

# User's Guide For Conducting Patient Safety Culture Survey

## Introduction



As healthcare institutions continually strive to improve patient safety and quality, hospital management is recognising the importance of establishing a culture of patient safety. Patient safety culture refers to the beliefs, values, and norms shared by staff throughout the organization that influence their actions and behaviours.

Culture is a multi-faceted social paradigm comprising the behaviours, attitudes, beliefs, norms and values of a group of people. Culture can be either an enabler or barrier to improvement. Elements of culture, such as teamwork, communication and attitudes to safety, can have a huge impact on clinical outcomes: when things go wrong, it can often be tracked back to problems inherent in the system, human relationships, behaviours, beliefs and values of the staff.

## Why measure safety culture?

Culture may vary significantly from one work area to another, even in the same hospital, and the drivers of a strong or poor culture may not be the same for every setting. Measuring safety culture allows managers and leaders to identify the cultural challenges and concerns of specific work areas and roles.

Culture surveys measure a variety of elements that underpin a safe culture in the healthcare setting, including perceptions of teamwork, communication, leadership, commitment to safety, psychological safety, burnout, problem resolution, and work satisfaction. Therefore, the unique challenges that staff face within their individual work setting must be understood for effective and appropriate improvement efforts.

Improvement efforts are far more likely to be successful when staff :

- feel they are listened to and respected
- are comfortable asking questions, advocating for safety and respectful interaction with their colleagues
- have the capacity and motivation to participate in improvement projects.

The studies have shown that improvement can be more difficult when team culture does not enable or support learning, communication, professional growth, and personal satisfaction. If the culture does not do this, staff can think it is futile to engage in improvement work and not worth their time. In contrast, in organisations and teams with a positive safety culture, staff feel empowered to speak up about concerns, there are formal and informal processes to address issues and staff, managers and clinicians communicate and work together effectively.

After the analysis of survey results, there can be candid conversations amongst staff and management to identify areas of most importance. Additionally, these results may reveal the highlights and bright spots within organisations, which allows for sharing of best practices.

## How to conduct the Patient Safety Culture Survey(PSCS)?

*Let's get started by thinking about the following questions?*

- What resources are available to conduct this survey?  
Who will be responsible to carry out this survey?
- Who will be responsible to communicate that the web survey will be anonymous and staff assured that responses cannot be tracked back to them?
- Who will be responsible for analysing and report preparation of survey results?
- What will be the timelines for survey results completion?
- How will the results be disseminated?

**Here's is the list of all tasks required for conducting PSCS**

Timeline	Wk 1 Planning	Wk 2 Sample Selection and Preparation	Wk 3 Data Collection	Wk 4 Data Collection	Wk 5 Data Collection	Wk 6 Analysis and reports	Wk 7 Result Dissemination	Wk 8 Result Dissemination
Getting Started	Plan survey Schedule							
	Form a team							
	Roles and Responsibilities							
Selecting Survey population	Determine whom to survey	✓						
	Determine whether to conduct sample or census (everybody)	✓						
	Compile your staff list	✓						
	Check your list for completion of all staff	✓						
Administering a Web survey	Customise and Pre-test PSCS web survey	✓						
	Publicise and promote the survey	✓						
	Send a pre-notification email	✓						
	Send a survey link email		✓					
	Send weekly reminder emails			✓	✓			
	Disseminate weekly response rates			✓	✓			
	Close out Data collection				✓			
Analyse and Report	Calculate the final response rate					✓		
	Analyse and prepare the report					✓		
Dissemination and Discussion of results	Identify the key themes and discuss the priority areas to improve the patient safety culture						✓	
	Dissemination of results to all staff members							✓