

WP5: patient safety culture

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Activity 1

- Compiled an inventory of existing patient safety culture tools, using a list of 26 previously identified by EUNet PAS
- Those which were not actually culture tools discarded (measured something else)
- Remaining tools were rated for usefulness by experts in 6 EU states (Netherlands, Poland, Germany, Austria, Denmark, England)
- The 2 most appropriate tools for assessing patient safety culture in primary care across Europe chosen

Activity 2

- Those chosen were:
 - Qualitative: Manchester Patient Safety Framework (MaPSaF)
 - Quantitative: AHRQ safety culture survey
- Field tested both tools in partner countries to enable development of practical tips for users, and FAQs
- Both tools slightly revised to suit primary care across the EU
- The two revised tools and a guide to when, where and how to use them published on the Linnaeus EURO-PC website
- MaPsaF translated into German, Polish, Danish, Dutch, Greek, Austrian

Activity 3

- A literature search to help compile a list of potential patient safety culture indicators potentially relevant to primary care across EU
- Very little available
- Culture manifests itself in intangibles such as leadership, trust and communication. Hard to measure directly
- NB: Need to focus on process (not outcome). So assessing levels of good hand hygiene, rather than assessing infection rates

Activity 3

- List evaluated for appropriateness and usefulness, using a 2 round modified Delphi procedure
- List revised and shortened
- Issues with achieving consensus. Tendency to revert back to measurable outcomes
- Different EU states at different stages of readiness to work on culture?