

# 2022 Patient Safety Culture Survey LEADERSHIP FACT SHEET



Leadership play an integral role in promoting survey participation as **response** leaders communicate the survey's importance. Your endorsement and support are critical to the success of the survey, the validity of the results, and the usefulness of the data for patient safety improvements.

the culture of patient safety, including workforce burnout, DHA (Direct Care) facilities worldwide Department of Defense Patient Safety Program

## Background

Developed within the DHA in 2005-2006, 2008, 2011, 2016, 2019, 2022; Developed by the Agency for Healthcare Research and Quality (AHRQ). All staff working in ambulatory clinics will take the ambulatory medical office survey and all staff working in a hospital will take the AHRQ 2.0 hospital survey. Includes all DHA facilities worldwide working in DHA hospitals, ambulatory medical clinics, and dental facilities. Includes clinical and house staff (including interns, residents, fellows) and non-clinical staff. Includes active duty and reservist military personnel, civilian GS employees, contractors, and volunteers

## Survey

### Survey Topics

- Staff training
- Information exchange
- Communication about error
- Communication openness
- Leadership/Management support for patient safety
- Leadership support for well-being
- Processes and standardization
- Other areas including space for open-ended comments

### Survey

- Survey results will be provided at overall DHA, Network, and MTF levels (if at least 5 responses are received from MTFs, for anonymity) and will:
  - Identify actionable strengths and improvement areas across DHA
  - Provide comparisons across work areas, staff positions, and facilities
  - Provide comparisons and changes in the culture of patient safety and burnout rates
  - Benchmark against AHRQ measures
  - Assist facilities to meet TJC accreditation standards and establish safe practices assessed by Leapfrog surveys

### Survey Deployment

Notification containing a link to the survey web page  
Approximately 10 minutes

### Survey

Survey is anonymous and voluntary. Individual responses will not be tracked, and only aggregated statistics will be reported.

Leadership announce survey throughout chain of command  
Posting of survey website to resolve any access issues

Participants receive email notifying them of survey  
Survey results available

## Contacts

[Name], [Email], [Phone]

[Name], [Email], [Phone]

<https://www.health.mil/Military-Health-Topics/Access-Cost-Quality->

[and-Safety/Quality-And-Safety-of-Healthcare/Patient-Safety/Patient-Safety-Culture-Survey](#)