

A study on patient safety culture among healthcare workers in Shah Alam Hospital

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ABSTRACT

Introduction: Patient safety is one of the essential components of healthcare quality. Good patient safety culture contributes to the good outcomes of patient care. This study aims to assess the positive response of patient safety culture and associated factors among healthcare workers in Shah Alam Hospital. **Methods:** A cross-sectional study using Hospital Survey on Patient Safety Culture (HSOPSC) was conducted in March-May 2021. The questionnaire consists of 32 items which measure ten dimensions of patient safety culture. Stratified random sampling was used to select 426 respondents, and the response rate was 78.4%. Logistic regression analysis was used in this study. The dimension with the highest positive responses was communication about the error; the lowest was the staffing dimension. There was no area of strength in patient safety culture dimensions; meanwhile, six dimensions need to be improved. **Results:** The significant factors associated with the positive response to patient safety culture dimensions were socio-demographic factors, staff categories, service categories, working hours, and patient safety training. In addition, multivariate analysis showed that staff working in surgical services have a 2.51 (95% CI: 1.26, 5.00) increased probability of having a positive response to patient safety culture. **Conclusion:** This study has shown that the patient safety culture in Shah Alam Hospital needs improvement. A collaborative effort from all the stakeholders and continuous evaluation and monitoring is required to improve the patient safety culture.