



Brock

Measuring Patient Safety Culture Change

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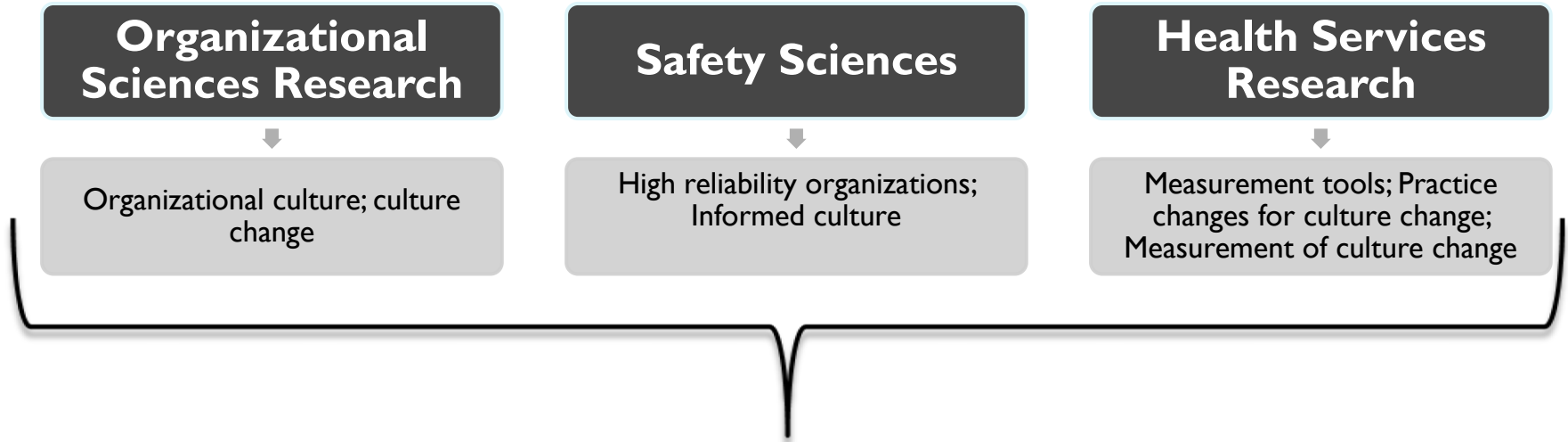
Department of Community Health Sciences

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Background and Rationale

- ▶ Major adverse events studies globally
- ▶ System perspective of safety
- ▶ Understanding of “culture” as a major factor influencing patient safety
- ▶ Resulted in a research to understand, measure and change the culture of patient safety in Canada

Review of Literature



Varying perspective from which to understand organizational culture and culture change

Varying and evolutionary approach to the measurement of patient safety culture and changing of patient safety culture

What we think we know about measuring patient safety culture change...

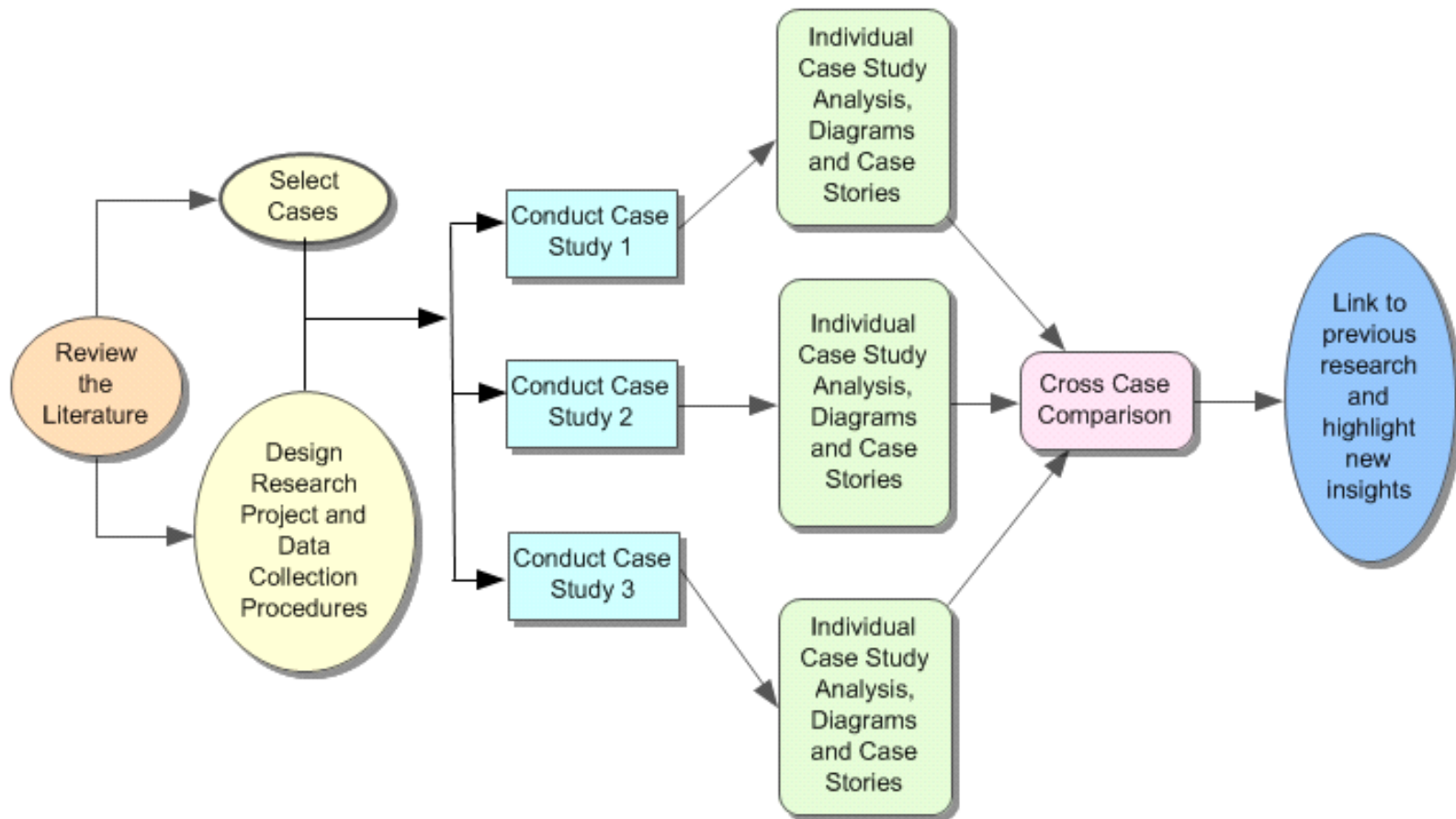
- ▶ Measuring of change
 - ▶ Accreditation culture survey improvements
 - ▶ 5% score change = culture change (ARHQ)
 - ▶ Better rates of reporting
 - ▶ Better “scores” on things such as HSMR, infection rates
 - ▶ Mix of outcome measures and data from culture survey

Research Question

How are leading health care organizations measuring patient safety culture change?

Multiple Case Study Design

Data Collection and Analysis



Study Design

- ▶ Multiple Case Study Design
 - ▶ Examination of the data related to this research question
 - ▶ Meta matrix analysis
 - ▶ Constant comparative analysis

Results – Quantitative Measures

- ▶ Patient Safety Culture survey scores

- ▶ ***But also....***

- ▶ Increased number of reports
- ▶ Links to balanced scorecards
- ▶ Patient and staff satisfaction scores
- ▶ MRSA, c. Diff, infection rates
- ▶ Trend analysis
- ▶ Quality committee reports

Indirect Measures

Readiness to identify, react and change

A unit manager outlines that the nursing staff are calling safety

Incorporating safety into decisions

One executive outlined that the first part of every meeting involves

Collective vigilance and teamwork

An educator noted that people use space differently. People realize that the medication rooms need to be about medications and not about the baby shower and that they need to be more quiet.

Growing sophistication in communications around patient safety

Linkages to physical space and design

learning”

Key Insights

- ▶ Focus on outcome, process and structure measures
- ▶ Numerous quantitative measures are used to determine whether culture change has occurred
- ▶ There are links made through understanding personal interactions and observations to demonstrate that culture change has occurred

Implications:

- Knowledge of clinical and management information
- Develop competencies to assess and understand changes

Study Limitations

- ▶ Part of a larger study with the focus on culture change
- ▶ Limited number of questions that were asked to more fully probe these areas

Acknowledgements

▶ Co-Authors

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A photograph of a Brock University campus scene. In the foreground, there is a red sign with the word "Brock" in white. Behind the sign, there are several buildings, including a prominent white pyramid-shaped structure. The sky is blue with some clouds. The overall scene is a typical university campus view.

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Thank you!

Questions?

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