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MEASURING SAFETY CULTURE: THE IMPROVEMENT JOURNEY OF A LEADING SAUDI TERTIARY HOSPITAL

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Providing a safe healthcare starts with improving the culture of patient safety. KFSH&RC understands this very well, therefore, has invested in a major project in assessing the hospital staff perception on the culture of patient safety. The 2015-2016 Patient Safety Culture survey utilizing the AHRQ assessment tool was conducted over a year long period in collaboration with an American consultancy company. The project included building a survey administration & analytical portal, this collaboration helped in assuring that the survey was anonymous. For the first time, the hospital had measured its safety culture, climate at the unit level, including clinical and non-clinical areas with a 56% response rate. The Survey results were correlated with Patient Satisfaction surveys and staff satisfaction scores, moreover, the results were correlated with units voluntarily reported events. Additionally, for the first time the results were drilled down to the units level. The results were, then revealed in a 4 hours debriefs session by the consultancy agency, the hospital positive response to culture of patient safety 12 composites were compared to international results. As a result, Major improvements actions underwent by the hospital executives and quality divisions. Just culture program, Event Reporting Campaign, a good catch program, redesign of the event reporting software to name a few. Almost three months later a pulse check was conducted with additional customized questions by end users, which revealed a slight improvement, however, still the journey is far from over.

Biography

Nada Alharbi has completed her Masters in public health: health systems and Quality Management from King Saud Bin Abdulaziz University in Affiliation with Liverpool School of Tropical Medicine. She is a patient Safety Specialist at KFSH&RC, Certified Patient Safety officer, Certified Professional in Healthcare Quality and a lean-six sigma certified. She is very passionate about Patient Safety and advocacy.

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