Using Just Culture to Improve Hospital Survey on Patient Safety Culture Results

Webcast

November 9, 2016

1:00-2:00 ET

Presented by Westat under contract to the Agency for Healthcare Research and Quality

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Today's Speakers

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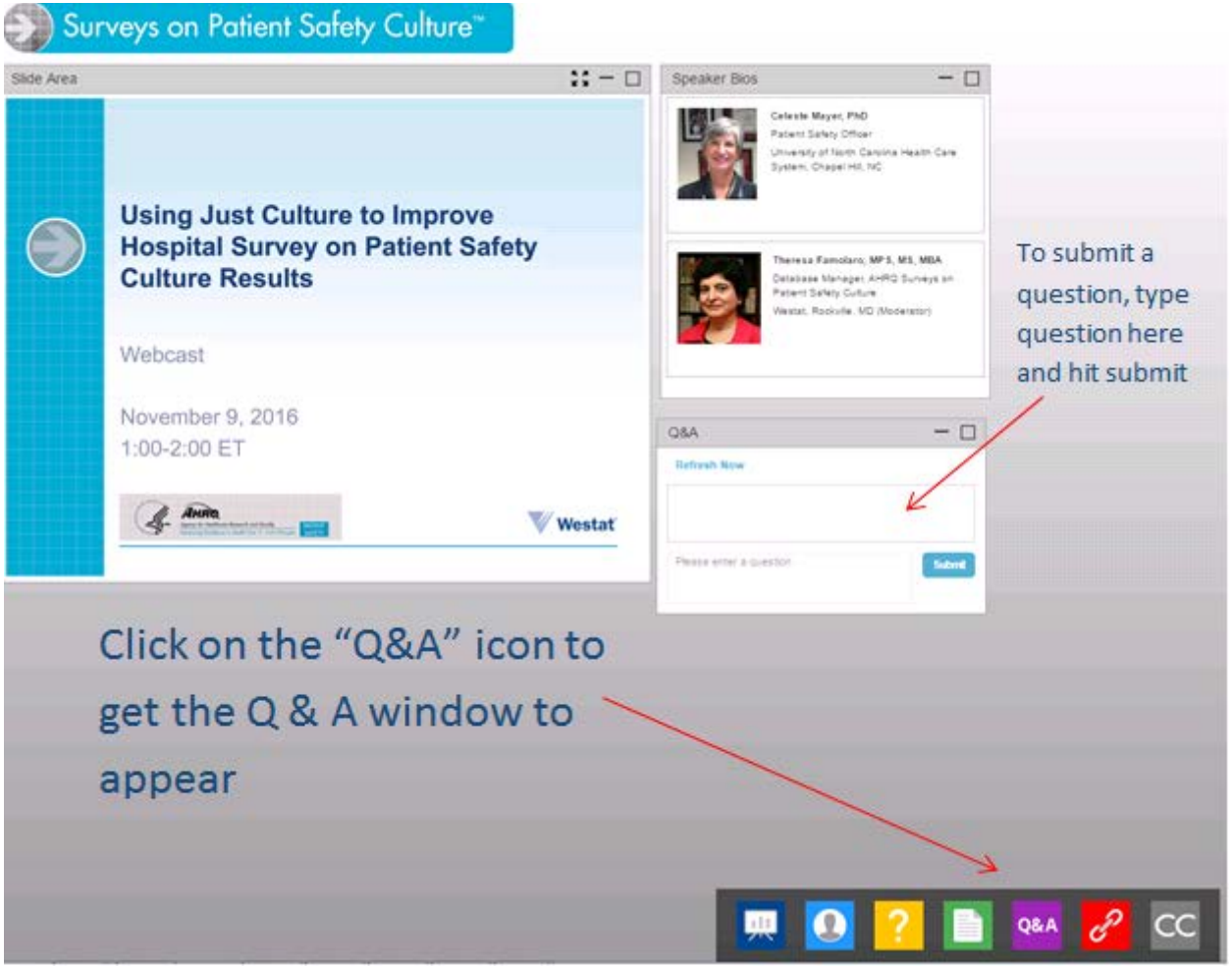
Using the Webcast Console and Submitting Questions



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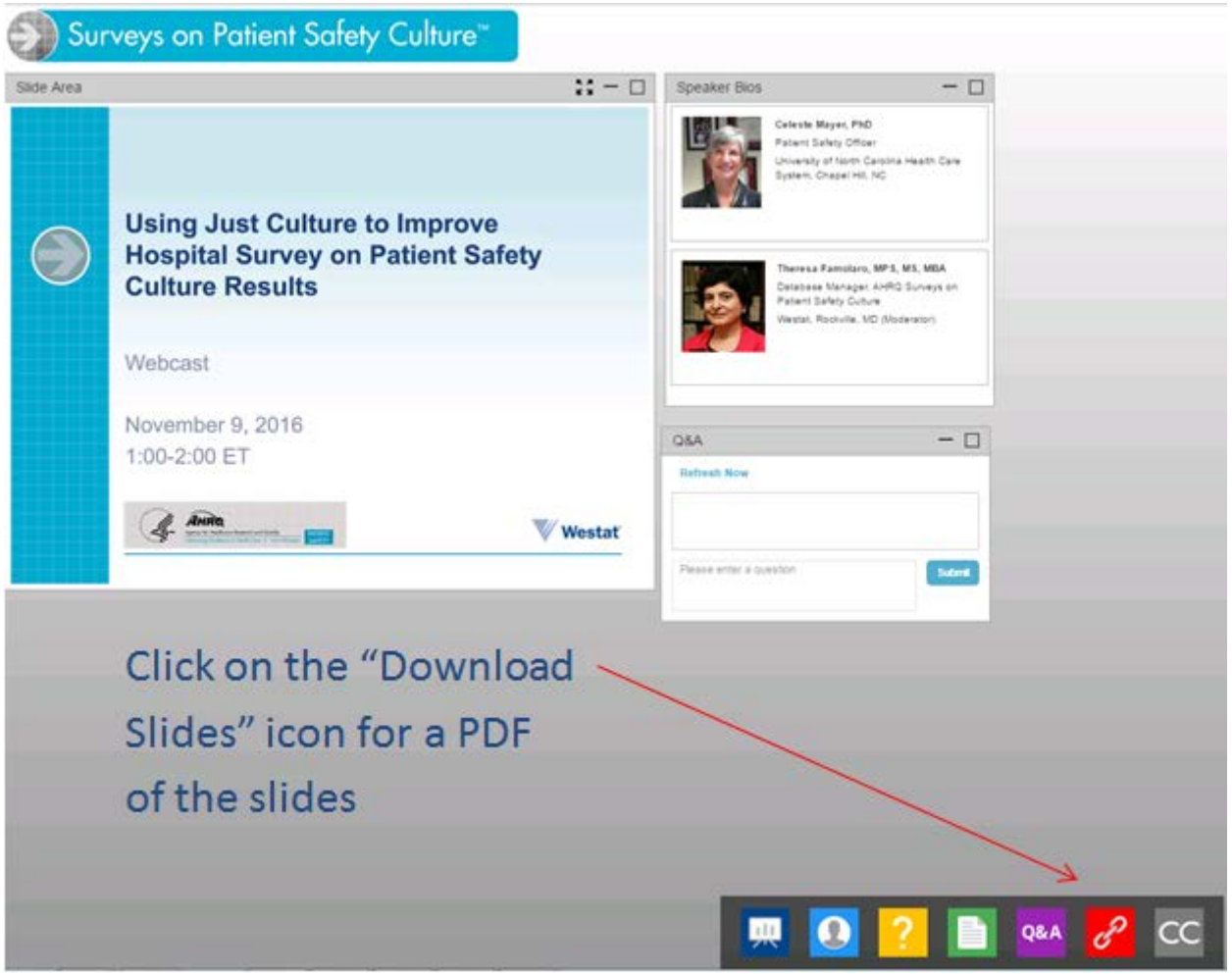

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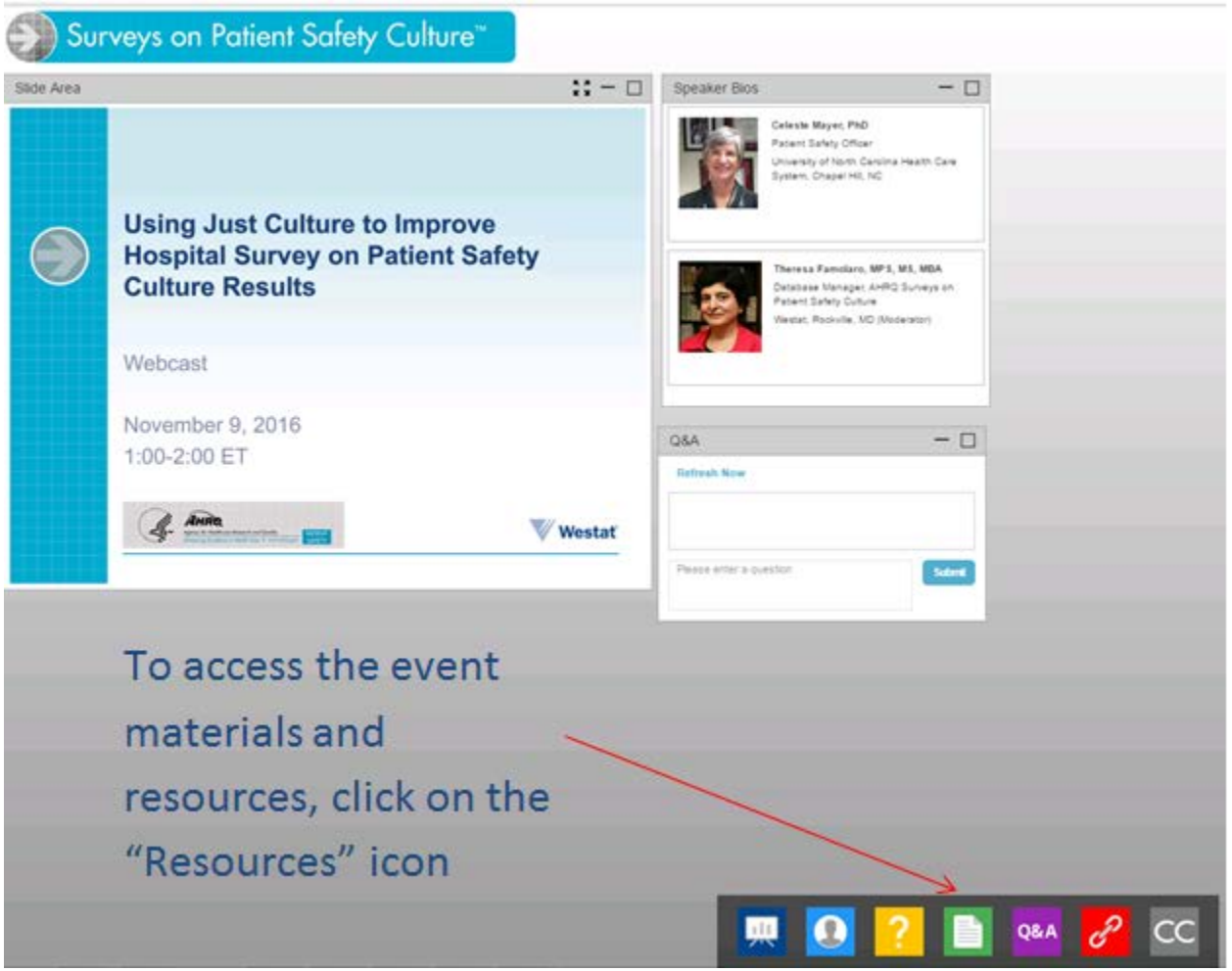


What is Patient Safety Culture?

The way we do things around here.

Exists at multiple levels:

System

Organization

Department

Unit

Beliefs, values & norms

Shared by staff

What is:

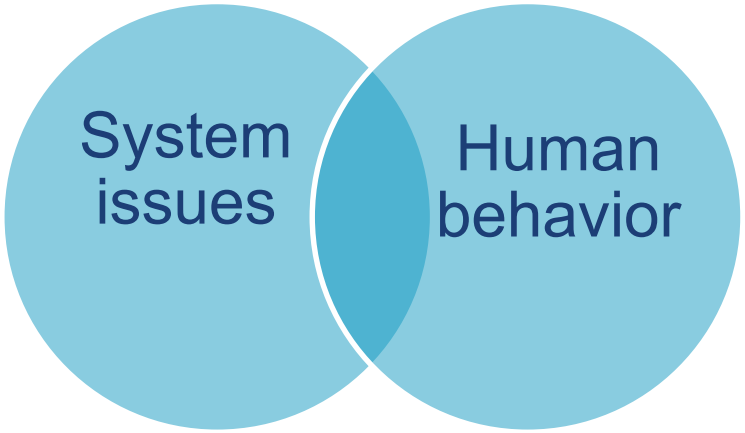
- Rewarded
- Supported
- Expected
- Accepted

What is Just Culture?

"*An atmosphere of trust in which those who provide essential safety-related information are encouraged and even rewarded, but in which people are clear about where the line is drawn between acceptable and unacceptable behavior*" (Reason, 1997)

Just Culture is an Accountable Culture

(Outcome Engenuity)



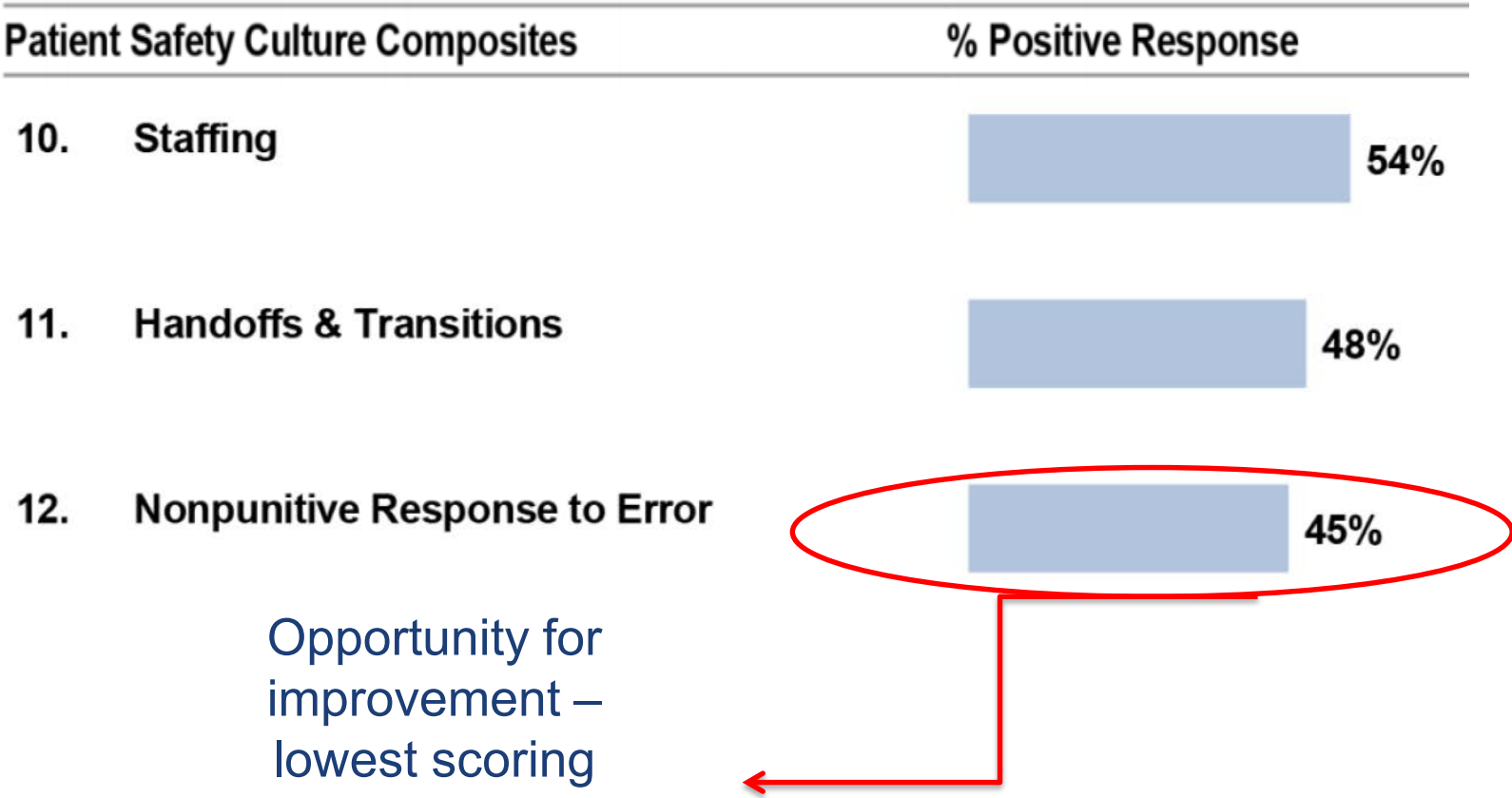
Levels of accountability

- System
- Management
- Staff
- Providers

Hospital Survey on Patient Safety Culture

- 42 items assess 12 dimensions of patient safety culture
  - 1. Communication openness
  - 2. Feedback & communication about error
  - 3. Frequency of event reporting
  - 4. Handoffs & transitions
  - 5. Management support for patient safety
  - 6. Nonpunitive response to error
  - 7. Organizational learning--continuous improvement
  - 8. Overall perceptions of patient safety
  - 9. Staffing
  - 10. Supv/mgr expectations & actions promoting patient safety
  - 11. Teamwork across units
  - 12. Teamwork within units
- Patient safety “grade” (Excellent to Poor)
- Number of events reported in past 12 months

Lowest Performing Composite Results – 2016 AHRQ Comparative Database

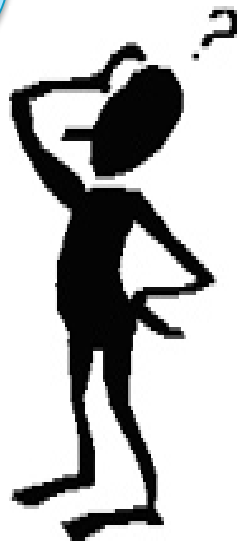


Opportunity for improvement – lowest scoring composite

http://www.ahrq.gov/professionals/quality-patient-safety/patientsafetyculture/hospital/hosp-reports.html

Defining Nonpunitive Response to Error

The extent to which staff feel that their mistakes and event reports are not held against them and that mistakes are not kept in their personnel file.



Nonpunitive Response to Error Survey Items

- Staff feel like their mistakes are held against them.
- When an event is reported, it feels like the person is being written up, not the problem.
- Staff worry that mistakes they make are kept in their personnel file.