

## Hospital Survey on patient Safety culture – Standard Facility report | Cycle 4 - Year 2022

### King Faisal Specialist Hospital and Research Center - Jeddah

Located in **Jeddah** belonging to **Gov Non-MOH**.

<b>TOTAL EMPLOYEE(STAFF)</b>	<b>TOTAL SURVEY TAKEN</b>	<b>OVERALL RESPONSE RATE</b>
<b>2542</b>	<b>1594</b>	<b>62.71%</b>
<b>TOTAL SURVEYS IN ARABIC</b>	<b>TOTAL SURVEYS IN ENGLISH</b>	<b>COMMENT/S</b>
<b>557</b>	<b>1037</b>	<b>819</b>

The surveys were taken between 24 Jan 2022 to 12 Mar 2022.

#### Survey Demographics

#### Surveys taken by work areas

Ser. No	Work Area	Total Survey
1	Radiology, Imaging	130
2	Oncology, Hematology	123
3	Other, please specify:	122
4	Many different hospital units, No specific unit	111
5	Laboratory	108
6	Outpatient department (OPD)	107
7	Pediatrics (including NICU, PICU)	91
8	Cardiology, cardiac surgery, catheterization, coronary care unit	87
9	Pharmaceutical care services	79
10	Emergency departments	64
11	Medical Unit	53
12	Labor & Delivery, Obstetrics & Gynecology	47
13	ICU (All Adult Types)	45
14	Surgical Unit	44
15	Telemetry	39
16	Pre Op, Operating Room, PACU/Post Op, Peri Op	36
17	Medical affairs (Clinical-Technical)	31
18	Neurology	31
19	Combined Medical/Surgical Unit	29
20	Respiratory therapy	27
21	Admitting/Registration	26
22	Anesthesiology	21
23	Dialysis	20



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24	Quality, Risk management, Patient safety, Clinical audit, Performance improvement	19
25	Social Services, Case / bed Management, patient experience, patient relation	16
26	Organ transplant	15
27	Emergency medical services	14
28	Clinical dietician	11
29	Rehabilitation, Physical Medicine	11
30	Endoscopy, Colonoscopy	9
31	Day surgery	8
32	Infection control	6
33	CSSD	4
34	Gastroenterology	3
35	Food Services	3
36	Pulmonology	2
37	Psychiatry, Behavioral Health	2
38	Substance abuse	0
39	Telemedicine	0

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### Surveys taken by Staff Category

Ser. No	Category	Total Survey	Total Emp	%
1	Psychologist	1	1	100.00
2	Social worker	5	5	100.00
3	Quality	21	21	100.00
4	Executive, General manager	9	9	100.00
5	Patient experience	21	21	100.00
6	Other:	50	50	100.00
7	Paramedics	17	17	100.00
8	Physical therapy	15	15	100.00
9	Healthcare assistant	62	75	82.67
10	Unit Clerk, Secretary, Receptionist	99	123	80.49
11	Dietician	14	18	77.78
12	Supervisor	58	78	74.36
13	Infection control	5	7	71.43
14	Technologists	161	227	70.93
15	Respiratory therapist	38	54	70.37
16	Pharmacist	87	130	66.92
17	Nurse	655	1150	56.96
18	Physician under training	82	150	54.67
19	Consultant physician	194	391	49.62
20	Nurse technician	0	0	0.00
21	Nurse assistant	0	0	0.00
22	Specialist	0	0	0.00
23	Midwife	0	0	0.00
24	Resident physician	0	0	0.00
25	Nurse educator	0	0	0.00

### Survey Background

#### 1. How long have you worked in this hospital?

Ser. No	Choice	Total Survey	Percentage
1	a. Less than 1 year	142	8.91
2	b. 1 to 5 years	523	32.81
3	c. 6 to 10 years	425	26.66
4	d. 11 or more years	504	31.62

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### 2. In this hospital, how long have you worked in your current unit/work area?

Ser. No	Choice	Total Survey	Percentage
1	a. Less than 1 year	192	12.05
2	b. 1 to 5 years	606	38.02
3	c. 6 to 10 years	427	26.79
4	d. 11 or more years	369	23.15

### 3. Typically, how many hours per week do you work in this hospital?

Ser. No	Choice	Total Survey	Percentage
1	a. Less than 30 hours per week	29	1.82
2	b. 30 to 40 hours per week	415	26.04
3	c. More than 40 hours per week	1150	72.15

### 4. In your staff position, do you typically have direct interaction or contact with patients?

Ser. No	Choice	Total Survey	Percentage
1	a. YES, I typically have direct interaction or contact with patients	1322	82.94
2	b. NO, I typically do NOT have direct interaction or contact with patients	272	17.06

### Number of Events Reported

#### 3. In the past 12 months, how many patient safety events have you reported?

Ser. No	Choice	Total Survey	Percentage
1	a. None	628	39.40
2	b. 1 to 2	523	32.81
3	c. 3 to 5	290	18.19
4	d. 6 to 10	85	5.33
5	e. 11 or more	68	4.27

### Patient Safety Grade

#### 1. How would you rate your unit/work area on patient safety?

Ser. No	Choice	Total Survey	Percentage
1	Poor (1)	28	1.76
2	Fair (2)	139	8.72
3	Good (3)	417	26.16
4	Very Good (4)	534	33.50
5	Excellent (5)	476	29.86

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### Additional Question

#### 1. Would you recommend this hospital to treat your family members or loved ones?

Ser. No	Choice	Total Survey	Percentage
1	a. YES	1408	88.33
2	b. No	186	11.67

### Survey domains

#### 1. Teamwork

(Hospital avg % +ve 73.05%) (DB avg % +ve 79.86)--(DB Max : 100.00)--(DB Median : 80.06)--(DB Min : 45.18)

Question	Positive	Negative	Neutral	Positive%	Negative%	Neutral %	DB Max %	DB Median %	DB Min %
A1. In this unit, we work together as an effective team	1254	144	174	79.77%	9.16%	11.07%	100.00%	86.01%	42.86%
A8. During busy times, staff in this unit help each other	1216	121	231	77.55%	7.72%	14.73%	100.00%	83.51%	50.14%
A9. There is a problem with disrespectful behavior by those working in this unit	964	306	289	61.83%	19.63%	18.54%	100.00%	71.34%	30.53%

#### 2. Staffing and Work Pace

(Hospital avg % +ve 40.94%) (DB avg % +ve 46.86)--(DB Max : 98.72)--(DB Median : 45.22)--(DB Min : 18.40)

Question	Positive	Negative	Neutral	Positive%	Negative%	Neutral %	DB Max %	DB Median %	DB Min %
A2. In this unit, we have enough staff to handle the workload	565	743	256	36.13%	47.51%	16.37%	97.08%	38.12%	3.08%
A3. Staff in this unit work longer hours than is best for patient care	365	829	346	23.70%	53.83%	22.47%	97.81%	31.88%	3.72%
A5. This unit relies too much on temporary, float, or PRN staff	789	348	316	54.30%	23.95%	21.75%	100.00%	53.25%	6.42%
A11. The work pace in this unit is so rushed that it negatively affects patient safety	764	422	353	49.64%	27.42%	22.94%	100.00%	59.08%	19.23%

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### 3. Organizational Learning—Continuous Improvement

(Hospital avg % +ve 74.62%) (DB avg % +ve 76.26)--(DB Max : 99.76)--(DB Median : 76.47)--(DB Min : 45.10)

Question	Positive	Negative	Neutral	Positive%	Negative%	Neutral %	DB Max %	DB Median %	DB Min %
A4. This unit regularly reviews work processes to determine if changes are needed to improve patient safety	1182	156	219	75.92%	10.02%	14.07%	100.00%	78.25%	49.30%
A12. In this unit, changes to improve patient safety are evaluated to see how well they worked	1149	112	269	75.10%	7.32%	17.58%	100.00%	76.29%	47.46%
A14. This unit lets the same patient safety problems keep happening	1116	195	221	72.85%	12.73%	14.43%	100.00%	74.86%	13.08%

### 4. Response to Error

(Hospital avg % +ve 55.15%) (DB avg % +ve 55.61)--(DB Max : 99.45)--(DB Median : 54.31)--(DB Min : 29.02)

Question	Positive	Negative	Neutral	Positive%	Negative%	Neutral %	DB Max %	DB Median %	DB Min %
A10. When staff make errors, this unit focuses on learning rather than blaming individuals	1059	193	302	68.15%	12.42%	19.43%	100.00%	70.03%	41.18%
A6. In this unit, staff feel like their mistakes are held against them	766	417	370	49.32%	26.85%	23.82%	99.27%	49.85%	18.60%
A7. When an event is reported in this unit, it feels like the person is being written up, not the problem	745	459	335	48.41%	29.82%	21.77%	99.27%	47.83%	14.84%
A13. In this unit, there is a lack of support for staff involved in patient safety errors	820	311	368	54.70%	20.75%	24.55%	100.00%	50.00%	17.97%

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### 5. Supervisor, Manager, or Clinical Leader Support for Patient Safety (Hospital avg % +ve 72.98%) (DB avg % +ve 70.84)--(DB Max : 100.00)--(DB Median : 70.56)--(DB Min : 42.93)

Question	Positive	Negative	Neutral	Positive%	Negative%	Neutral %	DB Max %	DB Median %	DB Min %
B1. My supervisor, manager, or clinical leader seriously considers staff suggestions for improving patient safety:	1164	163	229	74.81%	10.48%	14.72%	100.00%	76.89%	49.44%
B3. My supervisor, manager, or clinical leader takes action to address patient safety concerns that are brought to their attention	1237	97	215	79.86%	6.26%	13.88%	100.00%	80.34%	49.81%
B2. My supervisor, manager, or clinical leader wants us to work faster during busy times, even if it means taking shortcuts	993	262	290	64.27%	16.96%	18.77%	100.00%	54.46%	21.80%

### 6. Communication About Error (Hospital avg % +ve 72.13%) (DB avg % +ve 72.89)--(DB Max : 100.00)--(DB Median : 72.72)--(DB Min : 42.56)

Question	Positive	Negative	Neutral	Positive%	Negative%	Neutral %	DB Max %	DB Median %	DB Min %
C1. We are informed about errors that happen in this unit	1052	156	322	68.76%	10.20%	21.05%	100.00%	68.73%	16.87%
C2. When errors happen in this unit, we discuss ways to prevent them from happening again	1186	121	234	76.96%	7.85%	15.18%	100.00%	78.24%	37.50%
C3. In this unit, we are informed about changes that are made based on event reports	1080	137	311	70.68%	8.97%	20.35%	100.00%	71.75%	14.97%

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### 7. Communication Openness

(Hospital avg % +ve 65.90%) (DB avg % +ve 64.62)--(DB Max : 99.27)--(DB Median : 63.78)--(DB Min : 28.81)

Question	Positive	Negative	Neutral	Positive%	Negative%	Neutral %	DB Max %	DB Median %	DB Min %
C4. In this unit, staff speak up if they see something that may negatively affect patient care	1152	107	279	74.90%	6.96%	18.14%	100.00%	73.91%	38.10%
C5. When staff in this unit see someone with more authority doing something unsafe for patients, they speak up	902	202	340	62.47%	13.99%	23.55%	100.00%	61.11%	29.75%
C6. When staff in this unit speak up, those with more authority are open to their patient safety concerns	1018	143	331	68.23%	9.58%	22.18%	100.00%	65.72%	16.92%
C7. In this unit, staff are afraid to ask questions when something does not seem right	856	232	388	57.99%	15.72%	26.29%	98.53%	55.61%	5.65%

### 8. Reporting Patient Safety Events

(Hospital avg % +ve 70.38%) (DB avg % +ve 66.63)--(DB Max : 100.00)--(DB Median : 66.20)--(DB Min : 11.82)

Question	Positive	Negative	Neutral	Positive%	Negative%	Neutral %	DB Max %	DB Median %	DB Min %
D1. When a mistake is caught and corrected before reaching the patient, how often is this reported?	999	161	305	68.19%	10.99%	20.82%	100.00%	65.05%	12.05%
D2. When a mistake reaches the patient and could have harmed the patient, but did not, how often is this reported?	1037	157	235	72.57%	10.99%	16.45%	100.00%	66.91%	11.59%

### 9. Hospital Management Support for Patient Safety

(Hospital avg % +ve 64.90%) (DB avg % +ve 62.95)--(DB Max : 100.00)--(DB Median : 62.54)--(DB Min : 32.69)

Question	Positive	Negative	Neutral	Positive%	Negative%	Neutral %	DB Max %	DB Median %	DB Min %
F1. The actions of hospital management show that patient safety is a top priority	1279	93	187	82.04%	5.97%	11.99%	100.00%	79.23%	39.60%
F2. Hospital management provides adequate resources to improve patient safety	1068	188	287	69.22%	12.18%	18.60%	100.00%	69.22%	35.82%
F3. Hospital management seems interested in patient safety only after an adverse event happens	648	536	308	43.43%	35.92%	20.64%	100.00%	40.15%	9.30%



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### 10.Handoffs and Information Exchange

(Hospital avg % +ve 65.17%) (DB avg % +ve 69.28)--(DB Max : 100.00)--(DB Median : 69.67)--(DB Min : 32.32)

Question	Positive	Negative	Neutral	Positive%	Negative%	Neutral %	DB Max %	DB Median %	DB Min %
F6. During shift changes, there is adequate time to exchange all key patient care information	961	112	267	71.72%	8.36%	19.93%	100.00%	75.24%	20.32%
F4. When transferring patients from one unit to another, important information is often left out	819	240	294	60.53%	17.74%	21.73%	100.00%	65.35%	23.26%
F5. During shift changes, important patient care information is often left out	854	208	288	63.26%	15.41%	21.33%	100.00%	68.69%	23.26%

<b>Hospital Average percentage Positive Response across 10 Domains</b>	<b>65.52%</b>
<b>Database Average percentage Positive Response across 10 Domains</b>	<b>66.57%</b>

