

Work Climate, Improved Communication, and Cohesive Work Linked with Patient Safety Culture: Findings from a Sports Medicine Hospital

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INTRODUCTION

This study aims to investigate the patient safety culture at a sports medicine hospital and explore the quality of healthcare and associated factors.

There are no known studies that have evaluated factors associated with a culture of patient safety in a sports medicine hospital.

AIM

This study aims to report on the patient safety culture and compare the patient safety grade with other settings.

The overall objective of this study is to determine the factors that influence the grading of patient safety at a sports medicine hospital.

RESULTS

The results showed that 48.0% of the staff rated the patient safety grade as excellent and 37.5% as very good, totaling 85.5%. Factors associated with excellent or very good patient safety grades were management support OR 4.7 95% CI (1.8 to 12.3); team communication OR 3.0 95% CI (1.4 to 6.3), supervisor action supporting patient safety OR 3.5 95% CI (1.7 to 7.0) and other items related to work area such as working together: OR 3.0 95% CI (1.2 to 7.6), helping out busy areas OR 2.5 95% CI (1.1 to 5.5) and having good procedures and systems: OR 2.8 95% CI (1.4 to 5.8). Our study compared our results to more than 10 international studies on patient safety culture.

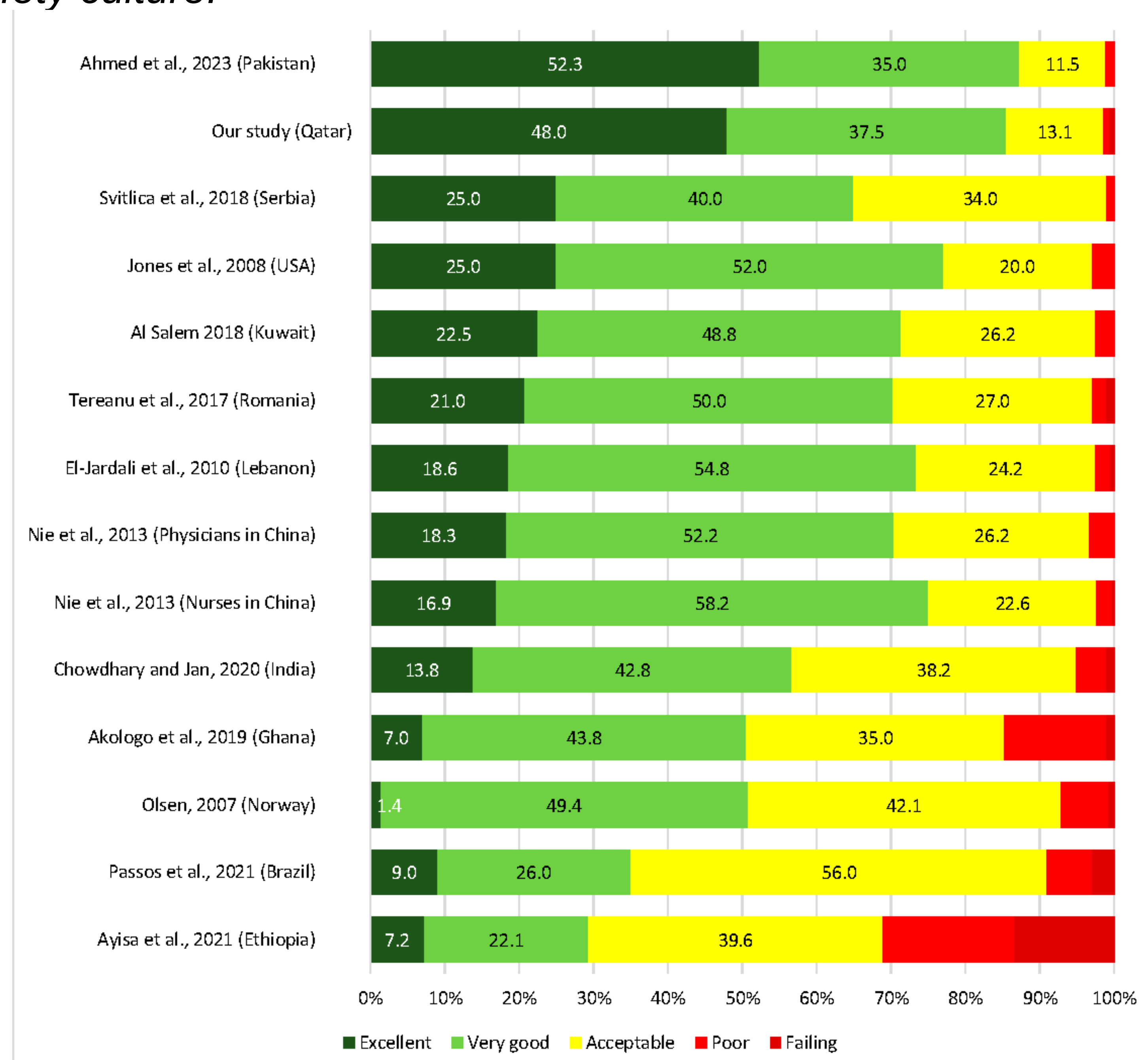


Figure 1: Overall patient safety grade in our study compared to other studies in hospitals

METHOD

- In a cross-sectional study design, the Hospital Survey on Patient Safety Culture (HSOPC) tool was administered online among staff at a sports medicine hospital in Doha, Qatar.
- The survey tool used in this study is version 1 of HSOPSC, developed by the Agency for Health Research and Quality to assess safety culture.
- Out of 898 staff who received an email invitation, 504 participated (56.1%). Ethical approval was obtained for the study.

CONCLUSIONS

- In our study, we noticed that when the hospital management provides a **work culture that promotes patient safety**, there is a significant improvement in patient safety grade provided to the hospital, and this is evidence of a just culture. **Teamwork within work areas/units is critical** to ensure that there is improved safety in their work area/unit.
- Results from our study show a significant association between **open discussions on patient safety** and a positive patient safety grade. **Addressing management support, enhancing communication, and cohesive work within the work area facilitates a culture of trust that improves patient safety grades.**

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