**AHRQ**

**Hospital Survey on Patient Safety Culture**

**Survey Data File Specifications**

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These specifications are for preparing your respondent-level data from the Hospital Survey on Patient Safety Culture (HSOPS). The instructions below tell you how to prepare your Excel data file for submission to the HSOPS 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 A17, “We have patient safety problems in this unit” is negatively worded, but 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

blank = MISSING

* + For example, survey item C6, “Staff are afraid to ask questions when something does not seem right” is negatively worded, but the data should be submitted so that 1=Never and 5= Always, as originally indicated in the survey, as follows:

1= Never

2= Rarely

3= Sometimes

4= Most of the time

5= Always

blank = MISSING

* In addition, for survey item E1 on overall grade on patient safety, make sure your data are coded as originally indicated in the survey, as follows:

A=Excellent

B=Very Good

C=Acceptable

D=Poor

E=Failing

blank = MISSING

* An additional example, for survey item G1 “In the past 12 months, how many event reports have you filled out and submitted?” make sure your data are coded as originally indicated in the survey, as follows:

a= No event reports

b=1 to 2 event reports

c=3 to 5 event reports

d=6 to 10 event reports

e=11 to 20 event reports

f=21 event reports or more

* **DO NOT submit RECODED data on ANY survey item.**

The only exception to this recoding rule is noted below regarding modified work areas and staff position for survey item Ai and H4:

* + - * *If your hospital modified or added new work area or staff position categories on your survey, you MUST RECODE your specific work areas/staff positions back to the survey’s original work area/staff position categories (a through n). If you added work areas/staff positions that do not match any of the survey’s original work areas/staff positions, code your specific work areas/staff positions as “OTHER” before submitting your data.* *If you are unable to map them to the survey response values then please leave them blank.*
* **OTHER, PLEASE SPECIFY TEXT**

Do not include Other-Please Specify data (questions Ai and H4, and Section I). While you may find it useful to review this text, it should not be submitted to the Database.

* **SPANISH VERSION OF THE HSOPS**

Please indicate which respondents (if any) completed a Spanish version of the safety culture survey, if you have this information available. You should do so by adding an ‘S’ to the Individual Unique Record ID (UNIQUEID), e.g. 001S

* **OTHER LANGUAGE VERSION OF THE HSOPS**

Please indicate which respondents (if any) completed the safety culture survey in a language that was not English or Spanish, if you have this information available. You should do so by adding an ‘N’ to the Individual Unique Record ID (UNIQUEID), e.g. 001N

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| **Record Identifier** |  |  |  |

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| Site ID | SITEID | Column A | If you are submitting data for multiple hospitals, then each site should have a unique Site ID. If you have data for only one hospital, then its Site ID can be 1. |
| Individual Unique Record ID | UNIQUEID | 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. |

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| **SECTION A: Your Work Area/Unit** | | | | | | | | |
| 1. What is your primary work area or unit in this hospital? | | Ai | Column C | | a=Many different hospital units/No specific unit  b=Medicine (non-surgical)  c=Surgery  d=Obstetrics  e=Pediatrics  f=Emergency department  g=Intensive care unit (any type)  h=Psychiatry/mental health  i=Rehabilitation  j=Pharmacy  k=Laboratory  l=Radiology  m=Anesthesiology  n=Other, please specify  blank = MISSING | | | |
| *TEXT FOR OTHER, PLEASE SPECIFY [Ai, item n]\* -* ***DO NOT SUBMIT TO DATABASE*** | | | | | | | | |
| 1. People support one another in this unit | | A1 | Column D | | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | |
| 2. We have enough staff to handle the workload | | A2 | Column E | | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | |
| 3. When a lot of work needs to be done quickly, we work together as a team to get the work done | | A3 | Column F | | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | |
| 4. In this unit, people treat each other with respect | A4 | Column G | | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | |
| 5. Staff in this unit work longer hours than is best for patient care | A5 | Column H | | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | | |
| 6. We are actively doing things to improve patient safety | | A6 | Column I | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | | | |
| 7. We use more agency/temporary staff than is best for patient care | | A7 | Column J | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | | | |
| 8. Staff feel like their mistakes are held against them | | A8 | Column K | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | | | |
| 9. Mistakes have led to positive changes here | A9 | Column L | | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | | |
| 10. It is just by chance that more serious mistakes don’t happen around here | A10 | Column M | | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | | |
| 11. When one area in this unit gets really busy, others help out | A11 | Column N | | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | | |
| 12. When an event is reported, it feels like the person is being written up, not the problem | A12 | Column O | | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | | |
| 13. After we make changes to improve patient safety, we evaluate their effectiveness | A13 | Column P | | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | | |
| 14. We work in "crisis mode" trying to do too much, too quickly | A14 | Column Q | | | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | |
| 15. Patient safety is never sacrificed to get more work done | | A15 | Column R | | | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | |
| 16. Staff worry that mistakes they make are kept in their personnel file | | A16 | Column S | | | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | |
| 17. We have patient safety problems in this unit | | A17 | Column T | | | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | |
| 18. Our procedures and systems are good at preventing errors from happening | A18 | Column U | | | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | |
| **SECTION B: Your Supervisor/ Manager** | | | | | | | | |
| 1. My supervisor/manager says a good word when he/she sees a job done according to established patient safety procedures | B1 | Column V | | | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | |
| 2. My supervisor/manager seriously considers staff suggestions for improving patient safety | B2 | Column W | | | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | |
| 3. Whenever pressure builds up, my supervisor/manager wants us to work faster, even if it means taking shortcuts | B3 | Column X | | | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | |
| 4. My supervisor/manager overlooks patient safety problems that happen over and over | B4 | Column Y | | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | | |
| **SECTION C: Communications** | | | | | | | | |
| 1. We are given feedback about changes put into place based on event reports | C1 | Column Z | | 1=Never  2=Rarely  3=Sometimes  4=Most of the time  5=Always  blank = MISSING | | | | |
| 2. Staff will freely speak up if they see something that may negatively affect patient care | C2 | Column AA | | 1=Never  2=Rarely  3=Sometimes  4=Most of the time  5=Always  blank = MISSING | | | | |
| 3. We are informed about errors that happen in this unit | C3 | Column AB | | 1=Never  2=Rarely  3=Sometimes  4=Most of the time  5=Always  blank = MISSING | | | | |
| 4. Staff feel free to question the decisions or actions of those with more authority | C4 | Column AC | | 1=Never  2=Rarely  3=Sometimes  4=Most of the time  5=Always  blank = MISSING | | | | |
| 5. In this unit, we discuss ways to prevent errors from happening again | C5 | Column AD | | 1=Never  2=Rarely  3=Sometimes  4=Most of the time  5=Always  blank = MISSING | | | | |
| 6. Staff are afraid to ask questions when something does not seem right | C6 | Column AE | | 1=Never  2=Rarely  3=Sometimes  4=Most of the time  5=Always  blank = MISSING | | | | |
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| **SECTION D: Frequency of Events Reported** | | | | | | | | |
| 1. When a mistake is made, but is *caught and corrected before affecting the patient*, how often is this reported? | D1 | Column AF | | 1=Never  2=Rarely  3=Sometimes  4=Most of the time  5=Always  blank = MISSING | | | | |
| 2. When a mistake is made, but has *no potential to harm the patient*, how often is this reported? | D2 | Column AG | | 1=Never  2=Rarely  3=Sometimes  4=Most of the time  5=Always  blank = MISSING | | | | |
| 3. When a mistake is made that *could harm the patient*, but does not, how often is this reported? | | D3 | Column AH | | 1=Never  2=Rarely  3=Sometimes  4=Most of the time  5=Always  blank = MISSING | | | | |
| **SECTION E: Patient Safety Grade** | | | | | | | | | |
| 1. Please give your work area/unit in this hospital an overall grade on patient safety. | | E1 | Column AI | | A=Excellent  B=Very Good  C=Acceptable  D=Poor  E=Failing  blank = MISSING | | | | |
| **SECTION F: Your Hospital** | | | | | | | | | |
| 1. Hospital management provides a work climate that promotes patient safety | | F1 | Column AJ | | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | | |
| 2. Hospital units do not coordinate well with each other | | F2 | Column AK | | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | | |
| 3. Things “fall between the cracks” when transferring patients from one unit to another | | F3 | Column AL | | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | | |
| 4. There is good cooperation among hospital units that need to work together | | F4 | Column AM | | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | | |
| 5. Important patient care information is often lost during shift changes | | F5 | Column AN | | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | | |
| 6. It is often unpleasant to work with staff from other hospital units | | F6 | Column AO | | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | | |
| 7. Problems often occur in the exchange of information across hospital units | | F7 | Column AP | | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | | |
| 8. The actions of hospital management show that patient safety is a top priority | | F8 | Column AQ | | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | | |
| 9. Hospital management seems interested in patient safety only after an adverse event happens | | F9 | Column AR | | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | | |
| 10. Hospital units work well together to provide the best care for patients | | F10 | Column AS | | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | | |
| 11. Shift changes are problematic for patients in this hospital | | F11 | Column AT | | 1=Strongly Disagree  2=Disagree  3=Neither  4=Agree  5=Strongly Agree  blank = MISSING | | | | |
| **SECTION G: Number of Events Reported** | | | | | | | | | |
| 1. In the past 12 months, how many event reports have you filled out and submitted? | | G1 | Column AU | | a=No event reports  b=1 to 2 event reports  c=3 to 5 event reports  d=6 to 10 event reports  e=11 to 20 event reports  f=21 event reports or more | | | | |
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| **SECTION H: Background Information** | | | | | | | | | |
| 1. How long have you worked in this hospital? | | H1 | Column AV | | a=Less than 1 year  b=1 to 5 years  c=6 to 10 years  d=11 to 15 years  e=16 to 20 years  f=21 years or more | | | | |
| 2. How long have you worked in your current hospital work area/unit? | | H2 | Column AW | | | | a=Less than 1 year  b=1 to 5 years  c=6 to 10 years  d=11 to 15 years  e=16 to 20 years  f=21 years or more | | |
| 3. Typically, how many hours per week do you work in this hospital? | | H3 | Column AX | | | | a=Less than 20 hours per week  b=20 to 39 hours per week  c=40 to 59 hours per week  d=60 to 79 hours per week  e=80 to 99 hours per week  f=100 hours per week or more | | |
| 4. What is your staff position in this hospital? | | | H4 | Column AY | | | | | a=Registered nurse  b=Physician assistant/Nurse practitioner  c=LVN/LPN  d=Patient care assistant/Hospital aide/Care partner  e=Attending/Staff physician  f=Resident physician/Physician in training  g=Pharmacist  h=Dietician  i=Unit assistant/Clerk/Secretary  j=Respiratory therapist  k=Physical, Occupational, or Speech Therapist  l=Technician (e.g., EKG, Lab, Radiology)  m=Administration/Management  n=Other, please specify | |
| *TEXT FOR OTHER, PLEASE SPECIFY [H4, item n]\* -* ***DO NOT SUBMIT TO DATABASE*** | | | | | | | | | | |
| 5. In your staff position, do you typically have direct interaction or contact with patients? | | | H5 | Column AZ | | | | | a=Yes, I typically have direct interaction or contact with patients  b=No, I typically do NOT have direct interaction or contact with patients | |
| 6. How long have you worked in your current specialty or profession? | | | H6 | Column BA | | | | | a=Less than 1 year  b=1 to 5 years  c=6 to 10 years  d=11 to 15 years  e=16 to 20 years  f=21 years or more | |
| Please feel free to write any comments about patient safety, error or event reporting in your hospital\*  *-* ***DO NOT SUBMIT ANY OPEN-ENDED COMMENTS TO DATABASE*** | | | | | | | | | | |

\*DO NOT SUBMIT OTHER SPECIFY TEXT OR TEXT ON COMMENTS TO THE DATABASE (ITEM IN SHADED ROW)