

The AHRQ SOPS program enables health care organizations to assess how their staff perceive various aspects of patient safety culture.

## Important Data Submission Dates

- **Hospital:** June 1–July 20, 2020
- **Nursing Home:** Sept. 1–21, 2020
- **Ambulatory Surgery Center:** June 1–21, 2021
- **Medical Office:** Sept. 1–Oct. 20, 2021

## SOPS Surveys

- Hospital Survey on Patient Safety Culture
- Medical Office Survey on Patient Safety Culture
- Ambulatory Surgery Center Survey on Patient Safety Culture
- Nursing Home Survey on Patient Safety Culture
- Community Pharmacy Survey on Patient Safety Culture

## SOPS Survey Details

- Available in Paper Surveys, Web Only, & Mixed Modes
- 51 Questions in total (close and open ended)
- Benchmarking user data from 630 hospitals

## SOPS Quality Measures

- Raise staff awareness about patient safety
- Diagnose and assess the current status of patient safety culture
- Identify strengths and areas for patient safety culture improvement
- Examine trends in patient safety culture change over time
- Evaluate the cultural impact of patient safety initiatives and interventions
- Conduct internal and external comparisons

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## Why RMS?

- CMS-approved vendor
- Recognized as one of the top patient satisfaction measurement firms in the country by *Modern Healthcare*
- Affordable pricing
- High response rates
- English & Spanish surveying
- Deadlines promptly met
- Strategies provided for improving response rates & scores
- Real-time portal access
- Courteous, helpful, & responsive staff
- Collateral to promote surveys provided
- RMS on-site call center
- Telephone surveys conducted by professional interviewers on-site
- No robocalls
- Responsive to hot comments
- Fully HIPAA compliant

## We Do More Than Patient Surveys

- Healthcare Consulting
- Patient-Centered Medical Home (PCMH™) Recognition
- HIPAA Compliance
- Community Health Assessment (CHA)
- Community Service Plan (CSP)
- Community Health Needs Assessment (CHNA)
- Employee Surveys