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A Systematic Review of Patient Safety Culture's Strengths, Weaknesses, and Trends

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INTRODUCTION

- Creating a strong patient safety culture is vital for improving outcomes and maintaining high care standards in healthcare. Such a culture involves shared beliefs, attitudes, and behaviors that prioritize safe practices.
- Effective communication and trust are central, fostering an environment where safety protocols are trusted and followed. This approach not only reduces adverse events but also enhances overall care quality, ensuring healthcare institutions meet their patient safety goals effectively.

AIM

Objective:

To examine healthcare providers' perceptions of patient safety culture at the National Heart Institute from 2015 to 2023 using the Hospital Survey on Patient Safety Culture (HSOPSC) questionnaire.

Specific Goals:

- **Evaluate Changes:** Assess significant differences in perceptions of patient safety culture over time.
- **Analyze Variations:** Explore differences in safety culture perceptions across various staff categories (e.g., doctors, nurses, allied health professionals, and support staff).
- **Identify Trends:** Highlight strengths, weaknesses, and emerging trends in safety culture within healthcare settings.

METHOD

Study Overview:

- **Design:** Cross-sectional study
- **Duration:** Annual surveys from 2015 to 2023

- **Survey Tools:**

HSOPSC version 1.0: 2015 - 2019
HSOPSC version 2.0: 2020 - 2023

HSOPSC 2.0 Enhancements: Includes similar elements as HSOPSC 1.0 with substantial updates

Survey Distribution:

- **Languages:** Bilingual (English and Malay).
- **Medium:** Web-based links

- **Access:**
 - 2015-2019:** Internal web program (hospital access only)
 - 2020-2023:** Online application (SurveyMonkey). Transition to SurveyMonkey allowed for improved access and completion flexibility

- **Participants:** Doctors, nurses, allied health professionals, and hospital support staff
- **Data Analysis Tools:** SPSS 27, Microsoft Excel 2019
- **Methods:** Descriptive Statistics and Cross-tabulation Analysis
- **Statistical Test:** Pearson's chi-squared test
- **Validation:** Adopted validated approach from the Agency for Healthcare Research and Quality

Hospital Survey on Patient Safety Culture Questionnaires

400-EDS is a Year 10 / Week 40

How much do you agree or disagree with the following statements about your work/energy? Use the scale on the right.

Strongly Disagree	Disagree	Neither Disagree nor Agree	Agree	Strongly Agree
1. I do not see my work/energy as a creative force.				Score for this statement
2. I do not see my work/energy as being the best I've achieved.				
3. I don't see my work/energy as being the best that I am capable of.				
4. I don't think my work/energy is the best possible in my profession.				
5. I don't think my work/energy is the best I could have done.				
6. I do not see my work/energy as being the best I could do.				
7. I do not see my work/energy as being the best I could have done.				
8. I do not see my work/energy as being the best I could have done.				
9. I do not see my work/energy as being the best I could have done.				
10. I do not see my work/energy as being the best I could have done.				
11. I do not see my work/energy as being the best I could have done.				
12. I do not see my work/energy as being the best I could have done.				
13. I do not see my work/energy as being the best I could have done.				
14. I do not see my work/energy as being the best I could have done.				
15. I do not see my work/energy as being the best I could have done.				
16. I do not see my work/energy as being the best I could have done.				
17. I do not see my work/energy as being the best I could have done.				
18. I do not see my work/energy as being the best I could have done.				
19. I do not see my work/energy as being the best I could have done.				
20. I do not see my work/energy as being the best I could have done.				

CONCLUSIONS

01. Improved Data Collection

Improvements in data collection enhanced participation, offering a clearer view of organizational dynamics.

02. Benchmark Comparison

Most safety culture ratings and overall scores lagged behind global benchmarks, indicating areas for improvement

03. Perceptions

- Varied perceptions among staff, notably managers, underscored the need for targeted interventions

04. Focus Areas

Quality initiatives showed gradual enhancements in critical areas, supported by department-specific strategies

05. Opportunities for Improvement

- Low scores in "Staffing and Work Pace" reflect global healthcare workforce challenges, particularly in nursing.
- Utilizing technology can enhance efficiency and retention, crucial for improving patient safety outcomes.

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