Introduction
Following its success in improving safety in the aviation industry, the Crew Resource Management (CRM) training was first pioneered in our hospital in 2009 to bring about a change in patient safety culture. Its impact on patient safety culture has yet to be determined.

Objectives
To assess the change in patient safety culture after introduction of CRM training in PYNEH.

Methodology
Patient Safety culture was assessed using the questionnaire delineated by the Agency for Healthcare Research and Quality (AHRQ) in the United States. The questionnaire consists of 42 items organised into 12 dimensions on patient safety. It has been used widely by hundreds of hospitals across the United States and internationally to assess patient safety culture. A hospital-wide electronic survey was conducted from 15 January, 2015 to 9 February 2015. Invitation was sent to all medical, nursing and allied health staff of our hospital. The result of the survey was compared with that conducted in 2009 using the same questionnaire before the commencement of CRM training to assess the change in patient safety culture. As suggested by the AHRQ, only a difference of more than 5% was considered significant.

Result
315 staff completed the survey (overall response rate 12.3%), in which 78.4% had taken part in CRM training. Compared with 2009, significant improvement in patient
safety culture was noted in 8 out of 12 dimensions of patient safety. In descending order of magnitude of change, communication openness, feedback & communication about error, overall perceptions of patient safety, handoffs & transitions and teamwork within units were the five dimensions where marked improvement was seen (a rise in positive responses of 31.2%, 30.3%, 12.5%, 11.9% and 11.0% respectively). Among 42 items of the survey, none of the individual item showed significant decline when compared with 2009. When asked to rate on patient safety in their working units, 3.8%, 50.5% and 42.9% of respondents rated “excellent”, “very good” and “acceptable” respectively. Conclusion A positive change in patient safety culture brought about by CRM training is no longer a slogan but a reality. After CRM training, staff are significantly more open to discuss clinical errors and are more willing to provide feedback to prevent incidents from happening again. The overall safety perception, patient handover and teamwork have improved significantly since the introduction of CRM training.