

AHRQ
Nursing Home Survey on Patient Safety Culture
Data Submission Specifications

AHRQ Nursing Home Survey on Patient Safety Culture Data Submission Specifications

These specifications are for preparing your respondent-level data from the Nursing Home Survey on Patient Safety Culture (NH SOPS). The instructions below tell you how to prepare your Excel data file for submission to the NH SOPS 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 A6, "Staff use shortcuts to get their work done faster" 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

- **JOB TITLES/WORK AREAS**

If your hospital modified or added new job title (F1) or work area (F7) categories, you **MUST RECODE** your specific job title/work areas back to the survey's original job title/work area categories. If you added job titles/work areas that do not match any of the survey's original job titles/work areas, recode your specific job titles/work areas as "OTHER" (F1 = "i," F7 = "e") before submitting your data.

- **OTHER, PLEASE SPECIFY TEXT**

Remove all text from Other-Please Specify questions (questions F1 and F7, and Section G). While you may find it useful to review this text, it should not be submitted to the Database.

- **SPANISH VERSION OF THE NH SOPS**

Please indicate which respondents (if any) completed a Spanish version of the safety culture survey. You should do so by adding an "S" to the Individual Unique Record ID, e.g., 001S.

Nursing Home Survey on Resident Safety Culture

| Survey Question | Variable Name | Column Position | Response Values |
|---|---------------|-----------------|--|
| Record Identifier | | | |
| Site ID | SITEID | Column A | If you are submitting data for multiple nursing homes, then each site should have a unique Site ID. If you have data for only one nursing home, then its Site ID can be 1. |
| Individual Unique Record ID | RECID | Column B | Each individual record in the dataset should have a unique ID, e.g., 001, 002, 003. NOTE: If an individual completed a Spanish survey, add an "S" at the end of the Record ID, e.g., 001S. |
| SECTION A: Working in This Nursing Home | | | |
| 1. Staff in this nursing home treat each other with respect | A1 | Column C | 1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know |
| 2. Staff support one another in this nursing home | A2 | Column D | 1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know |
| 3. We have enough staff to handle the workload | A3 | Column E | 1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know |
| 4. Staff follow standard procedures to care for residents | A4 | Column F | 1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know |
| 5. Staff feel like they are part of a team | A5 | Column G | 1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know |

Nursing Home Survey on Resident Safety Culture

| Survey Question | Variable Name | Column Position | Response Values |
|---|---------------|-----------------|--|
| 6. Staff use shortcuts to get their work done faster | A6 | Column H | 1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know |
| 7. Staff get the training they need in this nursing home | A7 | Column I | 1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know |
| 8. Staff have to hurry because they have too much work to do | A8 | Column J | 1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know |
| 9. When someone gets really busy in this nursing home, other staff help out | A9 | Column K | 1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know |
| 10. Staff are blamed when a resident is harmed | A10 | Column L | 1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know |
| 11. Staff have enough training on how to handle difficult residents | A11 | Column M | 1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know |
| 12. Staff are afraid to report their mistakes | A12 | Column N | 1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know |

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| Survey Question | Variable Name | Column Position | Response Values |
|--|---------------|-----------------|--|
| 13. Staff understand the training they get in this nursing home | A13 | Column O | 1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know |
| 14. To make work easier, staff often ignore procedures | A14 | Column P | 1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know |
| 15. Staff are treated fairly when they make mistakes | A15 | 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 |
| 16. Residents' needs are met during shift changes | A16 | 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 |
| 17. It is hard to keep residents safe here because so many staff quit their jobs | A17 | 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 |
| 18. Staff feel safe reporting their mistakes | A18 | 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 |

Nursing Home Survey on Resident Safety Culture

| Survey Question | Variable Name | Column Position | Response Values |
|--|---------------|-----------------|--|
| SECTION B: Communications | | | |
| 1. Staff are told what they need to know before taking care of a resident for the first time | B1 | Column U | 1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always 9=Does Not Apply or Don't Know |
| 2. Staff are told right away when there is a change in a resident's care plan | B2 | Column V | 1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always 9=Does Not Apply or Don't Know |
| 3. We have all the information we need when residents are transferred from the hospital | B3 | Column W | 1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always 9=Does Not Apply or Don't Know |
| 4. When staff report something that could harm a resident, someone takes care of it | B4 | Column X | 1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always 9=Does Not Apply or Don't Know |
| 5. In this nursing home, we talk about ways to keep incidents from happening again | B5 | Column Y | 1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always 9=Does Not Apply or Don't Know |
| 6. Staff tell someone if they see something that might harm a resident | B6 | Column Z | 1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always 9=Does Not Apply or Don't Know |
| 7. Staff ideas and suggestions are valued in this nursing home | B7 | Column AA | 1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always 9=Does Not Apply or Don't Know |

Nursing Home Survey on Resident Safety Culture

| Survey Question | Variable Name | Column Position | Response Values |
|---|---------------|-----------------|--|
| 8. In this nursing home, we discuss ways to keep residents safe from harm | B8 | Column AB | 1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always 9=Does Not Apply or Don't Know |
| 9. Staff opinions are ignored in this nursing home | B9 | Column AC | 1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always 9=Does Not Apply or Don't Know |
| 10. Staff are given all the information they need to care for residents | B10 | Column AD | 1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always 9=Does Not Apply or Don't Know |
| 11. It is easy for staff to speak up about problems in this nursing home | B11 | Column AE | 1=Never 2=Rarely 3=Sometimes 4=Most of the time 5=Always 9=Does Not Apply or Don't Know |
| SECTION C: Your Supervisor | | | |
| 1. My supervisor listens to staff ideas and suggestions about resident safety | C1 | Column AF | 1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know |
| 2. My supervisor says a good word to staff who follow the right procedures | C2 | Column AG | 1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know |
| 3. My supervisor pays attention to safety problems in this nursing home | C3 | Column AH | 1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know |

Nursing Home Survey on Resident Safety Culture

| Survey Question | Variable Name | Column Position | Response Values |
|---|---------------|-----------------|--|
| SECTION D: Your Nursing Home | | | |
| 1. Residents are well cared for in this nursing home | D1 | Column AI | 1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know |
| 2. Management asks staff how the nursing home can improve resident safety | D2 | Column AJ | 1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know |
| 3. This nursing home lets the same mistakes happen again and again | D3 | Column AK | 1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know |
| 4. It is easy to make changes to improve resident safety in this nursing home | D4 | Column AL | 1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know |
| 5. This nursing home is always doing things to improve resident safety | D5 | Column AM | 1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know |

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| Survey Question | Variable Name | Column Position | Response Values |
|---|---------------|-----------------|--|
| 6. This nursing home does a good job keeping residents safe | D6 | Column AN | 1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know |
| 7. Management listens to staff ideas and suggestions to improve resident safety | D7 | Column AO | 1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know |
| 8. This nursing home is a safe place for residents | D8 | Column AP | 1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know |
| 9. Management often walks around the nursing home to check on resident care | D9 | Column AQ | 1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know |
| 10. When this nursing home makes changes to improve resident safety, it checks to see if the changes worked | D10 | Column AR | 1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5=Strongly Agree 9=Does Not Apply or Don't Know |

Nursing Home Survey on Resident Safety Culture

| Survey Question | Variable Name | Column Position | Response Values |
|--|---------------|-----------------|---|
| SECTION E: Overall Rating | | | |
| 1. I would tell friends that this is a safe nursing home for their family | E1 | Column AS | A=Yes B=Maybe C=No |
| 2. Please give this <u>nursing home</u> an overall rating on resident safety | E2 | Column AT | 1=Poor 2=Fair 3=Good 4=Very Good 5=Excellent |
| SECTION F: Background Information | | | |
| 1. What is your job in this nursing home? | F1 | Column AU | A=Administrator/Manager B=Physician (MD, DO) C=Other Provider D=Licensed Nurse E=Nursing Assistant/Aide F=Direct Care Staff G=Administrative Support Staff H=Support Staff I=Other (Please write the title of your job) |
| TEXT FOR OTHER, PLEASE SPECIFY [F1, item i] * - DO NOT SUBMIT TO DATABASE | | | |
| 2. How long have you worked in this nursing home? | F2 | Column AV | A=Less than 2 months B=2 to 11 months C=1 to 2 years D=3 to 5 years E=6 to 10 years F=11 years or more |
| 3. How many hours per week do you usually work <u>in this nursing home</u> ? | F3 | Column AW | A=15 or fewer hours per week B=16 to 24 hours per week C=25 to 40 hours per week D=More than 40 hours per week |
| 4. When do you work most often? | F4 | Column AX | A=Days B=Evenings C=Nights |
| 5. Are you paid by a staffing agency when you work for this nursing home? | F5 | Column AY | A=Yes B=No |
| 6. In your job in this nursing home, do you work directly with residents most of the time? | F6 | Column AZ | A=YES, I work directly with residents most of the time B=NO, I do NOT work directly with residents most of the time |

Nursing Home Survey on Resident Safety Culture

| Survey Question | Variable Name | Column Position | Response Values |
|--|---------------|-----------------|---|
| 7. In this nursing home, where do you spend most of your time working? | F7 | Column BA | A=Many different areas or units in this nursing home/No specific area or unit B=Alzheimer's / Dementia unit C=Rehab unit D=Skilled nursing unit E=Other area or unit (Please specify) |

TEXT FOR OTHER, PLEASE SPECIFY [F7, item e]* - **DO NOT SUBMIT TO DATABASE**

SECTION G: Your Comments

Please feel free to write any comments about resident care and safety in this nursing home* - **DO NOT SUBMIT TO DATABASE**

* DO NOT SUBMIT OTHER-SPECIFY TEXT OR TEXT IN COMMENTS TO THE DATABASE (ITEMS IN SHADED ROWS).