

# THREE KEY DECISIONS WHEN SELECTING A CULTURE EVALUATION VENDOR

## ➔ Use the most valid tool



There are many ways to get feedback from your staff. Word of mouth is the fastest way, but can be subjective; and evaluations and exit interviews are not anonymous.

Forums are open discussions and usually focus on one topic. Other survey vendor tools are not widely used, therefore comparisons are limited.

The Surveys on Patient Safety™ (SOPS™) from the Agency for Healthcare Research and Quality offer one of the few healthcare-specific surveys developed by experts and healthcare providers. The surveys are available in at least forty languages with extensive research conducted around the validity of the results.

**The AHRQ SOPS™ are the most robust and valid tools to use in healthcare.**

## ➔ Use the right tool



Not all provider groups are the same. Using the right survey for the right group is critical in ensuring the validity of your own results. The AHRQ family of SOPS™ offers five (5) different surveys.

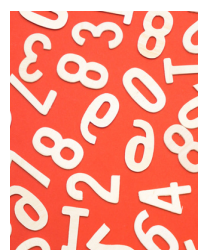
The Center for Patient Safety (CPS) has developed two additional surveys that align with AHRQ SOPS™ questions and dimensions.

Different surveys, all designed with similar cultural composites, can identify similar strengths and weaknesses across provider groups. While you can't compare results between the surveys, each provider survey has its own benchmarks.

**CPS offers the most extensive range of culture surveys for healthcare.**



## ➔ Get the right information



By itself, survey data is not information. It must be scrubbed, validated, assessed and turned into information. It is sensitive and complex, and it should only be evaluated by experts.

Don't just accept *data* as a result of your culture survey. You should receive *information* about your organization's culture in a ready-to-take-action format. The information should help you identify cultural competencies, strengths, weaknesses, and provide comparisons to similar organizations.

**Comprehensive information is provided as part of every culture evaluation completed by the experts at CPS.**

## About the Center for Patient Safety (CPS)

The CPS is a not-for-profit organization driven by its mission to reduce preventable harm by supporting sustainable safety culture improvement practices that are guided by just principles throughout the care continuum. CPS has administered thousands of surveys to hundreds of thousands of employees over the last ten years. **The experts at CPS administer surveys for ASCs, hospitals, pharmacies, EMS, home care, nursing homes and clinics and prepare industry-leading feedback reports.**

Learn more at [www.centerforpatientsafety.org](http://www.centerforpatientsafety.org) >