

Patient Safety Culture in Georgian Healthcare - Preliminary Study Results -

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#P205

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Background

Setting:

Building a culture of safety within healthcare providers is considered an important step towards improving patient safety. Georgian healthcare is still developing and transforming, currently placing the emphasis on quality and safety of healthcare products and services.

Problem:

- No validated instruments for measuring Patient Safety Culture in Georgian hospitals;
- Current state of Patient Safety Culture is not studied;
- The local characteristics of determinants of Patient Safety Culture are unknown.

Objective:

- Evaluation of the current state and local characteristics of Patient Safety Culture in Georgian healthcare.

Research questions

1. Can Patient Safety Culture in Georgian healthcare be measured reliably using translated and adapted versions of existing instruments?
2. What are current characteristics of Patient Safety Culture in Georgian healthcare?

Methods

- Cross-sectional questionnaire survey of hospital employees;
- Semi-structured in-depth interviews with hospital representatives involved in the study (Local Study Coordinators).

Study instruments

- SAQ - Safety Attitudes Questionnaire, short version¹;
- HSPSC - Hospital Survey on Patient Safety Culture²;
- HSPSC-M - Hospital Survey on Patient Safety Culture, management version³.

Preliminary Results – Interviews

Following themes emerged in interviews with representatives of three hospitals involved in data-gathering process:

Current status and possible obstacles

- ☒ Limited experience in surveys
- ☒ Activity of QM is not well regulated
- ☒ Reactive approach to risk management and safety
- ☒ No systemic cooperation between hospitals
- ☒ Limited resources (human and financial resources, time)
- ☒ Electronic participation is not feasible
- ☒ Tension between department management and top-management
- ☒ Passive, lazy or unmotivated attitude toward the study participation
- ☒ Fear and mistrust from employees

Supporting factors and solutions

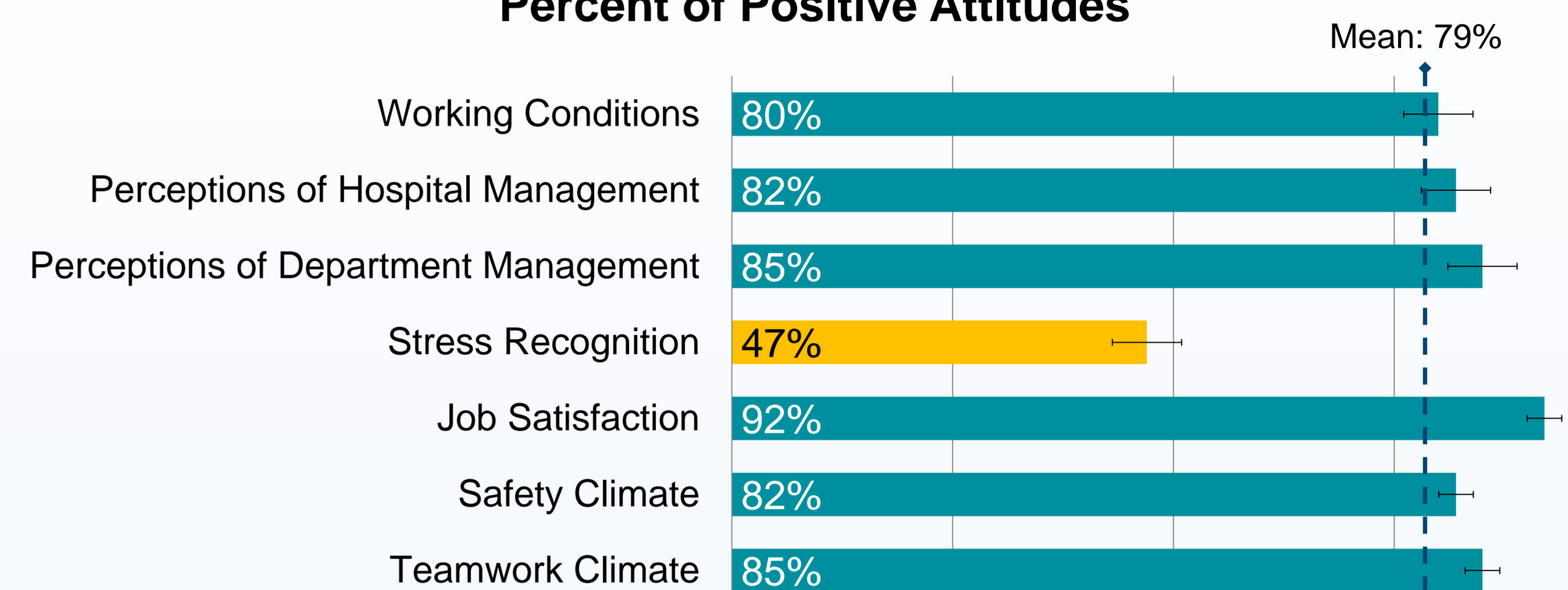
- ☑ Motivated CEO of the organization
- ☑ Suitable employee (coordinator) available
- ☑ Opportunity to gain experience
- ☑ Motivated and supportive employees
- ☑ Characteristic of study design: anonymous, voluntary, quick
- ☑ Trust in research team
- ☑ Use of paper-based questionnaires instead of electronic ones
- ☑ Department or a group champions to facilitate data-gathering
- ☑ Informal communications to facilitate participation

Preliminary Results – Surveys

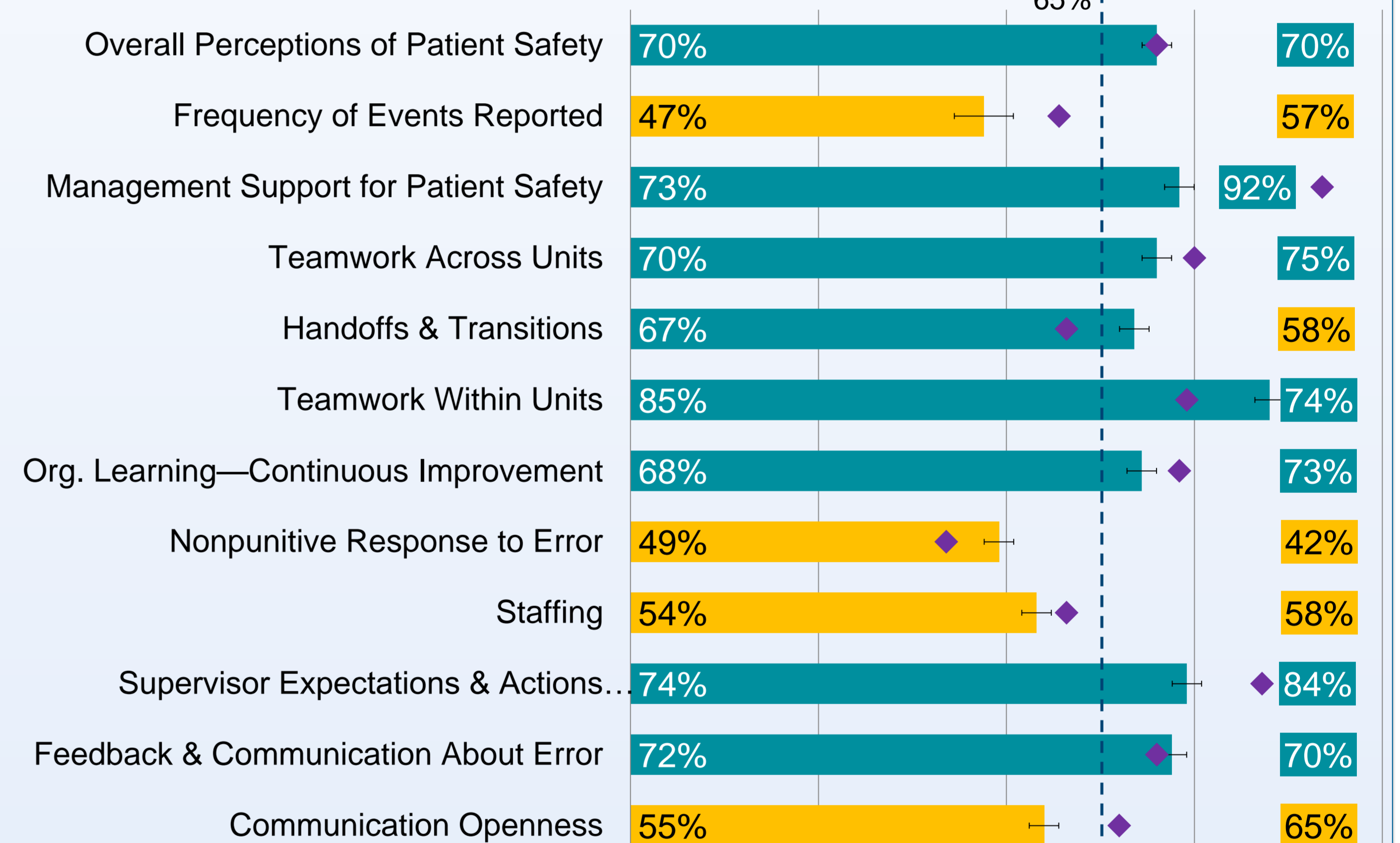
Study Sample

The Instrument	Number of hospitals	Questionnaires returned	% Physicians	% Nurse
HSPSC	3	579	32,5%	31,8%
SAQ-short	3	306	41,8%	25,8%
HSPSC-M	5	20	NA	NA

SAQ Percent of Positive Attitudes



HSPSC Percent of Positive Attitudes



Preliminary Outcomes and Next Steps

- ✓ We have successfully collected the data in six Georgian hospitals using translated versions of study instruments;
- ✓ In the process we were able to identify number of problems and possible obstacles for implementing similar studies in Georgia, as well as number of supporting factors and possible ways to overcome some of the problems;
- ✓ Further analysis will focus on evaluating psychometric properties of the instruments, as well as on studying the local characteristics of safety culture in Georgia.

References

1. Sexton, JB et al (2006): The Safety Attitudes Questionnaire: psychometric properties, benchmarking data, and emerging research. In BMC health services research 6, p. 44. DOI: 10.1186/1472-6963-6-44.
2. Sorra, JS; Nieva, VF (2004): Hospital Survey on Patient Safety Culture. AHRQ Publication No.04-0041. Rockville, MD: Agency for Healthcare Research and Quality.
3. Hammer, A et al (2011): Psychometric properties of the Hospital Survey on Patient Safety Culture for hospital management (HSOPS-M). In BMC health services research 11, p. 165. DOI: 10.1186/1472-6963-11-165.

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