



AHRQ Hospital Survey on Patient Safety (HSOPS)

Follow these simple steps to achieve a successful culture survey:

Pre Survey

- Identify units/departments.
- Establish start/end dates to administer the survey.
- Request to administer the survey through the Tennessee Center for Patient Safety by clicking [here](#) and completing the request form.
- Embed URL/link to your hospital intranet/extranet for employee availability.

During the Survey

- You should set a goal of at least a 60% response rate. A 60% response rate should be obtained in order for your results to be valid.
- Promote/publicize the survey prior to the survey start date; involve senior leadership.
- Monitor participation through emails from the Tennessee Center for Patient Safety. Target areas with lower participation and work with those area managers to encourage completion of the survey with their staff.
- Send out communication throughout the survey to encourage participation. Consider incentives via competition or rewards.

Post Survey

- Review your results worksheet provided by the Tennessee Center for Patient Safety.
- Compare to National and Tennessee Benchmarks.
- Compare year to year (if applicable to your organization).
- Filter and review by work area.
- Present results to staff and management.
- Empower staff to identify possible interventions to weaknesses (areas for improvement) and complete the action planning tool.
- Track, record and share improvement efforts.

You should plan to resurvey each year or after patient safety interventions have been initiated. Share the prior year's action plan and results prior to the following year's survey. Everyone is working toward a goal of improving the quality and safety of patients. Build patient safety awareness by sharing the results consistently.

If you have further questions regarding the AHRQ survey, please contact Jennifer McIntosh at jmcintosh@tha.com.