

Hospital Survey on Patient Safety Culture

***Agency for Healthcare
Research and Quality***

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Information for Health Care Improvement



Objectives of this Presentation

- Why survey
- Who and how to survey
- Using the survey results

Information for Health Care Improvement



What's Driving the Urgency?

- Public reporting
- Visibility of safety concerns in the media
- Accountability and responsibility to keep patients safe
- Public expectation that you will keep them safe
- Growing perception and concern from the public that hospitals are unsafe

What the Survey Can Accomplish

- Measure beliefs and behaviors necessary to support an informed culture of safety.
- Raise awareness about patient safety issues.
- Diagnose the current status of safety culture.
- Conduct internal and external benchmarking.
- Track change over time.
- Fulfill directives or regulatory requirements.
- Create a transparent culture related to patient safety concerns.

Who Participates In the Survey?

- Those who have:
 - Direct contact or interaction with patients.
 - Clinicians
 - Volunteers
 - Physicians
 - Work that directly affects patient care.
 - Pharmacy
 - Laboratory
 - Administrative duties within the organization.
 - Hospital supervisors, managers, and administrators

Survey Methods, Tools and Timeline

- Methods
 - Paper and pencil
 - Electronic
 - Hybrid
- Tools
 - AHRQ HSOPS
 - Substitutes
- Timeline
 - Completed by 12/31/09

Electronic Survey Method

- HSAG will provide a hospital-specific URL for your use.
 - Survey Monkey
 - Promotes confidentiality
 - Easier to manage
 - No need for data entry
 - Results are available sooner

Using the Survey Results

- Understand your survey results.
- Communicate and discuss the survey results.
- Develop focused action plans.
- Communicate action plans and deliverables.
- Implement action plans.
- Track progress and evaluate impact.
- Share what works.

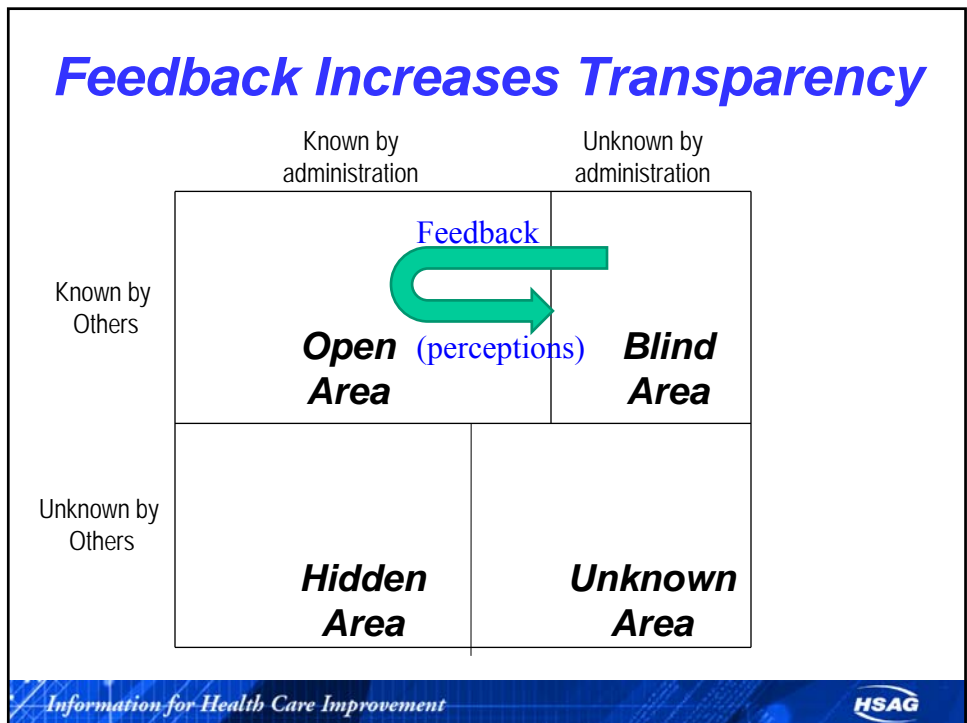
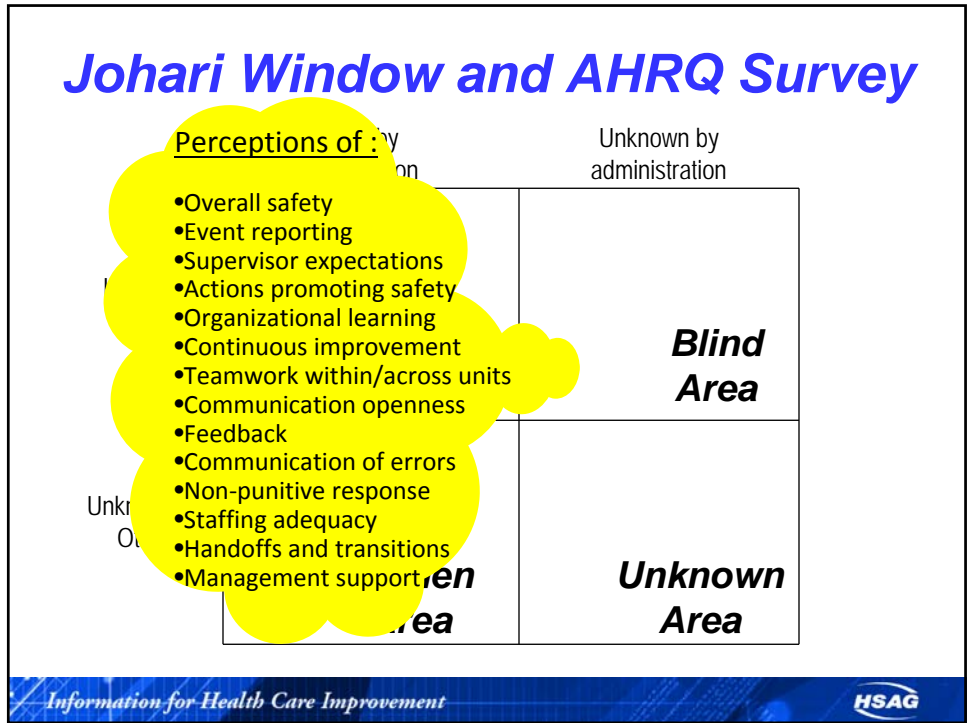
Johari Window Model (Joseph Luft and Harry Ingham)

- Model for creating a culture of transparency.
- Communication model to improve understanding between individuals and groups.
- Key Ideas:
 - Learn about self through feedback
 - Build trust through disclosure

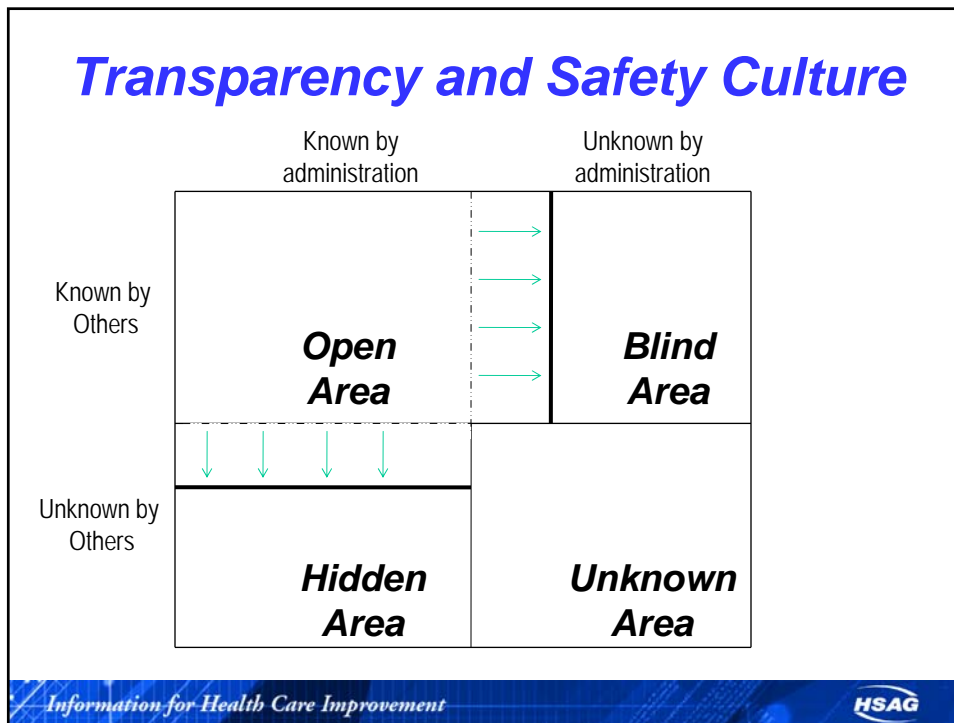
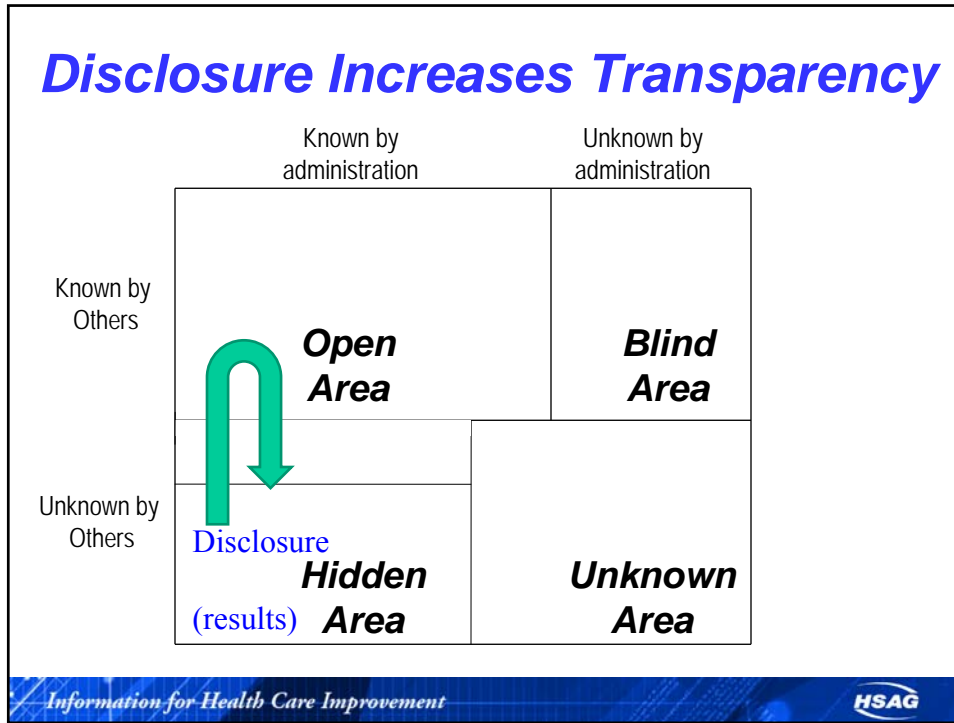
Johari Window Model

	Known by self	Unknown by self
Known by Others	<i>Open Area</i>	<i>Blind Area</i>
Unknown by Others	<i>Hidden Area</i>	<i>Unknown Area</i>

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Take Away Messages

- Leadership needs to drive culture change.
- It's not only about what the survey results tell you.
- It's more important what you do about what the survey results tell you.

Contact Information

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AHRQ Hospital Survey on Patient Safety Culture

Over 1 million drug-related injuries occur every year in health care settings. The Institute of Medicine estimates that at least a quarter of these injuries are preventable.

To find out how to prevent medication errors, go to <http://www.hsag.com/drugsafety/>.



www.hsag.com

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