
 CARE is a member driven program. Your input is essential as we explore future development. Regular user group meetings are used to obtain your feedback as we move forward through the development phases with our programmers. We hope you will consider setting aside some time to serve with the user group!

The GHA Analytical Services Unit and  CARE are committed to providing hospitals with continuing education in the areas of quality, data, and value in health care. Personal demos are available upon request.

Please contact Faizah Muheb or Samantha Cobb with any suggestions, comments, or questions. You are our most important customer!

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### Healthcare Research & Medical Evaluation System

**HeRMES** is an integrated family of decision support products that helps your hospital better analyze financial trends, market position, and clinical performance.

Our commitment is to provide and assist our member hospitals with resource-effective state and national data, data delivery and decision-making systems, and reports to improve clinical quality compliance, operational efficiency, and financial stability.

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Collaborative Approach to Research Effectiveness

## *Announcing... CARE Culture of Patient Safety Survey (CoPS)*



## Background

- Recognizing the need for a standardized measurement tool The Agency for Healthcare Research and Quality (AHRQ) developed The Hospital Survey on Patient Safety Culture to assess patient safety from an employee's perspective.
- Patient safety is a focus of legislation, consumers, and providers. The Joint Commission (TJC) requires an assessment of the culture of patient safety. Leaders must regularly evaluate the culture of safety and quality using valid and reliable tools and then prioritize and implement changes identified by the evaluation. The Culture of Patient Safety (CoPS) module of  is a valid and reliable tool that can help you meet these Joint Commission requirements.

The  program makes this survey available electronically through our existing **HeRMES** website.

## The **HOSPITAL SURVEY ON PATIENT SAFETY CULTURE**

measures four overall patient safety outcomes:


- 1) Overall perceptions of safety
- 2) Frequency of events reported
- 3) Number of events reported
- 4) Overall patient safety grade

## Features Include

- Data quality checks where applicable, such as out of range values and completeness.
- Dynamic color coded reports
- The ability to scroll up and down so that respondent may change/review any questions until "submit" button is clicked.
- An independent secure website for each hospital with a login screen, administration page, and survey page.
- The option to export survey data at any time to Excel.

- The capacity for additional questions to reflect distinguishing characteristics such as unit, staff level, executive perceptions, or other elements.
- Graphing and reporting capabilities to instantly display results in tables and reports.
- Availability of multiple State and National benchmarks to allow valid and reliable comparisons.

## Customer Support

- The ability to set up group accounts for respondent within the hospital.
- An implementation kit that includes: Survey User Guide with implementation instructions, Poster/Bulletin boards, and reminder card.
- Technical support, training, and consultation with a  technical specialist..