**AHRQ**

**Community Pharmacy Survey on Patient Safety Culture**

**Survey Data File Specifications**

**AHRQ Community Pharmacy Survey on Patient Safety Culture**

**Data Submission Specifications**

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

* **STAFF POSITIONS**

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.

* **OTHER, PLEASE SPECIFY TEXT**

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.

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| **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 | |
| 1. 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 | |
| 1. 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 | |
| 1. 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 | |
| 1. 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 | |

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| 1. 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 |
| 1. 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 |
| 1. 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 |
| 1. 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 |
| 1. 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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| **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 |
| 1. 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 |
| 1. 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 |
| 1. 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 |
| 1. 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 |
| 1. 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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| 1. 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 |
| 1. 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 |
| 1. 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 |
| 1. 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 |
| 1. 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 |

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| 1. 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 |
| 1. 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 |
| 1. 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 |
| 1. In this pharmacy, we talk about ways to prevent mistakes from happening again | B15 | Column AA | 1=Never  2=Rarely  3=Sometimes  4=Most of the time  5=Always  9=Does Not Apply or Don’t Know  blank=Missing |
| 1. Interruptions/distractions in this pharmacy (from phone calls, faxes, customers, etc.) make it difficult for staff to work accurately | B16 | Column AB | 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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| **SECTION C: Patient Safety and Response to Mistakes** | | | |
| 1. Staff are treated fairly when they make mistakes | C1 | Column AC | 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 |
| 1. When a mistake happens, we try to figure out what problems in the work process led to the mistake | C2 | Column AD | 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 |
| 1. This pharmacy places more emphasis on sales than on patient safety | C3 | Column AE | 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 |
| 1. This pharmacy helps staff learn from their mistakes rather than punishing them | C4 | 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  blank=Missing |
| 1. When the same mistake keeps happening, we change the way we do things | C5 | 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  blank=Missing |
| 1. This pharmacy is good at preventing mistakes | C6 | 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  blank=Missing |

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| 1. We look at staff actions and the way we do things to understand why mistakes happen in this pharmacy | C7 | 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  blank=Missing |
| 1. Staff feel like their mistakes are held against them | C8 | 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  blank=Missing |
| 1. The way we do things in this pharmacy reflects a strong focus on patient safety | C9 | 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  blank=Missing |
| 1. Mistakes have led to positive changes in this pharmacy | C10 | 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  blank=Missing |

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| **SECTION D: Documenting Mistakes** | | | |
| 1. When a mistake reaches the patient and could cause harm but does not, how often is it documented? | D1 | Column AM | 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 |
| 1. When a mistake reaches the patient but has no potential to harm the patient, how often is it documented? | D2 | Column AN | 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 |
| 1. When a mistake that could have harmed the patient is corrected BEFORE the medication leaves the pharmacy, how often is it documented? | D3 | Column AO | 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? | E1 | Column AP | 1=Poor  2=Fair  3=Good  4=Very Good  5=Excellent  blank=Missing or properly skipped |

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| **SECTION F: Background Questions** | | | |
| 1. How long have you worked in this pharmacy? | F1 | Column AQ | 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 |
| 1. Typically, how many hours per week do you work in this pharmacy? | F2 | Column AR | 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 |
| 1. What is your position in this pharmacy? Check ONE category that best applies to your job. | F3 | Column AS | 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** | | | |