

Patient Safety Culture: Sample of a University Hospital in Turkey

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ABSTRACT

Objective: To assess health personnel perspectives of patient safety culture in a 900 bed University Hospital in Ankara, Turkey.

Methodology: Data was collected by the researchers using a survey method. "Patient Safety Culture Survey" developed by Agency for Healthcare Research and Quality was used in the study. The survey was translated into Turkish and checked for validity and reliability. The survey used a 5-point Likert scale.

Results: Overall response rates were 43% overall and most of the respondents (73.1%) were women and while 42.6% of the respondents were nurses, 45% of the respondents have five years or less work experience in the current hospital. The percentage of health personnel holding positive attitude was 72% for teamwork with units, 55% for overall perceptions of patient safety, and 53% for manager actions promoting patient safety.

Conclusion: Patient safety is an important issue in providing quality health services. Health staff should take responsibility about patient safety and related institutions should give priority to develop patient safety culture.

KEY WORDS: Patient safety, Safety culture, University hospital.

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INTRODUCTION

Medical errors or patient safety is an important issue in healthcare quality. A report from Institute

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of Medicine estimates 98,000 deaths annually due to medical errors. In the same report, safety is defined as freedom from accidental injury. This definition recognizes that this is the primary safety goal from the patient's perspective. Error is defined as the failure of a planned action to be completed as intended or the use of a wrong plan to achieve an aim. Errors can happen in all stages in the process of care, from diagnosis, to treatment, to preventive care. Patient safety must be an important part of organizational culture in healthcare organizations.^{1,2} Safety is a fundamental principle of patient care and an important component of quality management. It includes many actions in performance improvement, environmental safety and risk management, infection control, safe use of medicines, equipment safety, safe clinical practice and safe environment of care.³

A safety culture assessment provides a healthcare organization with a basic understanding of the safety related perceptions and attitudes of its managers