



PATIENT SAFETY CULTURE SURVEY

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IABFH 2011-2012

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DEFINITION

- The safety culture of a hospital can be defined as the compilation of hospital workers' attitudes, values, beliefs, perceptions and assumptions toward organizational practices that directly or indirectly influence patient safety

Background

A supportive patient safety culture is considered to be an essential condition for improving patient safety. Assessing the current safety culture in general practice may be a first step to target improvements.

Objective

To evaluate the patient safety culture in Imam Abdulrahman bin Faisal hospital.

Design

A Cross-sectional study was conducted utilizing the Hospital Survey on Patient Safety Culture developed by the Agency for Healthcare Research and Quality.

Setting

Hospital Survey on Patient Safety Culture (HSPSC), using a pre-designed self-explanatory questionnaire developed by the Agency for Healthcare Research and Quality (AHRQ). HSPSC was conducted among National Guard Health Affairs (Imam Abdulrahman Bin Faisal Hospital) staff for the year 2011-2012.

Methods

The questionnaire was sent to all employees via hospital intranet and by staff interview. The survey includes 42 items that measure 12 areas of patient safety culture domain. These domains are Communication openness, Feedback and communication about error, Frequency of events reported, Handoffs and transitions, Management support for patient safety, Nonpunitive response to error, Organizational learning—continuous improvement, Overall perceptions of patient safety, Staffing, Supervisor/manager expectations and actions promoting safety, Teamwork across units, and Teamwork within units.

Each item was positively rated on a 1 ('strongly disagree') to 5 ('strongly agree') scale or negatively responses 5 (Strongly Disagree) to negatively worded items.

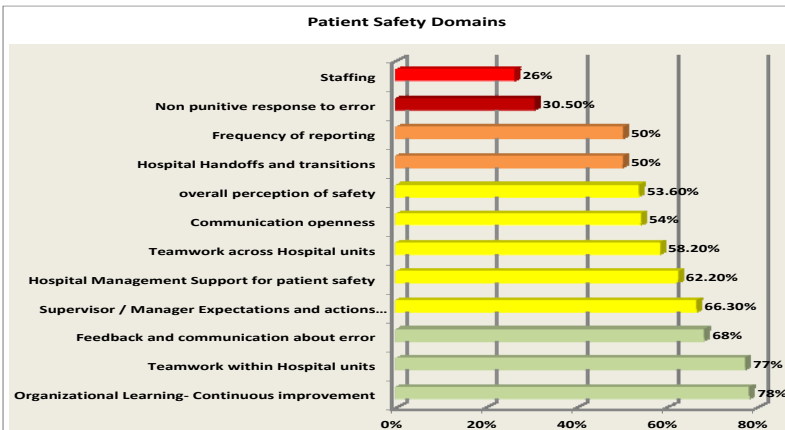
Results

Of 1107 practitioners 215 respondents (19.5%) completed the questionnaire. More than half of the respondents were 57.2% working for more than 3 years in the hospital. 49.8% of the participants were registered nurses, and 16.8% were physicians. The majority of the respondents 82.3% have a direct relation with the patient.

Among the dimensions of patient safety, those with the highest percentage of positive ratings were organizational learning and continuous improvement then teamwork within hospital units (78%, 77%) respectively; whereas those with the lowest percentage of positive ratings were the non-punitive response to error and staffing (30.5%, 26%) respectively. Overall perceptions of safety (53.6%), Reporting of errors was infrequent with 58.6% of the hospital staff indicating that they did not report any incidence during the year.



Overall Results (% of Positive Response)



Conclusions

Improving patient safety culture should be a priority among Health Center Administrators. Healthcare staff should be encouraged to report.

