



EXECUTIVE SUMMARY

2019 COMMUNITY PHARMACY SURVEY DATABASE REPORT

Community pharmacy staff perceptions of their organization's patient safety culture:
Findings from the 2019 Community Pharmacy Survey on Patient Safety Culture (SOPS) Database



- » The survey assesses **11** areas (composite measures) of patient safety culture.
- » **79%** is the the percent positive response for the average of all 11 composite measures.

OVERALL FINDINGS

AREAS OF STRENGTH:

Average percent positive response

Patient Counseling



Communication Openness



AREA OF POTENTIAL IMPROVEMENT:

Average percent positive response

Staffing, Work Pressure, and Pace



OTHER FINDINGS

Average percent positive response
of 11 composite measures

AVERAGE NUMBER OF PRESCRIPTIONS FILLED PER WEEK



700 or fewer

85%

highest

1,501 or more

74%

lowest

STAFF POSITION



Pharmacists

82%

highest

Pharmacy
Technicians

76%

lowest

STAFF TENURE AT THEIR COMMUNITY PHARMACY



Staff Tenure:
less than 6 months

84%

highest

Staff Tenure: 3 Years
to less than 6 Years

74%

lowest

What's Next? Action planning for improving patient safety culture

- 1 Define your goals
- 2 Plan your initiatives
- 3 Communicate your action plan

The *Action Planning Tool for the AHRQ Surveys on Patient Safety Culture* provides step-by-step instructions on how to develop an action plan to improve patient safety culture, available at www.ahrq.gov/sops.

To view the full report: <https://www.ahrq.gov/sops/databases/pharmacy/index.html>

For more information on database information:

<https://www.ahrq.gov/sops/databases/pharmacy/submission.html>