

A BENCHMARKING STUDY ON THE PATIENT SAFETY CULTURE OF HOSPITALS IN INDIA

INTRODUCTION:

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 influence their actions and behaviors.

OBJECTIVE:

Senior Quality Managers across India from reputed institutions along with CAHO tried to understand the tools used by hospitals towards measuring the culture of safety and understand where we stand as a nation.



METHODS:

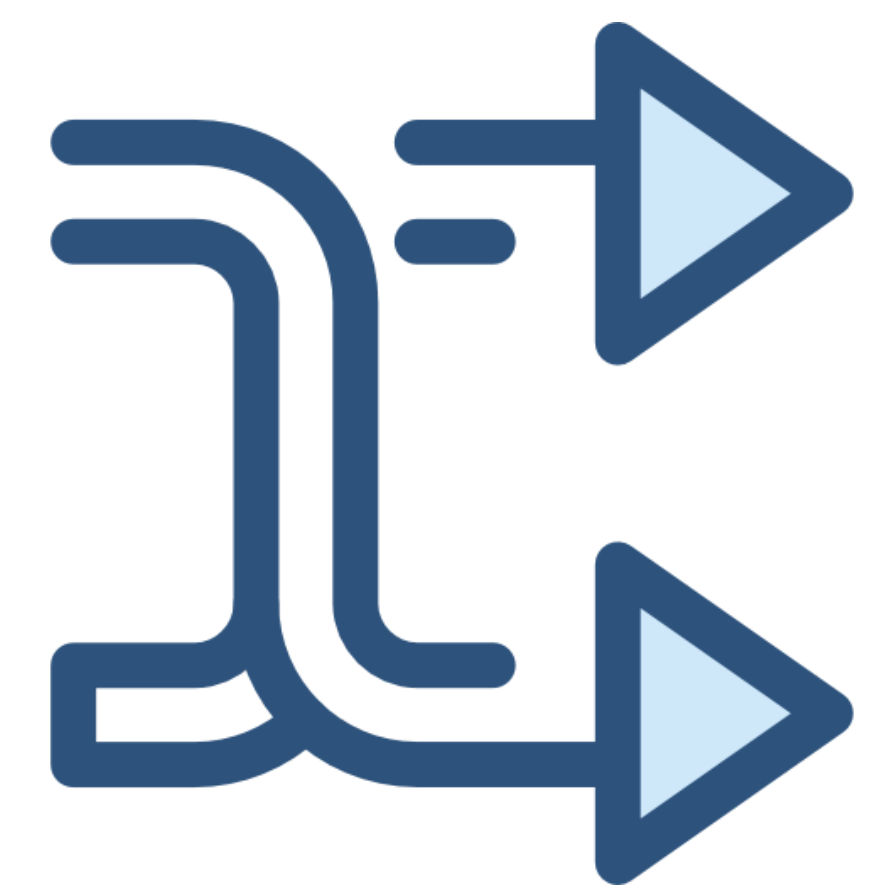
The cumulative scores of the last survey conducted in each of their hospitals on culture of safety were collected through google forms and analysed. The Hospital Quality Managers of accredited hospitals were the respondents of the surveys.

RESULTS:

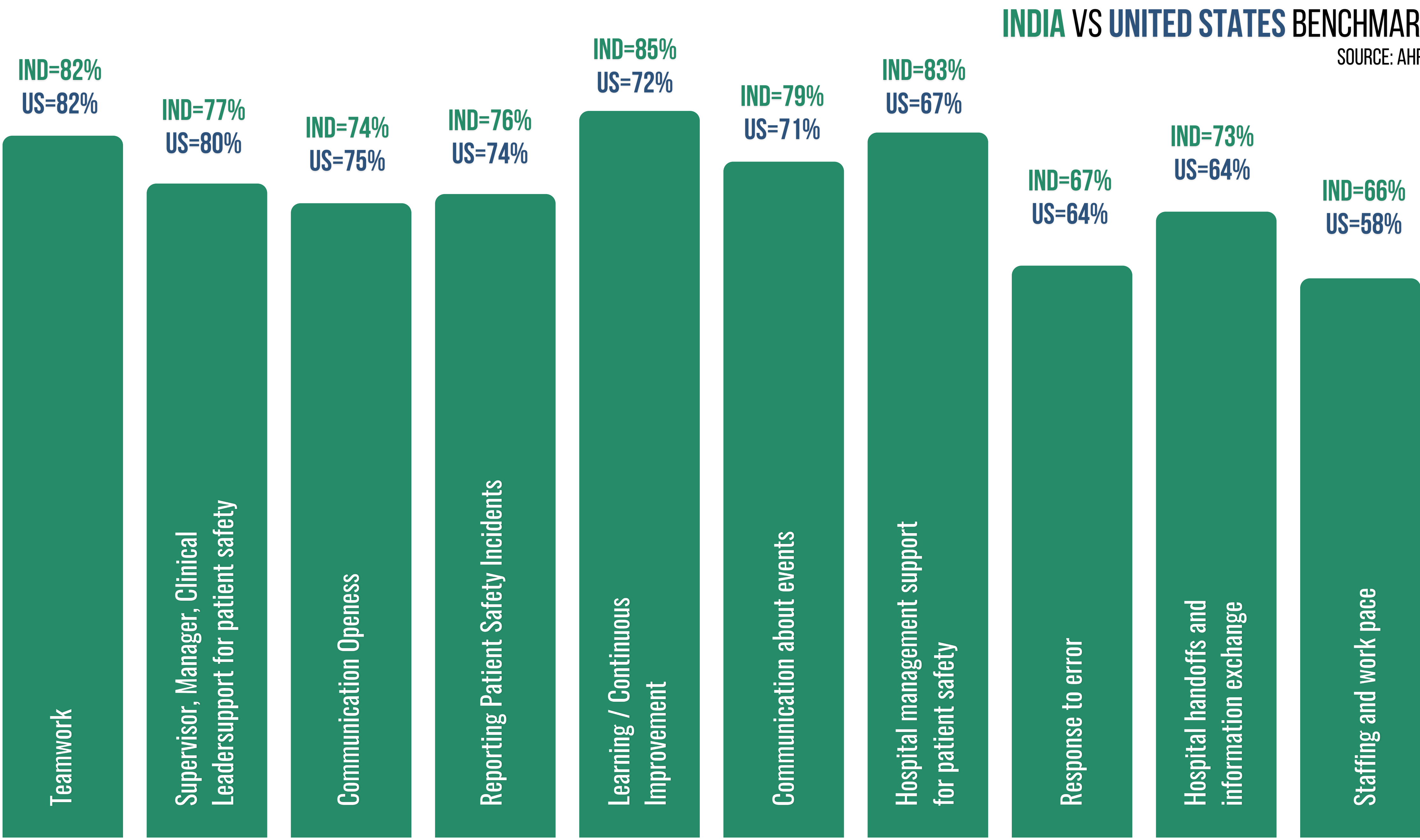


60 (79%)
out of 76 hospitals participated have used AHRQ Survey tool.
Other tools used were

- MaPSaF
- PREM



35 (58%)
out of 60 hospitals modified the AHRQ survey Tool for better understanding of staff



FINDINGS:

79% of the respondents chose AHRQ tool for the following reasons: simple, easily understandable, convenient, methodical, validated, standardized, comprehensive, reliable and user friendly. These results demonstrate that the AHRQ culture of safety survey tool is being used by majority of hospitals in India to measure their culture of safety.

CONCLUSION:

Based on the survey and brain storming, it was identified to focus on “response to error” as the domain of interest to work-on and create awareness. CAHO has introduced knowledge sharing platform CONVERT (Confidential National Voluntary Event Reporting Tool) to create the repository of adverse events and "Never Events" which are a great learning resource for healthcare professionals to create conscious efforts to learn from errors. CAHO has also launched a book named "CONVERT Incident to Action". Training programs focussing on analysis of incidents, leadership and just culture in safety, risk management have been popularised. This study serves as a benchmark and will enable monitoring improvements of Indian hospitals.

58% of the respondents modified the AHRQ Survey Tool for better understanding of staff. This suggests that the tool has to be modified to the context of Indian hospitals.

COMPOSITE MEASURE AVERAGE



76%
United States = 71%

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