FREQUENTLY ASKED QUESTIONS

WHAT
What is being offered to Missouri Hospital Association Hospital Improvement Innovation Network (MHA HIIN) hospitals?
Missouri Hospitals participating in the MHA HIIN are being offered patient safety culture measurement including a customized survey and access to an industry leading analytics portal.

WHO
Who will administer the Hospital Survey on Patient Safety (HSOPS) for us?
Beterra Health. They have supported over 200 organizations across the world in measuring, analyzing and improving safety culture. They have a powerful system that manages every step of planning and administering the survey while supporting your team to ensure maximum participation from your staff. In addition, they will provide you with access to your data and an insightful analysis of your results through their online analytics portal. For more information about Beterra, we encourage you to visit their website www.beterra.com

WHY
Why should I consider participating?
Participating in the MHA HIIN safety culture measurement process will provide your hospital with a valuable service at no cost to you. Safety Culture measurement is not only a Joint Commission requirement, but it is also a critical aspect to quality and safety improvement. This offering will make safety culture measurement significantly easier for safety and quality leaders, freeing them up to support the actual use of the data.

We recently surveyed our safety culture. How do I participate?
If you have measured patient safety culture within the past year, you are still encouraged to share your current data with the collaborative. Your data will be uploaded into the Beterra Analytics Portal that will provide new insights and ways of viewing your data. You will also be enhancing the Missouri benchmark.

WHEN
When can I administer the survey?
The survey will be conducted in two separate cohorts. The first cohort will kick-off in June 2017 and has a survey period of July 1 - September 31, 2017. The second cohort will kickoff in June and have a July 1 - September 31, 2018 survey period.

Can we customize our survey dates?
The start and end dates can be customized for each facility, as long as they fall within the two cohort periods described above.

How long can the survey be open?
Beterra typically recommends a 3-week survey period. However, the survey can be open for as little as 1 week or as long as 5 weeks.
**When are the results available?**
The results of the survey will be available via an online analytics portal within days of the survey closing. This portal will have overall results as well as unit-specific results.

**HOW**

**How do we conduct historical comparisons?**
If your hospital has used the Hospital Survey on Patient Safety Culture (HSOPS) in the past, you will be able to provide historical data to be uploaded into the portal. This data must be in the AHRQ compliant format. More details will be provided on the kick-off webinar for each cohort.

**Can we measure results at the unit level?**
Yes! The survey portal and analytics portal will be customized to include your hospital’s work units. A complete list of units will need to be submitted during the preparation phase of each cohort. Each facility can also include the AHRQ clinical domain and expected number of participants for each unit. This information will enable a more complete analysis.

**Can we export our data and reports?**
Yes! Raw data in the AHRQ compliant format will be given to every participating hospital. In addition, every chart in the Beterra Analytics Portal can be exported and reports for any unit, clinical domain, or role can be exported in PDF format.

**How do we provide our teams with access to the portal?**
The Beterra Analytics Portal can be accessed by an unlimited number of users for each hospital. Individual users can have access to all of the data or just a specific set of units. During a training webinar, Beterra will show how additional users can be added.

**How do we ensure high response rates?**
Best practices for engagement will be discussed on the kickoff webinar for each cohort. Additionally, response rate dashboards will be provided weekly during the survey administration period. Response rates will be available for the hospital and any units where a “denominator” (total number of expected responses) was provided.

**How is this different than our current vendor or process?**
Beterra Health, a spin-off from a global patient safety consulting firm (Synensys Global), has been working with hospitals for over 12 years to improve patient safety culture. The safety culture measurement tools were designed from the ground up to provide actionable information to improve patient safety culture. Beterra’s tools have been utilized by over 200 organizations worldwide. You should expect higher response rates, more rapid turnaround, and a much more thorough analysis. If you are currently self-administering the survey, you will find the Beterra process saves you hours of time spent collecting and analyzing data.

**How do we make sense of the data?**
Each cohort will have webinars to cover sense-making of your safety culture results. Theses webinars will also feature information from other Missouri hospitals that explains how they were able to achieve positive safety cultures.

**How long will the results be available in the online portal?**
The results will be available throughout the Hospital Engagement Network period. When the HIIN is completed, hospitals will still have their raw data.

**How do we signup to participate and learn more about the offering?**
Contact Alison Williams at awilliams@mhanet.com or 573/893-3700, ext. 1326, or Mary Shackelford at mshackelford@mhanet.com or 573/690-4740.