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15 June 2021

Portuguese Patient Safety

Culture Assessment:

Lessons learned

Learning Objectives

Present the Portuguese findings regarding the national Patient Safety Culture Assessment performed in hospitals and primary care units.

Discuss the learning opportunities to improve Patient Safety Culture in health care organizations.



Background

Patient safety is more than ever recognized as a critical global public health problem. In response to this concern, the Council of the European Union and the World Health Organization, recommend safety culture assessment as the first step to the implementation of safe environments in Healthcare.

1

Considering these recommendations, Portugal implemented by ministerial decision (2009) a NATIONAL STRATEGY FOR QUALITY IN HEALTH (NSQH) and A NATIONAL PATIENT SAFETY PLAN (NPSP) 2015-2020.

In this period, patient safety was a priority for the NPPS, which first strategic objective was enhancing safety culture.

A new NATIONAL PLAN FOR PATIENT SAFETY is presently being prepared.

2

To fulfil this strategic purpose, it was implemented at National level the Portuguese version of two surveys developed by the AHRQ:

Hospital Survey of Patient Safety Culture (Eiras, et al., 2014).

- Four SAFETY CULTURE ASSESSMENTS occurred: 2014, 2016, 2018 and 2020.

Medical Office Survey on Patient Safety Culture (Eiras, M., et al., 2014).

- Three SAFETY CULTURE ASSESSMENTS occurred: 2015, 2017 AND 2019.

3

To ensure the implementation of these instruments, national assessments were conducted biannually by The Directorate General of Health (DGS), through its Department of Quality in Health in collaboration with the Portuguese Association for Hospital Development - APDH (under a signed cooperation protocol).



4



Methodology - Hospitals

Portuguese version of the **Hospital Survey of Patient Safety Culture (HSPSC)**

- The survey is a self-administered survey and includes 42 items that measure patient safety culture on 12 dimensions

In addition, the survey includes 2 questions that ask respondents:

1. to provide an overall grade on patient safety for their work area/unit
2. to indicate the number of events reported over the past 12 months

Patient Safety Culture Dimensions

D1. Teamwork

D2. Supervisor/manager expectations and actions promoting patient safety

D3. Management support for patient safety

D4. Organizational learning-Continuous improvement

D5. Overall perceptions of patient safety

D6. Feedback and communication about error

D7. Communication openness

D8. Frequency of events reported

D9. Teamwork within units

D10. Handoffs

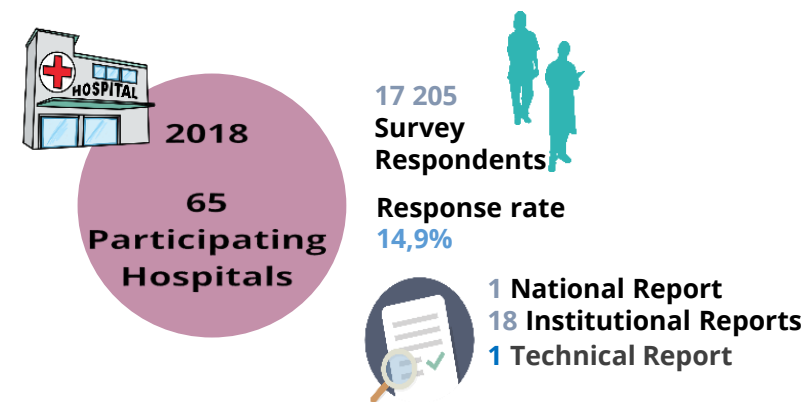
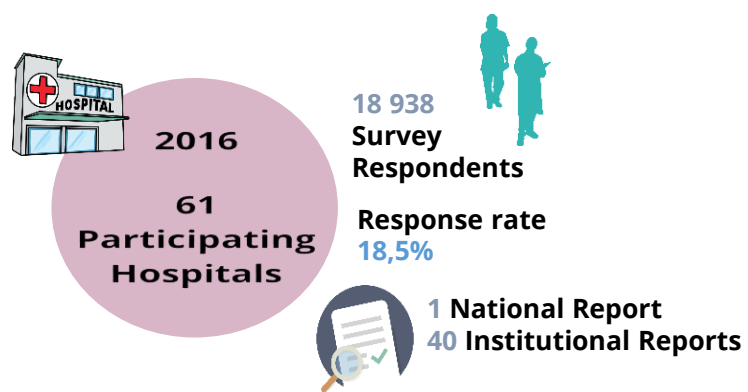
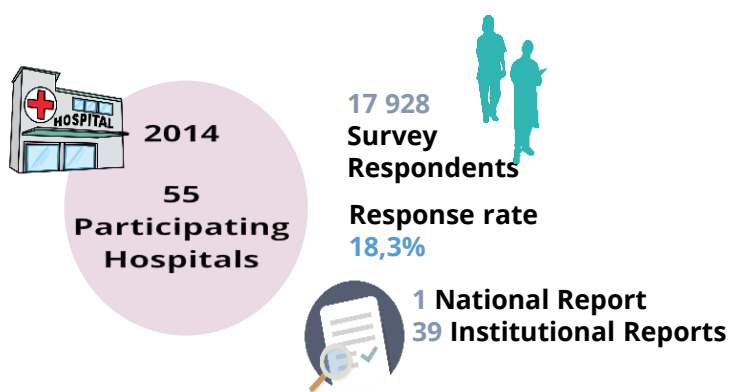
D11. Transitions

D12. Nonpunitive response to error

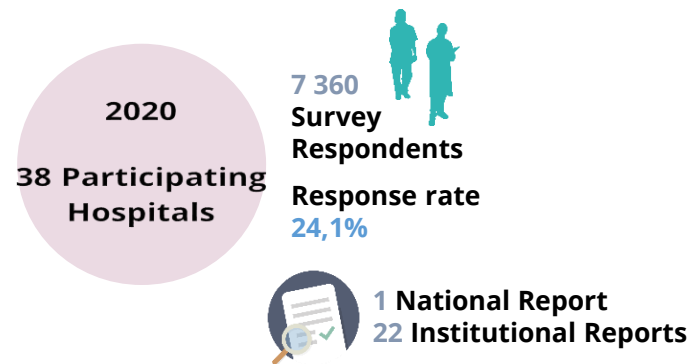


Results - Hospitals

National Patient Safety Culture Assessment performed in Hospitals



National Patient Safety Culture Assessment performed in Hospitals





Methodology – Primary Care

Portuguese version of the Medical Office Survey on Patient Safety Culture (MOSPSC)

- The survey is a self-administered survey and includes 52 items that measure patient safety culture on 12 dimensions
- In addition, the survey includes 2 questions that ask respondents:
 - to provide an overall grade on quality
 - to provide an overall grade on patient safety for their work area/unit

Patient Safety Culture Dimensions

D1. Teamwork

D2. Patient Care Tracking/Follow up

D3. Organizational Learning

D4. Overall Perceptions of Patient Safety and Quality

D5. Staff Training

D6. Owner/Managing Partner/Leadership Support for Patient Safety

D7. Communication About Error

D8. Communication Openness

D9. Office Processes and Standardization

D10. Work Pressure and Pace

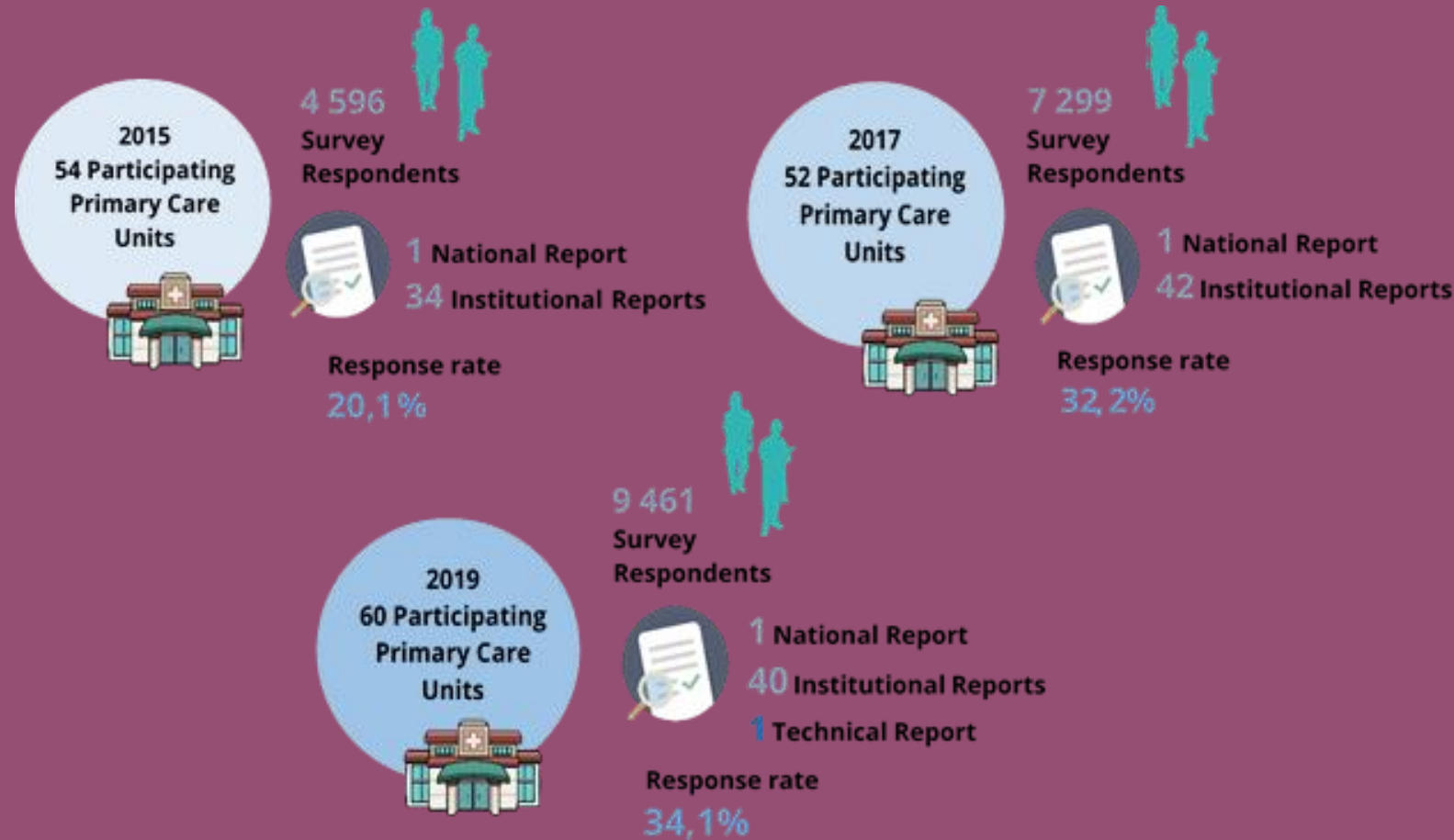
D11. Quality and patient safety

D12. Management and Transitions



Results – Primary Care

National Patient Safety Culture Assessment performed in Primary Units



**When comparing with other
countries...**

When comparing with other countries...

Regarding Hospitals, a closer analysis of the reports already published in the **USA** (2014, 2016 and 2018), **Spain** (2009), **Sweden** (2017) and **Belgium** (2009, 2012 and 2016) shows no major disparities when compared to the results presented at national level (2014, 2016 and 2018).

When comparing the results, it was observed in the three moments (2014, 2016, 2018) that Portugal followed the international trends.

When comparing with other countries...

Regarding the dimensions with the **highest** average percent positive responses, **Teamwork Within Units** presents the highest value in all analyzed countries, followed by **Supervisor/Manager Expectations & Actions Promoting Patient Safety**.

Non-punitive Response to Errors and **Handoffs and Transitions** are the dimensions with **potential** for improvement.

When comparing with other countries...

Regarding **Primary Care Units**, a closer analysis of the reports already published in the USA (2014, 2016 and 2018), it was observed in the three evaluation moments (2015, 2017, 2019) that Portugal follows the international trends.

When comparing with other countries...

Regarding the dimensions with the highest average positive responses, *Teamwork* presents the highest value in USA, followed by *Patient Care Tracking/Follow-up*.

Work Pressure and Pace, Office Processes and Standardization and *Owner/Managing Partner/Leadership Support for Patient Safety*, are the dimensions with potential for improvement.

Final remarks

It is internationally recognized that patient safety is a public health priority and a critical component of health care quality.

Alongside this assumption, the development of a safety culture is essential to prevent errors and improving health care quality in general.

Based on the analysis of the survey responses applied in hospitals and primary care units in Portugal, it was possible to design a set of recommendations and proposals for priority improvement actions in order to complying with the NPSP, in spite of an overall response rate below expectations.

Final remarks

Presently, it seems clear that a national safety culture assessment in a long term is essential to improve patient safety culture in hospitals and in primary care units.

Not only for the potential to be able to perform internal and external benchmarking analyses, but also for the opportunity to contribute to safety culture improvement within each hospital and guarantee the implementation of robust processes on patient safety and quality level.

Final remarks

Patient safety culture is not yet widely considered as a priority by staff and healthcare organizations and there is still a fragile level of notification culture in most of the Portuguese healthcare organizations.

Hospitals and primary care units are beginning to be motivated to undertake safety culture assessments to accomplishing either regulatory directives or monitor safety culture within the organization.



Thank you!