



2009 Culture of Safety Survey

Thomas M. Bodenbergl

Muhammad Islam

Background and Method

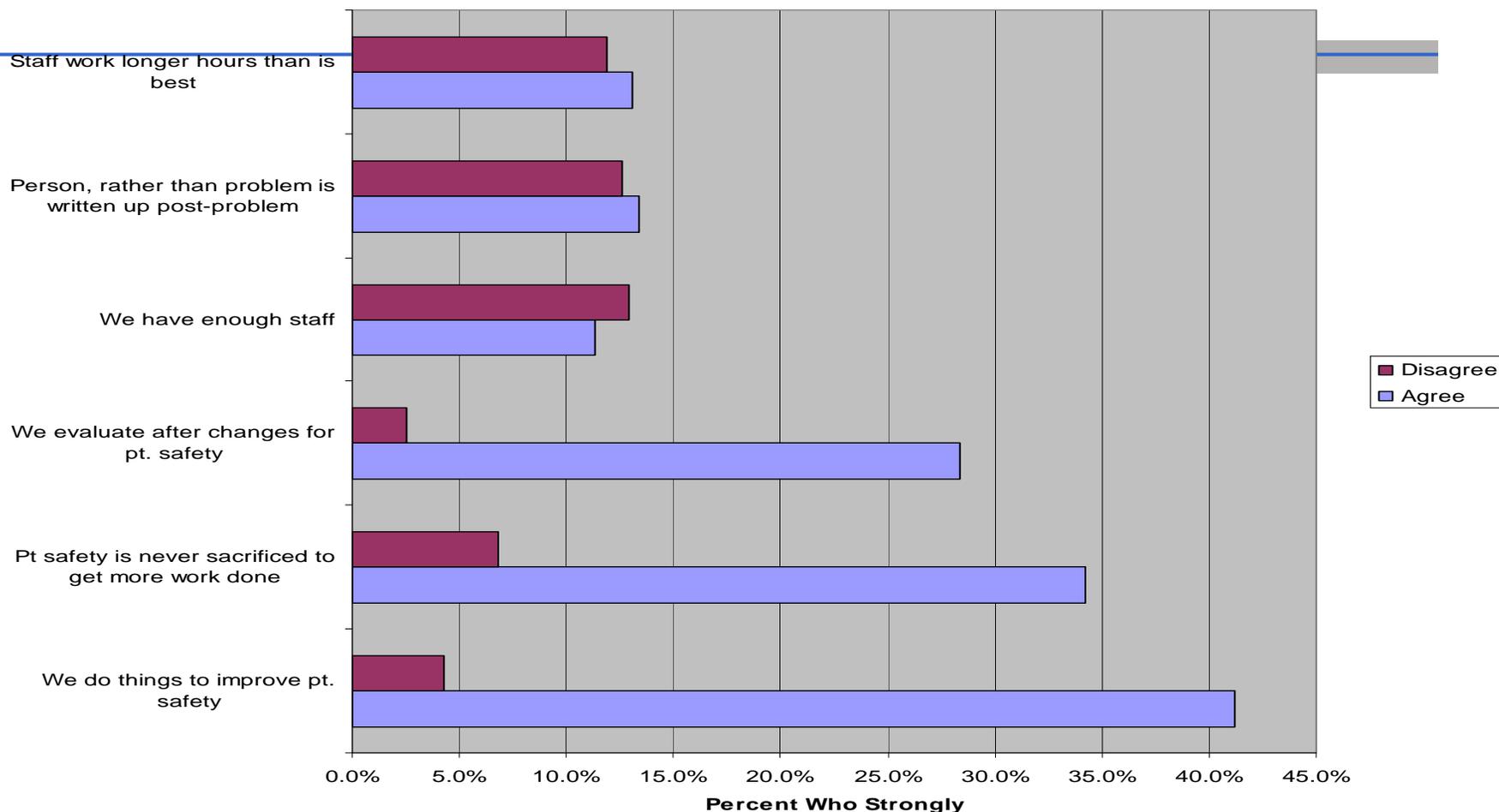


- Downstate personnel were administered a five-page questionnaire via secure website
- 518 responses- approximately 19% response rate
- 72% have direct contact with patients
- 31% in nursing, 8% periop/OR services
- Chief areas covered:
 - Work/area unit
 - Supervisor/manager
 - Communications
 - The hospital as a whole
 - Frequency/circumstances of reportage
 - Graded assessment of “Culture of safety”



My Work Area/Unit

Issue



Opportunity areas: Staffing, and perception that improvement is construed as criticism'

Strengths: Active, improvement-oriented culture focusing on evaluation

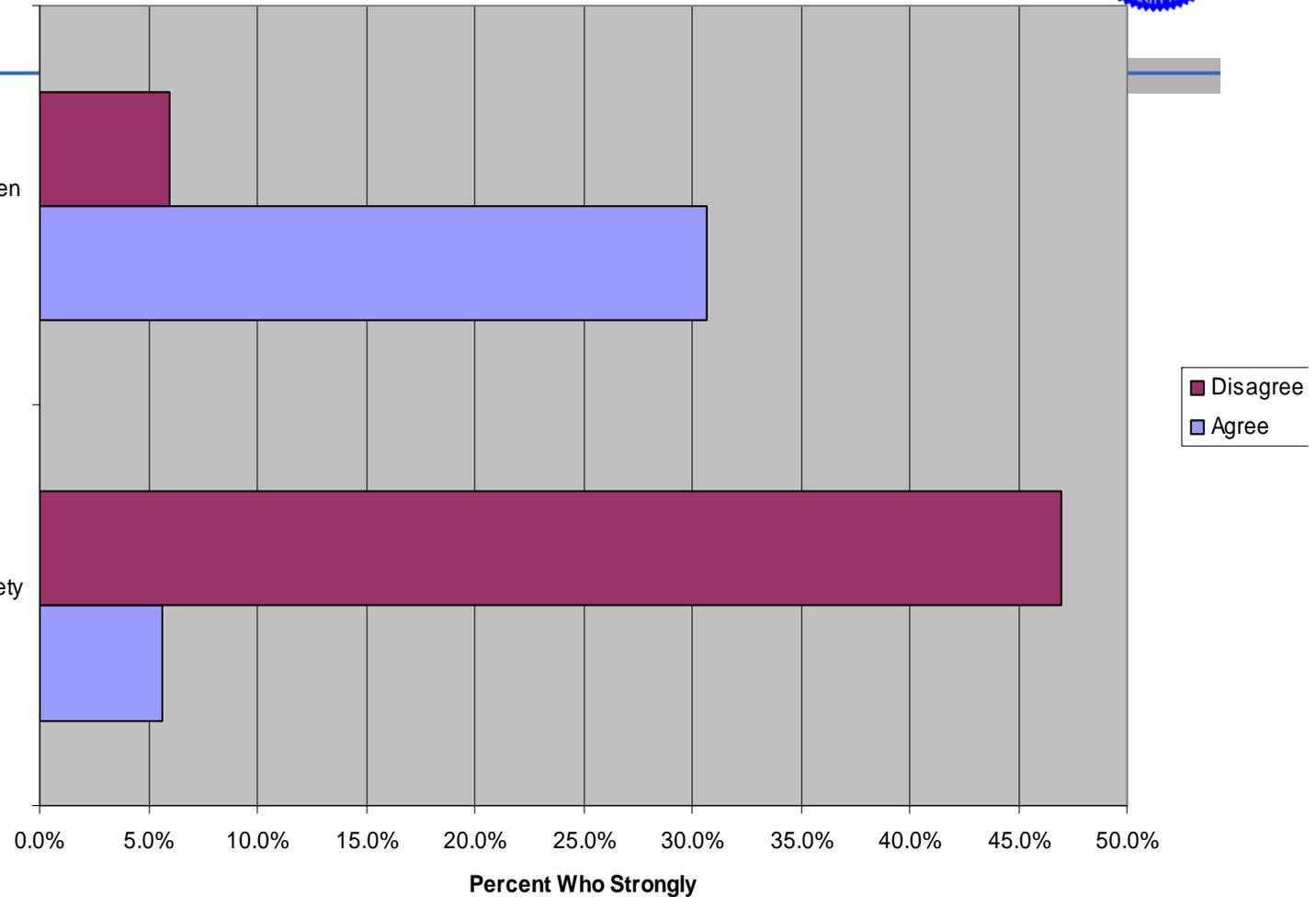
My Supervisor/Manager



Issue

My mgr. says a good word when s/he sees a good job done

My mgr. overlooks pt. safety problems that recur



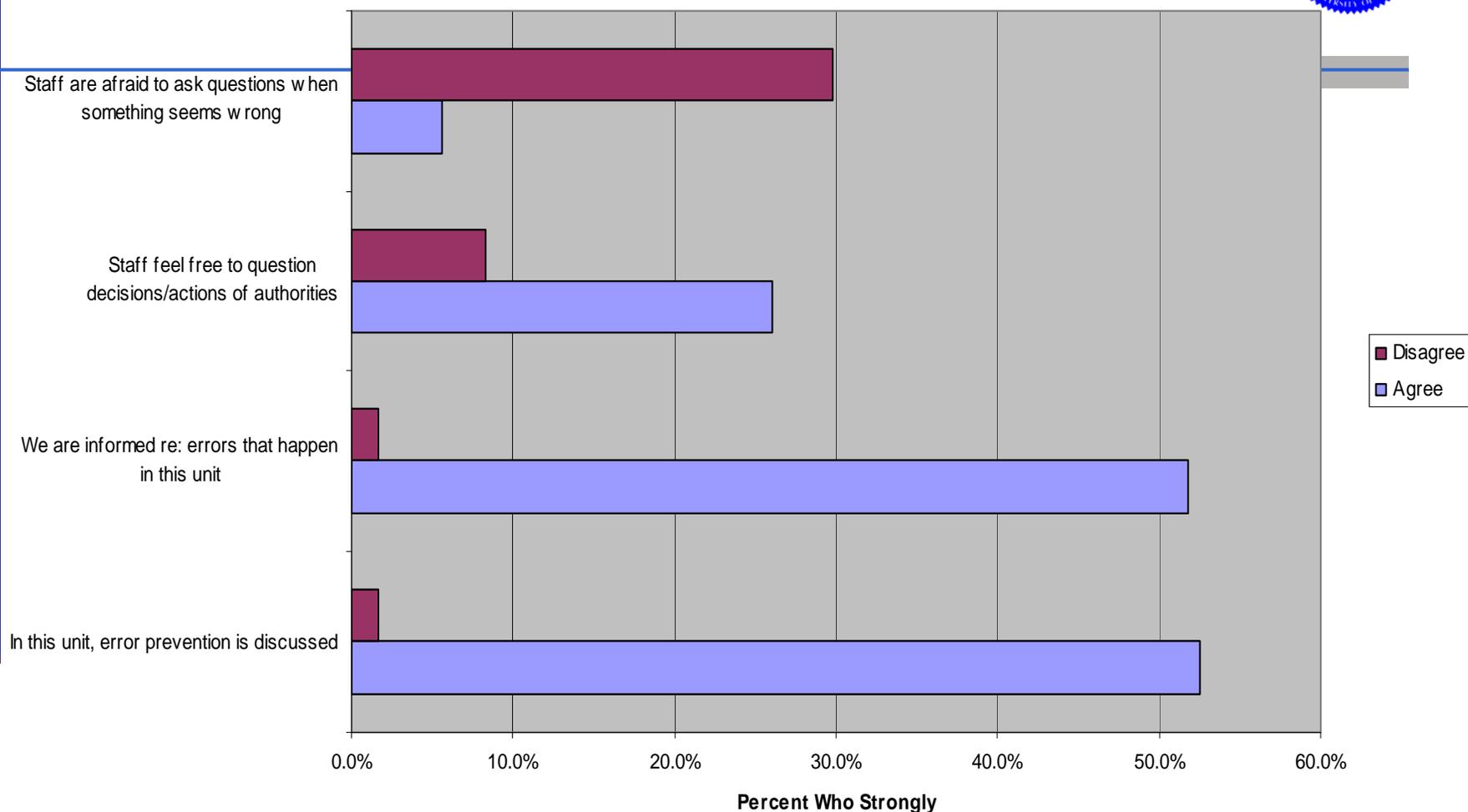
Opportunity: Communicating when a good job is done.

Strength: We do not overlook patient safety problems that recur



Communications

Issue



Opportunity: Questioning is always essential toward maintaining a “culture of safety”.

Strength: Communication of errors and discussion of their prevention.

How Frequently are Events Reported When A Mistake is Made?

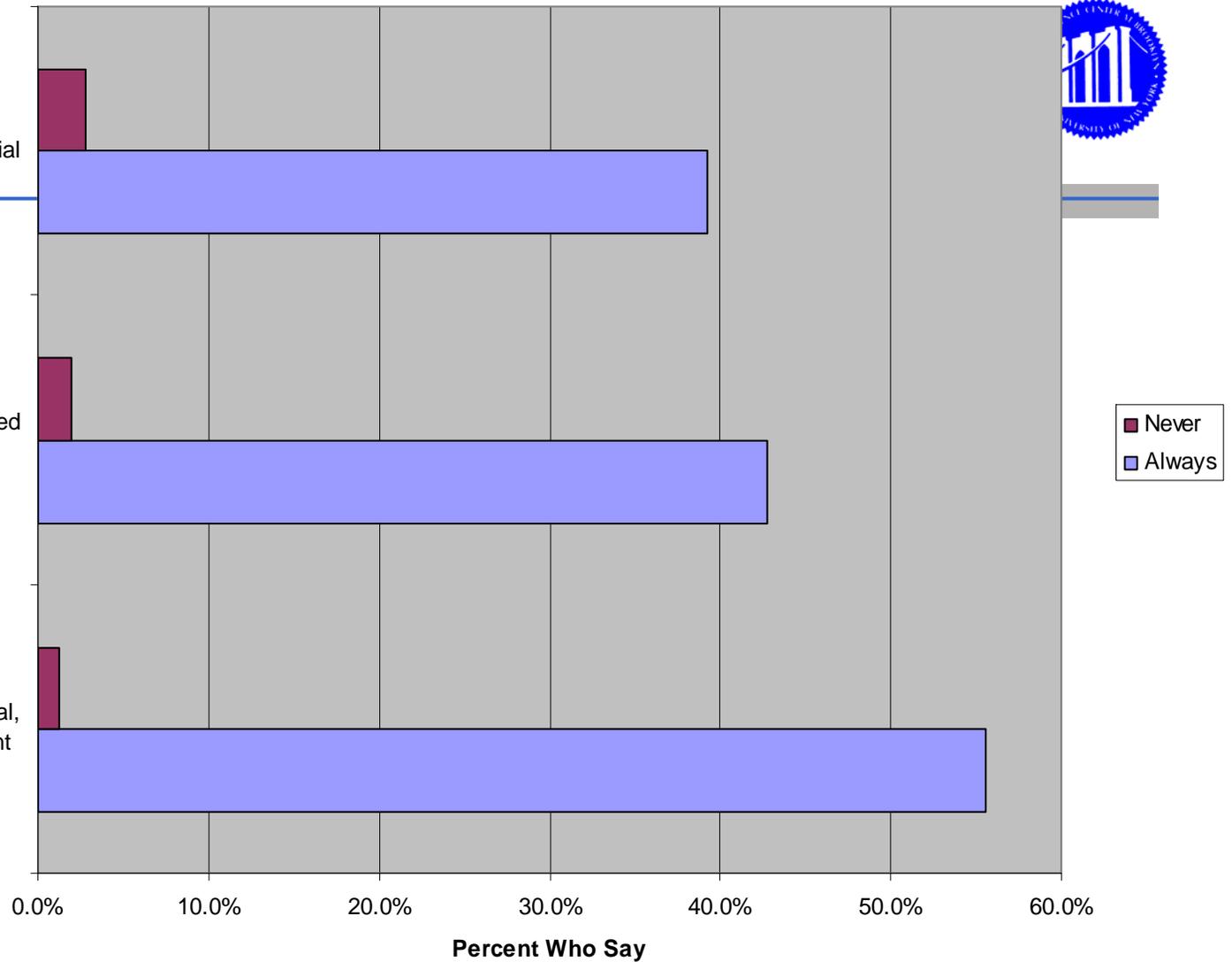


Issue

Mistake has no pt. harm potential

Mistake is caught/corrected before affecting pt.

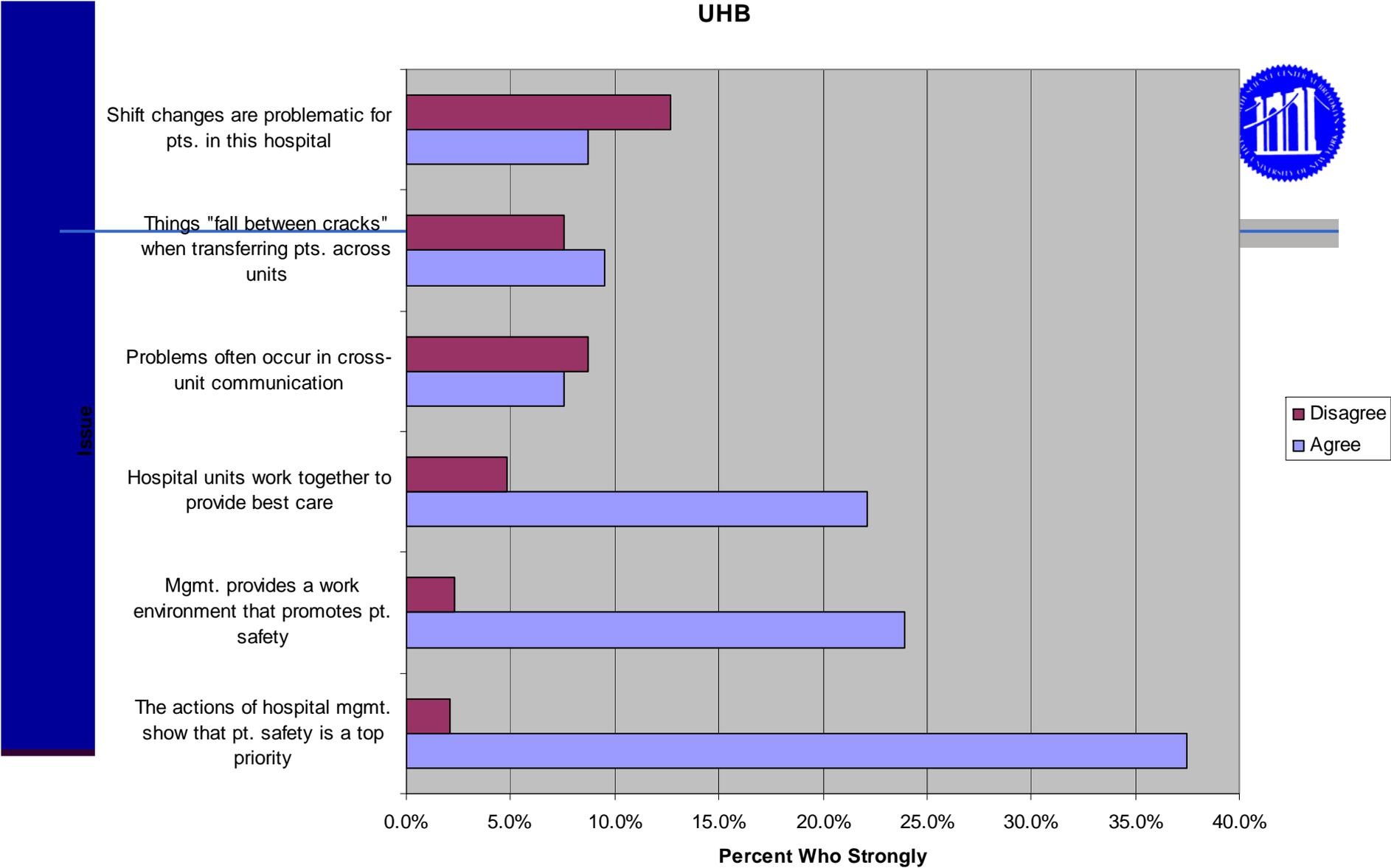
Mistake has pt. harm potential, but does not harm the patient



Opportunity: Non-harmful errors require reportage, lest they become harmful

Strength: Potentially harmful errors are reported, even if they do not harm the patient

UHB

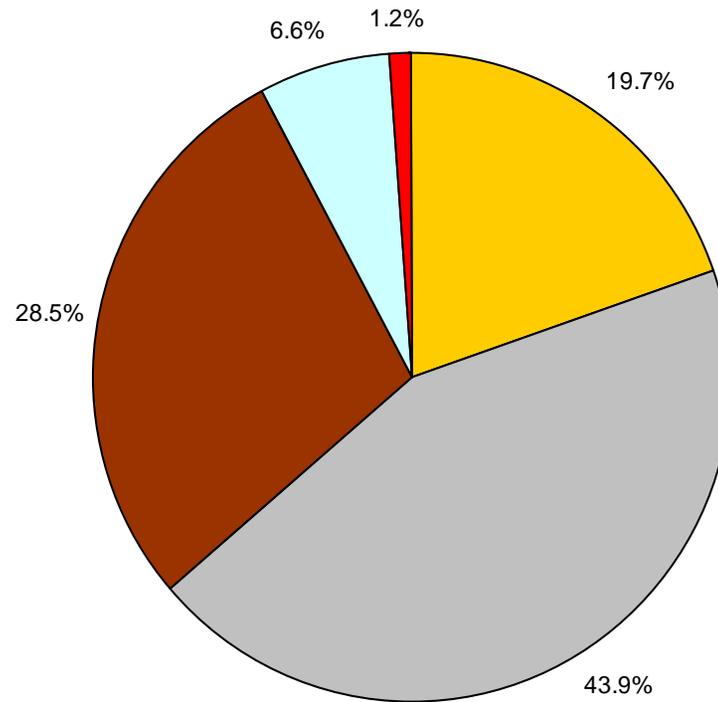


Opportunity: Cross-unit communication and shift-change communication are easily fixable problems.
Strength: Patient Safety is a top priority of management, which also ensures a "climate of safety"



Culture of Safety Grade

■ Excellent ■ Very Good ■ Acceptable ■ Poor ■ Failing

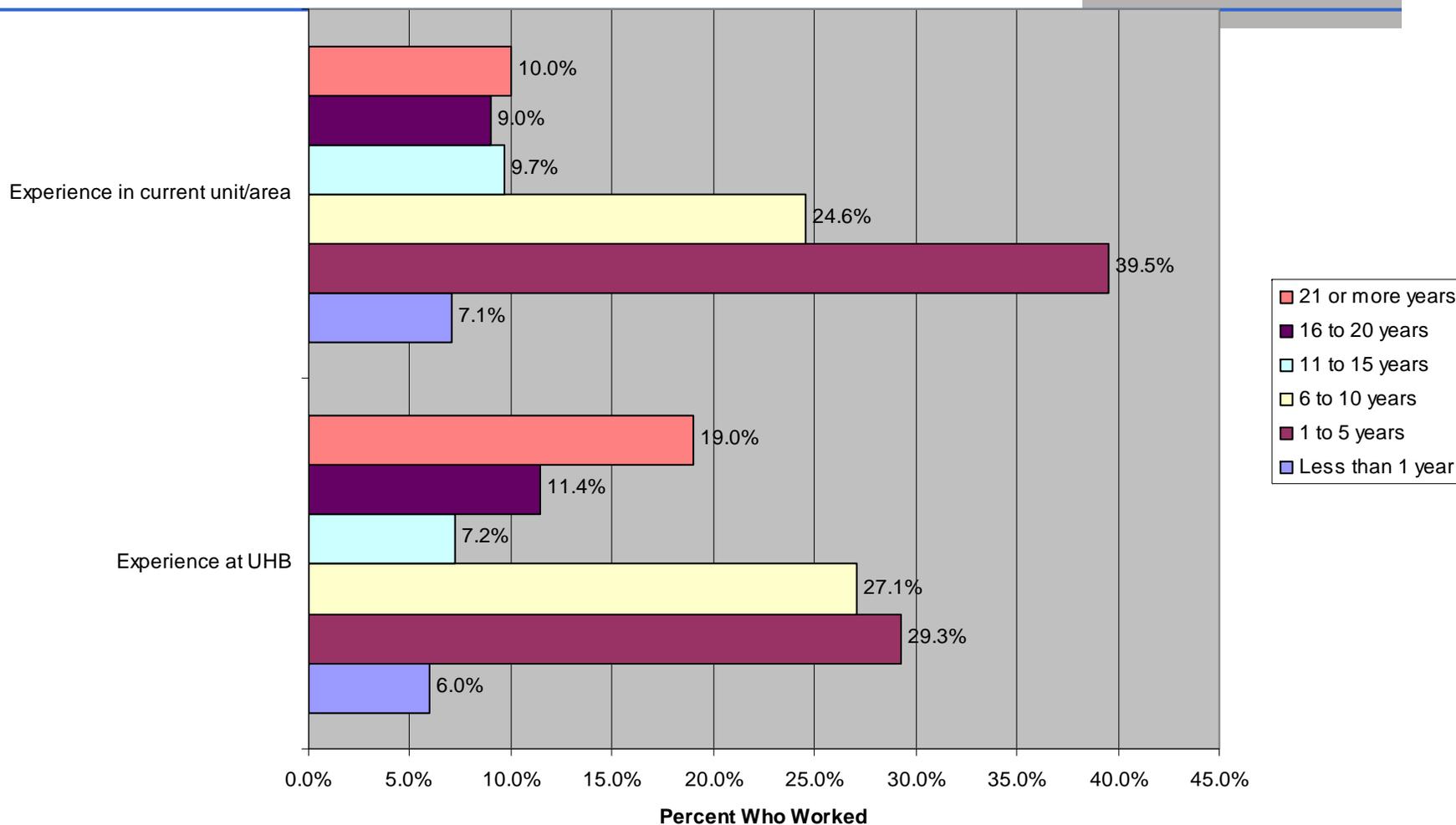


Almost two thirds of respondents give UHB a “very good” or “excellent” culture of safety grade.



Work Experience

UHB and Specific Area



The average tenure at UHB was 10.8 years (median, 8.2)

The average time spent in the work unit – 8.6 years (median, 6.6)

Conclusions



- The “Culture of Safety” is alive and well at Downstate.
- We do well in possessing a proactive, evaluation-oriented culture, where we discuss how to prevent errors from occurring.
- Improvement can be made in communication across units, at tour-change time, and in emphasizing that proposed improvements are NOT meant as personal critiques.