



Hospital Survey on Patient Safety Culture (Version 2.0)

Work Areas Database Report - Cycle (5) 2023
(Labor and Delivery, Obstetrics and Gynecology)



December 2024

DISCLAIMER

The data analyzed in this report is based on data submitted by healthcare facilities (hospitals) between the 3rd of September 2023 and the 28th 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

(Labor and Delivery, Obstetrics and Gynecology)

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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 3rd of September 2023 and the 28th 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 (**Labor and Delivery, Obstetrics and Gynecology**) 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 Labor and Delivery (L&D) and Obstetrics and Gynecology (OBGYN) 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.

Labor and Delivery, and Obstetrics and Gynecology - HSPSC Database Report 2024 is the 1st published national database report based on voluntarily submitted survey data from 331 hospitals. It includes results that represent 8338 providers and staff respondents who work in "Labor and Delivery, Obstetrics and Gynecology" 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.



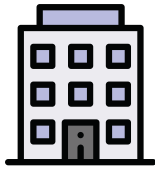
Executive Summary

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:



331

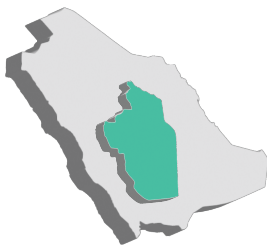
Hospitals administered the survey



8838

Providers and staff respondents

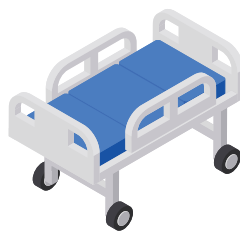
Geographic Region



20.54%

of participating hospitals from Riyadh directorate

Bed Size



52.56%

of participated hospitals have 50 - 100 beds

Sectors

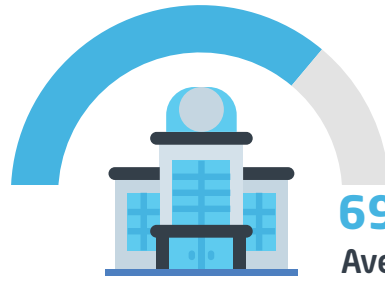


76.13%

of participating hospitals were from governmental sectors



Executive survey results:



69.21%
Average percent positive
across 10 domains

Areas of strength for most hospitals

80.04%



Teamwork

80.04 % 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.

79.51%



Organizational Learning - Continuous Improvement

79.51 % 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.

76.19%



Communication about error

76.19 % 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

67.86%



Hospital Management support for Patient Safety

67.86 % 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.

56.05%



Response to Error

56.05 % 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.

48.75%



Staffing and work pace

48.75 % 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



64.55% of respondents rated their unit/work area «Excellent» or «Very Good»

2022	2023	*COT
61.36%	64.55%	3.19%

Patient Safety Events Reported



51.80% of respondents reported a patient safety events in the last 12 months

2022	2023	*COT
48.53%	51.80%	3.27%

*COT: Change Over Time



Most prevalent hospital staff position



35.37% Nurse (Specialist, Senior specialist, Consultant)



16.42% Nurse technician



13.52% Midwife



10.67% Specialist /Senior specialist physicians



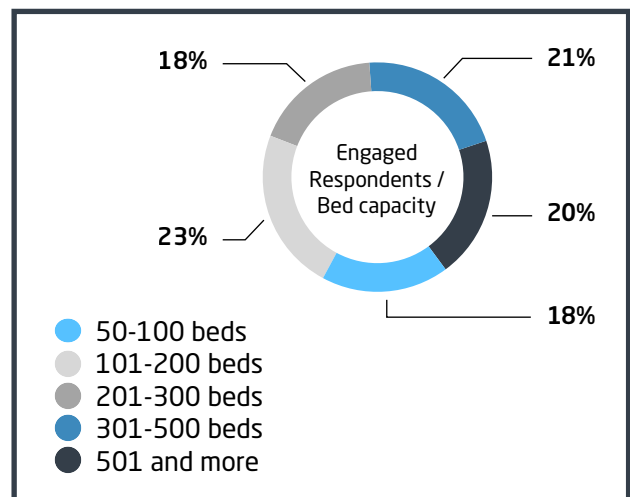
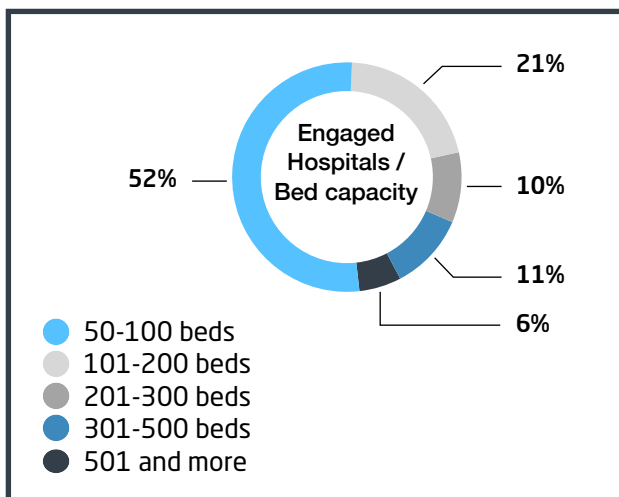
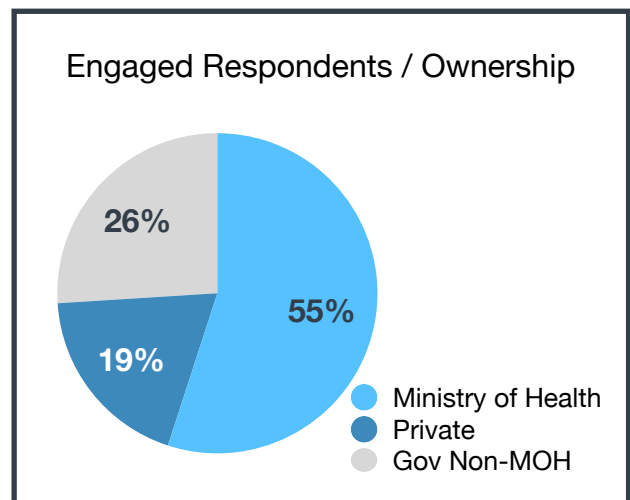
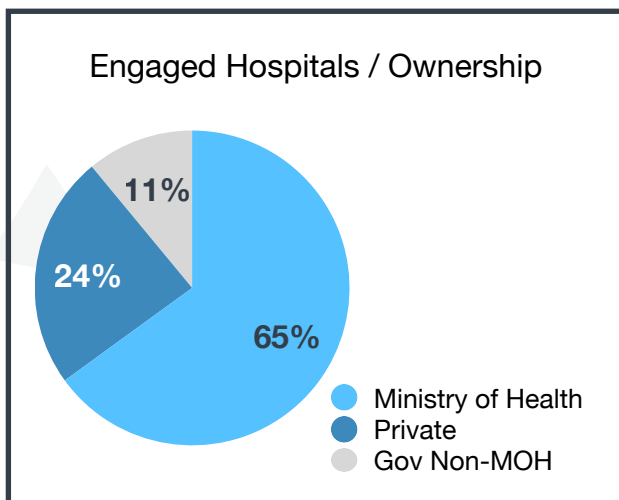
6.99% Resident physician



1. Hospital Characteristic

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

Hospital's characteristics	Database hospitals (n=331)		Database respondents (n=8838)	
	Number	*Percent	Number	*Percent
Ownership				
Ministry of Health	214	64.65	4,866	55.05
Private	79	23.86	1,656	18.83
Gov Non-MOH	38	11.48	2,316	26.20
Bed capacity				
50-100 beds	174	52.56	1,583	17.91
101-200 beds	69	20.84	2,064	23.35
201-300 beds	34	10.27	1,551	17.54
301-500 beds	35	10.57	1,829	20.69
501 and more	19	5.74	1,811	20.49



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)	3126	35.37
Nurse technician	1451	16.42
Midwife	1195	13.52
Specialist /Senior specialist physicians	943	10.67
Resident physician	618	6.99
Consultant physician	587	6.64
Physician under training (Resident, Fellow, Intern)	217	2.46
Nurse Assistant	174	1.97
Supervisor, Manager, Department head/manager, In charge of duty	114	1.29
Unit Clerk, Secretary, Receptionist	89	1.01
Technologists like: EKG, ECMO, Neuro, Catheterization, Lab, Radiology...)	44	0.50
Nurse educator	40	0.45
Healthcare Assistant	37	0.42
Patient experience, Patient relation, Bed, and case management	28	0.32
Pharmacist, Clinical pharmacist	21	0.24
Paramedics	14	0.16
Social worker	14	0.16
Quality, Patient Safety, Risk management, Clinical audit, Performance improvement	12	0.14
Physical therapy, Occupational therapy, Prosthetics, speech therapy	11	0.12
Executive, General Manager, Senior leader	9	0.10
Infection control	4	0.05
Dietician, Clinical dietician	4	0.05
Respiratory Therapist	3	0.03
Psychologist	1	0.01
Others	82	0.93

*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=8,838)	
	Number	Percent
Interaction with patients		
YES, I typically have direct interaction or contact with patients	8320	94.13
NO, I typically do NOT have direct interaction or contact with patients	518	5.86



94% of respondents have direct interaction or contact with patients

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

Respondents' characteristics	Respondents (n=8,838)	
	Number	Percent
Hours Worked Per Week		
Less than 30 hours per week	268	3.03
30 to 40 hours per week	2,125	24.04
More than 40 hours per week	6,445	72.92



73% of respondents work more than 40 hours per week



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

Respondents' characteristics	Respondents (n=8,838)	
	Number	Percent
Tenure in current work area		
Less than 1 year	1,646	18.62
1 to 5 years	3,784	42.81
6 to 10 years	1,833	20.73
11 or more years	1,575	17.82



43% 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=8,838)	
	Number	Percent
Tenure in current hospital		
Less than 1 year	1,469	16.62
1 to 5 years	3,538	40.03
6 to 10 years	1,913	21.64
11 or more years	1,918	21.70



40% 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

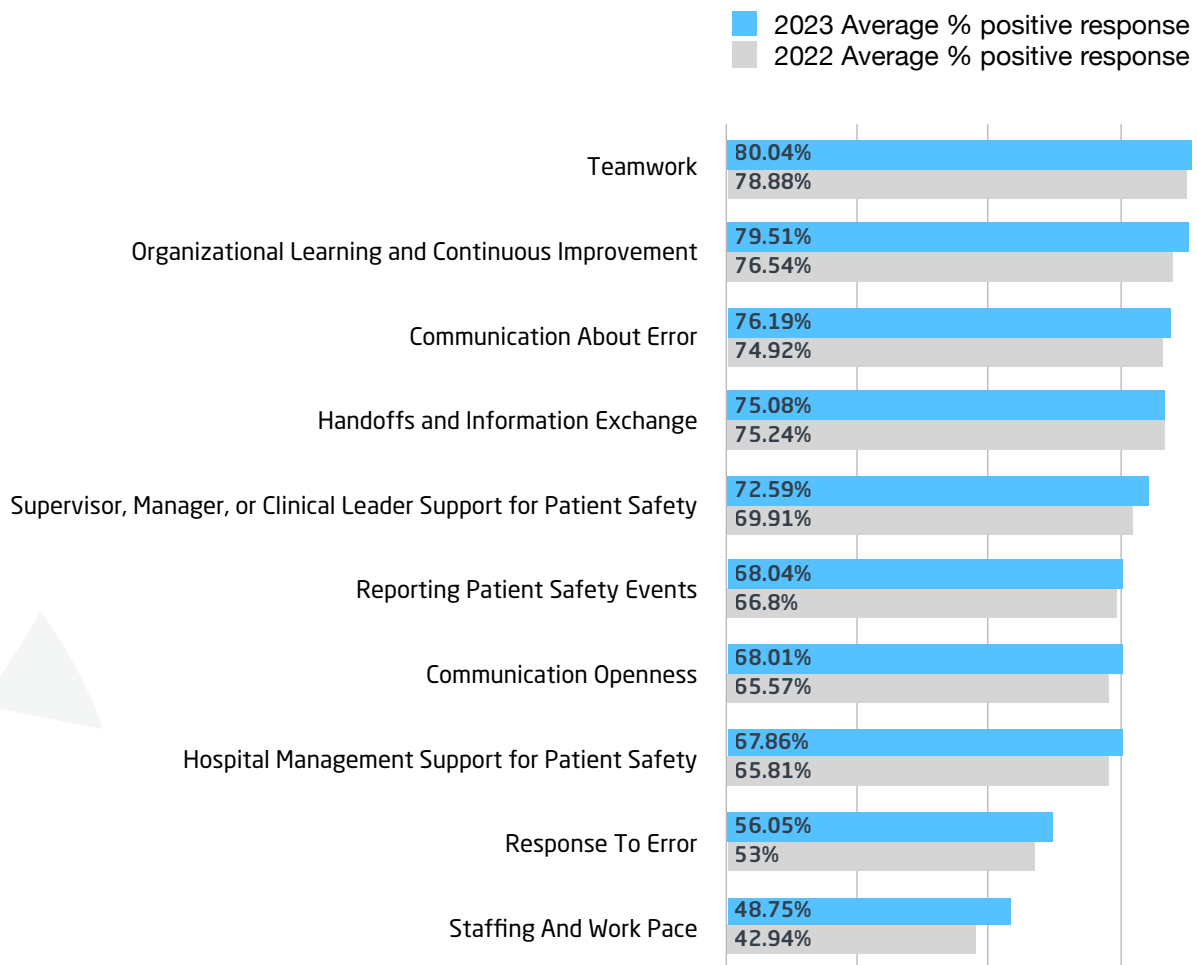


Table 3-1. Overall Composites/domains average across 10 domains 2022-2023 HSPSC 2.0 Database

2022	2023	*COT
66.96%	69.21%	2.25%

*COT: Change Over Time

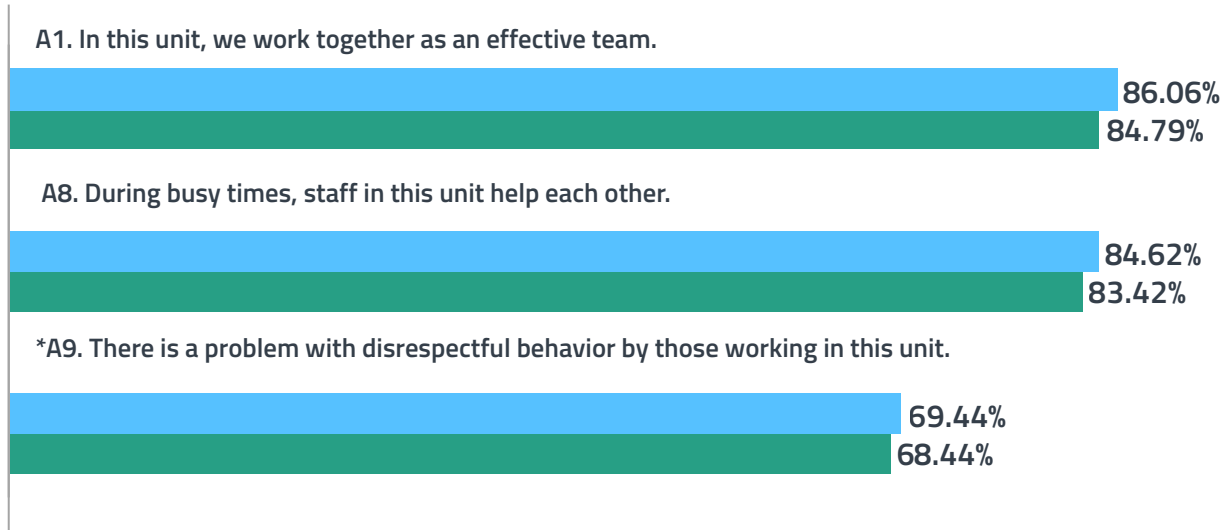


Chart 3-2. Item Results Average Percent Positive Response 2022 - 2023
HSPSC 2.0 Database.

1. Teamwork

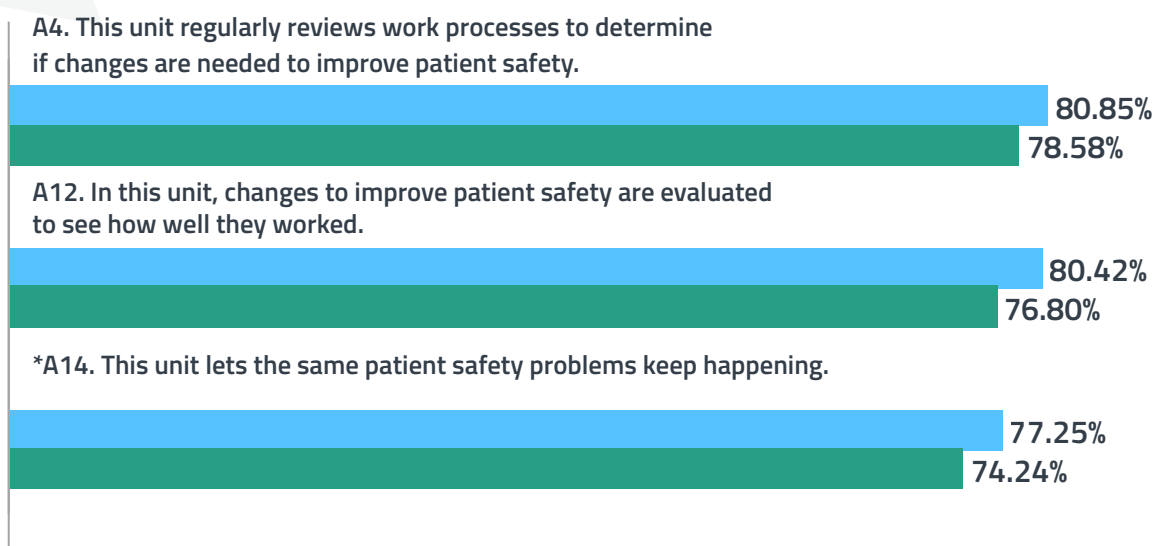
Average % positive response

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.

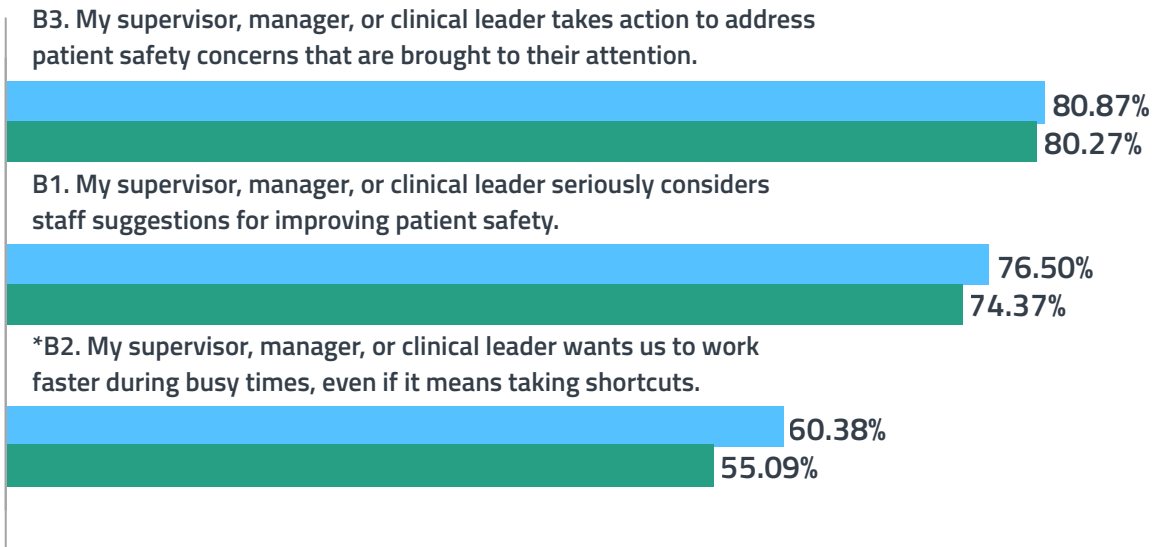


* Refers to a negatively worded item, where the percentage of positive responses is based on those who responded to "Strongly disagree," "Disagree," "Never," or "Rarely" (depending on the response category used for the item).



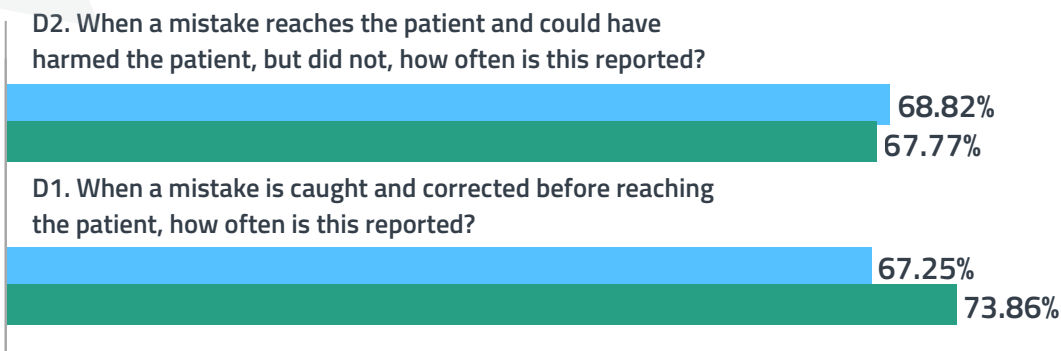
5. Supervisor, Manager, or Clinical Leader Support for Patient Safety

■ 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	83.81%	77.21%	73.04%	76.62%	74.43%
2. Staffing and Work Pace	52.05%	47.46%	42.68%	44.09%	42.74%
3. Organizational Learning-Continuous Improvement	82.20%	77.42%	75.79%	78.31%	71.29%
4. Response to Error	61.17%	52.42%	48.82%	49.90%	46.14%
5. Supervisor, Manager, or Clinical Leader Support for Patient Safety	75.84%	71.18%	69.30%	67.04%	64.00%
6. Communication About Error	77.11%	75.91%	73.39%	76.32%	73.59%
7. Communication Openness	71.46%	65.62%	63.07%	65.01%	59.56%
8. Reporting Patient Safety Events	68.07%	69.76%	64.72%	70.36%	63.31%
9. Hospital Management Support for Patient Safety	71.64%	65.14%	61.95%	64.48%	60.08%
10. Handoffs and Information Exchange	80.20%	73.35%	71.81%	64.90%	59.07%
Average % positive across 10 domains	72.36%	67.55%	64.46%	65.70%	61.42%

* 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
2022	62.86%	59.47%	57.61%	63.84%	55.57%
2023	65.46%	62.01%	66.71%	66.30%	58.30%

Overall Rating on Patient Safety

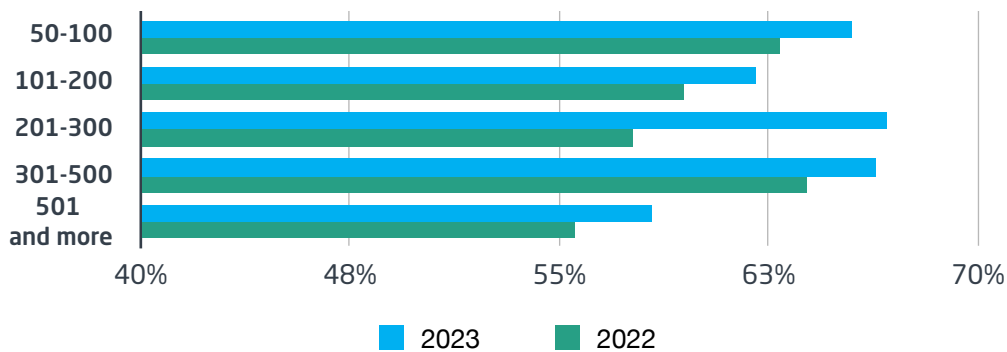
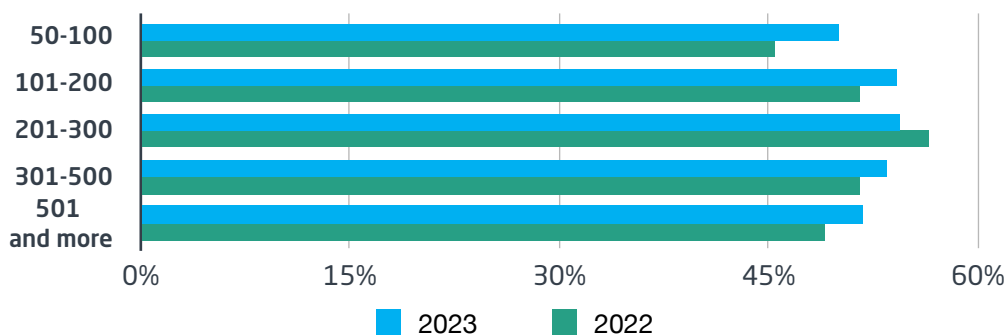


Table 3-4 Item Results for Reporting One or More Events in the Past 12 Months Linked with Bed Capacity –2023 HSPSC 2.0 Database.

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
2022	45.38%	51.44%	56.43%	51.52%	49.06%
2023	50.04%	54.18%	54.43%	53.34%	51.73%

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.
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