

ASSESSMENT OF WORKPLACE CULTURE OF SAFETY IN A LARGE ACADEMIC MEDICAL CENTER

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BACKGROUND & OBJECTIVE

Background

- The University of Kansas revitalized the efforts and attitudes toward a culture of safety, striving for a culture where open communication regarding errors and near misses is common practice.
- The hospital promotes situations surrounding circumstances that affect patient safety to be viewed as learning opportunities rather than a chance to assign blame.
- The culture of safety revitalization effort aimed to change staff expectations, to increase error and near miss reporting, and to encourage safe choices that align with organizational values while holding employees accountable for their behavioral choices.

Objective

- The primary objective of the study was to assess the values, perceptions, and working environment surrounding the culture of safety at the University of Kansas Hospital.

METHODS & DEFINITIONS

Methods

- A multidisciplinary team created a survey to obtain the subjective thoughts of employees regarding the culture of safety in the hospital and associated care areas.
- The survey was available to all institution employees via the hospital intranet. Targeted e-mail communication was administered to resident and attending physicians and the departments of nursing and pharmacy.
- Nine hundred seventy-two surveys were completed and analyzed for this study using Survey Monkey, a web-based survey software.

Definitions

Ancillary Departments: Departments who support services other than room, board, or medical and nursing services that are provided to hospital patients in the course of care.

Patient Safety Net: A real-time, web-based event reporting system that serves as the data collection tool and repository for the UHC Performance Improvement Patient Safety Organization.

Near Miss: An error that is detected or corrected before the error reaches or causes harm to an individual.

DEMOGRAPHICS

Table 1. Top Participants

Self-selected Department	Percentage* of respondents (n=)
Nursing	48.5% (471)
Pharmacy	9.2% (89)
Laboratory	5.6% (54)
Physicians	4.6% (45)
Other (open response):	
Clerical/Medical Records	4.4% (43)
Admitting/Registration	4.1% (40)
Communications/Marketing/Finance	1.8% (18)

* Total N=976

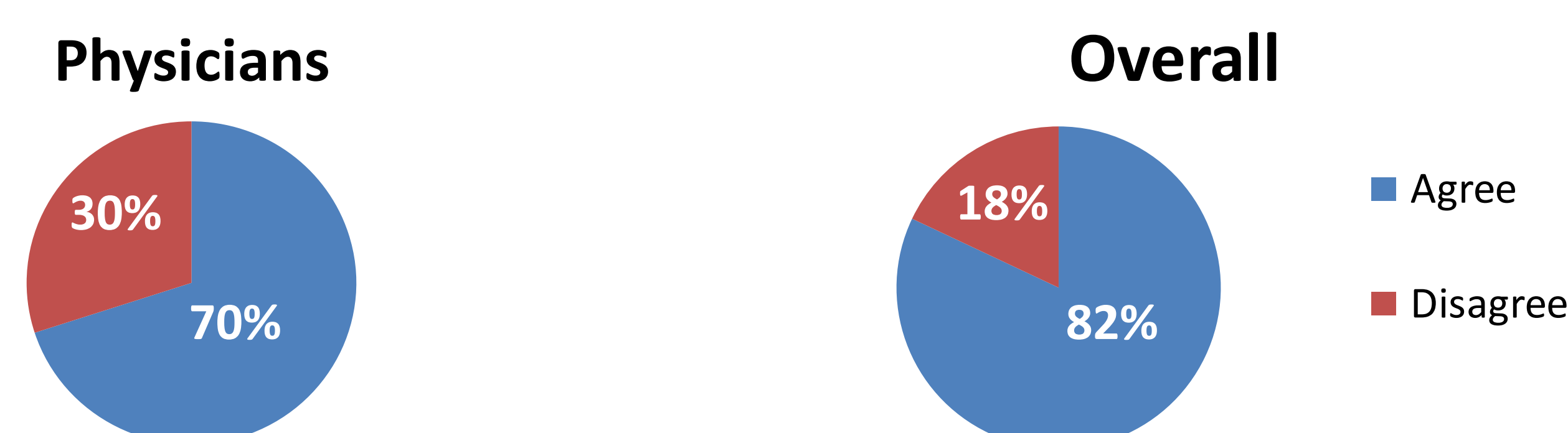
RESULTS

Table 2. Summary of Affirmative Responses

Statement	Nursing	Ancillary	Physician	Overall
I feel patient safety is a priority for the hospital	99%	99%	97.5%	98%
I feel that safety is a priority of my coworkers	99%	97%	97.5%	98%
It is my responsibility to speak up if I observe a practice that compromises patient safety	98%	98%	100%	98%
I feel that I am held accountable for performing the responsibilities of my job	97%	98%	97.5%	98%

Figure 1. Departmental Differences in Responses

I feel comfortable holding others accountable



I feel patient safety is a priority of my manager/supervisor

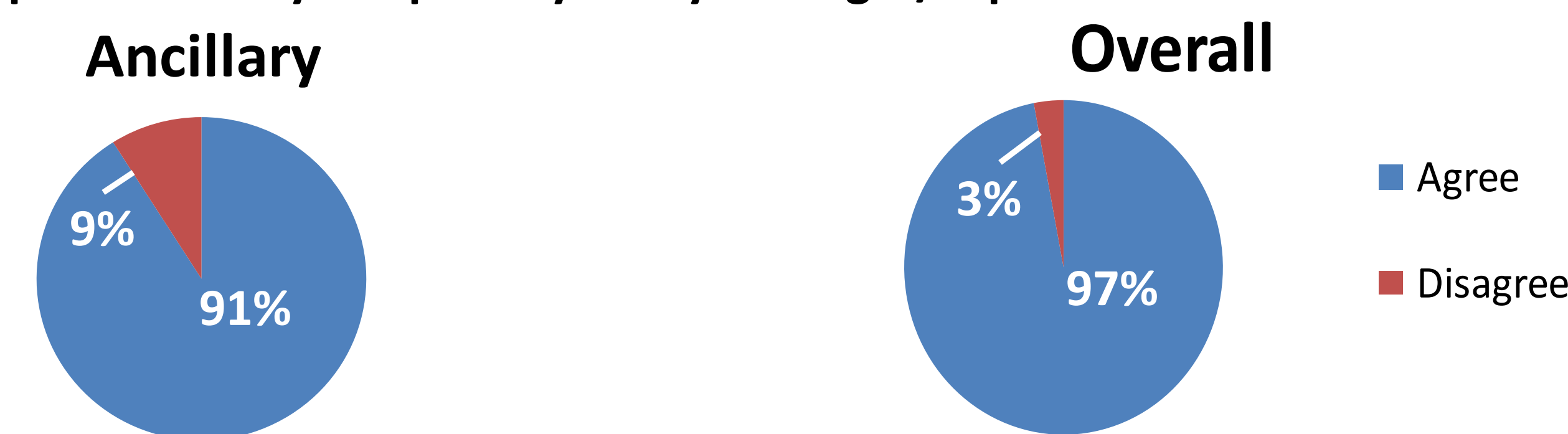
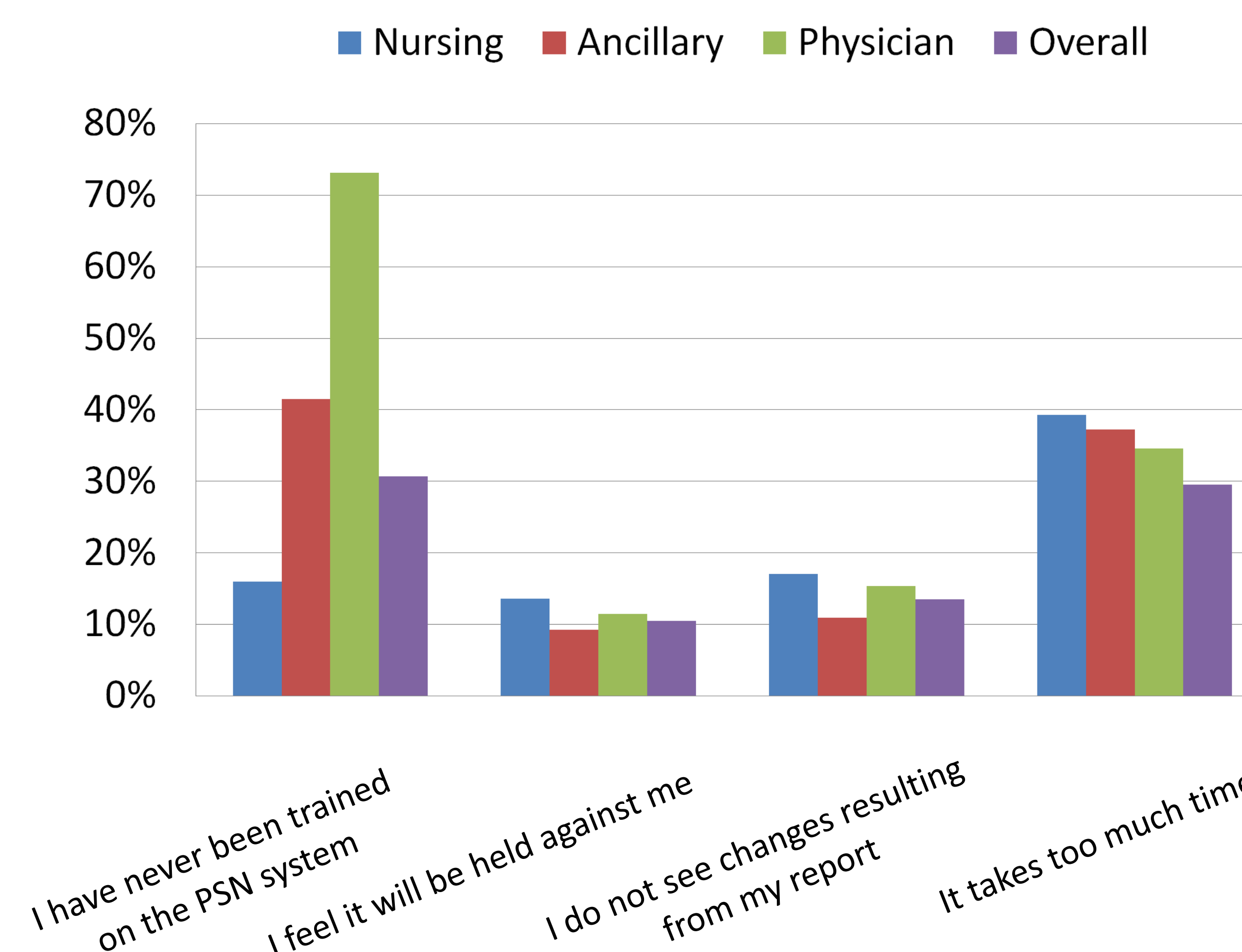
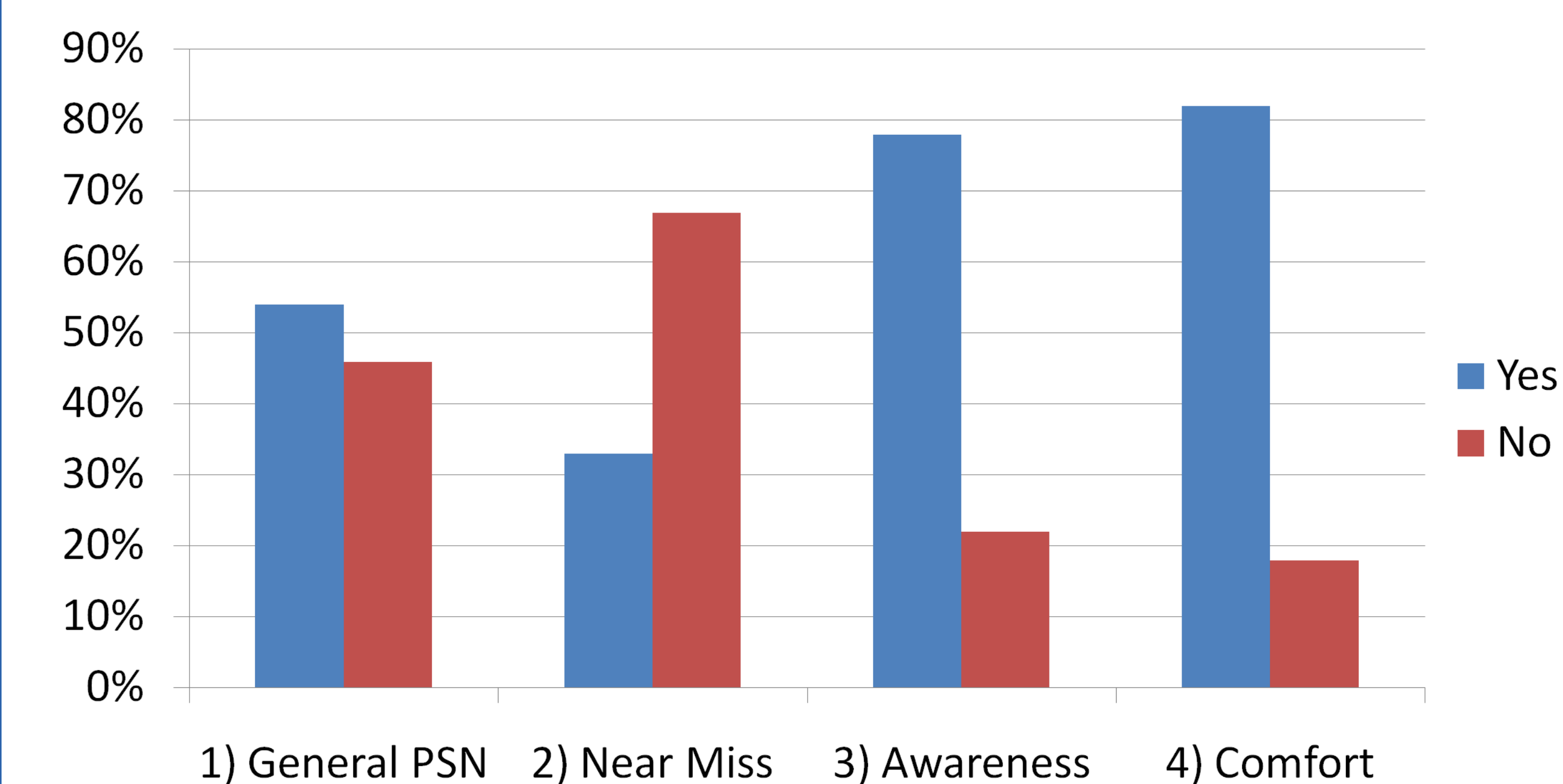


Figure 2. Reasons for not using Patient Safety Net (PSN)



RESULTS

Figure 3. Patient Safety Net (PSN) Reporting



- I have reported an incident or error using the online Patient Safety Net reporting system
- I have reported a near miss using the online Patient Safety Net
- I am aware that there is a mechanism in place to report near misses
- I feel comfortable using the Patient Safety Net system to report errors, near misses, or deviations from the standards of practice

CONCLUSIONS AND FURTHER RESEARCH

- A majority of employees feel that patient safety is a priority for their co-workers and the hospital.
- The most common reasons chosen for not using the Patient Safety Net for reporting patient safety concerns involved training, time, lack of change, and fear of blame, respectively.
- The survey results identified areas of focus for education including accountability, communication with respect, teamwork, improving the system, openness/transparency, and near miss reporting.

Limitations

- Many participants who do not work in patient care areas did not feel that the survey applied to them and did not provide a response to all questions.
- Subjective data review relies on the survey participant to read and correctly respond to the intent of the question.

Further Direction

- More surveys can be administered and analyzed for assessment of global workplace perceptions of a culture of safety.
- The survey will be readministered to assess the shift in perceptions regarding culture of safety after hospital-wide educational sessions and manager education and training.
- An educational session will be administered to all new employees during new employee orientation to describe and promote the values of a culture of safety at the University of Kansas Hospital.

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The authors of this presentation have nothing to disclose