

7.1.7 CULTURE OF SAFETY



2023 CULTURE OF SAFETY SURVEY

2023 Response rate 4977 -65% -improved from 2021 response rate 3826- 50%

- 33 questions
- 3 categories:
 - Employee Engagement
 - Safety Culture Index
 - Resilience Index
- 5 identified Strengths
 - Each region had common & unique strengths
- 4 identified Opportunities

2023 CULTURE OF SAFETY SURVEY

Scale 0-5	ALL		BHIP		BHCS		BHN		BHMC	
	2021	2023	2021	2023	2021	2023	2021	2023	2021	2023
Engagement	3.88	3.90	3.86	4.02	4.03	4.00	3.74	4.07	3.76	3.75
Safety-Overall	3.78	3.90	3.81	4.01	3.89	3.97	3.69	4.07	3.64	3.75
Resilience	4.05	4.15	4.07	4.2	4.16	4.17	4.04	4.26	4.07	4.13

STRENGTHS

- I care for all patients equally even when it is difficult (95%)
- I see every patient as an individual person with specific needs (95%)
- The work I do makes a real difference (92%)
- My work is meaningful (92%)
- In my work unit, we discuss ways to prevent errors from happening again (86%)

OPPORTUNITIES

- The amount of job stress I feel is reasonable. (26%)
- Communication between physicians, medical staff and nurses is good in this organization. (14%)
- When a mistake is reported, it feels like the focus is on solving the problem, not writing up the person. (12%)
- There is effective teamwork between physicians and nurses at this hospital. (9%)

ACTION PLAN

1. Collaborate with Human Resources: Stress Reduction Programs

2. Collaborate with Clinical Education

– SBAR Education

- Situation
- Background
- Assessment
- Recommendation



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