

AHRQ CULTURE SURVEY CHECKLIST

PRE SURVEY

COMPLETE HOSPITAL SETUP

- IDENTIFY UNITS/DEPARTMENTS (BREAKDOWN FOR REPORTING)
- ESTABLISH START/END DATES FOR SURVEY
- DECIDE SURVEY STEWARDS (FOR ORGANIZATION & UNITS) TO MONITOR PARTICIPATION RATES & RUN REPORTS

SURVEY ACCESS

- PSG CREATES CUSTOM CO-BRANDED WEB PAGE & URL WEB ADDRESS FOR HOSPITALS TO DIRECT STAFF

COMMUNICATION STRATEGY

- MESSAGE FROM EXECUTIVE SPONSOR
- EMBED URL/LINK IN HOSPITAL INTRANET, EMAIL, FLYER, EXECUTIVE MESSAGE, MEMO, NEWSLETTER, ETC.
- DETERMINE IF INCENTIVE IS NECESSARY (COMPETITION / REWARD / DRAWING)

DURING THE SURVEY

SURVEY PROMOTION

- COMMENCE SURVEY PROMOTION ON OR JUST PRIOR TO SURVEY START DATE

MONITOR PARTICIPATION

- RUN "STATUS" REPORT FOR PARTICIPATION RATES OVERALL AND BY UNIT

MID-SURVEY PROMOTION

- IDENTIFY LOWER UNIT-PARTICIPATION AND WORK WITH UNIT MANAGERS TO ENCOURAGE THEIR STAFF
- SEND OUT A MID-SURVEY COMMUNICATION (MEMO, EMAIL, ETC.)

POST SURVEY

SURVEY ANALYSIS

- HOSPITAL-WIDE REPORTS
- DEPARTMENTAL REPORTS
 - COMPARE TO NATIONAL BENCHMARK
 - COMPARE YEAR OVER YEAR

PLAN AND IMPLEMENT ACTION PLAN

- IDENTIFY STRENGTHS / WEAKNESSES
- PRESENT RESULTS TO STAFF / MANAGEMENT
- EMPOWER STAFF TO IDENTIFY POSSIBLE INTERVENTIONS TO WEAKNESSES
- ESTABLISH INTERVENTION PLAN AND GOALS TO BE MET BEFORE THE NEXT SURVEY CYCLE.
- TRACK, MANAGE, RECORD & SHARE IMPROVEMENT EFFORTS. HOLD STAKEHOLDERS ACCOUNTABLE. (USE eCUSP TOOL FOR SUPPORT.)

MANAGEMENT & STAFF BUY-IN

- 1) PROMOTE SURVEY AS PART OF OVERALL PATIENT SAFETY CULTURE INITIATIVES
- 2) INCLUDE NECESSARY EXECUTIVE LEVEL ADMINISTRATION EARLY ON
- 3) MULTI-YEAR COMMITMENT TO ALLOW COMPARISON OF DATA
- 4) EDUCATE (JOINT COMMISSION/NQF/LEAPFROG REQUIREMENTS, CULTURE OF SAFETY IMPORTANCE)
- 5) SHARE ACTION PLAN AND PROMOTE RESULTS PRIOR TO FOLLOWING YEAR'S SURVEY
- 6) BUILD AWARENESS : EVERYONE IS WORKING TOWARDS GOAL OF IMPROVING THE QUALITY & SAFETY OF PATIENTS!