



EVALUATION OF PATIENT SAFETY CULTURE AMONG HEALTHCARE PROFESSIONALS IN A PHARMACY DEPARTMENT

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WHAT WAS DONE?

The Agency for Healthcare Research and Quality designed the **Hospital Survey on Patient Safety Culture (HSOPSC)** in 2004, updated to version 2.0 in 2019. This questionnaire has been adapted by different countries and has been used to assess the safety culture of healthcare professionals in the centers where it is applied. In 2014, the first version of the questionnaire was completed in the Pharmacy Department of our hospital. Ten years later, with the updated version of the questionnaire, the survey was repeated in the same service.

WHY WAS DONE?

Patient safety is an important component of healthcare quality. The aim of the study were to evaluate patient safety culture of healthcare professionals in a Pharmacy Department and compare it with the results of a previously study conducted in our department (HSOPSC 1.0)

HOW IT WAS DONE?

Descriptive and cross-sectional study. Spanish adaptation HSOPSC (2.0) was delivered to all staff of the Pharmacy Department. It included 10 dimensions (34 ítems) related to patient safety culture, the number of events reported during last year and professional profile

SOPS™ Hospital Survey

Version: 2.0
Language: Spanish

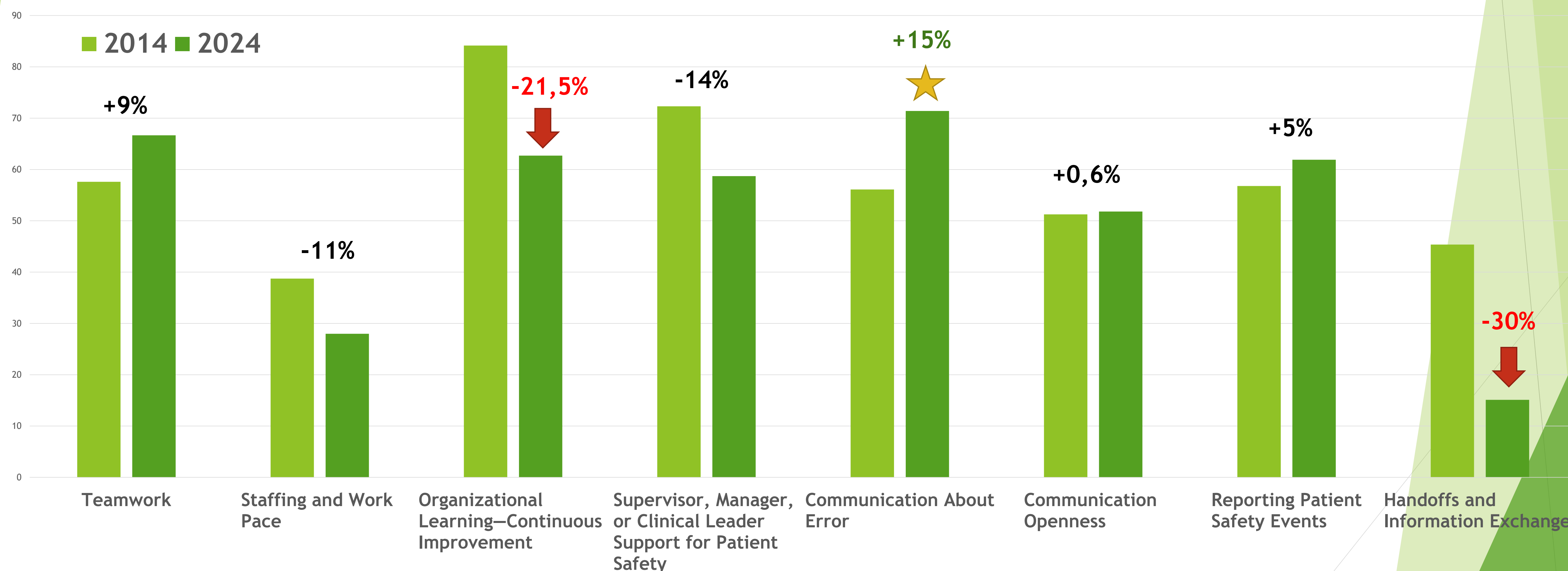
Notes

- For more information on getting started, selecting a sample, determining data collection methods, establishing data collection procedures, conducting a web-based survey, and preparing and analyzing data, and producing reports, please read the Hospital Survey Version 2.0 User's Guide.
- For the survey items grouped according to the safety culture composite measures they are intended to assess, please refer to the Hospital Survey Version 2.0 Items and Composite Measures document.

WHAT WAS ACHIEVED

- REPOSE RATE 2014: 70% (50% PHARMACEUTICS)
- REPOSE RATE 2024: 95,4% (45% PHARMACEUTICS)

- OVERALL SCORE OF PATIENT SAFETY 2014: 3,6/5
- OVERALL SCORE OF PATIENT SAFETY 2024: 3,3/5



Graphic 1. Main dimensions that differ between 2014 and 2024.

WHAT IS NEXT

Patient safety culture has remained stable compared to the previous study. However, the high participation in the actual survey provided a more accurate view of reality, as it involves all professional profiles and suggests a greater awareness of patient safety. The results reflect the efforts made since the last evaluation to improve communication about errors among professionals but it's necessary to implement strategies to improve organizational learning and handoffs and information exchange.