



2012 Culture of Safety Survey

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Background and Method



- Downstate personnel were administered a five-page questionnaire via secure website @ three sites: UHB Central, UHB@LICH, UHB@Bay Ridge
- 1209 responses, split: 630 LICH, 537 Central, 42 Bay Ridge – 20-30% response rate across campuses
- Results reported, where possible, by Central and LICH campuses
- Chief areas covered:
 - Work/area unit
 - Supervisor/manager
 - Communications
 - The hospital as a whole
 - Frequency/circumstances of reportage
 - Graded assessment of “Culture of safety”
- Work areas (across all 3 campuses – total: 69 units) :

■ Nursing	26%
■ Peri-op services	5%
■ Ambulatory care	5%
■ ED	4%
■ Medicine	4%

42 Questions – 12 Pt. Safety Areas

Pt. Safety Culture Composites



1. Teamwork Within Units
2. Manager Expectations & Actions Promoting Patient Safety
3. Organizational Learning –Continuous Improvement
4. Management Support for Patient Safety
5. Overall Perceptions of Patient Safety
6. Feedback & Communication About Error

42 Questions – 12 Pt. Safety Areas

Pt. Safety Culture Composites



7. Frequency of Events Reported
8. Communication Openness
9. Teamwork Across Units
10. Staffing
11. Handoffs and Transitions
12. Nonpunitive Response to Error

Summary of Findings-Strengths



- **Both sites strong on manager expectations and actions promoting safety as well as organizational learning.**
- **UHB particularly strong on management support for patient safety**
- **Both campuses strong on error feedback/communication and frequency of events reported**
- **LICH strong on teamwork across units and handoffs and transitions**

Summary of Findings Opportunities



- Both campuses need to improve teamwork *within* units.
- UHB particularly needs work on teamwork across units
- Both campuses feel understaffed- they also believe that there are punitive responses to error
- Culture of Safety grades are 2.83 for UHB, **2.85 for LICH** – both slightly lower than the 3.0 national grade. This reflects respondents' views, which are anchored to their expectations.

A Note about Percents and Percentiles



- **Percents** are rates- those who do over the total population, however defined.
- Here, it is either those who state a positive answer (better than neutral) on a positively-phrased question, OR, those who express a NEGATIVE opinion on a negatively phrased question
- **Percentiles** are ranks – 50th percentile means the performance ranks in the middle of all. The 90th percentile means only 10 percent of all observations have equal or higher values, vice versa for 10th percentile.
- Both are scaled 0 to 100.

Pt. Safety Composites-(1)

Strongly agree and agree (%)



Pt. Safety Culture Composites	UHB	LICH	U.S. Norm	UHB %ile	LICH %ile
Teamwork Within Units	77	79	80	31 st	44 th
Manager Expectations & Actions Promoting Pt. Safety	80	77	75	79 th	75 th
Organizational Learning – Continuous Improvement	83	78	72	91 st	79 th

Pt. Safety Composites-(2)

Strongly agree and agree (%)



Pt. Safety Culture Composites	UHB	LICH	U.S. Norm	UHB %ile	LICH %ile
Management Support for Patient Safety	72	77	72	71 st	50 th
Overall Perceptions of Patient Safety	65	67	66	46 th	55 th
Feedback and Communication About Error	73	70	64	86 th	75 th

Pt. Safety Composites-(3)

Strongly agree and agree (%)



Pt. Safety Culture Composites	UHB	LICH	U.S. Norm	UHB %ile	LICH %ile
Frequency of Events Reported	71	74	63	84 th	92 nd
Communication Openess	62	62	62	50 th	50 th
Teamwork Across Units	55	65	58	37 th	77 th

Pt. Safety Composites-(4)

Strongly agree and agree (%)



Pt. Safety Culture Composites	UHB	LICH	U.S. Norm	UHB %ile	LICH %ile
Staffing	53	50	56	37 th	25 th
Handoffs and Transitions	47	64	45	59 th	91 st
Nonpunitive Response to Error	39	38	44	30 th	25 th

Culture of Safety Grade (%)



Grade	UHB	LICH	U.S. Norm
A	24	24	30
B	44	44	45
C	24	26	20
D	7	5	3
F	1	1	1
GPA	2.83	2.85	3.0

How many events did respondent report?



Number	UHB	LICH	U.S. Norm
No events	50	55	55
1-2 events	27	21	27
3-5 events	13	13	12
6-10 events	6	6	4
11-20 events	3	2	2
21 events or more	1	3	1

Take-Aways



- **Communication is key as it is the keystone of teamwork.**
 - **Places an ever-greater importance of Team STEPPS implementation.**
- **UHB can learn from LICH re: handoff and transition management.**
- **LICH can learn from UHB re: management support for patient safety.**