

Tracking Medical Office Safety Culture Online

Instant online reports for assessment and learning



Work together, from any location. Rotate survey tablets to each office and view reports online. The AHRQ tool takes six minutes to complete. Now, you can search your database for an office's report. Data filters drill-down for aggregate or job position and instantly view your dashboard graph.

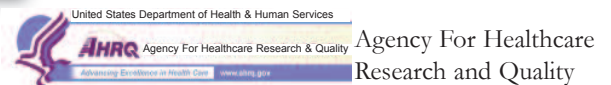


AHRQ Safety-Culture Dimension Reports

1. List of Patient Safety and Quality Issues
2. Information Exchange with Other Settings
3. Teamwork
4. Work Pressure and Pace
5. Staff Training
6. Office Processes and Standardization
7. Communication Openness
8. Patient Care Tracking/Followup
9. Communicator about Error
10. Owner/Managing Partner/Leadership Support
11. Organizational Learning
12. Overall Perception of Patient Safety
13. Overall Ratings on Quality and Patient Safety

Sample

AHRQ Medical Office Safety-Culture Dimension Questions



TEAMWORK	STAFF TRAINING	COMMUNICATION OPENNESS
When someone in this office gets really busy, others help out	This office trains staff when new processes are put into place	Providers in this office are open to staff ideas about how to improve office processes
In this office, there is a good working relationship between staff and providers	This office makes sure staff get the on-the-job training they need	Staff are encouraged to express alternative viewpoints in this office
In this office, we treat each other with respect	Staff in this office are asked to do tasks they haven't been trained to do	Staff are afraid to ask questions when something does not seem right
This office emphasizes teamwork in taking care of patients		It is difficult to voice disagreement in this office
WORK PRESSURE AND PACE	OFFICE PROCESSES AND STANDARDIZATION	COMMUNICATION ABOUT ERROR
In this office, we often feel rushed when taking care of patients	This office is more disorganized than it should be	Staff feel like their mistakes are held against them
We have too many patients for the number of providers in this office	We have good procedures for checking that work in this office was done correctly	Providers and staff talk openly about office problems
We have enough staff to handle our patient load	We have problems with work flow in this office	In this office, we discuss ways to prevent errors from happening again
This office has too many patients to be able to handle everything effectively	Staff in this office follow standardized processes to get tasks done	Staff are willing to report mistakes they observe in this office

Negative-question responses graph as positive scores



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

Track AHRQ Medical-Office-Safety Culture Progress - Quickly and Cost Effectively!

Step 1. Measure Improvements More Frequently

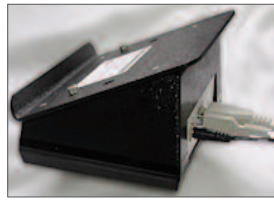
Rotate portable tablets by department to measure change



Staff selects primary work area and takes only six minutes to complete

Step 2. Send in Data

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



Communication base automatically sends data via web

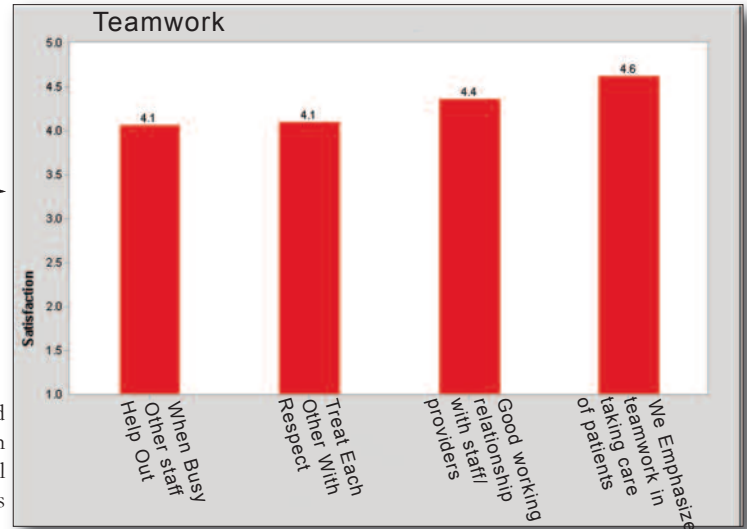
Step 3. Internet Servers Compile Results

Data compiles by nursing home

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

The tablet-data-entry system benefits:

Efficient

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

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

Higher Response Rates

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

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

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,

Implementation includes all you need

Survey Tablet For unlimited responses	Web communication base and software	Web Hosting	Customize AHRQ by location	Instant Dashboard & Frequency Reports
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