Patient Safety Culture

Organizational & Patient Safety Culture refers to the beliefs, values, and norms shared by staff throughout the organization that influence their actions and behaviors. Patient safety culture is the extent to which these beliefs, values, and norms support and promote patient safety. Patient safety culture can be measured by determining what is rewarded, supported, expected, and accepted in an organization as it relates to patient safety.

Patient Safety Culture Composite	Definition: *The extent to which*
1. Communication openness	Staff freely speak up if they see something that may negatively affect a patient and feel free to question those with more authority.
2. Feedback and communication about error	Staff are informed about errors that happen, are given feedback about changes implemented, and discuss ways to prevent errors.
3. Frequency of events reported	Mistakes of the following types are reported: (1) mistakes caught and corrected before affecting the patient, (2) mistakes with no potential to harm the patient, and (3) mistakes that could harm the patient but do not.
4. Handoffs, transitions and floating	Important patient care information is transferred across hospital units and during shift changes or when floated to another unit.
5. Management support for patient safety	Hospital management provides a work climate that promotes patient safety and shows that patient safety is a top priority.
6. Nonpunitive response to error	Staff feel that their mistakes and event reports are not held against them and that mistakes are not kept in their personnel file.
7. Organizational learning-Continuous improvement	Mistakes have led to positive changes and changes are evaluated for effectiveness.
8. Overall perceptions of patient safety	Procedures and systems are good at preventing errors and there is a lack of patient safety problems.
9. Staffing	There are enough staff to handle the workload and work hours are appropriate to provide the best care for patients.
10. Supervisor/manager expectations and actions promoting patient safety	Supervisors/managers consider staff suggestions for improving patient safety, praise staff for following patient safety procedures, and do not overlook patient safety problems.

If for any reason, you as a professional are floated or reassigned to a unit or department that you do not feel qualified to give proper patient care, please call MedSource at **(800) 440-1909** immediately so a MedSource Representative can document and resolve this issue just as quickly as possible. MedSource is available 24 hours a day, 7 days a week.

I agree that if I am floated to a new or unfamiliar unit, I will discuss and establish clarity between myself, management, colleagues, patients, equipment, medication, etc., to help eliminate clinical errors.

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Signature Printed Name Date

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