

Patient Safety Culture in Brazilian Hospitals from Nurse's Team Perspective

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Abstract : The goal of this quantitative study is to investigate patient safety culture from the perspective of professional from the hospital nursing team. It was conducted in two Brazilian hospitals. The sample included 282 nurses. Data collection occurred in 2013, through the questionnaire Hospital Survey on Patient Safety Culture. Based on the assessment of the dimensions is stressed that, in the dimension teamwork across hospital units, 69.4% of professionals agree that when a lot of work needs to be done quickly, they work together as a team; about the dimension supervisor/ manager expectations and actions promoting safety, 70.2% agree that their supervisor overlooks patient safety problems. Related to organizational learning and continuous improvement, 56.5% agree that there is evaluation of the effectiveness of the changes after its implementation. On hospital management support for patient safety, 52.8% refer that the actions of hospital management show that patient safety is a top priority. On the overall perception of patient safety, 57.2% disagree that patient safety is never compromised due to higher amount of work to be completed. In what refers to feedback and communication about error, 57.7% refer that always and usually receive such information. Relative to communication openness, 42.9% said they never or rarely feel free to question the decisions / actions of their superiors. On frequency of event reporting, 64.7% said often and always notify events with no damages to patients. About teamwork across hospital units is noted similarity between the percentages of agreement and disagreement, as on the item there is a good cooperation among hospital units that need to work together, that indicates 41.4% and 40.5% respectively. Related to adequacy of professionals, 77.8 % disagree on the existence of sufficient amount of employees to do the job, 52.4% agree that shift changes are problematic for patients. On nonpunitive response to errors, 71.7% indicate that when an event is reported it seems that the focus is on the person. On the patient safety grade of the institution, 41.6 % classified it as very good. It is concluded that there are positive points in the safety culture, and some weaknesses as a punitive culture and impaired patient safety due to work overload.

Keywords : quality of health care, health services evaluation, safety culture, patient safety, nursing team

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