

Fostering a Culture of Patient Safety and Enhancing Resilience Within Units

P259

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INTRODUCTION

The positive patient safety culture serves as the core and foundation for implementing patient safety initiatives in our institution. Given the forward-looking nature of patient safety culture indicators, if they can be supplemented with existing post-event collected patient safety-related metrics as adjuncts to patient safety measurement, they should facilitate early identification of patient safety risks, enabling proactive responses and fostering an enhanced patient safety culture.

AIM

This study aims to utilize patient safety culture surveys within our institution to gain insights into the resilience of employees, enhancing both individual and unit resilience. This serves as a reference for our department in advancing patient safety culture.

METHOD

During the period from 2022 to June 2023, our department and the Proton Center implemented the following specific measures to establish social support, encourage work-life balance, and thereby enhance employee resilience.

- Institutional Travel Subsidy - Coastal Camping Experience (Figure 1 and Figure 2)



Figure 1



Figure 2

- Departmental Welcoming Event - Fun Games such as Escape Room and All-You-Can-Eat BBQ (Figure 3 and Figure 4)



Figure 3



Figure 4

- Youthful and Energetic Badminton (Figure 5)



Figure 5

RESULTS

This project utilized publicly available data from the annual patient safety culture survey conducted by the Quality Department to determine the positive response scores of resilience facets within our department.

Table1. Annual patient safety culture survey from 2021 to 2023			
Annual	2021	2022	2023
Department	44.7(N=31)	53.6(N=35)	51.7(N=35)

- If compared between 2021 and 2022, there was a 19.9% improvement in our department in 2022 compared to 2021. This improvement is mainly attributed to the increased diversity in activity design and enhanced participation, which has effectively contributed to enhancing employee resilience.
- Compared between 2022 and 2023, there was a 3.6% decline in our department in 2023 compared to 2022. This decline may be attributed to incomplete participation of activity attendees in the designed activities, as well as differences in subjective awareness in filling out the questionnaires.
- Regarding the implementation of this project, it is suggested that activity designs should incorporate elements that foster cohesion among employees, generating a sense of belonging to the unit through interactive activities. This approach can strengthen both individual and unit resilience, thus fostering a conducive environment for constructing a positive patient safety culture.

CONCLUSIONS

Promoting patient safety culture relies on high-quality teams. Our philosophy, “innovation, excellence, and respect for life,” values patients and colleagues. Comprehensive care and 2022 project improvements are essential foundations. The establishment of the Employee Care Public Relations Team in 2023 enhances patient safety culture and aims for outstanding healthcare quality.

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