

Evaluation of safety culture in a state tertiary referral hospital

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ABSTRACT

Introduction: Healthcare is well-recognised as a high-hazard industry, and thus that it is imperative to measure staff's perception of safety regularly. Understanding the safety culture within the organisation reflects the extent to which an organisation's culture supports and promotes patient safety. The most widely used and rigorously validated tool to measure safety culture is the Safety Attitudes Questionnaire (SAQ). This study aimed to explore the patient safety climate in a tertiary referral hospital in Sarawak, Malaysia. **Methods:** A cross-sectional study was conducted in Sarawak General Hospital (SGH) in May 2022 among the clinical staff working in SGH. The self-administered 30-item SAQ was used to assess participants' attitudes toward safety culture. **Results:** A total of 513 questionnaires were returned, representing 15.0% of clinical staff. The respondents comprised 84.0% female, primarily working for at least 5 years (83.2%), and 71.3% were nurses. The overall mean SAQ score was 66.6±14.9, with 32.7% achieving positive responses (score of ≥75 on a 100-point scale). Job satisfaction (71.7±23.4) and working condition (53.7±19.6) received the highest and lowest mean scores, respectively. A positive patient safety attitude increased with working experience ($p<0.001$). A statistically significant difference was also found between the percentage of overall positive responses and departments; staff working in surgical disciplines exhibited the highest positive attitudes (38.4%). **Conclusion:** In conclusion, the study results show a relatively low safety culture among healthcare staff in SGH. The results from this study provided baseline data for long-term continuous assessment and formed a reasonable basis for further targeted measures.