Patient Safety Culture in Georgian Healthcare
- Preliminary Study Results -

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Background
Setting: Building a culture of safety within healthcare providers is considered an important step towards improving patient safety. Georgian healthcare is still developing and transforming, currently placing the emphasis on quality and safety of healthcare products and services.

Problem:
• No validated instruments for measuring Patient Safety Culture in Georgian hospitals;
• Current state of Patient Safety Culture is not studied;
• The local characteristics of determinants of Patient Safety Culture are unknown.

Objective:
• Evaluation of the current state and local characteristics of Patient Safety Culture in Georgian healthcare.

Research questions
1. Can Patient Safety Culture in Georgian healthcare be measured reliably using translated and adapted versions of existing instruments?
2. What are current characteristics of Patient Safety Culture in Georgian healthcare?

Methods
• Cross-sectional questionnaire survey of hospital employees;
• Semi-structured in-depth interviews with hospital representatives involved in the study (Local Study Coordinators).

Study instruments
• SAQ - Safety Attitudes Questionnaire, short version1;
• HSPSC - Hospital Survey on Patient Safety Culture2;
• HSPSC-M - Hospital Survey on Patient Safety Culture, management version3.

Preliminary Results – Surveys

<table>
<thead>
<tr>
<th>The Instrument</th>
<th>Study Sample</th>
<th>% Physicians</th>
<th>% Nurse</th>
</tr>
</thead>
<tbody>
<tr>
<td>HSPSC</td>
<td>3</td>
<td>579</td>
<td>32,5%</td>
</tr>
<tr>
<td>SAQ-short</td>
<td>3</td>
<td>306</td>
<td>41,8%</td>
</tr>
<tr>
<td>HSPSC-M</td>
<td>5</td>
<td>20</td>
<td>NA</td>
</tr>
</tbody>
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Preliminary Results – Interviews

Following themes emerged in interviews with representatives of three hospitals involved in data-gathering process:

- Limited experience in surveys
- Activity of QM is not well regulated
- Reactive approach to risk management and safety
- No systemic cooperation between hospitals
- Limited resources (human and financial resources, time)
- Electronic participation is not feasible
- Tension between department management and top-management
- Passive, lazy or unmotivated attitude toward the study participation
- Fear and mistrust from employees

Current status and possible obstacles

- Motivated CEO of the organization
- Suitable employee (coordinator) available
- Opportunity to gain experience
- Motivated and supportive employees
- Characteristic of study design: anonymous, voluntary, quick
- Trust in research team
- Use of paper-based questionnaires instead of electronic ones
- Department or a group champions to facilitate data-gathering
- Informal communications to facilitate participation

Supporting factors and solutions

Preliminary Outcomes and Next Steps

- We have successfully collected the data in six Georgian hospitals using translated versions of study instruments;
- In the process we were able to identify number of problems and possible obstacles for implementing similar studies in Georgia, as well as number of supporting factors and possible ways to overcome some of the problems;
- Further analysis will focus on evaluating psychometric properties of the instruments, as well as on studying the local characteristics of safety culture in Georgia.

References

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