

# GNYHA SAFETY CULTURE SURVEY INITIATIVE

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As a member service, GNYHA will assist hospitals in fielding the Agency for Healthcare Research and Quality's (AHRQ) Hospital Survey on Patient Safety Culture (HSOPS 2.0). GNYHA's HSOPS 2.0 efforts include supporting members throughout the entire survey process, starting with administering the survey and ending with implementing impactful, data-driven performance improvement strategies. The following information outlines the complete GNYHA offering and specific deliverables GNYHA requires from member hospitals that plan to administer the HSOPS 2.0 with GNYHA.

## GOING LIVE WITH HSOPS 2.0

### Administration Agreement

Each member hospital participating in GNYHA's HSOPS offering must complete an attestation form (to be provided by GNYHA) that must include a C-suite staff person's signature. GNYHA recognizes the importance of C-suite endorsement of and participation in the HSOPS process to support achieving a higher staff response rate and investing necessary resources in post-survey performance improvement activities. For health systems fielding HSOPS 2.0 through GNYHA, only one system-level attestation form is required.

### Hospital Unit Customizations

HSOPS 2.0 includes existing subgroup questions regarding respondents' staff positions and work areas within the hospital. GNYHA allows and encourages hospitals to add a question for respondents to specify their hospital unit (the physical location in which they work in the hospital). Including this information has proven beneficial for hospitals as it allows hospitals to design unit-specific performance improvement projects based on survey results. The deadline for your hospital to provide its units list is included in the *Hospital Deliverables and Survey Launch Timeline Table* below.

### Marketing, Incentives, and Survey Launch

GNYHA will also help your hospital develop marketing materials and an overall strategy to disseminate information regarding the upcoming HSOPS 2.0 survey. This may include posting reminders, both digital and hard copy, around the hospital and offering incentives to individuals that complete the survey or staff departments with the highest response rates. GNYHA will also coordinate with your hospital to deploy any additional strategies to maximize its response rate, such as providing computer access to staff that may not normally have their own workstation (e.g., environmental services).

## HSOPS 2.0 MONITORING AND REPORTING

### Survey Monitoring

To enable your hospital to track survey responses after going live, GNYHA has developed tools that allow leadership to track responses in real time, including staff-level and unit-level dashboards. GNYHA encourages hospitals to provide staff-level denominators that GNYHA will incorporate into its dashboard. By incorporating denominators into the dashboard, hospitals can analyze the response rate for each staff department in real time. Additionally, GNYHA will be reviewing these dashboards and providing biweekly updates to ensure that all departments are following up with staff to complete the survey. Ongoing monitoring will also help determine how long your hospital should keep its survey in the field to achieve the most complete responses.



*GNYHA is a dynamic, constantly evolving center for health care advocacy and expertise, but our core mission—helping hospitals deliver the finest patient care in the most cost-effective way—never changes.*

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### Survey Reporting and Subgroup Analytics

Following your survey closing, GNYHA will analyze all completed survey results and provide reporting back to hospitals with national benchmarks and subgroup analysis by staff type, work area, and unit. The GNYHA team will assist your hospital in interpreting its survey results to identify areas of strength and areas that may need improvement. More details on the reporting timeline can be found in the *Reporting Deliverables Timeline Table*.

### PERFORMANCE IMPROVEMENT SUPPORT

#### Dedicated Improvement Advisor Assignment

Upon submitting your hospital's attestation form, GNYHA will assign an improvement advisor from its Quality and Patient Safety team as your primary point of contact throughout the survey process. The GNYHA advisor will be responsible for supporting your hospital and ensuring your hospital provides necessary deliverables for an on-time and successful HSOPS 2.0 survey.

#### Data-Driven Performance Improvement

After reviewing your results with GNYHA and internally with C-suite leadership, your assigned GNYHA advisor will assist your hospital in designing performance improvement projects to implement over the subsequent nine-12 months to address actionable gaps identified from your hospital's survey results.

### GNYHA HSOPS 2.0 SURVEY TIMELINE

#### Hospital Deliverables and Survey Launch Timeline

Survey Launch Task	Deliverable Timeline
Hospital submits signed administrative agreement	March 17, 2021
GNYHA advisor establishes weekly check-in schedule with hospital	March 17, 2021
Hospital submits customized unit lists to GNYHA	April 5, 2021
Hospital submits denominators to GNYHA for real-time dashboard tracking	April 5, 2021
GNYHA sends survey link to hospital for final testing and internal planning	April 19, 2021
Hospital survey launches	May 3, 2021
Hospital survey closes	May 28, 2021

#### Reporting Deliverables Timeline

Report Type	Report Type	Deliverable Timeline
Domain- and item-level results for each hospital with national comparisons	Summary Report (PDF)	July 2, 2021
Summary results plus subgroup breakouts/comparisons, respondent demographics, and raw data file	TBD	August 20, 2021

### GNYHA Support

If you have any questions regarding GNYHA's HSOPS 2.0 offering, please contact [Scott Gaffney](#) or [Jared Bosk](#).