

# Hospital and Medical-Center Safety Culture Database Reports

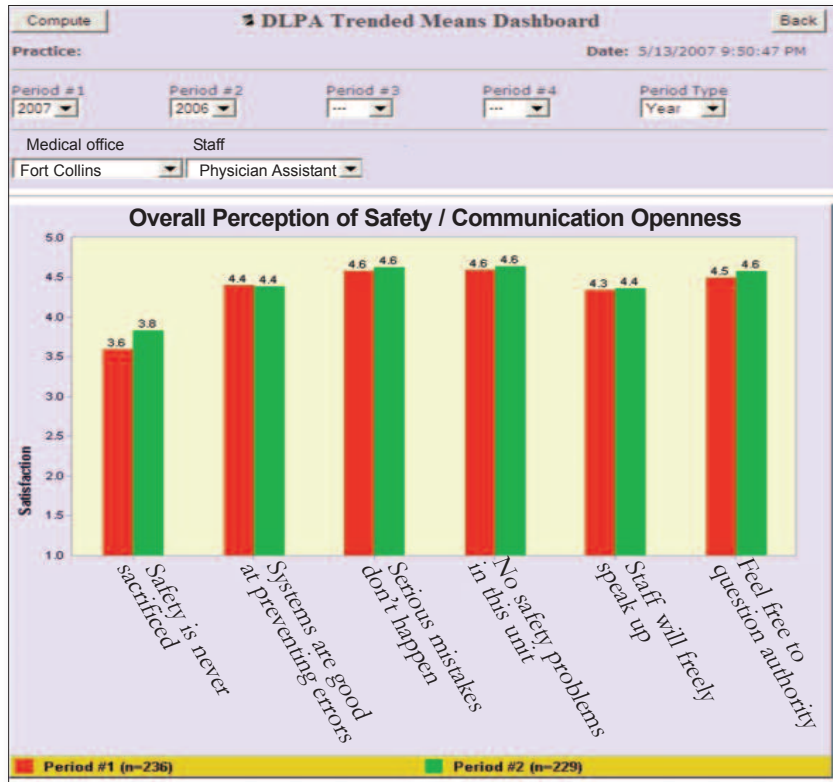
Instant online reports for assessment and learning

Work together, from any location. Each manager can search the database for their own report. Drill-down for aggregate or site reports then compare time periods, staff position and medical offices.



## Safety-Culture Dimension Reports

- 1. Teamwork
- 2. Supervisor Manager Expectations & Actions
- 3. Organizational Learning
- 4. Overall Perceptions of Safety
- 5. Communication Openness
- 6. Feedback & Communication About Error
- 7. Staffing
- 8. Non Punitive Response To Error
- 9. Hospital Management Support for Patient Safety
- 10. Teamwork Across Hospital Units
- 11. Hospital Handoffs and Transitions
- 12. Frequency of events reported



## Sample AHRQ Safety-Culture Attitude Questions

United States Department of Health & Human Services  
**AHRQ** Agency For Healthcare Research & Quality  
 Addressing Excellence in Health Care www.aHRQ.gov  
 Agency For Healthcare Research and Quality

SECTION A: YOUR WORK AREA / UNIT	SECTION B: YOUR SUPERVISOR/MANAGER	SECTION C: COMMUNICATIONS
1. People support one another in this office 2. We have enough staff to handle the workload 3. When a lot of work needs to be done quickly, we work together as a team to get the work done 4. In this work area, people treat each other with respect 5. Staff in this office work longer hours than is best 6. We are actively doing things to improve safety 7. I like my job	1. My supervisor/manager says a good word when he/she sees a job done according to established safety procedures 2. My supervisor/manager seriously considers staff suggestions for improving work area safety 3. Whenever pressure builds up, my supervisor/manager wants us to work faster, even if it means taking shortcuts 5. I regularly receive feedback about my performance 6. I know who to ask about questions regarding safety in my work area/ office	1. We are given feedback about changes put into place based on event reports 2. Staff will freely speak up if they see something that may negatively affect an outcome 3. We are informed about errors that happen in this work area 4. Staff feel free to question the decisions or actions of those with more authority 5. In this work area, we discuss ways to prevent errors from happening again



Hand-held tablets collect anonymous opinions at staff meetings and work areas for higher response levels.

# Track AHRQ Patient-Safety Culture Progress - Quickly and Cost Effectively!

## Step 1. Measure Improvements More Frequently

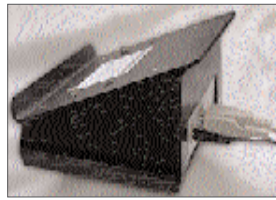
Rotate portable tablets by department to measure change



Staff selects primary work area and indicates agreement or disagreement with safety-culture statements

## Step 2. Send in Data

Data, sent via web, is HIPAA compliant. Privacy is protected.



Communication base automatically sends data via web

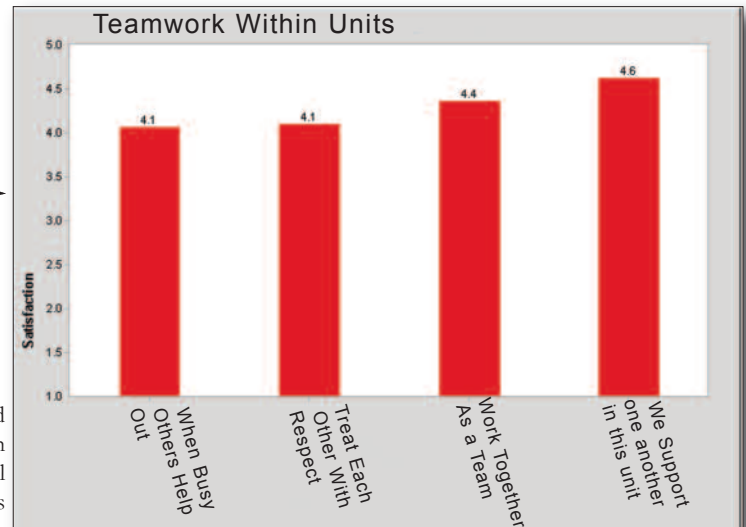
## Step 3. Internet Servers Compile Results

Data compiles by hospital department and site

## Step 4. Instant Dashboard Reporting

View results from anywhere in your network

Dashboard Reports with Item-level Results



### Real-time scorecards

- No waiting to identify safety culture concerns
- Follow-up and support action-plan decisions
- Determine the need for further evaluation

### Chronological results of repeat administrations are visually displayed on each dashboard

- Measure trends by week, month, quarter or year
- Unlimited combinations of dashboard-data filters help drill down and find problem areas

### Create aggregate reports to monitor entire populations for board meetings

- Monitor network-safety attitude progress
- Evaluate action programs and give feedback
- Compare all sites-mean score by one question

### The tablet-data-entry system benefits:

#### Efficient

- Staff enters opinions at staff meetings or nursing stations
- Quality managers transmit data for instant reports

#### Higher Response Rates

- Staff uses the tablet at their convenience
- Self-explanatory - easy-to-read explanations
- Quickly select push-button responses
- Confidentiality is assured

#### Comparative Statistics

Your researchers export data for use in Excel and SPSS. We also can roll up data or drill down as requested.

#### Level and type of analysis:

We can provide item level and/or summative descriptive statistics, such as averages and percentages, and/or inferential statistics, such as those that compare averages and percentages to indicate statistically significant differences.



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