



# Patient Safety Culture Solution

▶ ▶ ▶ *Do your employees feel your organization provides a culture of patient safety?*

Creating a safe environment for patients and staff has become a high priority for healthcare organizations. Despite years of investments in clinical training and guidelines, information technology, process redesign, and industry regulations, one of the key root causes of safety related problems remains the **culture of the organization**. A true safety culture is one in which every person in the organization recognizes their responsibilities to patient safety and works to improve the care that they deliver.

## WHY CONDUCT A SAFETY CULTURE SURVEY?

You cannot improve what you have not measured. Before organizational culture can be transformed, it must first be understood and confronted. The starting point for change is a safety culture assessment. From this understanding, action may emerge.

A safety culture assessment is the quickest way to gain the most information about the organization's current culture. A safety culture assessment can be used to:

- Diagnose safety culture to identify areas for improvement and raise awareness about patient safety
- Evaluate the impact of patient safety interventions and track changes over time
- Identify barriers to improvement efforts
- Conduct internal and external benchmarking
- Allow employee input into safety improvement efforts
- Fulfill accreditation requirements

## THE SAFETY CULTURE ASSESSMENT SOLUTION

Agili-T Health Solutions is proud to offer a **Safety Culture Assessment Survey** to measure your staff's perspective on safety culture in your organization. We provide you with a proven implementation method garnering high response rates, robust data, analysis and actionable reporting to help you identify opportunities to enhance the culture of safety within your organization. Our end-to-end services include:

- Survey administration & project management
- Questionnaire distribution
- Data collection
- Analysis & benchmarking
- Management reporting
- Access to your data through **Androfact™**, our powerful web-based survey and analytical tool

## THE AGILI-T ADVANTAGE

As Canada's leading vendor of healthcare surveying services and solutions, Agili-T Health Solutions provides years of scientific integrity and methodological rigour combined with a driving passion to help our customers improve the quality of care and organizational performance.

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## Frequently Asked Questions

### Q. What is the Agili-T Safety Culture Assessment Solution?

A. The Agili-T **Safety Culture Assessment Solution** is a suite of survey research services that allows healthcare organizations to identify organizational safety culture strengths and weaknesses by measuring employees' perceptions about the effectiveness of the current safety culture and processes. The insight gained from this survey allows healthcare organizations to begin making the necessary changes that will positively impact patient safety.

Agili-T provides all of the services from A to Z necessary to ensure that your safety culture assessment survey is a success and provides insightful and actionable information. Our services include:

<b>Pre-survey Communications</b>	We will help you create awareness of your safety culture survey among your employees. This includes advisory letter templates and communication materials such as posters and bulletins.
<b>Sampling Planning</b>	We will ensure that the right people participate in your safety culture survey and that the data we acquire is statistically reliable and representative of your entire organization.
<b>Questionnaire Distribution &amp; Data Collection</b>	<p>We offer both <b>paper</b> and <b>on-line web survey</b> data collection. Used in conjunction, these two methods provide respondents with choice and result in increased participation rates while lowering the cost of the project.</p> <p>We handle the entire process of printing and mailing of questionnaires to respondents including the sending of reminder letters. Respondents receiving the paper questionnaire will have the option of completing the survey and returning it using a pre-paid return envelope or may opt to participate on-line using a single-use survey access code.</p> <p>For respondents with e-mail addresses, we will send electronic invitation messages containing the URL link to the Web survey. We will also send automated reminders to non-respondents at pre-determined intervals.</p>
<b>Statistical Analysis</b>	Following data collection, Agili-T will verify data for quality control purpose and then conduct a thorough statistical analysis.
<b>Actionable Management Report</b>	<p>We will prepare Final Report and present it to your management team. Our actionable management report includes:</p> <ul style="list-style-type: none"><li>• Executive summary &amp; recommendations</li><li>• Response rate analysis</li><li>• Safety culture scores by question and by dimension</li><li>• Frequency distributions</li><li>• Percent positive responses</li><li>• Identification of areas of strength and areas for improvement</li><li>• Performance / importance grid</li></ul>
<b>On-line Access to Survey Results</b>	We will provide you with on-line access to your survey results through <b>Androfact™</b> , our powerful Web-based survey and analytical platform. Androfact will provide you with real-time data and allow you to further analyze survey results to gain deeper insight.



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### Q. What does the Safety Culture Assessment Survey Measure?

A. The Safety Culture Assessment Survey is a **48-item** instrument, initially developed by Stanford University in 2003. It was modified by a group of Canadian researchers in 2002 and used in a study that examined the effects of a patient safety educational intervention on nurse leader perceptions of patient safety culture. More recently, a larger study has been funded by the Canadian Patient Safety Institute to look at the properties of this survey in several Canadian jurisdictions. This instrument shall become mandatory for accreditation by **Canadian Council on Health Services Accreditation** commencing in 2008.

In its current form, the survey includes items in four areas found to be reliable, and meaningful:

1. Overall perceptions of patient safety
2. Valuing safety in the organization
3. Reporting and repercussions
4. Perceived state of safety
5. Supervisory leadership

Other dimensions such as learning are also being explored with this instrument.

For organizations that have previously used **Agency for Healthcare Research and Quality (AHRQ)**, patient safety instrument, Agili-T also offers the choice to continue using this survey. We are very familiar with this instrument and have used it in the past for Canadian healthcare organizations.

### Q. Who completes the survey?

- A. This survey examines patient safety culture from the perspective of healthcare professionals and others involved in the delivery of care at various sites within the organization. The survey can be completed by all types of hospital staff—from housekeeping and security to nurses and physicians. The survey is best suited for the following:
- Staff that have direct contact or interaction with patients (clinical staff, such as nurses, or non-clinical staff, such as unit clerks).
  - Staff who may not have direct contact or interaction with patients but whose work directly affects patient care (staff in units such as pharmacy, laboratory/pathology).
  - Hospital-employed physicians who spend most of their work hours in the hospital (emergency department physicians, pathologists, specialists).
  - Supervisors, managers, and administrators.

### Q. How long will it take respondents to complete the survey?

- A. The survey takes about **10 to 15 minutes** to complete. The questionnaire is comprised mostly of Likert rank scale questions (e.g. Strongly Disagree...Strongly Agree, etc...) and may include an optional open-ended comment.



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### Q. How will data be reported?

A. Survey results are reported in accordance with your organizational reporting requirements. Results are typically analyzed according to demographic/segmentation data or organizational sub-groups. For example:

- Overall
- By Region
- By Facility/Site
- By Staff category / Job role
- By Department/Unit
- By Sector / Work setting
- By Gender
- By Seniority

### Q. Can we benchmark our results to other Canadian healthcare organizations?

A. Yes. Comparative data for the Modified Stanford Instrument is available and comprises about a dozen Canadian health regions that include over 50 facilities. Unit-level data for some areas such as emergency departments, operating rooms, labour and delivery, etc...will become available in the near future. We expect this benchmarking database to grow substantially over time as more and more healthcare organizations adopt this instrument.

For organizations seeking to conduct the AHRQ patient safety culture survey, comparative data is available; however, it is based primarily on US acute care facilities.

### Q. What about information privacy and respondent anonymity?

A. Agili-T takes the matter of information privacy and respondent anonymity very seriously. As such, we stringently adhere to federal (**PIPEDA**) and provincial Protection of Personal Information laws and have implemented specific measures to ensure that respondent anonymity is assured and that personal information received from our client during the course of the project is fully protected.

Respondent data is transmitted to Agili-T by using a **Secure Socket Layer 3 (SSL 3.0) 128-bit encryption**. Agili-T will use this information to distribute paper surveys and e-mail invitations. Under no circumstances will this data be used by Agili-T for any other purpose except for this project.

Respondent data is “de-identified” by removing all employee and medical staff member identifiers, and the least number of variables necessary for reporting (e.g. gender, facility/unit, position...). Personally identifiable data will be retained solely for the purpose of developing exclusion and opt-out lists to ensure that employees and medical staff who have already responded are not sent email reminders 1-2 weeks after initial contact. The returned questionnaires will only have the unique survey ID number (i.e. it will not bear the respondent's name, address).

Agili-T will destroy from its production servers all employee and medical staff member identifiable information at the end of the term of the service agreement.



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### **Q. How much does it cost to conduct a safety culture assessment?**

A. The cost of the survey depends largely on the following 4 key variables:

- The number of respondents included in the sample
- The data collection method (e.g. paper only, web only or paper+ web)
- The obtained response rate
- The number of “organizational” management reports required (i.e. one consolidated report or multiple reports for participating organizations)

Please give us a call for a personalized proposal based on your specific requirements.

### **Q. How long does the project take?**

A. The survey takes approximately **10-12 weeks** from start to finish. A project plan is provided in our proposal outlining the estimated time required for each phase of the project and the identification of client/vendor responsibilities.

### **Q. We can measure safety culture on our own. Why do we need an external firm?**

A. **You're experts at providing patient care; we're experts at healthcare surveying for quality improvement!** Organizations themselves are rarely the best researchers of their own stakeholders. Despite best intentions, many home-grown surveys can produce misleading results due to poor planning, inappropriate data collection methods and invalid statistical analysis. Conducting a survey might seem like a straightforward matter, but it can be a complex endeavour demanding considerable staff resources and internal costs. For example, sampling, advance communications, follow-ups to maximize response rates, preventing bias in data can be overlooked. Outsourcing the Safety Assessment Survey to Agili-T will ensure:

- Smooth implementation based on a proven approach
- High response rates often in excess of 50%
- Thorough statistical analysis
- Insightful and actionable management reporting
- Action Plan development and post survey quality improvement and change management consulting

### **Q. I need to conduct a patient safety culture survey. Who do I call to get a quotation?**

A. It's easy! Just contact Agili-T Health Solutions and, after a brief discussion of your needs, we will send you a proposal within 48 hours. Our contact information is as follows:

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Agili-T Health Solutions Inc.  
Telephone: **866-341-7796**  
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