

Patient Safety Culture Survey on Asan Medical Center (AMC) in south Korea

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Objective

- (1) to describe the perceptions and attitudes of the AMC staff
- (2) to examine whether these perceptions and attitudes differ by characteristics, such as position and department.

The purpose of this survey is to present basic survey data, to improve the current reporting system, and to settle patient safety culture through the survey results in our hospital.



Method

- A survey was conducted with 662 participants of nurses, pharmacists, technicians, physical therapists and others including patient care assist working for our hospital from May 13 to June 20, 2008.
- The scale of this survey was decided based on the AHRQ (Agency for Healthcare Research and Quality) which can measure recognition and attitude of patient safety with 13 dimensions.
- After descriptive analyses, the ANOVA (Analysis of variance) of subgroup differences of overall perception of patient safety was performed



Results

The results of the survey was presented with positive answer.

- 1) Non-punitive Response to Error 36.4%
 - 2) Handoffs & Transitions 48.0%,
 - 3) Teamwork across hospital units 50.5%,
 - 4) communication openness 51.2%,
 - 5) Overall perceptions of safety 51.3%
 - 6) hospital management support for patient safety 56.2%.
- The recognition of Non-punitive response to error with lowest positive answer is presented by 32.7% of technicians and 34.0% of nurses.
 -On the other hand, the recognition rates in high order are answered as follows: 1) Teamwork Within Units 75.4%, 2) Supervisor/manager expectations & actions promoting safety 66.9%

Conclusions

By checking the patient safety cultural level with this survey, we could make an action for the error reporting system, and an ultimately plan named "2009 patient safety cultural improvement." In future, through the examination of doctor's recognition and attitude including the board of directors about patient safe culture, it will have opportunity that be able to revitalize patient safe activity overall hospital.

