



PERCEPTION OF PATIENT SAFETY CULTURE AMONG HEALTHCARE WORKERS AT THE TERTIARY OBSTETRICS AND GYNECOLOGY HOSPITAL, VIETNAM

Hang Phan Thi ¹, Trang Dien Ngoc ¹,

¹ Quality Management Department, Hung Vuong hospital, Ho Chi Minh, Viet Nam

P187

INTRODUCTION

- Highly reliable hospitals are grounded by a robust patient safety culture with effective communication, leadership, teamwork, error reporting, continuous improvement, and organizational learning.
- At the national tertiary referral level, Hung Vuong maternity hospital has shaped its organization culture with vision, leadership and teamwork toward the safety of the patients.

OBJECTIVE AND METHOD

- To investigate patient safety culture in healthcare workers before and after an multifacet intervention provided by the Obs and Gyn Hospital.
- All healthcare workers were asked to complete Hospital Survey on Patient Safety Culture Questionnaires of Agency for Healthcare Research and Quality (AHQR SOPS) via web survey. The pre-assessment conducted in 2016, and the post-assessment was in 2022; solutions for improvement applied between two periods.

RESULTS

Table 1: Intervention to build the patient safety culture

Leader commitment
- Foster vision, clearly state mission, develop core value, orientate strategy of hospital. - Celebrate patient safety day to raise HCW's awareness. - Human resource recruitment and allocation.
Education and training
Train on communication & teamwork skills (TeamSTEPP), incident report, root cause analysis, just culture.
HCW, patient and family members engagement
- Develop incident management software. - Implement PREM (Patient-Reported Experience Measure). - Encourage patients and caregivers to join quality improvement projects.

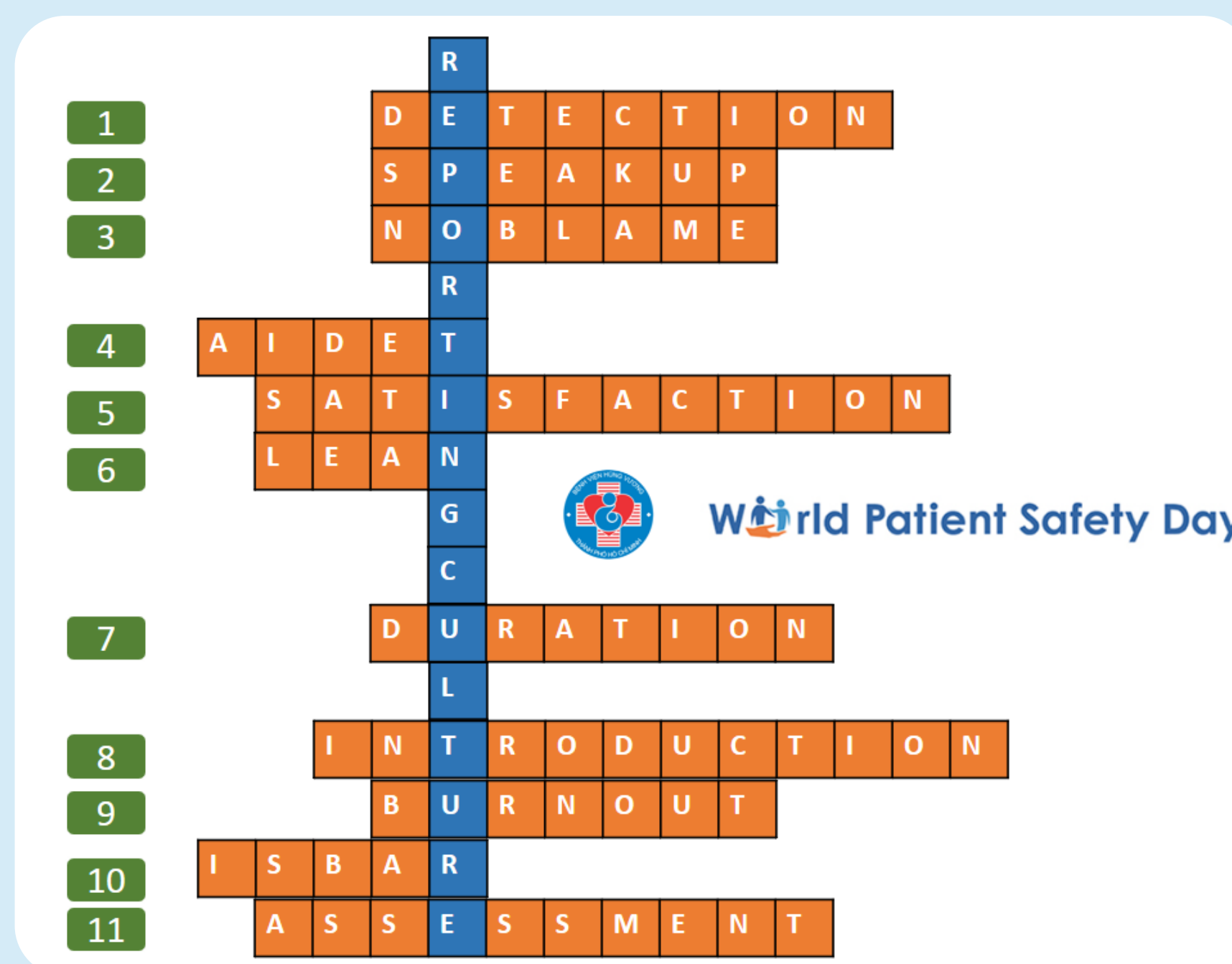


Figure 1: The positive perception on patient safety culture (%)

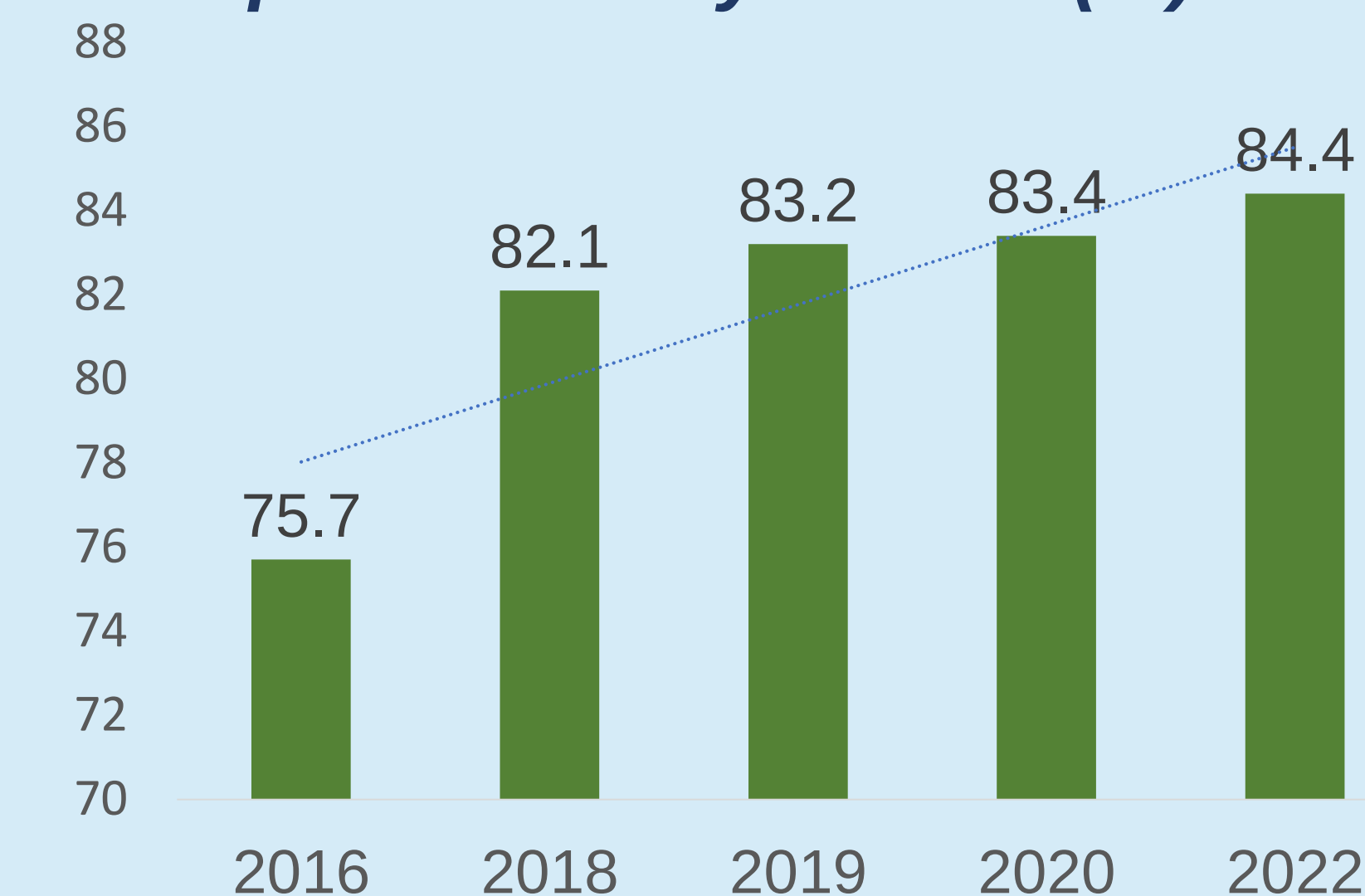


Figure 2: Improved the low response rate from 2016 to 2022

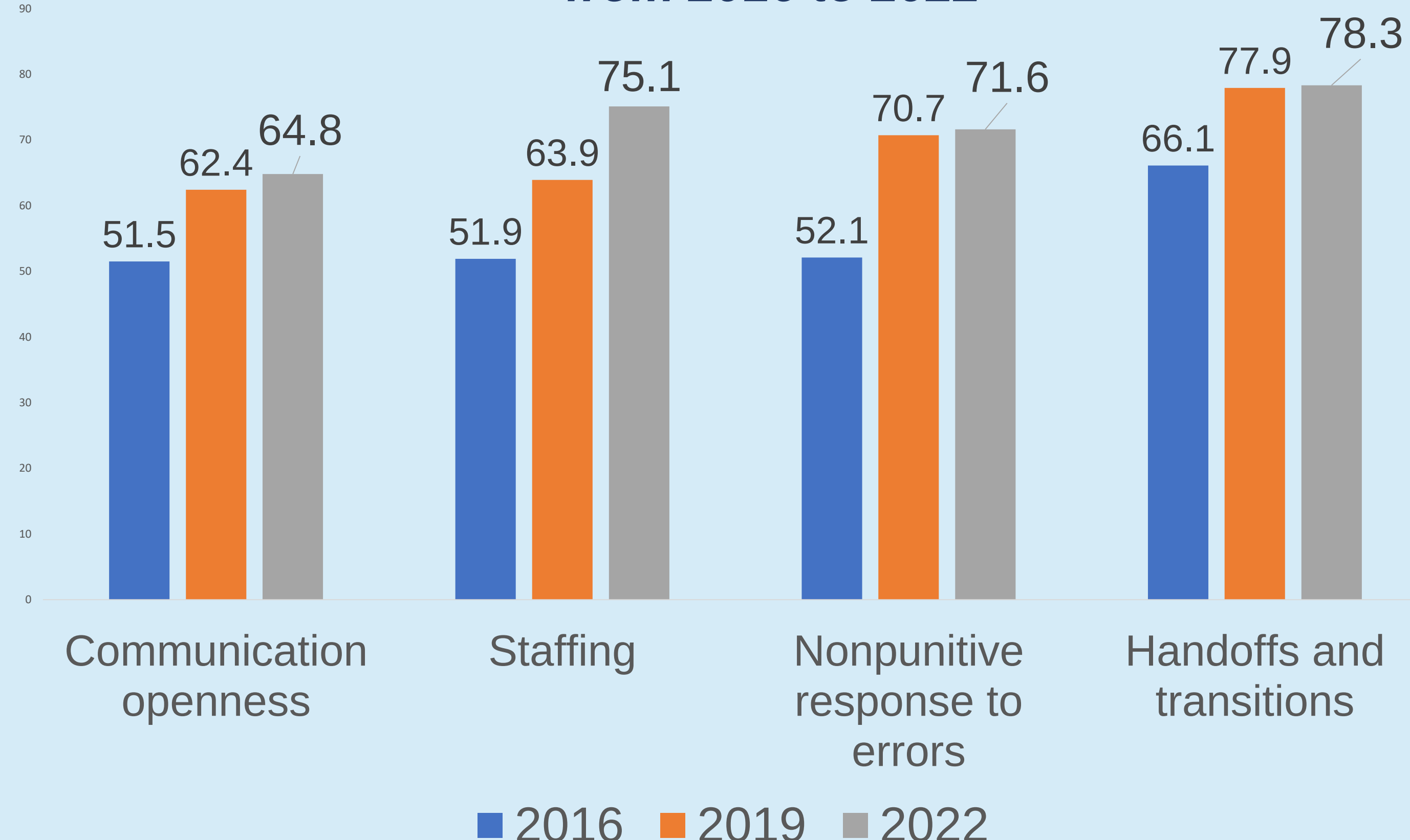
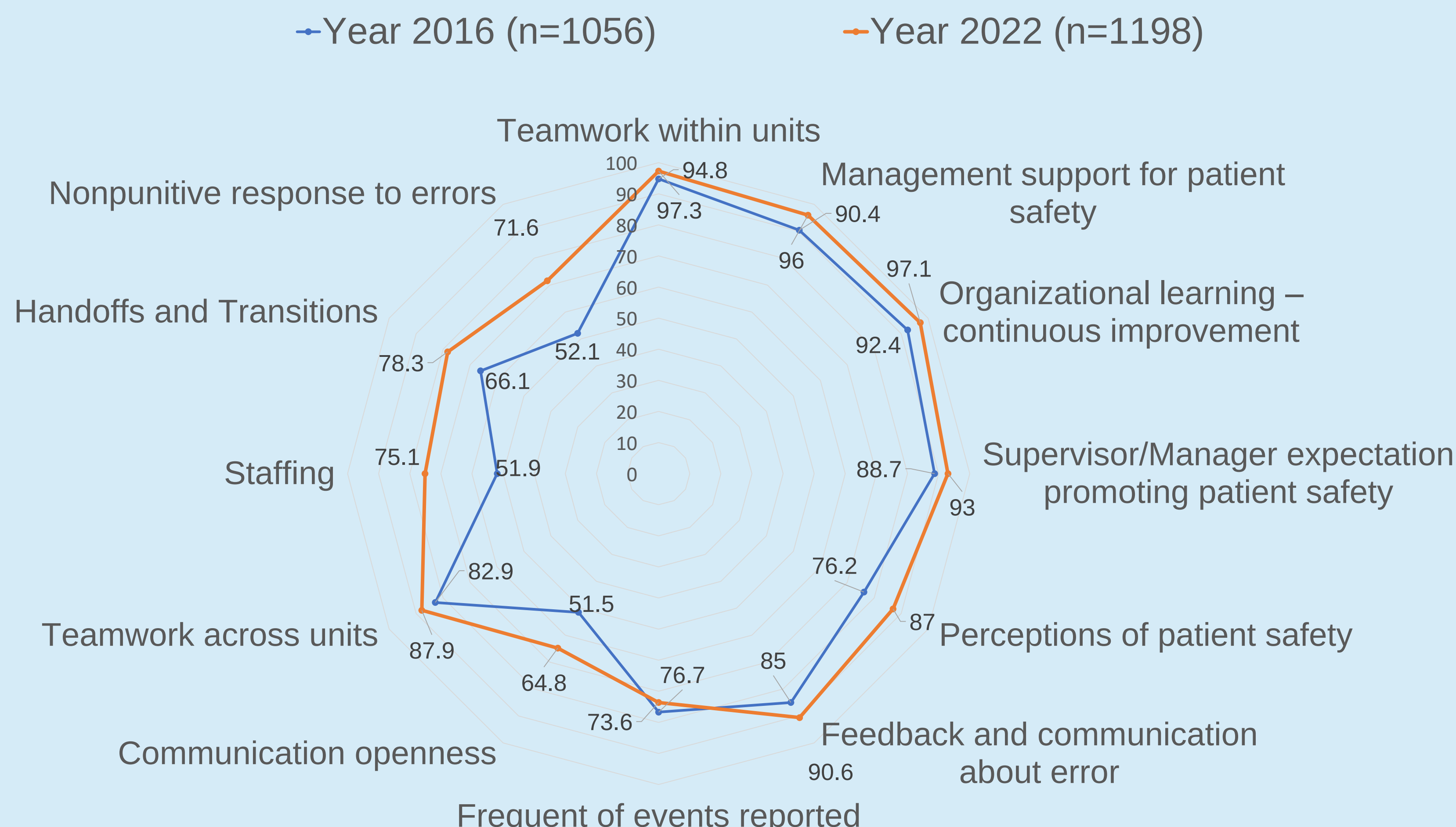


Figure 3: Compared patient safety culture dimension between 2016 and 2022



CONCLUSIONS

Finding are useful to formulate a policy on patient safety culture and improve the clinical outcomes within health organizations. Solutions were carried out in the hospital such as organizing RCA for voluntary incident reporting and noblame culture training for all department leaders to enhance the patient safety culture

REFERENCES

- Leading a culture of safety: a blueprint for success, *The American College of Healthcare Executives*.
- Hospital Survey on Patient Safety Culture, *Agency for Healthcare Research and Quality*.

CONTACT INFORMATION

Hang Thi Phan: bshangphan@gmail.com
Trang Ngoc Dien: dienngoctrang@gmail.com

