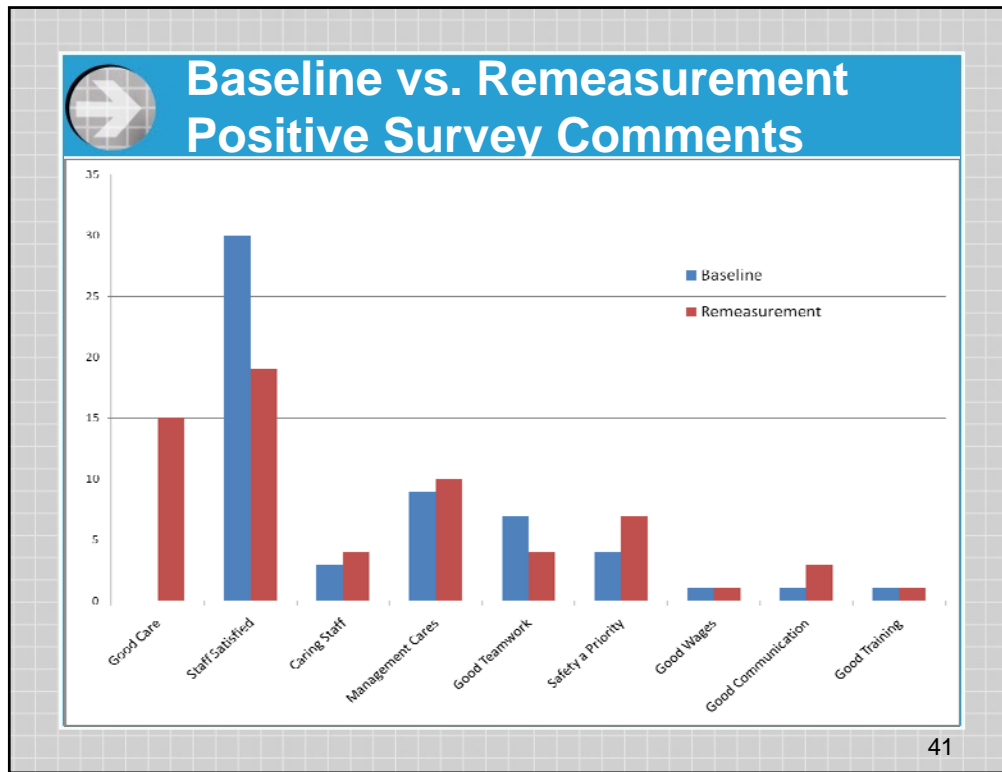


**Baseline vs. Remeasurement
 Survey Comments**

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Comparison Data

Patient Safety Culture Area	AZ Aggregate Baseline % Positive	AZ Aggregate Remeasurement % Positive	NH Pilot Study Comparison: Average % Positive
1. Overall Perceptions of Resident Safety	83	82	87
2. Feedback and Communication About Incidents	81	79	85
3. Supervisor/Manager Expectations and Actions Promoting Patient Safety	76	76	81
4. Organizational Learning	68	67	76
5. Management Support for Resident Safety	68	67	72
6. Training and Skills	63	62	72
7. Compliance With Procedures	58	57	67
8. Teamwork	64	62	67
9. Handoffs	56	56	63
10. Communication Openness	51	50	58
11. Nonpunitive Response to Mistakes	43	42	55
12. Staffing	48	47	48

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