



# The Patient Safety Group

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AHRQ Survey Overview

2009

Communicate, Collaborate, Improve, Share

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## **THE PATIENT SAFETY GROUP Summary**

The Patient Safety Group's web-based AHRQ Culture Survey is the most economical, effective and productive tool for administering this important measurement of culture. The Hospital Culture Survey is required by the Joint Commission in 2009.

### **Company Overview**

The Patient Safety Group (PSG) is a Massachusetts LLC based in the city of Boston. The company was founded by Jay King, Sorrel King and Brian Canning. Jay King serves as Executive Director and leads the day-to-day operations, including client management. Our team includes Brian Canning, Chief Technology Officer with more than 20 years technical experience. Sorrel King serves as the company's Patient Advocate, supporting our culture message, promotion and public relations. PSG began development of its initial product, eCUSP, in the Fall of 2003. PSG was incorporated in July 2004.

### **The AHRQ Hospital Culture Survey Product**

In 2007, due to increased inquiry about the AHRQ Hospital Culture Survey and a new Joint Commission requirement, the Patient Safety Group developed its web-based AHRQ Culture Survey creating an efficient and affordable option for hospitals. Boulder Community Hospital, in Boulder, CO was the first to complete the Survey utilizing our tool in November 2007. Since then, PSG has collected more than 75,000 surveys from over 100 hospitals with several more committed to utilize our survey over the next 6 months.

### **Patient Safety Group Customers**

PSG customers include the 22-hospital system Banner Health, the 13-hospital system Texas Health Resources, the 7-hospital system OSF Healthcare, Scripps Health's 5 hospitals, medical centers and clinics, the 4-hospital Riverside Health System, the 6-hospital Sutter Health Sacramento Region plus additional Sutter hospitals, and several single hospitals including Penn State Hershey Medical Center, Children's Hospital of Omaha, Peninsula Regional Medical Center, MacNeal Hospital, St. Vincent Hospital and MetroWest Medical Center.

### **The AHRQ Medical Office Survey Product**

In 2009, the AHRQ released a culture survey directed at ambulatory medical office settings. Scripps Health of San Diego became the first organization to implement PSG's web-based survey to its clinics. The survey provides similar usability, access, administration and reporting as does PSG's AHRQ Hospital Culture Survey.

## Culture Survey Tool Features

- Quick Implementation
  - Creation of a co-branded web-based landing page on the PSG site for directing hospital employees/physicians.
  - Strategic assistance with administration, whether utilizing individual identifiers/PIN numbers, or unit/department identifiers/PIN numbers.
- Unit-based designation
  - PSG provides for hospitals to designate their own units/departments to allow for reporting results as desired by the hospitals. The unit/department designation substitutes for Question 1 of the AHRQ Hospital Survey which limits the designation to 14 units (including Other and Many different hospital units/No specific unit)
- Immediate & Robust Reporting
  - Analyses of results are web-based and user generated.
  - Results are available immediately upon completion of the Survey
  - Comparative reporting, including comparison against the AHRQ National Benchmark (including all hospitals in the AHRQ benchmark or 45 separate subsets of the AHRQ benchmark).
  - Export scores into an Excel spreadsheet, or export raw data for submission to the national AHRQ benchmark.
  - Multi-Survey reports allows comparison of up to 7 units/departments or hospitals.
  - Designation of individuals to generate reports at the unit/department level or at the organization level.
- Web-based Survey
  - Simple, easy to use, single page survey.
  - Real-time response rates to monitor progress.
  - Spanish version.
  - Paper-based survey may be used and subsequently entered by hospital staff.
- Data Import
  - Previous AHRQ Surveys administered by organizations may be imported if in the proper raw data format.
- Simplicity
  - PSG's tool will save an organization time, money and effort in administering the AHRQ Survey.

