

Results of AHRQ Hospital Surveys on Patient Safety: *A Systems' Experience*

Helen Macfie, Pharm.D., FABC

Senior VP, Performance Improvement & Strategic Planning

Diane Wynn, RN

Executive Director, Patient Safety and Clinical Risk Management



AHRQ



- Health care organizations can use these survey assessment tools to:
 - Assess their patient safety culture.
 - Track changes in patient safety over time.
 - Evaluate the impact of patient safety interventions.



History



- In 2004, the Agency for Healthcare Research and Quality (AHRQ) released the Hospital Survey on Patient Safety Culture
 - Designed to help hospitals assess the culture of safety in their institutions
- In response to requests from hospitals interested in comparing their safety culture survey results to other hospitals, AHRQ funded the development of a comparative database on the survey in 2006
 - The database is comprised of voluntarily submitted data from U.S. hospitals that administered the survey
 - Comparative database reports were produced in 2007 and 2008, and will be produced yearly through at least 2012

Why Consider the AHRQ Survey?



- There are several publicized advantages
 - Free - available to the public
 - A hospital-wide instrument
 - Designed to be administered to all types of hospital staff, including clinical and non-clinical
 - It can be used to assess individual hospital units or departments, or it can be administered hospital-wide
 - Reliable and valid.
 - The survey development process based on a review of the existing research and other culture surveys
 - Demonstrated reliability and validity

<http://www.ahrq.gov/qual/patientsafetyculture>

Why Consider the AHRQ Survey? (continued)



- Comprehensive and specific
 - Covers over a dozen areas of patient safety
 - Detail helps identify hospital and unit-specific areas of strength and improvement
- Easy to use, comes with a Toolkit
 - A Survey User's Guide
 - A template to display survey results
- In addition to these support tools, the Safety Institute of Premier Inc. has developed an Excel data entry and survey analysis tool that is downloadable for free on their Web site
 - The tool enables hospitals to enter their survey data and it automatically produces graphs and charts of the survey results

Survey Administration



- We target to health care team members, but make available to all
- 5 minutes
 - On-line via our intranet
 - Paper-based available
- Loaded in to AHRQ Excel template
- Campus reports
 - Drilldown



September 1st — 21st
the survey is available on-line
on our intranet site

CREATING A CULTURE OF SAFETY SURVEY

September 1st - 21st we will have the annual safety survey available on-line by going to our intranet site and clicking on the link. For those of you without easy intranet access, the survey will also be available as a paper tool in the following locations:

As an organization, we very much appreciate all that each of you do to help keep our patients safe, and value your assessment of how we are doing. We encourage each of you to take just five minutes to provide very useful feedback to us.

YOUR RESPONSE IS COMPLETELY CONFIDENTIAL
Thank you for your time and participation



Demo

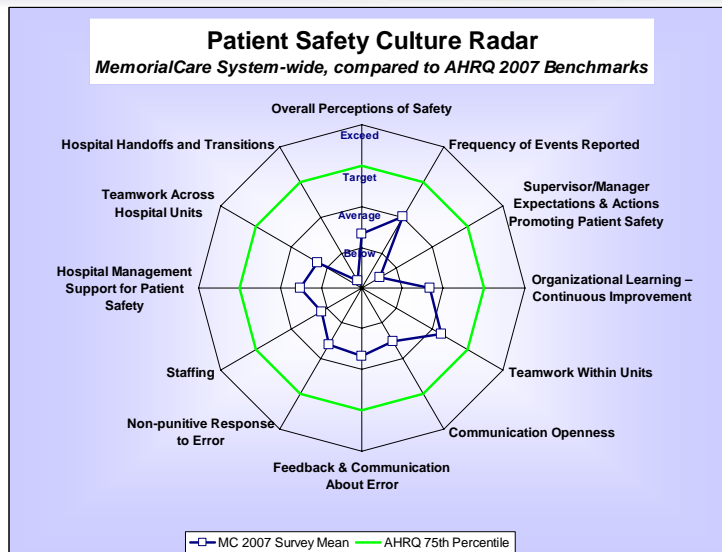
- Excel tool

Hospital Survey on Patient Safety (updated 01/16/07)
Data Entry and Analysis Tool

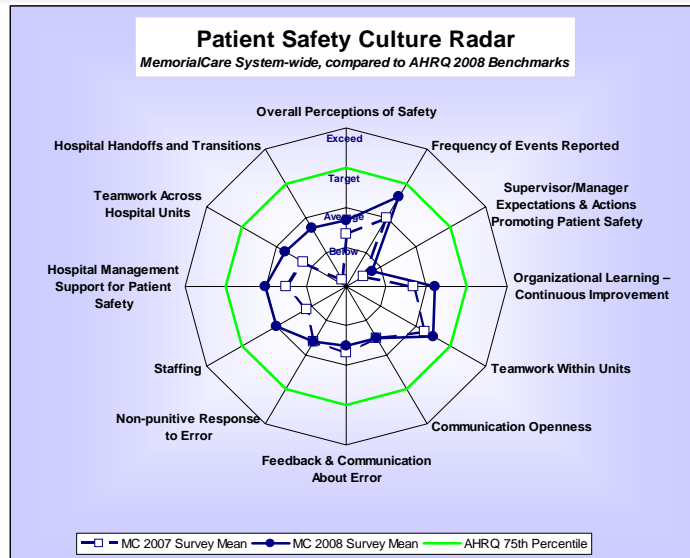
Main Menu

1) Getting Started	Instructions
2) Entering Data	Data Entry
3) Viewing Results	Explanation of Calculations
	Respondent Demographics
	Number of Events Reported
	Patient Safety Grade
	Overall Item Results
	Item Results by Job Title
	Item Results by Work Area
	Item Results by Contact with Patients
	Composite Scores
	Composite Avgs by All Demographics
	Survey Comments

Our first survey – 2007 12 domains - room to improve!



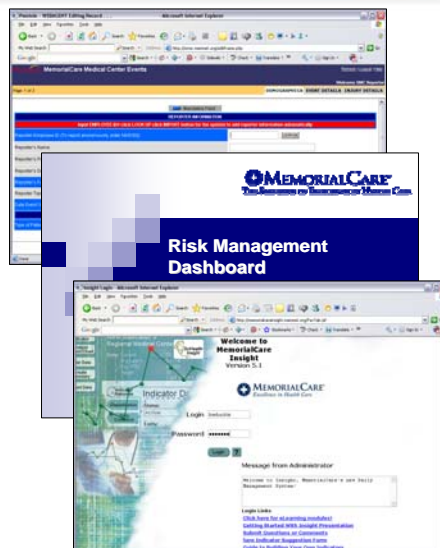
2008: Improvement And still then some work to do!



Our Patient Safety Initiatives

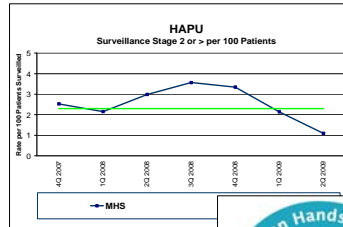


- Improved Reporting and Feedback on Data
 - MemorialCare Risk Management On-Line Reporting (mRMr)
 - System-wide
 - Risk Dashboard
 - Patient Safety Lesson Learned Video
 - Sentinel Event Alert Gap Analyses
 - Shared Dashboard for NSPGs
 - Data now available on Insight



Our Patient Safety Initiatives

- System-wide Improvement Focus
 - Just Culture Rollout
 - Collaboration with Best Practice Teams
 - Patient Falls Reduction
 - Pressure Ulcer Reduction
 - Hospital Acquired Infection Reduction
 - Hand Hygiene Campaign & Champions



Next AHRQ Survey

- For us, next survey March, 2009
 - Tying to Patient Safety Week activities
 - Hopefully we will see improvement
- This is valuable information for us to benchmark to, and continues to help us prioritize our efforts on our safety improvement journey!