



المركز السعودي لسلامة المرضى  
SAUDI PATIENT SAFETY CENTER

# Hospital Survey on Patient Safety Culture (Version 2.0)

Work Areas Database Report - Cycle (5) 2023  
Adult Intensive Care Units (All types)



December 2024

# DISCLAIMER

The data analyzed in this report is based on data submitted by healthcare facilities (hospitals) between the 3<sup>rd</sup> of September 2023 and the 28<sup>th</sup> of October 2023. The submitted data underwent a process of refinement and re-clustering without changing the original source of the submitted data following Agency of Healthcare Research and Quality (AHRQ) guidelines [1].

This report attempts to explain the perceived safety culture among staff within a specific work area among participating hospitals to highlight areas of strength and areas for possible improvements, learning and improvement purposes, and for further benefits towards safer healthcare.



# Hospital Surveys on Patient Safety Culture 2023

## Work Areas Database Report - Cycle (5) 2023

Adult Intensive Care Units (All types)

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# Purpose and use of this report

The data analyzed in this report is based on information voluntarily submitted by healthcare facilities (hospitals) between the 3<sup>rd</sup> of September 2023 and the 28<sup>th</sup> of October 2023. The submitted data underwent a process of refinement and re-clustering without changing the original source of the submitted data following the Agency for Healthcare Research and Quality (AHRQ) guidelines.

This report attempts to explain the perceived safety culture among participating hospitals within a specific work area **Adult Intensive Care Units (All types)** to highlight areas of strength and areas for possible improvements, learning and improvement purposes, and for further benefits towards safer healthcare.

This report investigates the perceived safety culture within the Adult Intensive Care Units (All types) working areas, considering the high-stakes environment, patient vulnerability, and the possibility of identifying best practices. Furthermore, examining the perceived safety culture in these critical areas can identify specific areas for improvement and establish valuable actions for promoting a more robust safety culture.

Adult Intensive Care Units (All types) - HSPSC Database Report 2024 is the 1<sup>st</sup> published national database report based on voluntarily submitted survey data from 310 hospitals. It includes results that represent 8253 providers and staff respondents who work in Adult Intensive Care Units (All types) units, and administered the survey using version 2.0 between September and October 2023.

In addition, this database report was developed as a tool and media for the following purposes:

- **Comparisons:** To allow hospitals to compare their patient safety culture survey results with those of other hospitals.
- **Assessment and Learning:** To provide data to hospitals to facilitate internal assessment and learning in the patient safety improvement process.
- **Supplemental Information:** To provide supplemental information to help hospitals identify their areas of strength and areas with potential for improvement in the patient safety culture.



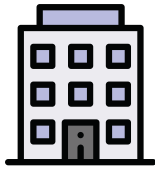
# Executive Summary

## Hospital Surveys on Patient Safety Culture - HSPSC

### HOSPITAL SURVEY DATABASE

This overview of survey finding summarizes how hospital employees perceive 10 areas of patient safety culture based on the 2023 Hospital survey on Patient Safety Culture Database

### Survey administration statistics:



310

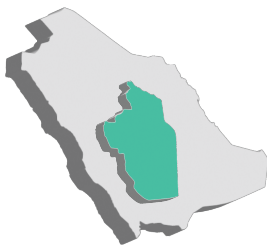
Hospitals administered the survey



8253

Providers and staff respondents

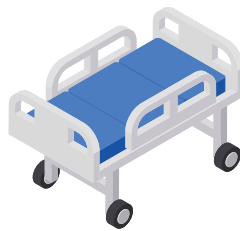
#### Geographic Region



20.32%

of participating hospitals from Riyadh directorate

#### Bed Size



41.94%

of participated hospitals have 50 - 100 beds

#### Sectors



73.55%

of participating hospitals were from governmental sectors



# Executive survey results:



**68.11%**

Average percent positive across 10 domains

## Areas of strength for most hospitals

**80.75%**



**Teamwork**

**80.75 %** is the average percentage of positive responses among hospitals that showed staff work together as an effective team, help each other during busy times, and are respectful.

**79.10%**



**Organizational Learning - Continuous Improvement**

**79.10 %** is the average percentage of positive responses among hospitals that showed work processes are regularly reviewed, changes are made to keep mistakes from happening again, and changes are evaluated.

**76.47%**



**Communication about error**

**76.47 %** is the average percentage of positive responses among hospitals that showed staff are informed when errors occur, discuss ways to prevent errors, and are informed when changes are made.

## Areas of improvement for most hospitals

**63.79%**



**Hospital Management support for Patient Safety**

**63.79 %** is the average percentage of positive responses among hospitals that showed hospital management shows that patient safety is a top priority and provides adequate resources for patient safety.

**55.34%**



**Response to Error**

**55.34 %** is the average percentage of positive responses among hospitals that showed staff are treated fairly when they make mistakes, and there is a focus on learning from mistakes and supporting staff involved in errors.

**44.82%**



**Staffing and work pace**

**44.82 %** is the average percentage of positive responses among hospitals that showed enough staff to handle the workload, staff work appropriate hours, and do not feel rushed.



# Other key findings:

## Overall Patient Safety Rating



**65.05%** of respondents rated their unit/work area «Excellent» or «Very Good»

2022	2023	*COT
58.11%	65.05%	6.95%

## Patient Safety Events Reported



**55.31%** Of respondents reported 1 or more of patient safety events in the last 12 months

2022	2023	*COT
55.40%	55.31%	0.09%

\*COT: Change Over Time



# Most prevalent hospital staff position



54%

Nurse (Specialist, Senior specialist, Consultant)



14%

Nurse technician



7%

Specialist /Senior specialist physicians



6%

Respiratory therapist



5%

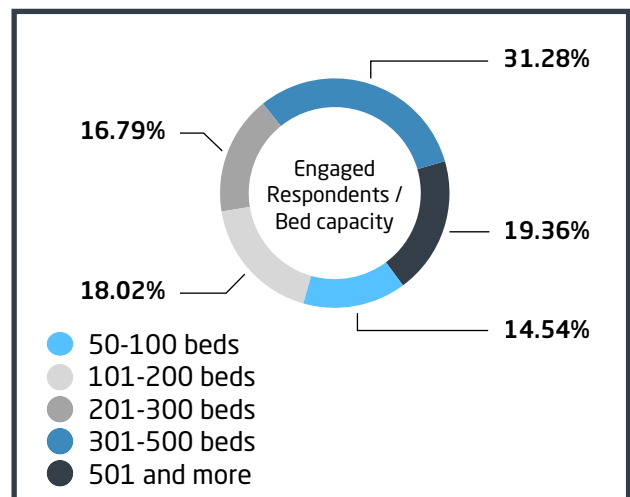
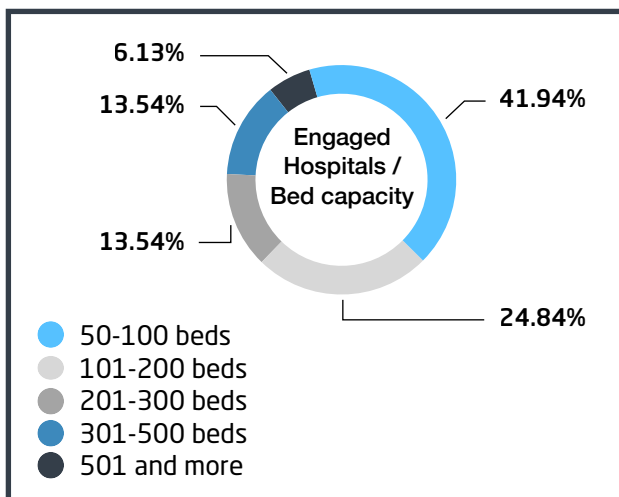
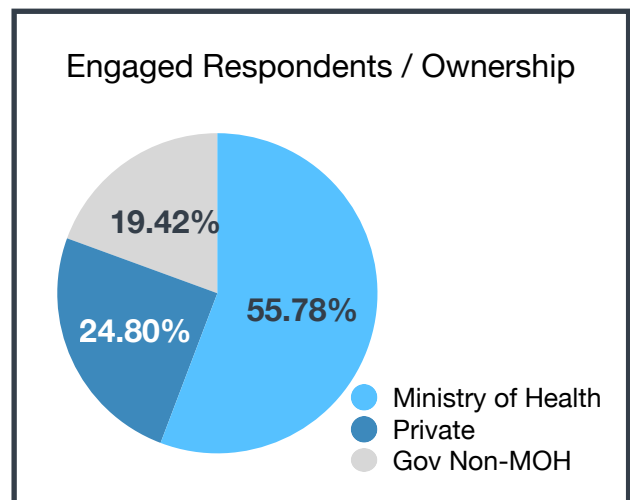
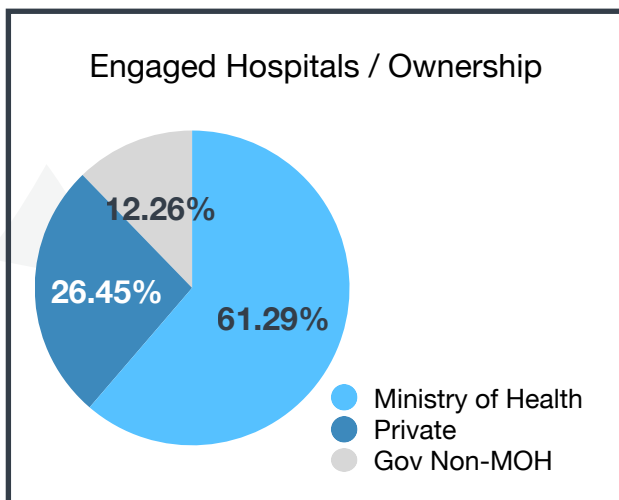
Resident physician



# 1. Hospital Characteristic

Table 1-1. Distribution of 2023 HSPSC 2.0 Database by Hospital Characteristics.

Hospital's characteristics	Database hospitals (n=310)		Database respondents (n=8,253)	
	Number	*Percent	Number	*Percent
<b>Ownership</b>				
Ministry of Health	190	61.29	4,603	55.77
Private	82	26.45	2,047	24.80
Gov Non-MOH	38	12.26	1,603	19.42
<b>Bed capacity</b>				
50-100 beds	130	41.93	1,200	14.54
101-200 beds	77	24.83	1,488	18.02
201-300 beds	42	13.54	1,386	16.79
301-500 beds	42	13.54	2,581	31.27
501 and more	19	6.13	1,598	19.36



## 2. Respondent Characteristics

Table 2-1. Distribution of 2023 HSPSC 2.0 Database by Respondent Characteristics (Staff position).

Respondents' characteristics	Respondents (n=8838)	
	Number	Percent
Nurse (Specialist, Senior specialist, Consultant)	4,442	53.82%
Nurse technician	1,175	14.24%
Specialist /Senior specialist physicians	556	6.74%
Respiratory therapist	455	5.51%
Resident physician	397	4.81%
Consultant physician	330	4.00%
Physician under training (Resident, Fellow, Intern)	148	1.79%
Nurse assistant	141	1.71%
Supervisor, Manager, Department head/manager, In charge of duty	107	1.30%
Pharmacist, Clinical pharmacist	57	0.69%
Midwife	56	0.68%
Unit Clerk, Secretary, Receptionist	42	0.51%
Technologists like EKG, ECMO, Neuro, Catheterization, Lab, Radiology...)	38	0.46%
Nurse educator	34	0.41%
Physical therapy, Occupational therapy, Prosthetics, speech therapy	32	0.39%
Dietician, Clinical dietician	31	0.38%
Healthcare assistant	27	0.33%
Paramedics	21	0.25%
Infection control	21	0.25%
Patient experience, Patient relation, Bed and case management	19	0.23%
Social worker	16	0.19%
Executive, General manager, Senior leader	7	0.08%
Quality, Patient safety, Risk management, Clinical audit, Performance improvement	6	0.07%
Psychologist	4	0.05%
Other, please specify:	91	1.10%

\*Others: These are related to staff categories not included within the survey standard list



Table 2-2. Distribution of 2023 HSPSC 2.0 Database by Respondent Characteristics (Interaction with the patient).

Respondents' characteristics	Respondents (n=8,253)	
	Number	Percent
Interaction with patients		
YES, I typically have direct interaction or contact with patients	7,681	93.07
NO, I typically do NOT have direct interaction or contact with patients	572	6.93



Table 2-3. Distribution of 2023 HSPSC 2.0 Database by Respondent Characteristics. (Hours worked per week).

Respondents' characteristics	Respondents (n=8,253)	
	Number	Percent
Hours Worked Per Week		
Less than 30 hours per week	222	2.69
30 to 40 hours per week	2,168	26.27
More than 40 hours per week	5,863	71.04

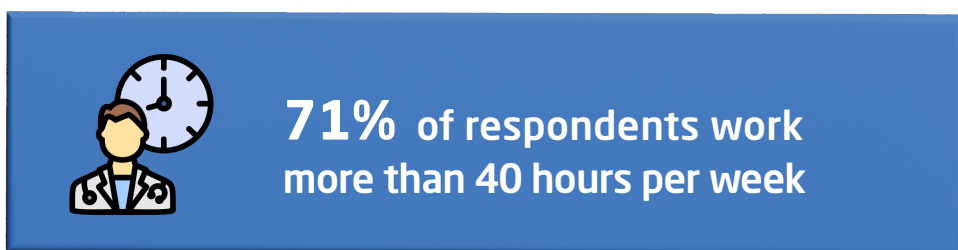


Table 2-4. Distribution of 2023 HSPSC 2.0 Database of tenure in the current work area.

Respondents' characteristics	Respondents (n=8,253)	
	Number	Percent
Tenure in current work area		
Less than 1 year	1,903	23.06
1 to 5 years	4,112	49.82
6 to 10 years	1,435	17.39
11 or more years	803	9.73



**50%** of respondents have worked in their unit/work area 1-5 years.

Table 2-5. Distribution of 2023 HSPSC 2.0 Database of tenure in current hospital

Respondents' characteristics	Respondents (n=8,253)	
	Number	Percent
Tenure in current hospital		
Less than 1 year	1725	20.90
1 to 5 years	3875	46.95
6 to 10 years	1549	18.77
11 or more years	1,104	13.38



**47%** of respondents have worked in their hospital 1-5 years.



# 3. Overall Results

Chart 3-1. Composite Measure Results Average Percent Positive Response 2022-2023 HSPSC 2.0 Database.

## Patient Safety Culture Composite Measures

## Average % positive response

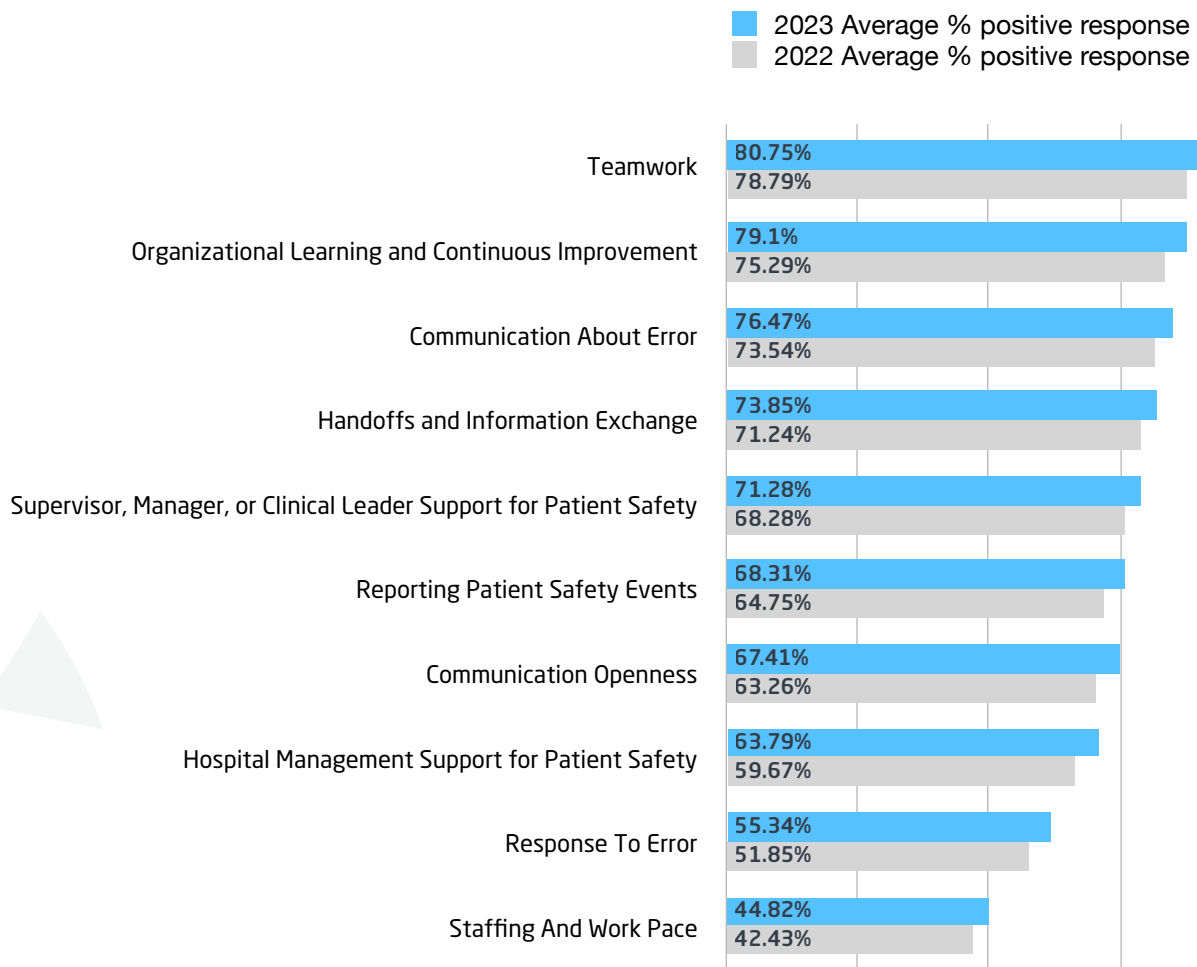


Table 3-1. Overall Composites/domains average across 10 domains 2022-2023 HSPSC 2.0 Database

2022	2023	*COT
64.91%	68.11%	3.20%

\*COT: Change Over Time

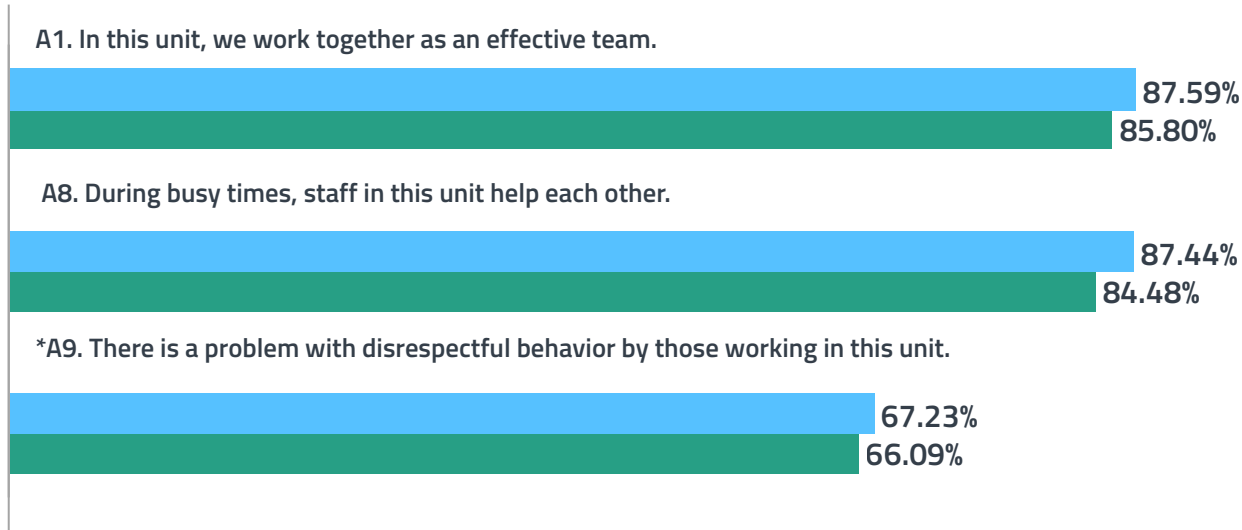


Chart 3-2. Item Results Average Percent Positive Response 2022 - 2023  
HSPSC 2.0 Database.

## 1. Teamwork

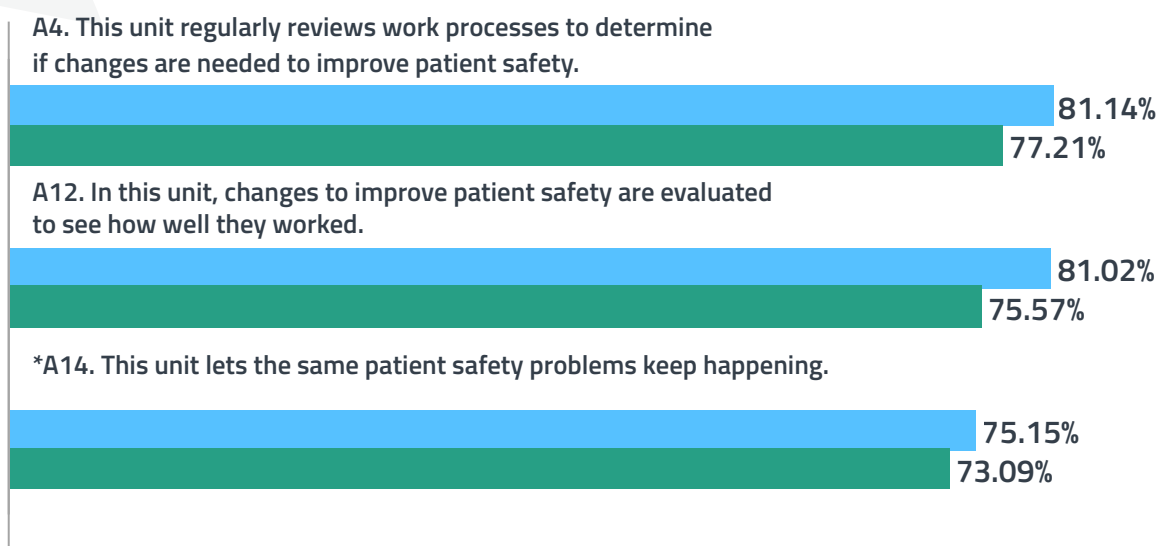
### Average % positive response

2023 2022



## 2. Organizational Learning-Continuous Improvement

2023 2022



\* Refers to a negatively worded item, where the percentage of positive responses is based on those who responded to "Strongly disagree," "Disagree," "Never," or "Rarely" (depending on the response category used for the item).



### 3. Communication About Error

2023 2022

C2. When errors happen in this unit, we discuss ways to prevent them from happening again.



C3. In this unit, we are informed about changes that are made based on event reports.



C1. We are informed about errors that happen in this unit.



### 4. Handoffs and Information Exchange

2023 2022

F6. During shift changes, there is adequate time to exchange all key patient care information.



\*F5. During shift changes, important patient care information is often left out.



\*F4. When transferring patients from one unit to another, important information is often left out.

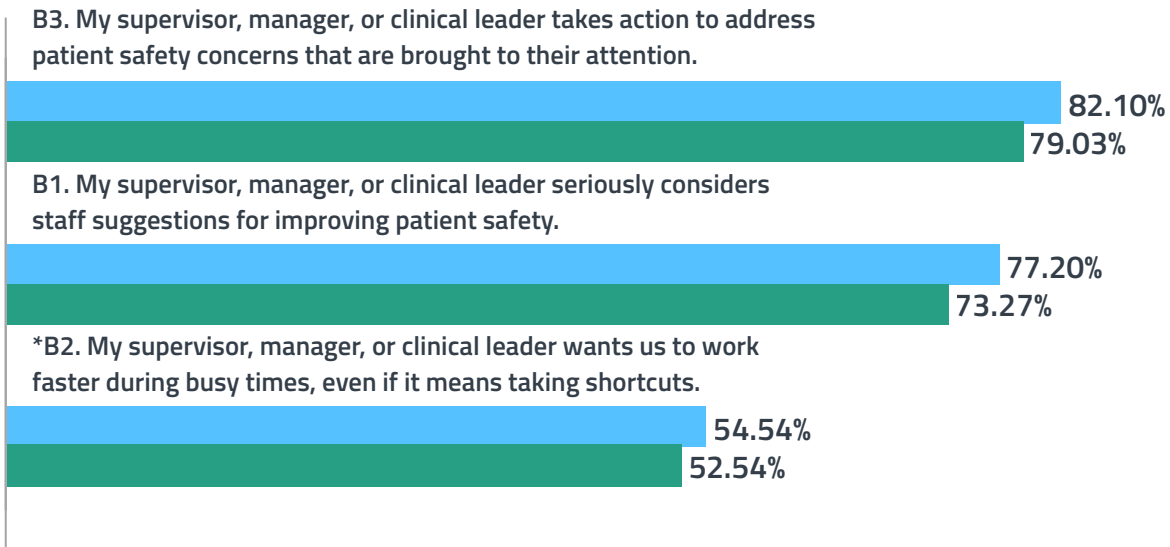


\* Refers to a negatively worded item, where the percentage of positive responses is based on those who responded to "Strongly disagree," "Disagree," "Never," or "Rarely" (depending on the response category used for the item).



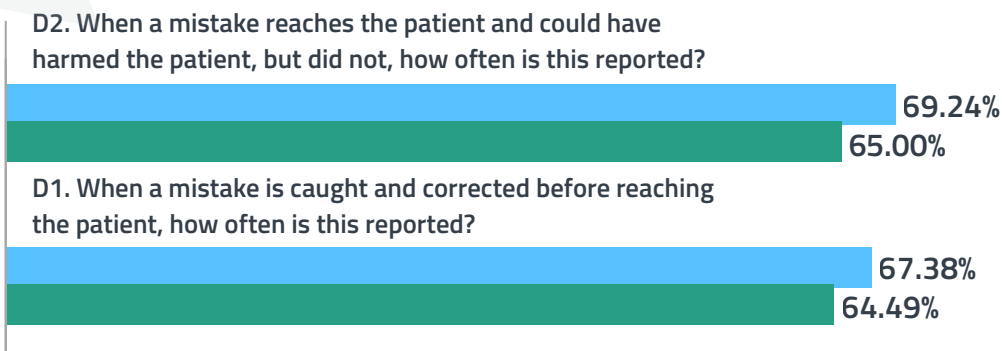
## 5. Supervisor, Manager, or Clinical Leader Support for Patient Safety

■ 2023 ■ 2022



## 6. Reporting Patient Safety Events

■ 2023 ■ 2022



\* Refers to a negatively worded item, where the percentage of positive responses is based on those who responded to "Strongly disagree," "Disagree," "Never," or "Rarely" (depending on the response category used for the item).



## 7. Communication Openness

2023 2022

C4. In this unit, staff speak up if they see something that may negatively affect patient care.



C6. When staff in this unit speak up, those with more authority are open to their patient safety concerns.



C5. When staff in this unit see someone with more authority doing something unsafe for patients, they speak up.



\* C7. In this unit, staff are afraid to ask questions when something does not seem right.



## 8. Hospital Management Support for Patient Safety

2023 2022

F1. The actions of hospital management show that patient safety is a top priority.



F2. Hospital management provides adequate resources to improve patient safety.



\*F3. Hospital management seems interested in-patient safety only after an adverse event happens.



\* Refers to a negatively worded item, where the percentage of positive responses is based on those who responded to "Strongly disagree," "Disagree," "Never," or "Rarely" (depending on the response category used for the item).



## 9. Response to Error

2023 2022

A10. When staff make errors, this unit focuses on learning rather than blaming individuals.



\*A13. In this unit, there is a lack of support for staff involved in patient safety errors.



\*A6. In this unit, staff feel like their mistakes are held against them.



\* A7. When an event is reported in this unit, it feels like the person is being written up, not the problem.



## 10. Staffing and Work Pace

2023 2022

\*A11. The work pace in this unit is so rushed that it negatively affects patient safety.



\*A5. This unit relies too much on temporary, float, or PRN staff.



A2. In this unit, we have enough staff to handle the workload.



\* A3. Staff in this unit work longer hours than is best for patient care.



\* Refers to a negatively worded item, where the percentage of positive responses is based on those who responded to "Strongly disagree," "Disagree," "Never," or "Rarely" (depending on the response category used for the item).



**Table 3-2. Composite / Domain Measure Results linked with bed capacity-2023 HSPSC 2.0 Database.**

HSPSC Composite/ Domain Measures	Composite / Domain % positive response within bed capacity				
	50-100	101-200	201-300	301-500	501 and more
1. Teamwork	84.19%	81.47%	77.54%	74.74%	74.79%
2. Staffing and Work Pace	44.32%	46.93%	45.76%	42.12%	43.42%
3. Organizational Learning-Continuous Improvement	80.30%	80.38%	78.44%	75.21%	75.91%
4. Response to Error	59.86%	55.61%	51.14%	48.15%	48.92%
5. Supervisor, Manager, or Clinical Leader Support for Patient Safety	71.59%	71.01%	72.21%	69.98%	71.10%
6. Communication About Error	75.00%	79.42%	76.89%	74.70%	77.56%
7. Communication Openness	68.87%	68.14%	66.90%	63.50%	64.30%
8. Reporting Patient Safety Events	68.36%	69.91%	65.24%	66.98%	71.18%
9. Hospital Management Support for Patient Safety	66.95%	62.78%	63.41%	61.43%	59.07%
10. Handoffs and Information Exchange	75.77%	74.38%	70.49%	71.43%	71.33%
<b>Average % positive across 10 domains</b>	<b>69.52%</b>	<b>69.00%</b>	<b>66.80%</b>	<b>64.82%</b>	<b>65.76%</b>

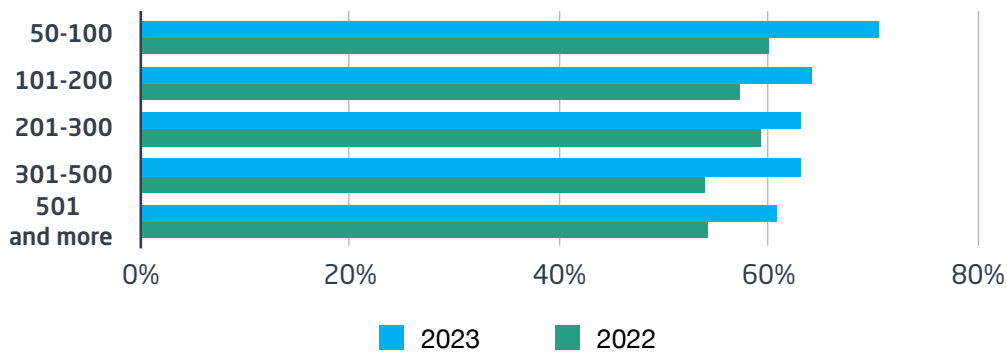
*\* Results in the above table are displayed according to the original AHRQ domain sequence.*



**Table 3-3 Item Results on Overall Rating on Patient Safety for Excellent or Very Good Linked with Bed Capacity –2023 HSPSC 2.0 Database.**

HSPSC Item Measures Unit/ Work Area Patient Safety Rating (Item E1) Excellent or Very Good	Average % positive response linked to bed capacity				
	50-100	101-200	201-300	301-500	501 and more
2023	67.57%	64.03%	63.05%	63.13%	60.69%
2022	59.90%	57.33%	59.24%	53.96%	54.24%

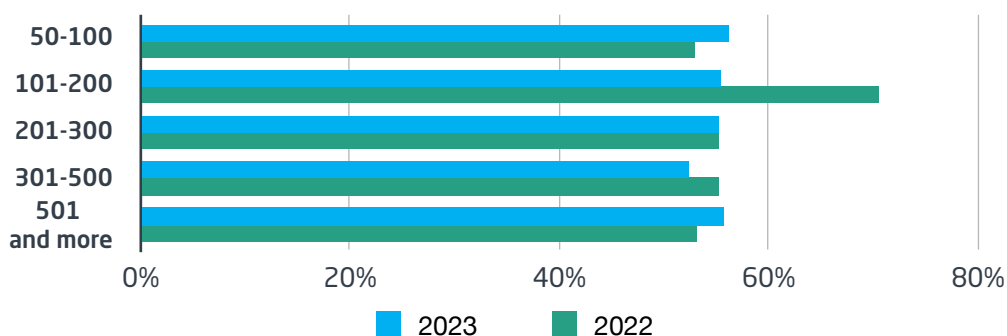
**Overall Rating on Patient Safety**



**Table 3-4 Item Results for Reporting One or More Events in the Past 12 Months Linked with Bed Capacity –2023 HSPSC 2.0 Database.**

HSPSC Item Measures Events Reported in the Past 12 Months (Item D3) 1 or more events	Average % positive response linked to bed capacity				
	50-100	101-200	201-300	301-500	501 and more
2023	56.14%	55.51%	55.14%	52.42%	55.60%
2022	52.93%	60.36%	55.12%	55.29%	53.13%

**Patient safety events reported**



# Data Limitations:

A general limitation of the survey and the report is that the survey data is voluntarily submitted from the healthcare facilities (hospitals) to the SPSC database. Therefore, the database only includes those healthcare facilities (hospitals) that have administered the HSPSC 2.0 and were willing to submit their data to the database. In addition, healthcare facilities (hospitals) were included in the database only if they had at least 10 respondents after all data cleaning as per AHRQ guidelines [2, 3].

# References

1. Report AD. SOPS Hospital Database. 2022. Available at: <https://www.ahrq.gov/sops/databases/hospital/index.html>
2. Famolaro T, Hare R, Yount ND, Fan L, Liu H, Sorra J. Surveys on Patient Safety Culture™ (SOPS®) Hospital Survey 2.0: 2021 User Database Report. (Prepared by Westat, Rockville, MD, under Contract No. HHSP233201500026I/HHSP23337004T). Rockville, MD: Agency for Healthcare Research and Quality; March 2021. AHRQ Publication No. 21-0017.
3. Sorra J, Yount N, Famolaro T, et al. AHRQ Hospital Survey on Patient Safety Culture Version 2.0: User's Guide. (Prepared by Westat, under Contract No. HHSP233201500026I/HHSP23337004T). Rockville, MD: Agency for Healthcare Research and Quality; September 2019. AHRQ Publication No. 19-0076. <https://www.ahrq.gov/sops/surveys/hospital/index.html>.

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