



Service Priorities and Programmes

Electronic Presentations

Convention ID: 760

Submitting author: Ms KIT YI CHAN

Post title: Hospital Administrator II, Princess Margaret Hospital, KWC

Follow up study on Patient Safety Culture Survey in Kowloon West Cluster

LAW CB(1)(3), MAK T(1)(4), TSANG ML (1)(5), AU YEUNG B (1)(6), CHAN K (1), CHUNG LH (1)(7), LAM J (2), LAU SH (1), LI SH (1)(8), SO LW(1)(9)

Quality & Safety Coordinating Committee, Kowloon West Cluster (1), Human Resources Division, Kowloon West Cluster (2), Medical & Geriatric, Princess Margaret Hospital (3), Pathology, Princess Margaret Hospital (4), Palliative Care, TWGHs Wong Tai Sin Hosp

Keywords:

Patient safety

Culture

Survey

Focus group interview

Introduction

Based on the Patient Safety Culture Survey conducted by the Hospital Authority in which the result was benchmarked with reference to the "Hospital Survey on Patient Safety Culture: 2010 User Comparative Database Report" issued by the Agency for Healthcare Research and Quality (AHRQ), U.S. Department of Health and Human Services, a gap was noted on the overall percentage of positive responses in Kowloon West Cluster (KWC) when compared with the ones from AHRQ. In particular, a 32% and 28% differences was found in these two composites, 'Communication openness' and 'Non-punitive response to error' respectively. In order to identify rooms for improvement in patient safety culture, a focus group interview was conducted to explore the contributing factors.

Objectives

(1) To assess and diagnose staffs' attitude to patient safety culture particularly in 'Communication openness' and 'Non-punitive response to error' (2) Formulate strategies to promulgate positive attitudes in these two composites.

Methodology

Communication Ambassadors from medical, nursing, allied health and clerical/supporting disciplines were invited to attend a focus group interview, with maximum attendants of not more than 5 per group. A semi-structured guided interview, with standardized questions were used. Respondents were asked to express their views on 'Communication openness' and 'Non-punitive response to error'. The dialogues of the interview were transcribed and the contributing factors were excerpted and coded into different categories.

Result

9 focus group interview sessions were conducted with 38 respondents from Caritas

Medical Centre, Kwong Wah Hospital, Our Lady of Maryknoll Hospital, Princess Margaret Hospital, TWGHs Wong Tai Sin Hospital and Yan Chai Hospital. The major contributing factor of positive responses was Patient safety. Whereas the contributing factors of negative responses were Hierarchy, Peer pressure and Hospital culture (Reporting and Blame culture). Based on the findings, recommendations would further be explored to address the current status with the ultimate goal in improving patient safety culture.