Patient Safety Climate in Scottish Hospitals

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www.abdn.ac.uk/iprc
Safety Climate:

“The perceptions of policies and procedures which specify the priority given to safety” (Zohar & Luria, 2005)
Safety Climate – Worker Outcomes

Safety Climate → Worker injuries (back injuries, needle sticks)

Hofmann & Mark (2006)

Safety Climate → Accidents

Neal & Griffin (2006)

Safety Climate → Org. effectiveness (back injuries, needle sticks)

Mark et al. (2007)
Safety Climate – Patient Outcomes

Safety Climate → Medication Errors

Hofmann & Mark (2006)

Safety Climate → Patient falls

Vogus & Sutcliffe (2007)

Safety Climate → Observations

Zohar et al. (2007)
Measuring Safety Climate in Scottish Hospitals

✓ Pilot research using Hospital Safety Climate Questionnaire adapted from industrial research in Grampian (Flin et al, 2005)

✓ Two surveys of attitudes to safety in operating theatre staff from Scottish hospitals (Flin et al, 2003; 2005)

✓ Staff Survey of incident reporting attitudes and practices in six NHS Boards (QIS, 2006). The survey was extended to 12 Health Boards (Cross et al, 2007)
Aim:

• to investigate the relationships between safety climate dimensions and, patient and worker safety outcomes within Scottish acute hospitals, and to develop a theoretical model between the variables.
Proposed model:

**Organization**
- Hospital management support for patient safety

**Safety Climate**
- Supervisor/manager expectation and actions promoting safety
- Teamwork within units
- Non-punitive response to error
- Non-punitive response to error

**Worker Behaviours**
- Safety Compliance
- Safety Participation

**Worker Injuries**
- Self-report

**Patient Outcomes**
- Self-report
Measure:

The Team Climate As

Section 1 About the Centre

The following statements describe the centre. Please read the box that most appropriately indicates your view.

1. The centre often solves its problems.
2. The centre uses the team's expertise
3. The centre always provides the best possible care.
4. The centre is open to new ideas.
5. The centre views changes as a challenge.
6. The centre is willing to try new ideas.
7. The centre is willing to take risks.
8. The centre is willing to try new ideas.
9. The centre views changes as opportunities for growth.
10. The centre is open to new ideas.

Section 2 About the Staff

The following statements describe the centre. Please read the box that most appropriately indicates your view.

1. The centre often solves its problems.
2. The centre uses the team's expertise
3. The centre always provides the best possible care.
4. The centre is open to new ideas.
5. The centre views changes as a challenge.
6. The centre is willing to try new ideas.
7. The centre is willing to take risks.
8. The centre is willing to try new ideas.
9. The centre views changes as opportunities for growth.
10. The centre is open to new ideas.

Section 3 About the Patients

The following statements describe the centre. Please read the box that most appropriately indicates your view.

1. The centre often solves its problems.
2. The centre uses the team's expertise
3. The centre always provides the best possible care.
4. The centre is open to new ideas.
5. The centre views changes as a challenge.
6. The centre is willing to try new ideas.
7. The centre is willing to take risks.
8. The centre is willing to try new ideas.
9. The centre views changes as opportunities for growth.
10. The centre is open to new ideas.

Section 4 About the Community

The following statements describe the centre. Please read the box that most appropriately indicates your view.

1. The centre often solves its problems.
2. The centre uses the team's expertise
3. The centre always provides the best possible care.
4. The centre is open to new ideas.
5. The centre views changes as a challenge.
6. The centre is willing to try new ideas.
7. The centre is willing to take risks.
8. The centre is willing to try new ideas.
9. The centre views changes as opportunities for growth.
10. The centre is open to new ideas.

INSTRUCTIONS

This survey asks for your opinion about patient safety, teamwork, and your current situation in your hospital. You may take 10-15 minutes to complete.

Please answer the following questions with yes or no. Please mark the box that best describes your opinion.

1. Do you agree with the following statements about your current situation in your hospital?
2. Have you ever experienced any incidents or accidents in your hospital?
3. Have you ever experienced any incidents or accidents in your current situation?
4. Do you agree with the following statements about your current situation in your hospital?
5. Have you ever experienced any incidents or accidents in your hospital?
6. Have you ever experienced any incidents or accidents in your current situation?
7. Do you agree with the following statements about your current situation in your hospital?
8. Have you ever experienced any incidents or accidents in your hospital?
9. Have you ever experienced any incidents or accidents in your current situation?
10. Do you agree with the following statements about your current situation in your hospital?
11. Have you ever experienced any incidents or accidents in your hospital?
12. Have you ever experienced any incidents or accidents in your current situation?
HSOPSC (Hospital Survey on Patient Safety Culture): standardized instrument which was developed by the Agency for Healthcare Research and Quality (Sorra & Nieva, 2004) to assess hospital staff opinions about patient safety issues, medical error, and event reporting.

- Covers wide range of safety climate dimensions
- Provides a more comprehensive report on scale development and psychometric properties than the other questionnaires (Flin et al, 2006)
- Designed both for clinical and non-clinical staff
- Has been widely used which allows benchmark data
HSOPSC:
• Consists of 42 items measuring 12 dimensions including 2 single item measures.

‘Unit-level dimensions of safety culture’
• Organizational learning – Continuous improvement
• Teamwork within units
• Non-punitive response to error
• Staffing
• Supervisor/manager expectation and actions promoting safety
• Communication openness
• Feedback and communication about error

‘Hospital-level dimensions of safety culture’
• Hospital management support for patient safety
• Teamwork across hospital units
• Hospital handoffs [handovers] and transitions

‘Outcomes’
• Overall perceptions of safety
• Frequency of event reporting
• Patient safety grade (of the hospital unit)
• Number of events reported
Customisation for Scotland

- In order to customise the instrument for Scottish healthcare system, a number of interviews have been conducted with healthcare staff.
  - Considering demographic questions, job codes and incident reporting items were found to be inadequate for Scotland.
  - Incorporate the NHS Staff Survey (Aston Business School, 2007) job descriptions and also to add the incident reporting items to the original instrument to avoid this confusion.

Safety Behaviour: Healthcare staff safe behaviours will be assessed by 8 self report items based on Neal and Griffin’s (2000) safety compliance and safety participation items.

- An additional safety outcome scale (workers and patients)
Sample:
The proposed sample for the first stage is all clinical staff at one acute hospital per Scottish NHS Board

Organisations by Region

Ayrshire & Arran
Borders
Dumfries & Galloway
Fife
Forth Valley
Grampian
Greater Glasgow & Clyde
Highland
Lothian
Lanarkshire
Orkney
Shetland
Tayside
Western Isles
Procedure:

• The procedure for administration of the questionnaires is being determined in conjunction with the contact for each participating Board or hospital.

• Paper questionnaires / but web-based version can be made available

• The administration dates will be during February – June 2009.

• A confidential summary report will be prepared for each participating hospital.

• Pilot study is currently being run in one of the Boards - Orkney
THANK YOU!

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