



AHRQ SURVEY ON PATIENT SAFETY CULTURE— ADMINISTRATOR INSTRUCTIONS¹

OVERVIEW



These instructions are based on *AHRQ's Hospital Survey on Patient Safety Culture User's Guide*. Recognizing that each institution has different resources and is confronted with unique challenges, these instructions are provided as a general guide to the successful administration of the *Hospital Survey on Patient Safety Culture*. Please read these instructions before making any decisions regarding the administration of the survey.

PREPARING TO ADMINISTER THE SURVEY

INITIAL SET-UP

Hospitals will be asked to provide NYSPFP with the following vital information for communication and mailings.

- Hospital Name
- Key Contact Name (person who is coordinating AHRQ survey)
- Telephone Number
- E-mail Address
- Number of eligible staff (number of staff and physicians that will be asked to complete the survey)

ESTABLISH A SURVEY TEAM

¹Sorra JS, Nieva VF. Hospital Survey on Patient Safety Culture. (Prepared by Westat, under Contract No. 290-96-0004). AHRQ Publication No. 04-0041. Rockville, MD: Agency for Healthcare Research and Quality. September 2004.

Conducting a successful *Survey on Patient Safety Culture* hospital-wide not only requires a robust plan, but also communication and a coordinated team effort; thus, it is important that you establish a Survey Team that will be involved early in the planning process.

The Survey Team is responsible for:

- planning: identifying eligible staff who should complete the survey, and establishing a dissemination strategy and follow-up plan;
- serving as the point of contact within departments or units;
- answering questions from staff about the survey; and
- tracking survey response rates and following up as needed.

DETERMINE STAFF ELIGIBILITY: ELIGIBILITY CRITERIA

Please use the criteria below as a guideline to determine what staff within each area/unit should complete the survey:

- staff member who has direct interaction with patients (physicians, nurses, allied professionals—such as pharmacists and therapists);
- staff member whose work indirectly affects patient care (staff in units such as diagnostics, food services, environmental services, unit clerks, transportation);
- staff member is a physician who spends most of his/her work hours in the hospital (hospitalists/laborists); **OR**
- staff member is a hospital supervisor, manager, or administrator.

SURVEY METHOD

Web-based
<p>Your facility will need to:</p> <ul style="list-style-type: none">• Ensure staff has easy access to a computer connected to the Web.• Pre-test the survey on your systems to ensure that Web-blockers or other security measures do not interfere with the survey site.• Develop a pre-notification strategy to advise eligible staff of the upcoming survey.• Establish an electronic distribution plan and enable access to the survey via an e-mailed link and a prominent link on your intranet.

- Emphasize confidentiality of the survey when raising awareness.
- Emphasize staff completing the survey upon receipt.
- Provide ongoing support and arrangement; NYSPFP will provide you with a midpoint response rate.
- Consider linking participation to small tokens of appreciation. For example, entering participants in a raffle for free lunch by printing the final page of the Web-based survey.

RESPONSE RATE AND TIMEFRAME

A high response rate to the survey is important in ensuring that the survey results are representative. The survey is relatively brief (≤ 10 minutes) to complete and a request to complete the survey immediately will be much more successful than completion at a later date. A plan to optimize engagement is vital to obtain an adequate response rate. Two to four weeks should be sufficient to achieve a meaningful response rate.

Note: When determining the start and completion date, please consider the time needed to plan and to notify staff.

ADDITIONAL RESOURCES

For further information, please refer to the Frequently Asked Questions (FAQs) document enclosed in this packet. The AHRQ *Hospital Survey on Patient Safety Culture* Webinar audio is also available on <https://www.nyspfp.org>.