

# PATIENT SAFETY: CRITICAL COMPONENTS OF QUALITY CARE

As hospitals strive to improve the quality of patient care, it becomes clear that they must establish, maintain, and support appropriate patient safety culture.

Understand how patient safety culture strengthens the quality of your patient care with an AHRQ survey, conveniently offered and analyzed by PRC's employee engagement experts. The combination of AHRQ surveys and PRC coaching help you reach higher patient care scores, increased employee engagement, and quality of care excellence.

## AHRQ SURVEY

The AHRQ study performs a standardized assessment of cultures of safety. PRC provides this survey as a standalone offering or as an incorporated question set alongside engagement, intent to remain, and loyalty questions. PRC makes your process as smooth as possible by providing the fixed questions set, formulas, and benchmarks developed by AHRQ, and by promptly submitting data.

## CREDIBLE DATA

Working with a US Government-approved vendor of AHRQ Surveys on Patient Safety Culture (SOPST<sup>™</sup>) ensures the credibility of your results. Further, using a third party with this type of sensitive information can encourage participation and offer your staff the added comfort of confidentiality by giving their responses to an independent and neutral source. PRC conducts independent data preparation, submission, and notifies clients with confirmation when their data has been accepted, giving you the security and reliability you can trust.

## EASE FOR ALL

PRC offers efficient survey administration with an easy-to-use online and mobile format. Further, internal reports include identification of key areas of opportunity for increased patient safety. An AHRQ survey with PRC offers a deeper understanding of your hospital's existing patient culture, all packaged in a comprehensive summary with action planning tools. These results go beyond numbers; offering you the insights to build sustainable action.

## ABOUT PRC

PRC proudly empowers healthcare organizations to drive excellence, the gold standard in healthcare. To that end, we listen to caregivers and the people they serve, translate feedback into action, and coach leaders to drive results.

**Want to learn more? Email  
[engage@prccustomresearch.com](mailto:engage@prccustomresearch.com)**

