



# The Patient Safety Group

FAQs



Communicate, Collaborate, Improve, Share

## FAQs - THE AHRQ HOSPITAL SURVEY ON PATIENT SAFETY CULTURE

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### 1. Why was The Patient Safety Group founded?

The Patient Safety Group (PSG) was founded in 2004 by Jay King, Executive Director, due to a personal family commitment supporting quality and patient safety in health care. Along with Tony and Sorrel King, and Brian Canning, The Patient Safety Group sought to create web-based programs that would encourage workplace culture improvement. Sorrel King is a well-known national advocate for patient safety and leads the Josie King Foundation ([www.josieking.org](http://www.josieking.org)). The King family has supported industry patient safety and quality initiatives and Sorrel serves on the Board at PSG.

### 2. What does The Patient Safety Group offer?

We provide a user-friendly, turnkey, web-based online survey management tool to help hospitals administer the AHRQ Culture Survey. Our goal is to simplify the process, offering easy setup, immediate reporting and access to comparable AHRQ national benchmark data.

### 3. How competitively priced is AHRQ Culture Survey?

The Patient Safety Group's pricing reflects our personal commitment to improving the culture of safety. Our pricing for all of our programs hasn't changed since 2007.

### 4. What sort of data reporting is available?

- Results by hospital, hospital unit, aggregated units, filtering by position, service
- Benchmark comparisons to the AHRQ National Database
- Status reports of participation levels throughout survey and end results
- Exporting of results and raw data to Excel
- Joint Commission compliance reporting and submission management for the AHRQ National Benchmark

### 5. Why should a hospital consider an outside vendor?

The use of an outside vendor ensures confidentiality and objectivity for all employees at every level. And, an outside vendor can bring best practices around survey execution. Clients are surprised at how much this helps reduce the administrative burden on staff resources.

## 6. What are some initial questions that help with AHRQ Culture Survey planning?

- When is the best time of year for survey administration?
- How have you previously administered the survey and what type of data analysis and reporting was done?
- How were your past survey participation rates and have they improved each year?
- Do you survey just the clinical staff or everyone?
- What should be the message you convey to the staff in administering this survey?
- What type of reporting results do you share with employees and stakeholders?
- What type of follow-up, action planning and effort will you undertake once the survey is over?
- What are your biggest challenges with survey management?

## 7. How can The Patient Safety Group help?

The AHRQ Culture Survey is the impetus to including staff in the conversation about how to create a safer environment for patients, and help drive improvements that will reward everyone. The Patient Safety Group can help. We offer sample reporting, web demonstrations and webinars. We find the most successful discussions are when hospital staff join together for a planning call or webinar.

## 8. How do I contact The Patient Safety Group?

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