

Solution: Measuring and Creating a Culture of Safety**Organization:** The Johns Hopkins Hospital**Type:** Acute Care**Primary Contact:** Lori Paine, RN, MS, Director, Patient Safety**E-mail:** lapaine@jhmi.edu**Phone:** 410.955.2919

IDENTIFICATION:

Since the release of the Institute of Medicine "To Err is Human" report in 1999, there is growing science about the measurement of safety culture and what interventions foster the development of that culture. The Joint Commission recognized this in the introduction of new leadership standards requiring organizations to assess the culture in their organization and use this information to prioritize improvement efforts. This Patient Safety Solution will share our process for assessing culture and the impressive results of three annual Safety Attitudes Questionnaire administrations.

PROCESS:

The Safety Attitude Questionnaire was used to assess organizational and unit culture of safety. Strong response rates (>60%) of all providers and clinical staff resulted in a robust census data set. The results provide data in seven domains: Safety, Teamwork, Morale, Stress Recognition, Working Conditions, Perceptions of Hospital Management and Perceptions of Unit Management.

SOLUTION:

Since 2006, The Johns Hopkins Hospital has realized statistically significant improvements in six of seven domains. By analyzing data over time, we have identified units with flat or negative trends in Safety and Teamwork scores. This information enables us to provide targeted support and intervention to those units. Other units use a debriefing tool to feed results back to staff and create actionable steps for improvement.