

# **Influence of Nurses' Awareness of Patient Safety Culture on Patients Satisfaction**

Thesis

*Submitted for Partial Fulfillment of Master Degree  
in Nursing Sciences (Nursing Administration)*

By

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# **Influence of Nurses' Awareness of Patient Safety Culture on Patients Satisfaction**

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## List of Abbreviations

<b>Abb.</b>	<b>Full term</b>
<b>AAHRQ</b>	Agency for healthcare research of quality
<b>CAHPS</b>	Consumer assessment of healthcare provider and system
<b>HSPSC</b>	Hospital survey on patient safety culture
<b>IOM</b>	Institute of medicine
<b>JCI</b>	Joint commission international
<b>NQF</b>	National Quality forum
<b>PSC</b>	Patient safety culture
<b>WHO</b>	World Health Organization

## **Influence of Nurses' Awareness of Patient Safety Culture on Patients Satisfaction**

### *Abstract*

**Background:** Patient safety culture is crucial in quality care, and could improve patient satisfaction. **Aim:** Examining the relationship between nurses' awareness of patient safety culture and patient satisfaction. **Subjects and methods:** This cross-sectional analytic study was carried out at Dar–El Shefa Hospital on a convenience sample of 106 staff nurses, and 212 number of adult patients. Data were collected using the Hospital Survey on Patient Safety culture (HSPSC) questionnaire and a patient satisfaction questionnaire. **Results:** Nurses' age ranged between 18 and 54 years, 85.8% were diploma degree. In total, 34.9% had high awareness of patient safety culture. The awareness score had a significant positive correlation with current experience years ( $r=0.232$ ). In multivariate analysis, working shifts was a negative predictor of this score. Overall, 24.1% of the patients were satisfied. Satisfaction decreased with higher education, and among rural residents. Patients' age was a positive predictor of the satisfaction score. In ecologic analysis, negative correlations were revealed between patient satisfaction with support staff and nurses' scores of awareness of hospital-level and outcome level patient safety culture. **Conclusion and recommendations:** Nurses in the study setting lack awareness of patient safety culture, and their patients have low satisfaction. The study recommends more efforts to foster the concept of patient safety culture and patient satisfaction.

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**Key words:** Nurses, Patient safety culture, Patient satisfaction.

## **Introduction**

Every country has its own healthcare system to cater specific healthcare needs of its population in a unique social and cultural milieu. Main goal of healthcare system is to deliver equitable, effective and accessible healthcare services to enhance patient satisfaction (*Naseer et al., 2012*). The patient or customer's satisfaction is a multidimensional and broader concept taking into account the individual perceptions, expectations and experience together (*Bleich et al., 2009*). Satisfaction is a subjective feeling in which a person compares his/her own assessment (i.e. experience) of available healthcare with his/her expectations and it is defined as “healthcare recipient's reaction to salient aspects of his or her experience of a service” (*Hills and Kitchen, 2007*).

Patient safety forms the foundation of healthcare delivery just as biological, physiological, and safety needs form the foundation of Maslow’s hierarchy. Little else can be accomplished if the patient does not feel safe or is, in fact, not safe. But the healthcare system is extremely complex, and ensuring patient safety requires the ongoing, focused efforts of every member of the healthcare team (*Ulrich and Kear, 2014*).

Worldwide, it is estimated that 1 in every 300 patients experiences harm while getting health care, and in the developed countries, the number of patients harmed during hospitalization is estimated to be one in ten patients. The Institute of Medicine (IOM) estimated that 98,000 preventable deaths occur each year due to medical errors, with no significant improvement in 5 years due to failure to improve patient safety (*IOM, 2001; Frankel et al., 2003*). This harm is caused by a range of medical errors or adverse events. When the medical errors take place, they lead to increased length of stay in hospitals, litigation costs, healthcare-associated infections, lost income, disability and additional healthcare expenses (*World Health Organization [WHO], 2012*).

However, medical errors are preventable and this can be achieved through improving all aspects of patient safety. Patient safety is defined as ‘the prevention of patients’ harm’ (*Kirwan et al., 2013*). To prevent such harm, the Institute of Medicine (IOM) recommends developing a patient safety culture and this is now required by healthcare accreditation organizations (*Joint Commission Resources, 2007*).

A growing body of evidence indicates that the rate of medical errors and adverse events are associated with the attitudes of healthcare professionals towards safety (*Bonner et al., 2009*). In this regard, patient safety culture, which is considered as a component of the organizational culture, includes the shared beliefs, attitudes, values, norms and behavioral characteristics of employees (*Fleming and Wentzell, 2008*) which will consequently influence the staff member attitudes and behaviors with regard to their organization's ongoing patient safety performance.

According to literature, the major predictors of a positive patient safety culture in healthcare organizations specifically hospitals include communication founded on mutual trust, good information flow, shared perception of the importance of safety, organizational learning, commitment from management and leadership, and the presence of a non-punitive approach to incident and error reporting. Patient safety culture outcomes include the staff members' perception of safety, the willingness of staff members to report events, the number of events reported, and an overall patient safety grade given by staff members to their units (*El-Jardali et al., 2011*). Nurses have a significant role in improving care because of their broad yet intimate perspective, nurses are an indispensable part of the

endeavor to find innovative solutions to improve patient safety (*Clancy et al., 2005*).

Patient safety and patient satisfaction should go hand-in-hand. Hospitals ought to be able to provide care that is safe and meets or exceeds patient expectations for service quality. Similar practices (e.g., open communication among staff members) and values (e.g., patient- and family-centered care) contribute both to safety and satisfaction. Nurses who are themselves satisfied and engaged, and who can spend sufficient time at the bedside, should know their patients better, learn their patients' vulnerabilities, and have the time and energy to ward off potential harms. At the same time, such nurses are in a better position to address patients' and families' psychosocial needs, a consistently powerful driver of patient satisfaction (*Gerteis et al., 2005*).

In the Middle East, efforts to transform the healthcare system are ongoing. These efforts require health administrators to consider the role of front-line care providers' perceptions about safety, since these can both positively and negatively affect efforts to improve safety (*WHO, 2007*). Moreover, in Egypt, a study in the patient safety field has been conducted. However, less attention