AHRQ Pharmacy Survey on Patient Safety Culture Data File Layout

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Pharmacy Survey on Patient Safety Culture

Survey Data File Specifications

Version 1

AHRQ Pharmacy Survey on Patient Safety Culture Data Submission Specifications

These specifications are for preparing your respondent-level data from the Pharmacy Survey on Patient Safety Culture. The instructions below tell you how to prepare your Excel data file for submission to the Pharmacy Comparative Database.

INSTRUCTIONS (Excel File Only):

Step 1: Include a header row with the variable name for each column.

Step 2: Submit individual survey response data using the response values indicated in this document (beginning on page 4).

Step 3: Check your data before for the following things:

- ### OUT-OF-RANGE VALUES

  You should clean your data before submitting to the database to ensure that there are no out-of-range values and that the data submitted are free from error. Make sure all response values match the response value for the question.

- ### REVERSE CODED ITEMS

  Do not submit reverse coded data on the survey's negatively worded items—simply submit each individual's unmodified responses to the survey items.

  For example, survey item C3, "This pharmacy places more emphasis on sales than on patient safety" is negatively worded. Regardless, the data should be submitted so that 1=Strongly disagree and 5=Strongly agree, as originally indicated in the survey, as follows:

  1=Strongly Disagree
  2=Disagree
  3=Neither
  4=Agree
  5=Strongly Agree
  9= Does Not Apply or Don't Know

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- **<u>STAFF POSITIONS</u>**

  If your Pharmacy modified or added a new staff position (F3) category, you MUST RECODE your specific staff positions back to the survey's original staff position category. If you added staff positions that do not match any of the survey's original staff positions, re-code your specific staff positions as "OTHER" (F3 = "e"), before submitting your data.

- **<u>OTHER, PLEASE SPECIFY TEXT</u>**

  Do not include Other-Please Specify data (Section G). While you may find it useful to review this text, it should not be submitted to the Database.

Survey Question	Variable Name	Column Position	Value Labels
Record Identifier			
Site Id	SITEID	Column A	5 digits or less
Individual Unique Record ID	UNIQUEID	Column B	4 digits or less
SECTION A: Working in This Pharmacy			
1. This pharmacy is well organized	A1	Column C	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know blank=Missing
2. Staff treat each other with respect	A2	Column D	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know blank=Missing
3. Technicians in this pharmacy receive the training they need to do their jobs	A3	Column E	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know blank=Missing
4. Staff in this pharmacy clearly understand their roles and responsibilities	A4	Column F	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know blank=Missing
5. This pharmacy is free of clutter	A5	Column G	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know blank=Missing

Survey Question	Variable Name	Column Position	Value Labels
6. Staff in this pharmacy have the skills they need to do their jobs well	A6	Column H	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know blank=Missing
7. The physical layout of this pharmacy supports good work flow	A7	Column I	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know blank=Missing
8. Staff who are new to this pharmacy receive adequate orientation	A8	Column J	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know blank=Missing
9. Staff work together as an effective team	A9	Column K	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know blank=Missing
10. Staff get enough training from this pharmacy	A10	Column L	1=Strongly Disagree 2=Disagree 3=Neither 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know blank=Missing

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Survey Question	Variable Name	Column Position	Value Labels
Section B: Communication and Work Pace			
1. Staff ideas and suggestions are valued in this pharmacy	B1	Column M	1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always 9=Does Not Apply or Don't Know blank=Missing
2. We encourage patients to talk to pharmacists about their medications	B2	Column N	1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always 9=Does Not Apply or Don't Know blank=Missing
3. Staff take adequate breaks during their shifts	B3	Column O	1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always 9=Does Not Apply or Don't Know blank=Missing
4. We have clear expectations about exchanging important prescription information across shifts	B4	Column P	1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always 9=Does Not Apply or Don't Know blank=Missing
5. Staff feel comfortable asking questions when they are unsure about something	B5	Column Q	1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always 9=Does Not Apply or Don't Know blank=Missing
6. We have standard procedures for communicating prescription information across shifts	B6	Column R	1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always 9=Does Not Apply or Don't Know blank=Missing

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Survey Question	Variable Name	Column Position	Value Labels
7. Our pharmacists spend enough time talking to patients about how to use their medications	B7	Column S	1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always 9=Does Not Apply or Don't Know blank=Missing
8. Staff in this pharmacy discuss mistakes	B8	Column T	1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always 9=Does Not Apply or Don't Know blank=Missing
9. We feel rushed when processing prescriptions	B9	Column U	1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always 9=Does Not Apply or Don't Know blank=Missing
10. It is easy for staff to speak up to their supervisor/ manager about patient safety concerns in this pharmacy	B10	Column V	1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always 9=Does Not Apply or Don't Know blank=Missing
11. Our pharmacists tell patients important information about their new prescriptions	B11	Column W	1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always 9=Does Not Apply or Don't Know blank=Missing

Survey Question	Variable Name	Column Position	Value Labels
12. We have enough staff to handle the workload	B12	Column X	1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always 9=Does Not Apply or Don't Know blank=Missing
13. When patient safety issues occur in this pharmacy, staff discuss them	B13	Column Y	1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always 9=Does Not Apply or Don't Know blank=Missing
14. The status of problematic prescriptions is well communicated across shifts	B14	Column Z	1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always 9=Does Not Apply or Don't Know blank=Missing
15. In this pharmacy, we talk about ways to prevent mistakes from happening again	B15	Column 27	1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always 9=Does Not Apply or Don't Know blank=Missing
16. Interruptions/distractions in this pharmacy (from phone calls, faxes, customers, etc.) make it difficult for staff to work accurately	B16	Column 28	1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always 9=Does Not Apply or Don't Know blank=Missing

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Survey Question	Variable Name	Column Position	Value Labels
SECTION C: Patient Safety and Response to Mistakes			
1. Staff are treated fairly when they make mistakes	C1	Column Q	1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know blank=Missing
2. When a mistake happens, we try to figure out what problems in the work process led to the mistake	C2	Column R	1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know blank=Missing
3. This pharmacy places more emphasis on sales than on patient safety	C3	Column S	1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know blank=Missing
4. This pharmacy helps staff learn from their mistakes rather than punishing them	C4	Column T	1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know blank=Missing
5. When the same mistake keeps happening, we change the way we do things	C5	Column U	1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know blank=Missing
6. This pharmacy is good at preventing mistakes	C6	Column V	1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know blank=Missing

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Survey Question	Variable Name	Column Position	Value Labels
7. We look at staff actions and the way we do things to understand why mistakes happen in this pharmacy	C7	Column W	1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know blank=Missing
8. Staff feel like their mistakes are held against them	C8	Column X	1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know blank=Missing
9. The way we do things in this pharmacy reflects a strong focus on patient safety	C9	Column Y	1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know blank=Missing
10. Mistakes have led to positive changes in this pharmacy	C10	Column Z	1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know blank=Missing

Survey Question	Variable Name	Column Position	Value Labels
SECTION D: Documenting Mistakes			
1. When a mistake reaches the patient and could <u>cause harm but does not</u>, how often is it documented?	D1	Column AA	1=Never documented 2=Rarely documented 3=Sometimes documented 4=Most of the time documented 5=Always documented 9=Does Not Apply or Don't Know blank=Missing
2. When a mistake reaches the patient but has <u>no potential to harm</u> the patient, how often is it documented?	D2	Column AB	1=Never documented 2=Rarely documented 3=Sometimes documented 4=Most of the time documented 5=Always documented 9=Does Not Apply or Don't Know blank=Missing
3. When a mistake <u>that could have harmed the patient is corrected BEFORE the medication leaves the pharmacy</u>, how often is it documented?	D3	Column AC	1=Never documented 2=Rarely documented 3=Sometimes documented 4=Most of the time documented 5=Always documented 9=Does Not Apply or Don't Know blank=Missing
SECTION E: Overall Rating			
1. How do you rate this pharmacy on patient safety?	EA	Column AD	1=Poor 2=Fair 3=Good 4=Very Good 5=Excellent blank=Missing or properly skipped

Survey Question	Variable Name	Column Position	Value Labels
SECTION F: Background Questions			
1. How long have you worked in this pharmacy?	F1	Column AE	a=Less than 6 months b=6 months to less than 1 year c=1 year to less than 3 years d=3 years to less than 6 years e=6 years to less than 12 years f=12 years or more blank=Missing
2. Typically, how many hours per week do you work in this pharmacy?	F2	Column AF	a=1 to 16 hours per week b=17 to 31 hours per week c=32 to 40 hours per week d=More than 40 hours per week blank=Missing
3. What is your position in this pharmacy? Check ONE category that best applies to your job.	F3	Column AG	a= Pharmacist (including pharmacy manager, lead pharmacist, pharmacist-in-charge, staff pharmacist) b= Pharmacy technician (including lead technician and staff technician) c= Pharmacy clerk or pharmacy cashier d= Pharmacy student intern/extern e= Other blank=Missing
TEXT FOR YOUR COMMENTS [Section G]* - **DO NOT SUBMIT TO DATABASE**			

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