Patient Safety Culture Survey - Introduction

What is patient safety culture?

Patient safety culture is the extent to which an organization's culture supports and promotes patient safety. It refers to the values, beliefs, and norms that are shared by healthcare practitioners and other staff throughout the organization that influences their actions and behaviors.

Advantages of evaluating patient safety culture in a hospital:
- To raise staff awareness about patient safety
- To assess the current status of patient safety culture
- To identify strengths & areas for patient safety culture improvement
- To understand the parameters affecting patient safety

Patient safety culture analysis for the given survey is done on the following parameters:
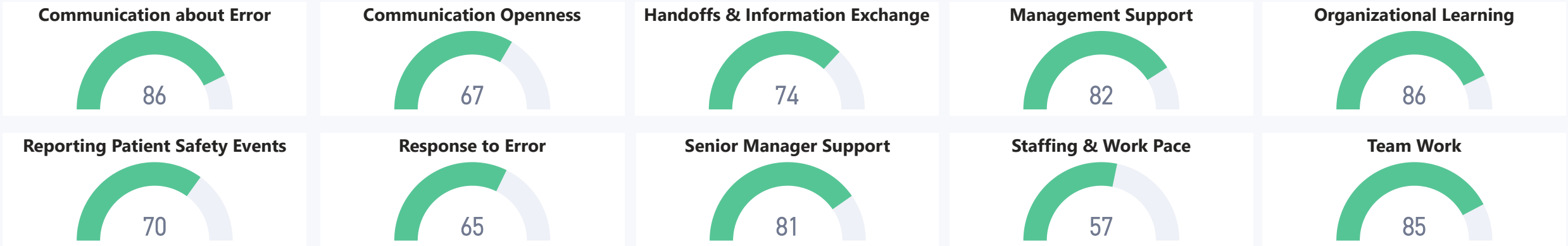
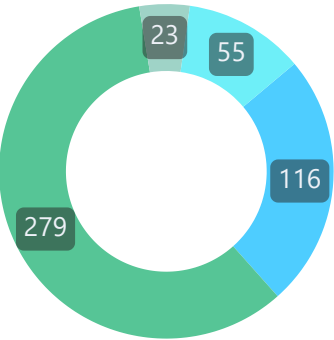| Parameter	Definition: The extent to which...
Communication about Error	Staff are informed when errors occur, discuss ways to prevent errors, & are informed when changes are made
Communication Openness	Staff speak up if they see something unsafe & feel comfortable asking questions
Handoffs & Information Exchange	Important patient care information is transferred across hospital units & during shift changes
Management Support	Hospital management shows that patient safety is a top priority & provides adequate resources for patient safety
Organizational Learning	Work processes are regularly reviewed & changes are made to avoid mistakes in future
Reporting Patient Safety Events	Patient safety-related incidences are reported
Response to Error	Staff are treated fairly when they make mistakes & there is a focus on learning from mistakes & supporting staff involved in errors
Senior Manager Support	Senior manager consider staff suggestions for improving patient safety & take action to address patient safety concerns
Staffing & Work Pace	There are enough staff to handle the workload for appropriate hours & there is appropriate reliance on temporary staff
Team Work	Staff work together as an effective team & help each other during busy times

Patient Safety Culture Survey - Analysis Dashboard

Department

| Emergency | **Hospital** | ICU | IPD | OPD | OT | Others |

473
Staff Responses

Communication about Error
86

Communication Openness
67

Handoffs & Information Exchange
74

Management Support
82

Organizational Learning
86

Reporting Patient Safety Events
70

Response to Error
65

Senior Manager Support
81

Staffing & Work Pace
57

Team Work
85

Staff Position- Responses

- 23 Technician
- 55 Other
- 116 Doctor
- 279 Nurse

- ● Doctor
- ● Nurse
- ● Technician
- ● Other

Staff Position- Analysis

● Doctor ● Nurse ● Technician ● Other

Organizational Learning | Communicati... about Error | Team Work | Senior Manager Support | Reporting Patient Safety Events | Handoffs & Information Exchange | Management Support | Response to Error | Communicati... Openness | Staffing & Work Pace