

Results from the Hospital Survey on Patient Safety Culture

USA versus The Netherlands

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Presentation

- Validity HSOPS:
 - What is culture?
 - Does the HSOPS really measure culture?
 - Should you direct your interventions at hospital level or unit level?
- Comparison HSOPS-results
- Future plans The Netherlands

What is (safety) culture?

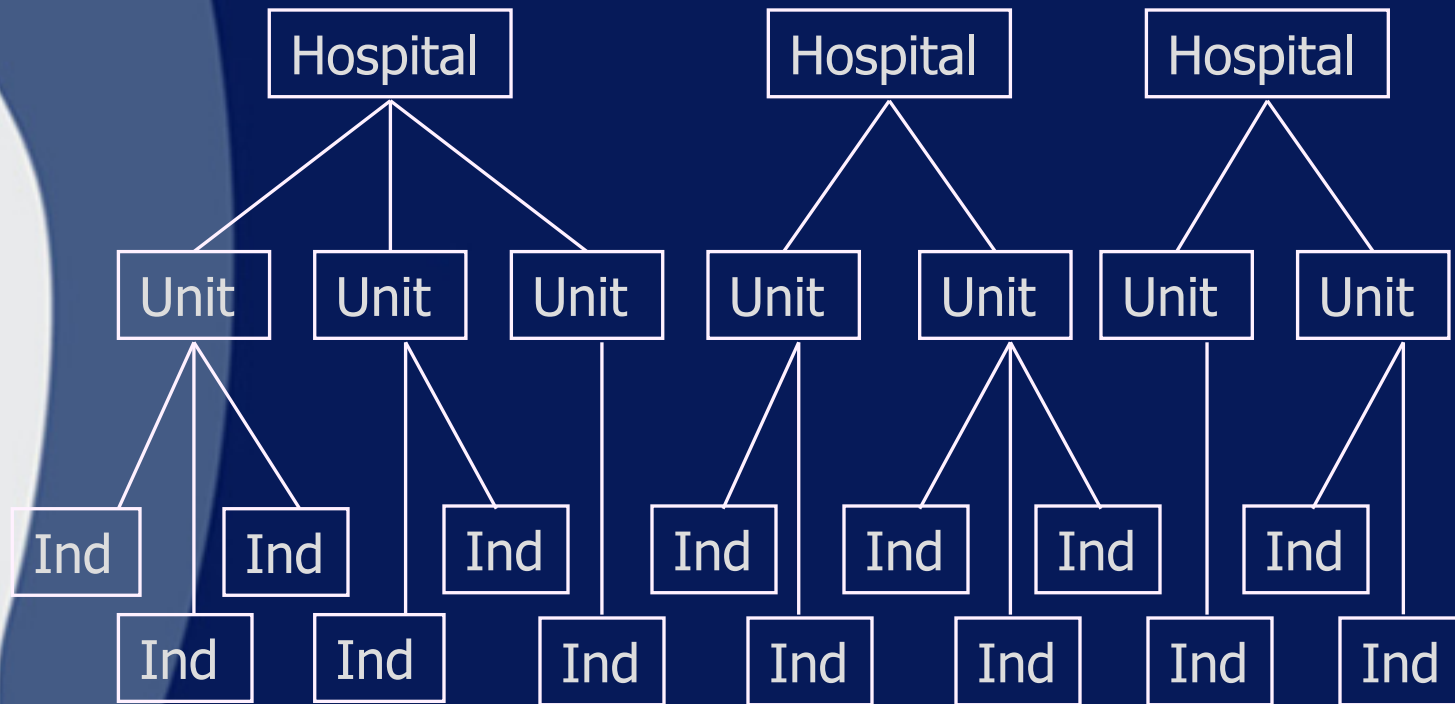
“The safety culture of an organization is the product of individual and **group values, attitudes, perceptions, competencies, and patterns of behaviour** that determine the commitment to, and the style and proficiency of, an organization’s health and safety management. Organizations with a positive safety culture are characterized by communications founded on mutual trust, by **shared perceptions of the importance of safety** and by confidence in the efficacy of preventive measures” (Health & Safety Commission, 1993)

“***The way we do things around here***” (CBI, 1990)

Does the HSOPS measure culture?

- Culture is a *group* characteristic, but HSOPS filled out by *individuals*
- Does HSOPS measure group culture or just individual attitudes?
- People working in the same unit/hospital are expected to be more similar to each other than to people working in other units/hospitals (clustering of responses to HSOPS within units/hospitals)

Multilevel analysis of composite scores

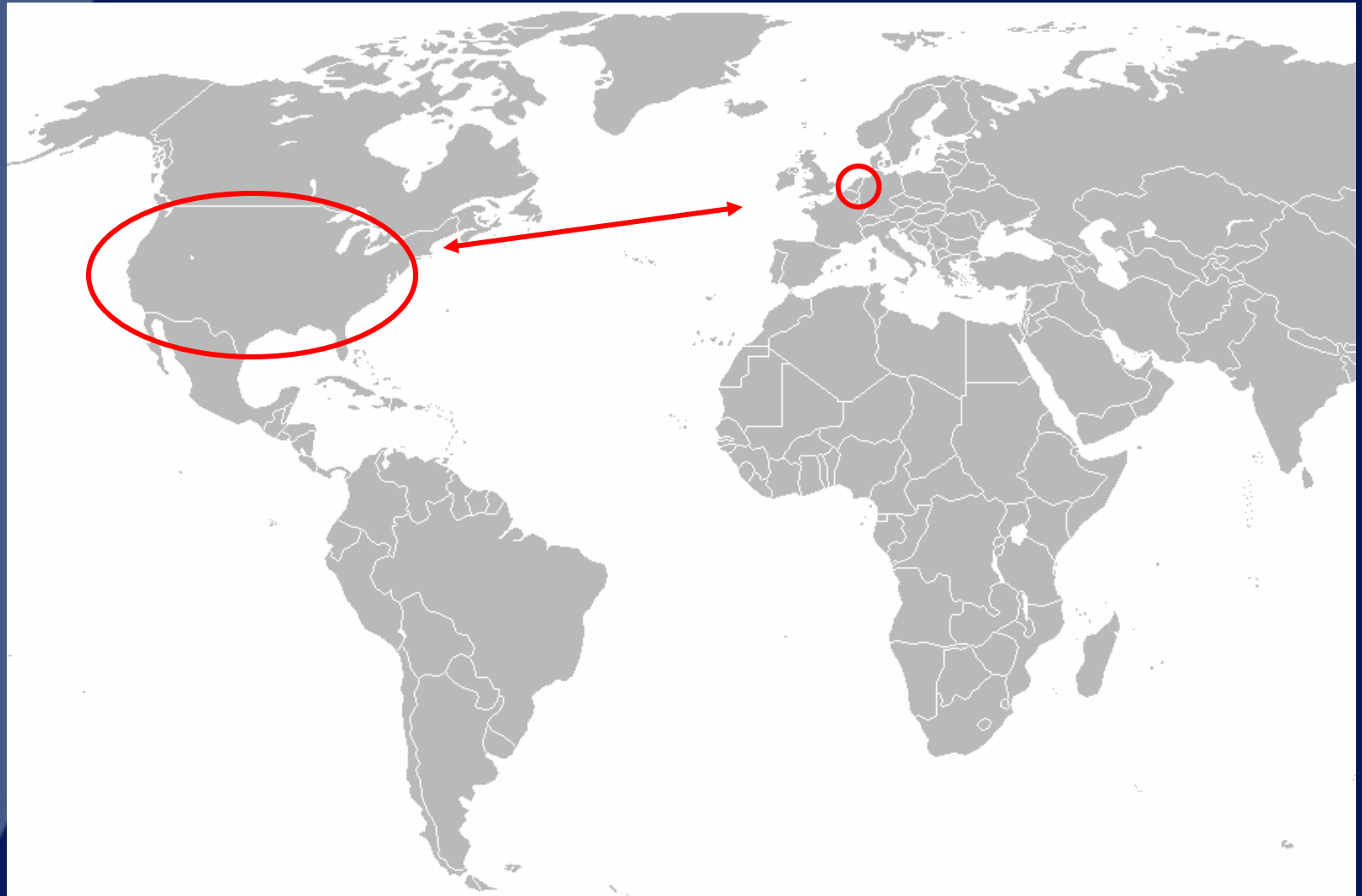


Result: most 'clustering' of responses at unit level
Conclusion: HSOPS measures *unit culture*!

Practical implications

- Disseminate HSOPS within units
- Give feedback of HSOPS-results by unit
- Address interventions on patient safety culture at unit level: a decentralized approach, tailored to the specific needs of the unit

Comparison HSOPS-results



Dutch health care system

- Number of hospitals: 101
- General hospitals (majority):
 - concentrate on treatment, nursing and the education of physicians and nurses.
- Tertiary medical teaching hospitals (25):
 - also providing medical training and highly specialized care (e.g. heart and neurosurgery, IVF).
- University hospitals (8):
 - deliver patient care, conduct scientific research and education for medical faculties, develop new medical technologies and techniques.

Dutch health care system

- Non-governmental, not for profit
- Hospital budgets negotiated with insurance companies
- Medical specialists:
 - mainly self-employed, working with other specialists of the same specialty in a partnership
- Nurses:
 - hospital employees
- Accessibility:
 - GPs as gatekeepers
 - Compulsory basic healthcare insurance for every Dutch inhabitant, optional extra insurances

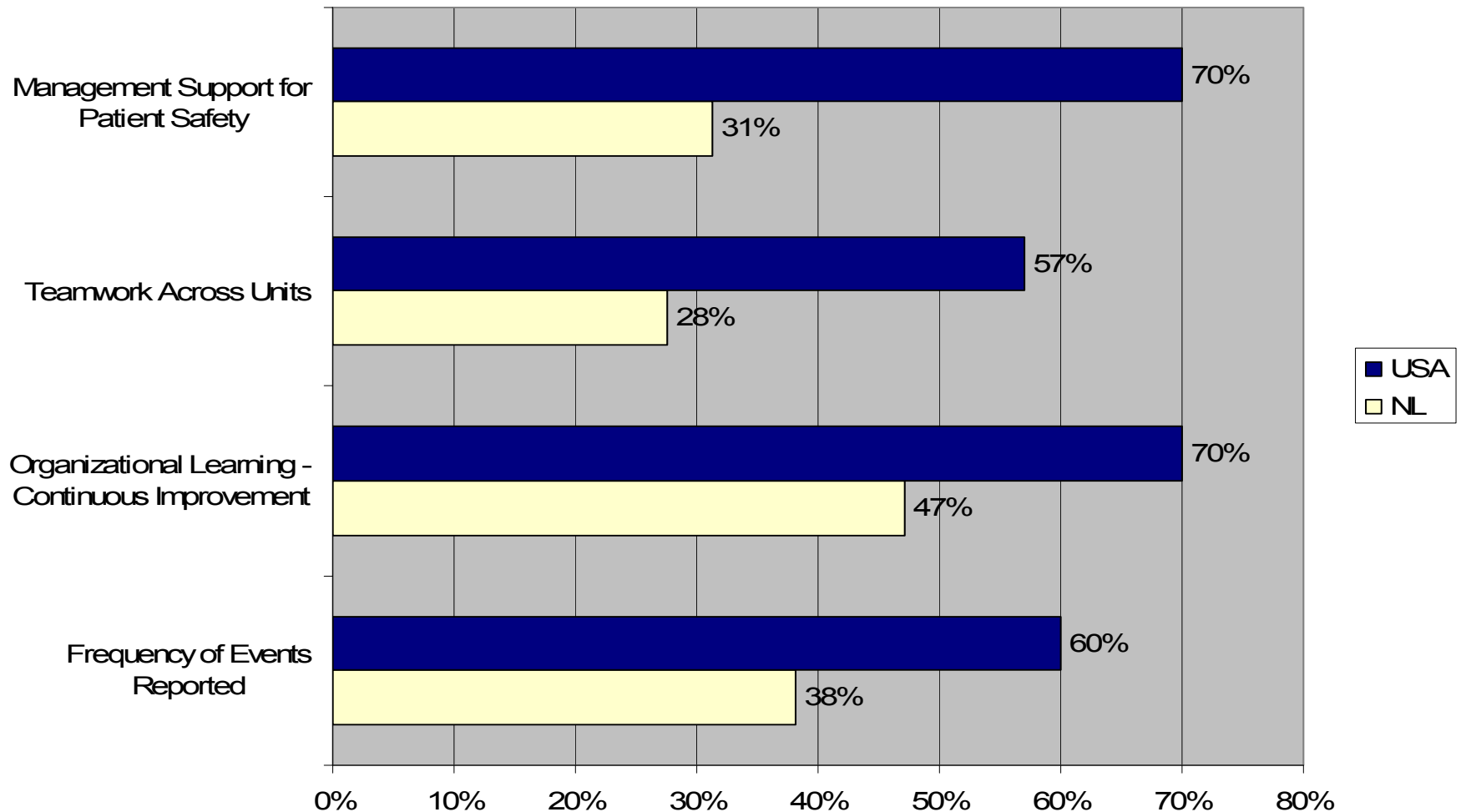
Dutch respondents HSOPS

- 3,585 respondents: health care providers
- 163 units
- 45 hospitals
- Paper surveys (COMPaZ)
- All health care providers in the hospital unit or a sample of 30
- Mean response rate (known for 97 units): 73%

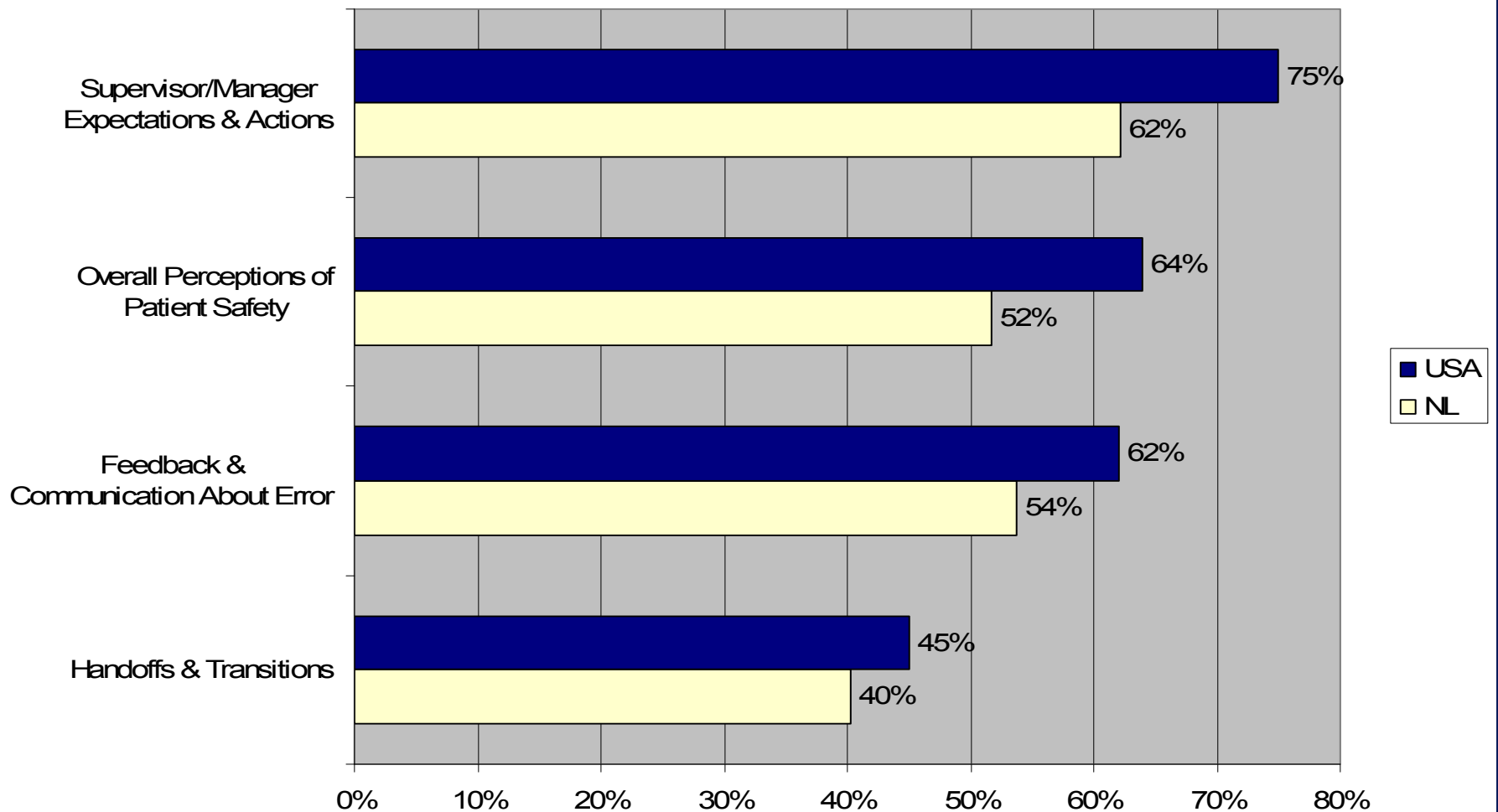
Dutch respondents

- Main working areas:
 - Surgery (13%)
 - Internal medicine (11%)
 - Emergency medicine (11%)
 - ICU (10%)
- Main staff positions:
 - Registered nurse, Resident nurse, Nurse practitioner (53%)
 - Medical consultant, Resident physician (12%)

Composite scores: USA > NL



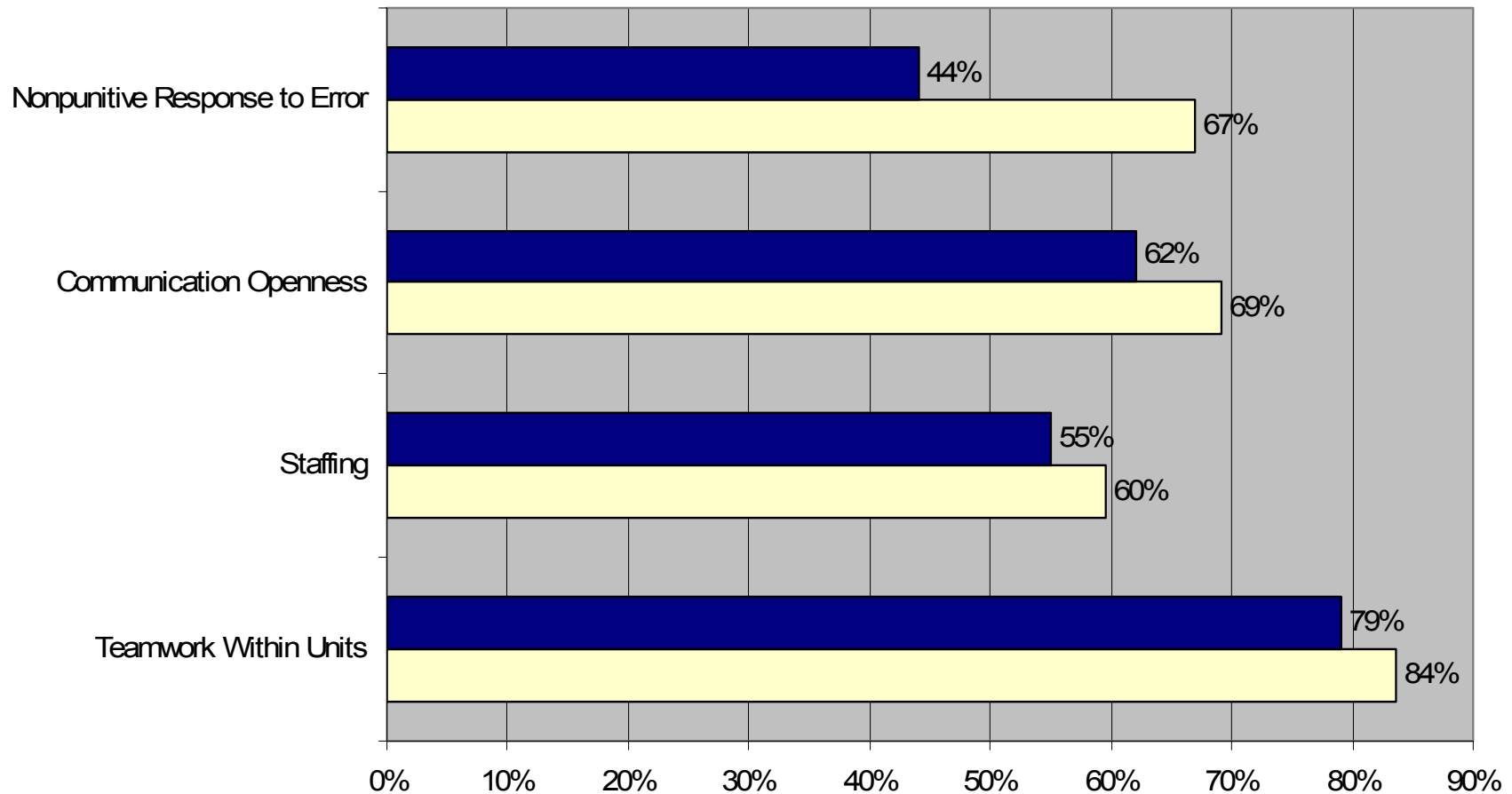
Composite scores: USA > NL



Examples of items with large differences

- The actions of hospital management show that patient safety is a top priority
 - USA: 80% vs. NL: 20%
- Hospital units work well together to provide the best care for patients
 - USA: 67% vs. NL: 34%
- My supervisor/manager says a good word when he sees a job done according to established patient safety procedures
 - USA: 71% vs. NL: 37%

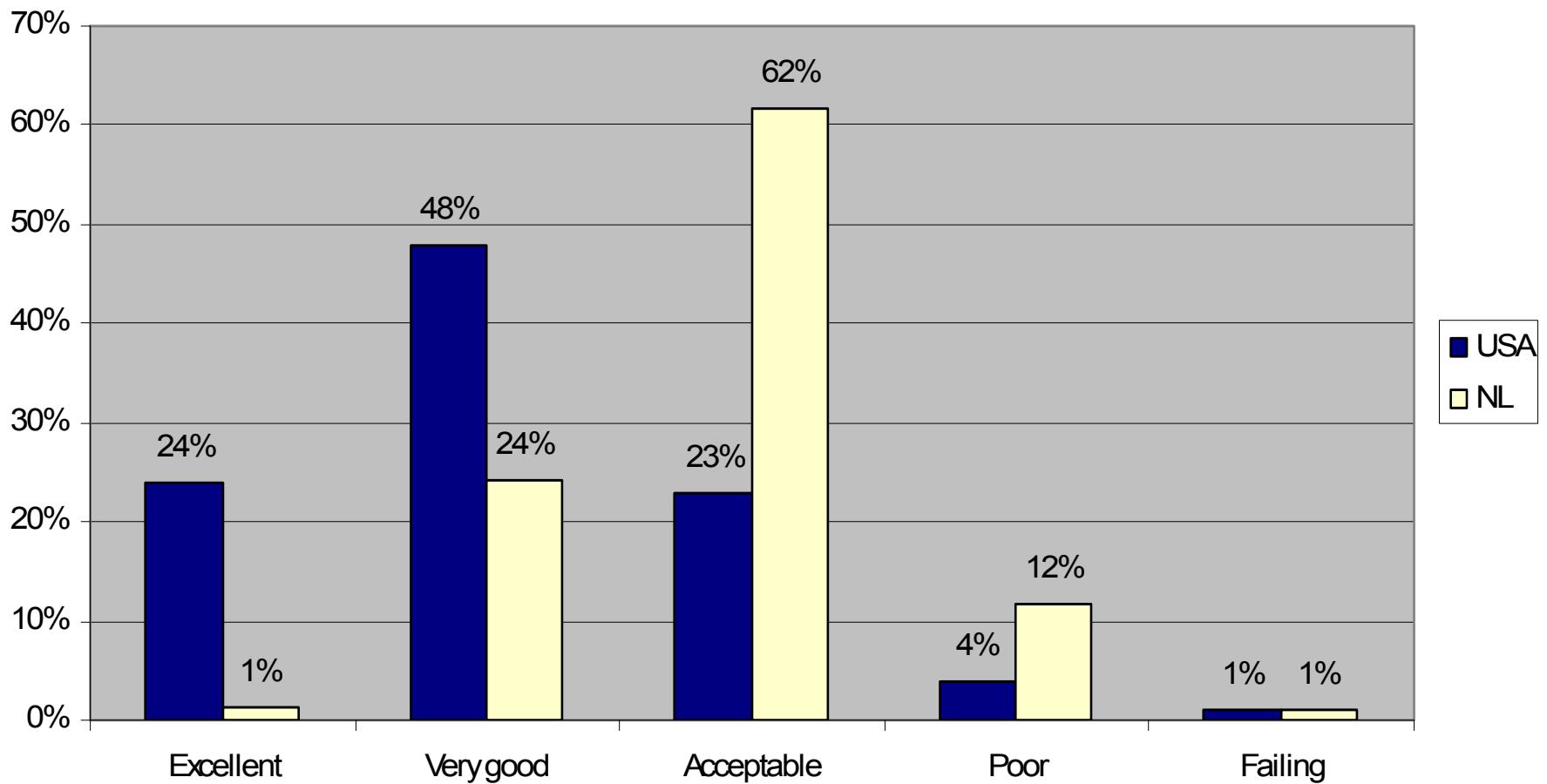
Composite scores: NL > USA



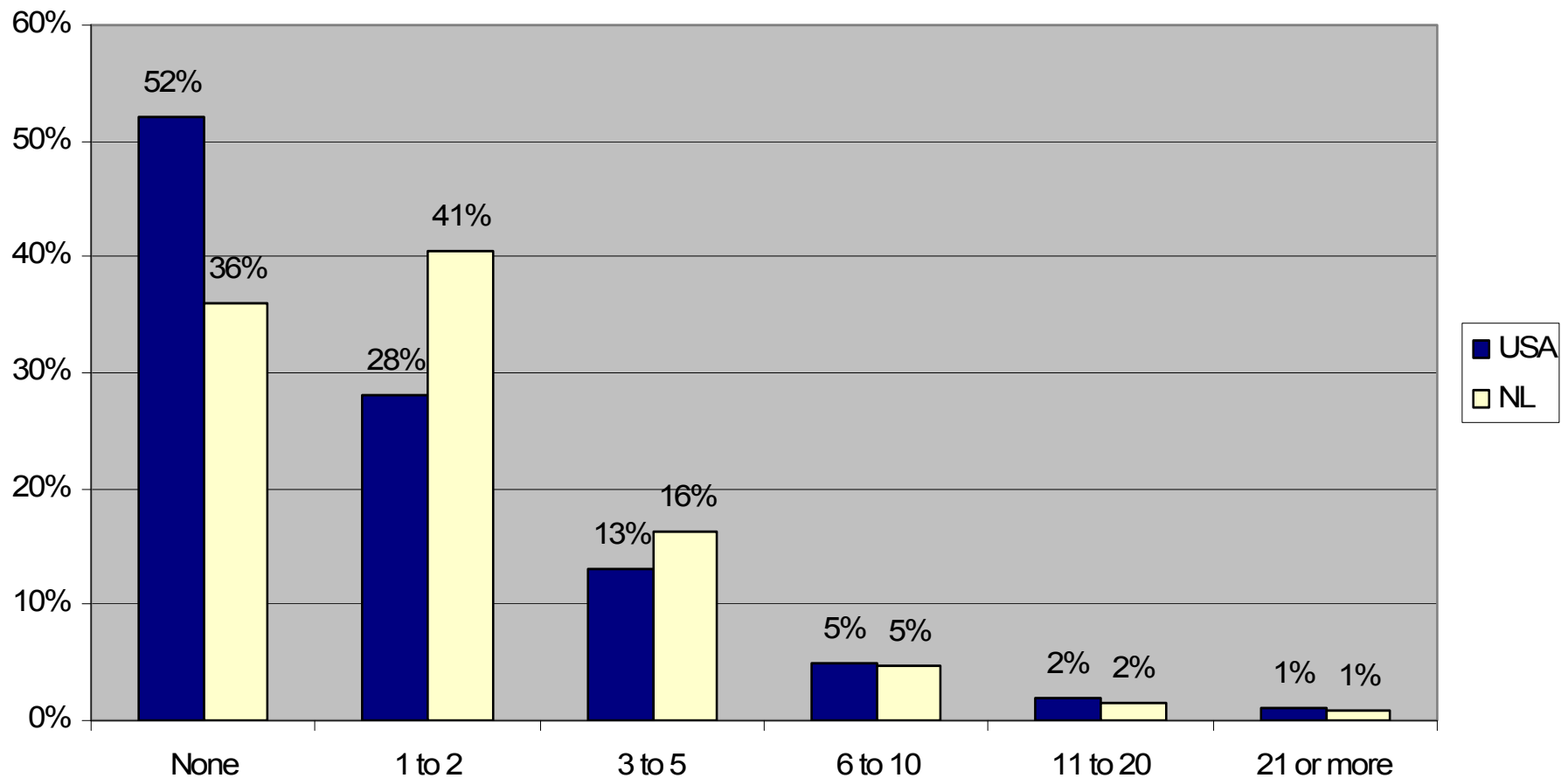
Examples of items with large differences

- Staff *do not* worry that mistakes they make are kept in their personal file
 - USA: 36% vs. NL: 69%
- Staff *do not* feel like their mistakes are held against them
 - USA: 51% vs. NL: 74%
- Staff feel free to question the decisions or actions of those with more authority
 - USA: 47% vs. NL: 56%

Patient safety grade



Number of events reported



Summary

- Overall, more positive responses in USA
- USA more positive about:
 - Management support
 - Teamwork across units
 - Organizational learning – Continuous Improvement
- NL more positive about:
 - Nonpunitive response to error
- Is patient safety in USA better??



Future plans NL

- Dutch Health Care Inspectorate: dissemination of HSOPS (COMPaZ) in all Dutch hospitals
- Digital version with automatically generated feedback report

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Thank you for your attention!