

AHRQ Hospital Survey on Patient Safety Culture

Safety Culture Definition: The safety culture of an organization is the product of individual and group values, attitudes, perceptions, competencies, and patterns of behavior that determine the commitment to, and the style and proficiency of, an organization's health and safety management.

Organizations with a positive safety culture are characterized by communications founded on mutual trust, by shared perceptions of the importance of safety, and by confidence in the efficacy of preventative measures.

Who should complete the survey?

- Hospital staff who have direct contact or interaction with patients (clinical staff such as nurses or nonclinical staff such as unit clerks)
- Hospital staff who may not have direct contact or interaction with patients but whose work directly affects patient care (staff in units such as pharmacy, laboratory, pathology)
- Hospital-employed physicians who spend most of their work hours in the hospital (emergency department physicians, hospitalists, pathologists)
- Hospital supervisors, managers, and administrators

What are the dimensions measured in the survey?

- Supervisor/Manager expectations and actions promoting safety
- Organizational learning – continuous improvement
- Communication openness
- Feedback and communication about error
- Nonpunitive response to error
- Staffing
- Hospital management support for patient safety
- Teamwork across hospital units
- Hospital handoffs and transitions

Outcome variables – Four are included:

- Overall perceptions of safety
- Frequency of event reporting
- Patient safety grade (of hospital unit)
- Number of events reported

Values to hospitals participating in the TCPS Survey:

- You can't fix what you don't measure
- TCPS provides the online survey, free, to all hospital safety partners
- Survey results from TCPS provide: (Chart examples below)
 - Demographic characteristics of responders
 - Four overall patient safety outcomes (as described above in Outcome Variables)
 - Scores on ten dimensions of culture pertaining to patient safety

Examples of feedback/charts given to facilities from TCPS after completion of the survey:

Demographic Characteristics of Responders

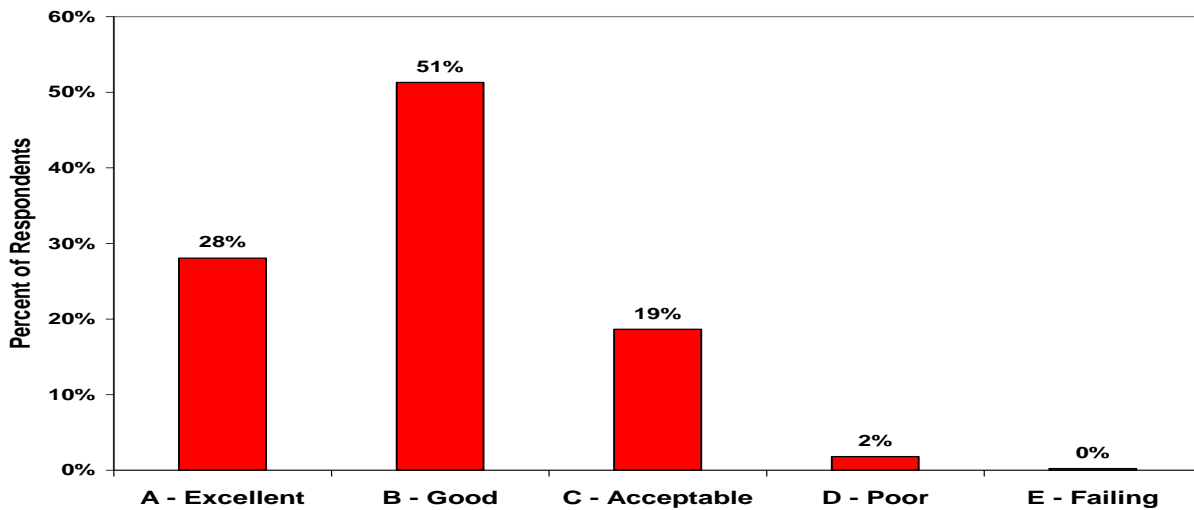
1. Primary hospital work area, department or clinical area where respondents spend most of their work time

6% Many different units/No specific unit	9% Intensive care unit (any type)
12% Medicine (non-surgical)	0% Psychiatry/ mental health
10% Surgery	4% Rehabilitation
5% Obstetrics	6% Pharmacy
4% Pediatrics	12% Laboratory
1% Emergency department	5% Radiology
26% Other	1% Anesthesiology

Overall Patient Safety Grade

Overall Patient Safety Grade Tennessee Hospital, 2008

Please give your work area/unit in this hospital an overall grade on patient safety.



Note: 0% of respondents did not answer

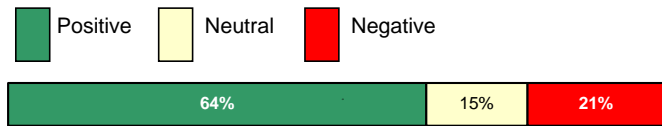
Composite Scores

Safety Culture Composites	Tennessee Hospitals' Composite Score. Average % of positive responses	2008 National Comparative Data from AHRQ. Average % of positive responses
Overall Perceptions of safety. (4 items % Agree/Strongly Agree)	68%	64%
Frequency of Events Reported. (3 items % Most of the time/Always)	71%	60%
Supervisor/Manager Expectations & Actions Promoting Patient Safety. (4 items % Agree/Strongly Agree)	83%	75%
Organizational Learning/Continuous Improvement. (3 items % Agree/Strongly Agree)	79%	70%
Teamwork Within Units. (4 items % Agree/Strongly Agree)	80%	79%
Communication Openness. (3 items % Most of the time/Always)	67%	62%
Feedback & Communication About Error. (3 items % Most of the time/Always)	68%	62%
Nonpunitive Responses to Error. (3 items % Agree/Strongly Agree)	42%	44%
Staffing survey items. (4 items % Agree/Strongly Agree)	56%	55%
Hospital Management Support for Patient Safety. (3 items % Agree/Strongly Agree)	74%	70%
Teamwork Across Hospital Units. (4 items % Agree/Strongly Agree)	57%	57%
Hospital Handoffs & Transitions. (4 items % Agree/Strongly Agree)	43%	45%

Overall Facility Score

Overall Perceptions of Safety

1. Patient safety is never sacrificed to get more work done.



2. Our procedures and systems are good at preventing errors from happening.



R3. It is just by chance that more serious mistakes don't happen around here.



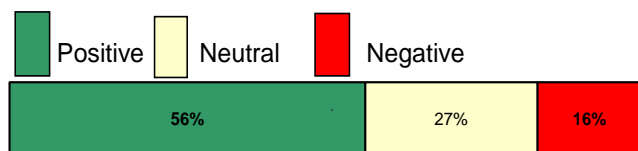
R4. We have patient safety problems in this unit.



Overall Facility Score, cont.

Teamwork Across Hospital Units

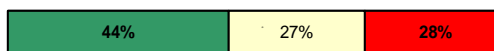
1. There is good cooperation among hospital units that need to work together. (F4)



2. Hospital units work well together to provide the best care for patients. (F10)



R3. Hospital units do not coordinate well with each other. (F2)



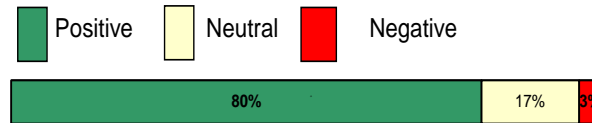
R4. It is often unpleasant to work with staff from other hospital units. (F6)



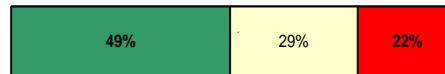
Overall Facility Score, cont.

Communication Openness

1. Staff will freely speak up if they see something that may negatively affect patient care. (C2)



2. Staff feel free to question the decisions or actions of those with more authority. (C4)



R3. Staff are afraid to ask questions when something does not seem right. (C6)



Please note: survey respondent comments will also be given in feedback reports.

To obtain access to the AHRQ Safety Culture Survey, visit the Tennessee Center for Patient Safety website.

Go to <http://www.tnpatientsafety.com/> Under the *AHRQ Survey* header, click on *Request to Administer the AHRQ Safety Culture Survey*.

If you have any questions regarding the survey, please contact Darlene Swart, VP & Clinical Director at 615-401-7460 – dswart@tha.com or Larissa Lee, Project/Data Manager at 615-401-7464 – llee@tha.com.