



Creating perinatal  
units that deliver  
care safely and  
reliably with  
zero preventable  
adverse outcomes

## AHRQ Safety Culture Survey Administration

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Support for the Perinatal Collaborative was provided by a grant from the Maryland Department of Health and Mental Hygiene Center for Maternal and Child Health.



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## What is the AHRQ Survey

- Developed by the Agency for Healthcare Research and Quality based on two prior safety surveys developed by Westat and the Veterans Health Administration
- Can be used to:
  - assess the safety culture within an entire hospital or an individual unit within a hospital
  - track safety changes over time
  - track and evaluate the impact of safety over time



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## What Does the Survey Measure

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- 2 Outcome Dimensions
  - Overall perceptions of safety
  - Frequency of event reporting
- 10 Safety Culture Dimensions
  - Supervisor/management expectations and actions promoting patient safety
  - Organizational learning –continuous improvement
  - **Teamwork within units**
  - **Communication openness**
  - Feedback and communication about error
  - Non-punitive response to error
  - Staffing
  - Hospital management support for patient safety
  - Teamwork across hospital units
  - Hospital handoffs and transitions



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## Who Should Complete the Survey

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- Staff
  - with direct contact of patients
  - who may not have contact with the patients, but their work directly affects the patient
- Physicians who routinely work in Labor and Delivery
- Supervisors, managers and administrators



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## Survey Packets

- Each Improvement Lead should receive a AHRQ Survey Packet today which includes:
  - Instructions
  - Tracking Form
  - Surveys
  - Return Envelope

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## Instructions

Improvement Lead is responsible  
for administration

- Distribute Surveys (before 3/7/2007)
- Track number of surveys distributed and number of surveys returned
- Return Surveys to Delmarva (3/8/2007)

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## Distribution

The recommended administration method is to:

- Schedule 10 minutes during a department/staff meeting or educational session.
  - Provide a #2 pencil and large return envelope (no folding)
  - Collect envelopes/surveys at the end of the meeting

Option 2:

- Hand-deliver surveys to individual staff members/physicians with instructions on where to return the completed survey.
  - Use a physician to hand deliver to other physicians
  - Request that respondents return the survey within 7 days.

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## Notes

- Combining the two survey approaches should render an appropriate response rate
- Do NOT copy surveys, please contact Delmarva for additional copies
- Do NOT place surveys in mailboxes or use interoffice mail due to extremely low response and additional follow-up required



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## Deadlines



- Administer the survey between today and March 7, 2007
- Return the surveys to Delmarva no later than March 8, 2007

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## Questions



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