



Thailand Hospital Safety Culture Survey Improving trend result from 2020-2022

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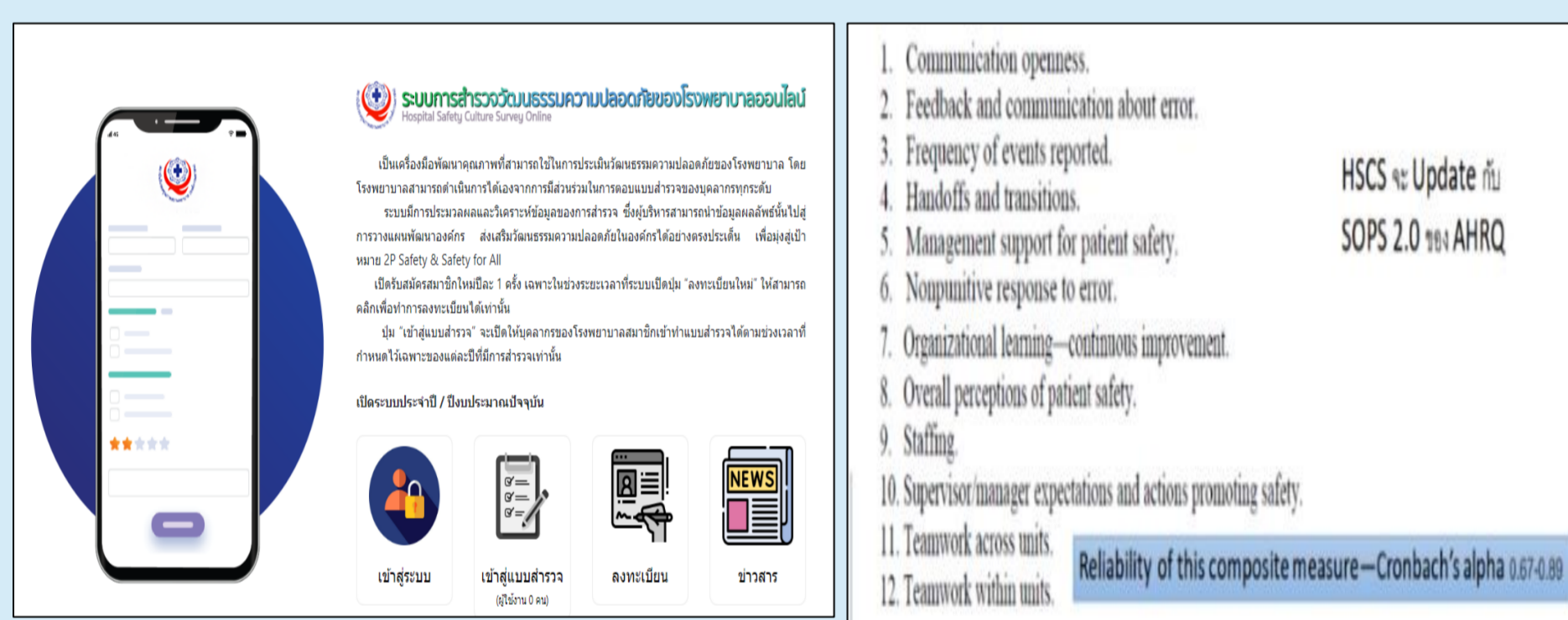
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INTRODUCTION

In hospitals, preventing adverse events relies on risk reduction and the implementation of reliable processes. A strong patient safety culture in highly reliable hospitals encompasses effective communication, leadership, teamwork, error reporting, continuous improvement, and organizational learning. Hospitals proactively assess their hospital safety culture, identifying strengths and weaknesses regularly.

The Healthcare Accreditation Institute (HAI) to introduce the translated Hospital Survey on Patient Safety Culture in Thai. This survey, consisting of 42 items measuring 12 safety culture areas, evaluates hospital staff opinions on patient safety issues, medical errors, and event reporting. It was later integrated into Thailand's health system in 2019 as a quality development tool. By encouraging personnel participation, the survey helps assess the safety culture of self-operating hospitals and supports ongoing improvements in patient safety.



AIM

- To assess the hospital culture safety and to use HSCS to improve the efficiency of the health system.
- To improve the quality and Culture Safety report in hospital.

METHOD

In 2019, the Healthcare Accreditation Institute (HAI) introduced the Thai Hospital Safety Culture Survey (HSCS) as a pivotal initiative to enhance the health system. This annual cross-sectional survey is administered to hospital providers throughout Thailand. The comprehensive questionnaire addresses 12 critical areas of patient safety culture and is distributed electronically to HSCS member hospitals, involving personnel at all levels.

In order to ensure the effectiveness of the annual survey, the Healthcare Accreditation Institute (HAI) requires a response rate of more than 60 percent from all personnel in each hospital. To streamline the process and facilitate data collection, HAI utilizes an application to input survey responses. The results are then displayed on the HSCS online platform, accessible through the membership registry. The survey results offer valuable insights into dimensions like leadership commitment, workforce culture, and management systems. Executives utilize these findings to plan organizational development strategies and foster a culture of safety, benefiting the overall well-being of healthcare services.

REFERENCES

- United States Agency for Healthcare Research and Quality: Hospital Survey on Patient Safety Culture. [Internet]. Available from: <https://www.ahrq.gov/sops/surveys/hospital/index.html>
- Thailand Health System Special Report: Hospital Safety Coculture Survey Online [Internet]. Available from: <https://hscs.ha.or.th/66/>

RESULTS

In 2020–2022, hospital assessment shows a continuous increase in hospital safety culture. In 2020, over 60% of staff, amounting to 195,908 respondents from 494 hospitals, participated in the survey. By 2021, the number of hospitals increased to 612 hospitals with 220,055 respondents, and in 2023, it further rose to 646 hospitals with 242,806 respondents.

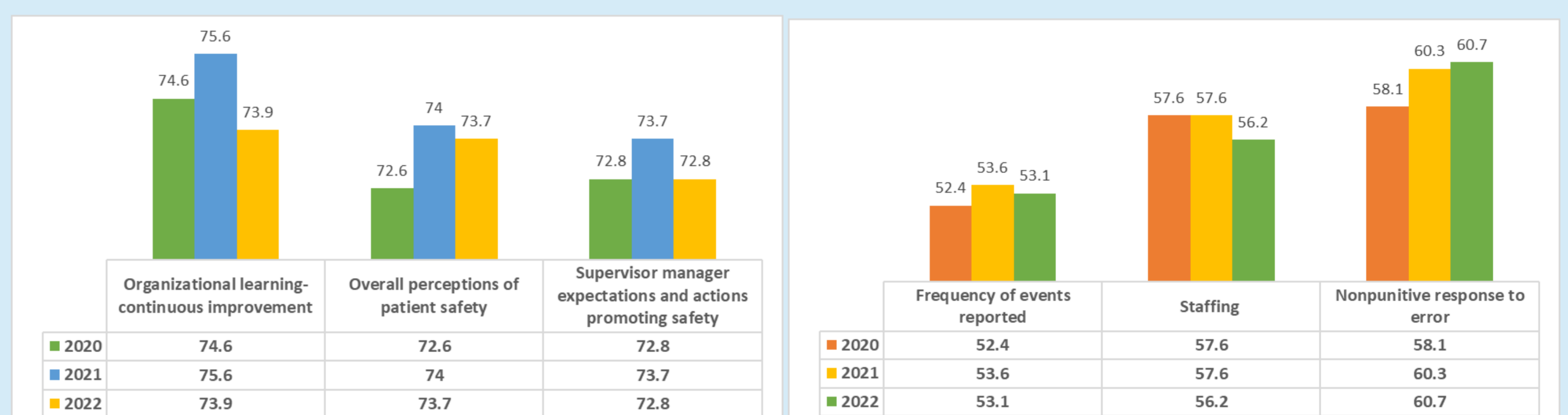
Year 2020												Year 2022											
1. Frequency of events reported				2. Overall perceptions of patient safety				3. Supervisor manager expectations and actions promoting safety				1. Frequency of events reported				2. Overall perceptions of patient safety				3. Supervisor manager expectations and actions promoting safety			
D1	D2	D3	A15	A18	A10	A17	B1	B2	B3	B4	D1	D2	D3	A15	A18	A10	A17	B1	B2	B3	B4		
54.50	51.50	51.30	66.70	69.80	73.50	60.50	69.60	72.70	70.60	78.20	54.50	52.10	52.90	65.40	71.40	75.50	66.10	70.10	73.00	70.80	71.50		
4. Organizational learning-continuous improvement				5. Teamwork within units				6. Communication openness				4. Organizational learning-continuous improvement				5. Teamwork within units				6. Communication openness			
A6	A9	A13	A1	A3	A4	A11	C2	C4	C6	A6	A9	A13	A1	A3	A4	A11	C2	C4	C6				
79.90	71.50	73.30	77.50	80.20	75.20	51.20	69.30	53.10	70.70	77.00	71.80	72.80	78.40	80.00	76.40	52.30	70.10	56.40	71.10				
7. Feedback and communication about error.				8. Nonpunitive response to error.				9. Staffing				7. Feedback and communication about error.				8. Nonpunitive response to error.				9. Staffing			
C1	C3	C5	A8	A12	A16	A2	A5	A7	A14	C1	C3	C5	A8	A12	A16	A2	A5	A7	A14				
61.60	67.90	77.10	61.70	57.90	54.50	40.00	63.20	42.70	79.30	62.70	68.20	75.80	63.80	59.80	58.40	42.20	60.80	43.30	78.70				
10. Management support for patient safety				11. Teamwork across units.				12. Hand off and transitions.				10. Management support for patient safety				11. Teamwork across units.				12. Hand off and transitions.			
F1	F8	F9	F4	F10	F2	F6	F3	F5	F7	F11	F1	F8	F9	F4	F10	F2	F6	F3	F5	F7	F11		
69.20	74.80	71.60	67.80	73.80	67.60	68.10	63.80	75.90	59.00	71.20	67.00	72.60	71.80	66.80	72.00	66.10	66.20	63.70	73.50	60.00	71.20		

Graph1: The overview of 12 areas safety culture survey

HAI organizes an annual workshop aimed at evaluating the ranking summary, with a specific focus on areas for improvement indicated by the top 3 priority areas. The most positive aspects for patient safety culture were identified as 1) Organizational learning continuous improvement, 2) Overall perceptions of patient safety, and 3) Supervisory manager expectations and actions.

Conversely, areas that require attention and improvement for enhanced safety received lower scores, namely: 1) Frequency of reported events, 2) Staffing, and 3) Nonpunitive response to error. HAI provides training and support to hospitals in this lower score group to improve their results and systems.

The graph prioritizes the development of systems in hospitals, with a focus on the red bar as the first priority. The second priority centers around the green bar, which includes the promotion of the top 3 priority areas. All hospitals utilize Continuous Quality Improvement (CQI) action plans (PDCAs) to drive quality development in their respective areas of focus.



Graph2: Top 3 most positive percentage

Graph3: The least 3 positive percentage

CONCLUSIONS

In Thailand, hospital safety culture is gaining recognition and assessment. Hospital staff receive education on safety culture, with a focus on communication, leadership, and teamwork. Patient safety is prioritized in line with HA standards and national health policies, despite existing hospital accreditations.

Annual assessments through the Hospital Safety Culture Survey (HSCS) identify barriers to quality improvement. The implementation of a strong safety culture has led to reduced avoidable harm, as evidenced by the increasing trend in 2018-2022 reports. Notably, the percentage of E-up incidents in the National Reporting and Learning System (NRLS) has decreased from 9.38% to 7%, reflecting improved safety practices.

ACKNOWLEDGEMENT

We would like to express my sincere gratitude to all the hospitals that have implemented the Hospital Safety Culture Survey (HSCS) program.

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