SingHealth Patient Safety Climate Survey 2016

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SingHealth — *Defining Tomorrow's Medicine*
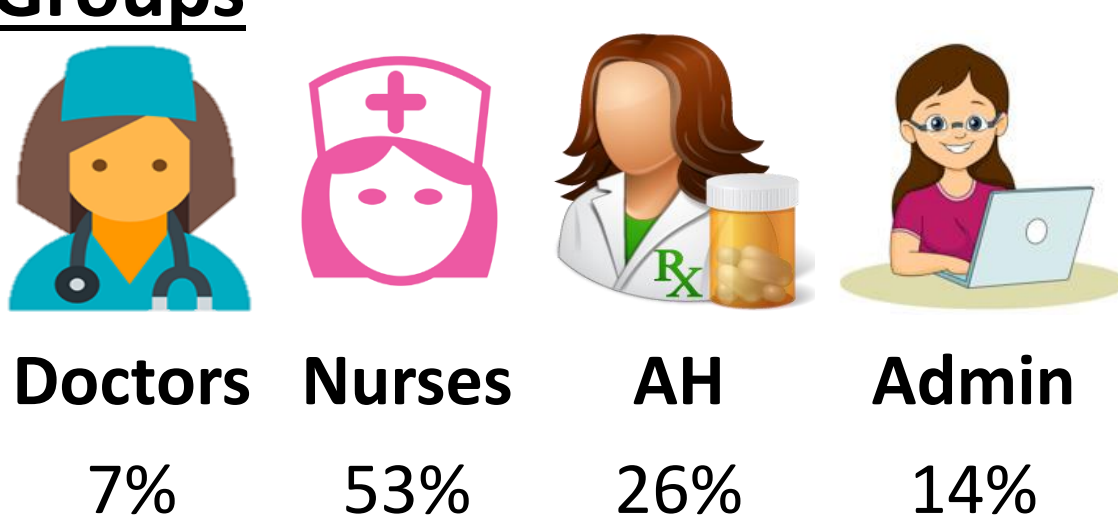
BACKGROUND & OBJECTIVES

Hospital Survey on Patient Safety Culture was published by Agency for Healthcare Research and Quality (AHRQ) in 2004 which was designed to help hospitals in assessing their staff's perception and opinions about patient safety issues, nature of incidents reporting and culture of safety in their institutions.
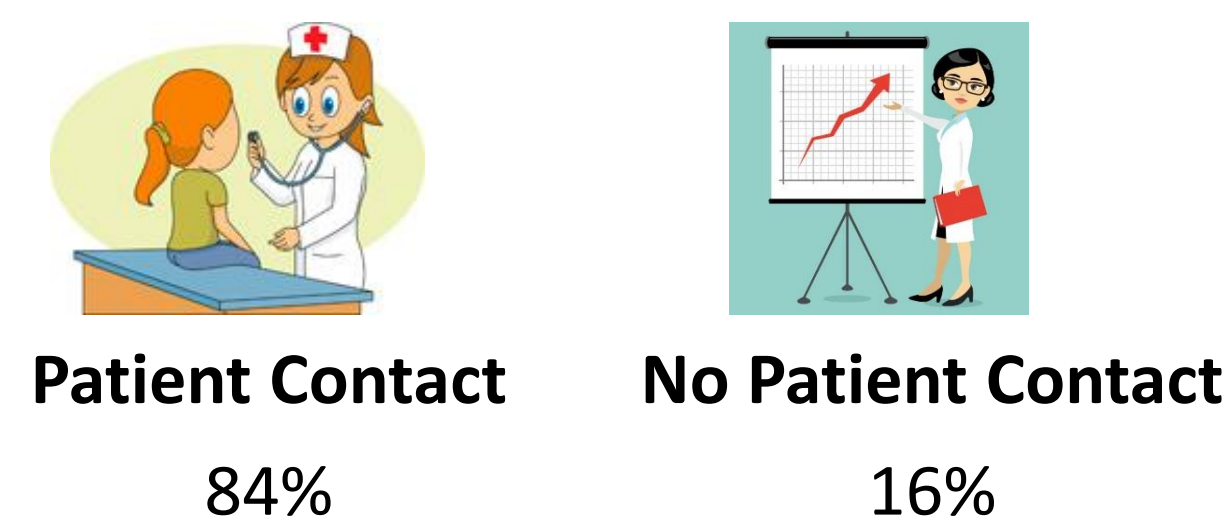
RESPONDENT PROFILE

1499 Respondents

Respondents By Institutions

SGH	KKH	NHCS	SHP	SKH	SNEC	NCCS	SHHQ	NDCS
28%	25%	23%	7%	7%	5%	2%	2%	1%
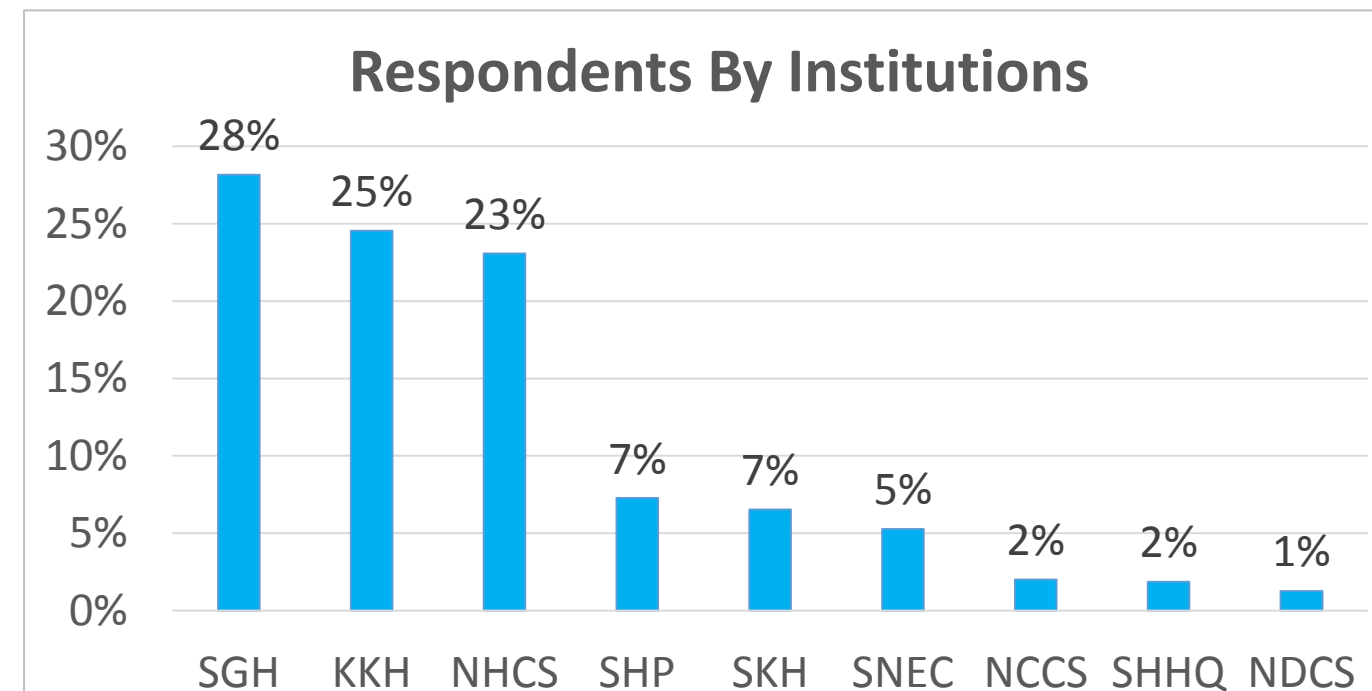
Respondents by Professional Groups

Doctors	Nurses	AH	Admin
7%	53%	26%	14%

Respondents by Direct Patient Contact

Patient Contact	No Patient Contact
84%	16%

METHODOLOGY

42 Positively or Negatively Worded Questions

↓

12 Patient Safety Composites

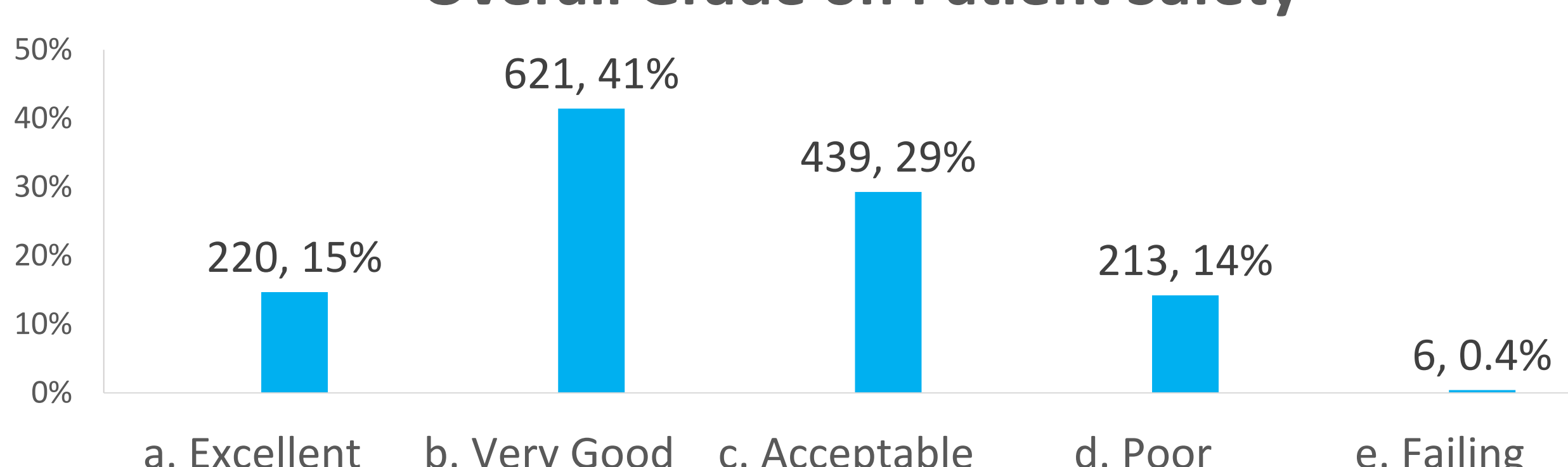| 1. Teamwork within units	2. Spvr/mgr expectations & actions promoting patient safety	3. Organizational learning—Continuous Improvement	4. Management support for patient safety
5. Feedback & communication about error	6. Frequency of events reported	7. Overall perceptions of patient safety	8. Communication openness
9. Teamwork across units	10. Staffing	11. Handoffs & transitions	12. Non-punitive response to error

➢ Participants were requested to choose from **Five Points Likert Scales** (Strongly Agreed, Agreed, Neutral, Disagree, Strongly Disagree) to form their opinions.
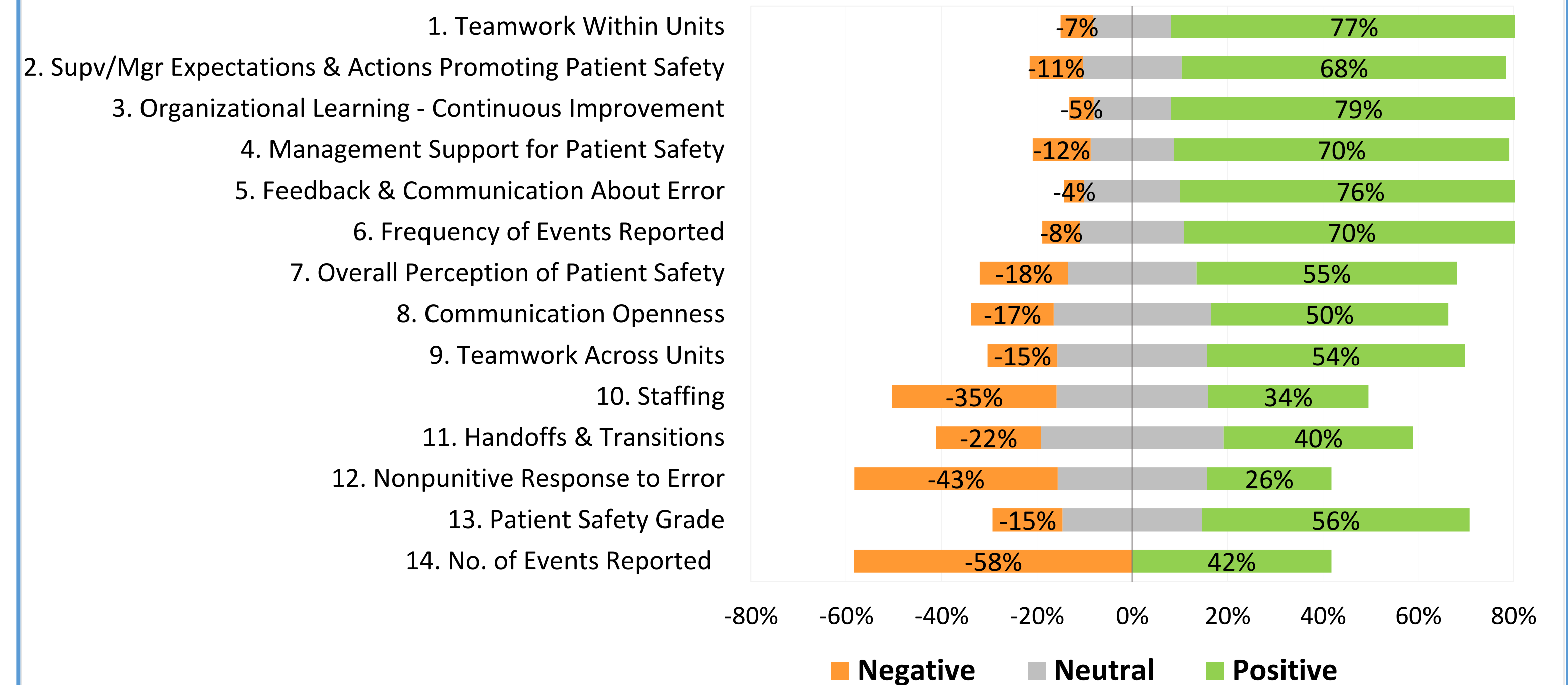
Calculating Positive Percent Response

➢ For positively worded items → No. of respondent who answered agreed or strongly agreed / Total no of respondents
➢ For negatively worded questions → No. of respondent who answered disagree or strongly disagree / Total no of respondent

RESULTS

Overall Grade on Patient Safety

a. Excellent	b. Very Good	c. Acceptable	d. Poor	e. Failing
220, 15%	621, 41%	439, 29%	213, 14%	6, 0.4%

Composite-Level Average Percentage Response

Composite	Negative	Positive
1. Teamwork Within Units	-7%	77%
2. Supv/Mgr Expectations & Actions Promoting Patient Safety	-11%	68%
3. Organizational Learning - Continuous Improvement	-5%	79%
4. Management Support for Patient Safety	-12%	70%
5. Feedback & Communication About Error	-4%	76%
6. Frequency of Events Reported	-8%	70%
7. Overall Perception of Patient Safety	-18%	55%
8. Communication Openness	-17%	50%
9. Teamwork Across Units	-15%	54%
10. Staffing	-35%	34%
11. Handoffs & Transitions	-22%	40%
12. Nonpunitive Response to Error	-43%	26%
13. Patient Safety Grade	-15%	56%
14. No. of Events Reported	-58%	42%

Legend: Negative (orange), Neutral (grey), Positive (green)

Comparison of SingHealth Composite-Level Positive Percent Response with AHRQ 2016 Database

	Std Dev	Sing Health	AHRQ 2016 Database Hospitals (in the US) - Positive Response Percentiles						
			Min	10th %ile	25th %ile	Median / 50th %ile	75th %ile	90th %ile	Max
1. Teamwork Within Units	8%	77%	26%	75%	79%	82%	85%	88%	96%
2. Supv/Mgr Expectations & Actions Promoting Patient Safety	6%	68%	17%	71%	75%	79%	83%	86%	96%
3. Organizational Learning - Continuous Improvement	8%	79%	15%	63%	68%	73%	77%	81%	93%
4. Management Support for Patient Safety	5%	70%	39%	60%	67%	73%	79%	83%	96%
5. Feedback & Communication About Error	14%	76%	17%	58%	63%	68%	74%	78%	89%
6. Frequency of Events Reported	11%	70%	43%	57%	61%	67%	71%	76%	94%
7. Overall Perception of Patient Safety	4%	55%	36%	55%	60%	66%	72%	77%	90%
8. Communication Openness	6%	50%	35%	55%	59%	64%	68%	72%	84%
9. Teamwork Across Units	7%	54%	34%	50%	56%	61%	67%	73%	91%
10. Staffing	6%	34%	20%	42%	48%	53%	60%	66%	86%
11. Handoffs & Transitions	7%	40%	22%	35%	41%	46%	54%	62%	80%
12. Non-punitive Response to Error	3%	26%	20%	35%	39%	44%	51%	56%	75%
13. Patient Safety Grade	7%	56%	4%	63%	70%	77%	83%	88%	98%
14. No. of Events Reported	15%	42%	15%	33%	39%	44%	51%	57%	81%

Note:

i. Green indicates institution's average positive percent response is higher than that of AHRQ 2016 Hospital Database and locates institution's position in respective Percentiles of AHRQ Database.

ii. Orange indicates institution's average positive percent response is more than 25th but less than or equal to 50th Percentile of AHRQ 2016 Hospital Database.

iii. Red indicates institution's average positive percent response is lower than 25th percentile of AHRQ Hospital Database and locates institution's position in respective Percentiles of AHRQ Database.

CONCLUSION

Areas of Strength for SingHealth

Organizational Learning—Continuous Improvement — **79%** of respondents believed that mistakes have led to positive changes and changes are evaluated for effectiveness.

Teamwork Within Units — **77%** of respondents believed that staff support each other, treat each other with respect, and work together as a team.

Feedback & Communication About Error — **76%** of respondents believed that supervisors/managers consider staff suggestions for improving patient safety, praise staff for following patient safety procedures, and do not overlook patient safety problems.

Areas with Potential for Improvement at SingHealth

Non-punitive Response to Error — Only **26%** of respondents felt that their mistakes and event reports are not held against them and that mistakes are not kept in their personnel file.

Staffing — Only **34%** of respondents felt that there are enough staff to handle the workload.

Handoffs and Transitions — Only **40%** of respondents felt that important patient care information is transferred across hospital units and during shift changes.