

Background

The following were introduced onto our paediatric ward in November 2015.

- Safety huddles
- SAFE poster displays (**Figure 1**)
- Parent communication board (**Figure 2**)



Figure 1: SAFE poster display



Figure 2: Parent communication board

Aims

- Analyse perception of patient safety in patients and their families.
- Measure current levels of patient safety culture in members of staff.

Methods

- Parents of children (0-8 years) and patients (9-12 years) discharged from the children's ward in January 2016, were asked to complete an anonymous 'Experience of Care Survey,' (**Figure 3 and 4**) developed by the Anna Freud Centre as a SAFE tool.
- All paediatric medical and nursing staff and ward pharmacists were asked to complete the Sexton Staff Climate Survey in the same period. (**Figure 5**)

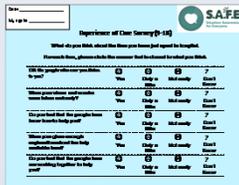


Figure 3: Experience of Care Survey Child 9 to 18

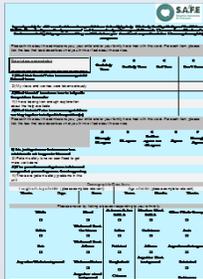


Figure 4: Experience of Care Survey Parent



Figure 5: Sexton Staff Climate Survey

Results

- Total surveys completed by parents and patients (n=19): Parents 11/19 (58%); and patients 8/19 (42%).
- Length of stay: 10 hours to 7 days (mean 3.5 days).
- Staff know how to help me: 17/19 (89%) agreed; 2/19 (11%) partially true.
- Staff take my concerns seriously: 16/19 (84%) agreed; 3/19 (16%) partially true.
- Staff are competent in knowing how to deal with my condition; I am informed as to what help is available to me and staff worked together: 18/19 (94%) agreed; 1/19 (6%) partially true.
- 9/11 (82%) of parents either strongly agreed or agreed that the ward has a healthy patient safety culture. (**Figure 6**)

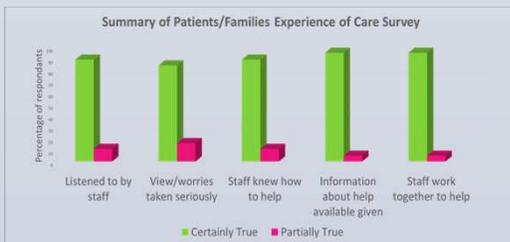


Figure 6: Parent/Patient Survey

Results

- Total surveys completed by staff (n=18): doctors 12/18 (66%) - 9/18 (50% of the total) consultants; and nurses 6/18 (33%) - 3/18 (16%) band 5 and 3/18 (16%) >band 5. (**Figure 7**)
- There is a strong patient safety culture and strong leadership in the department: 17/18 (94%) agreed.
- Staffing levels were sufficient: 11/18 (38%) agreed; 6/18 (33%) slightly disagreed; and 5/18 (27%) neutral.
- Overall score for the Sexton Staff Climate Surveys was 4.1 out of 5. The Safety Climate Mean was 4.45¹.

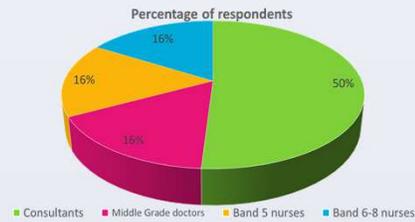


Figure 7: Staff respondents

Discussion

- Patients and their families feel safe on the general paediatric ward.
- Senior medical and nursing staff feel positive about safety apart from staffing issues.
- Our current staff survey climate suggests that staff have a proactive patient safety culture. Further data collection from a wider range of staff members is needed to ascertain the true current level of patient safety culture and clearly show any perception differences between staff groups.
- Our aim is to achieve a generative patient safety culture where safety is integral to everything we do.
- Current staffing issues need to be addressed to improve safe perceptions.

Future Plans

- Continue data collection for parent and patient surveys.
- Repeat the Sexton Staff Climate Survey at regular intervals to track staffing views on safety.
- Encourage engagement with families by goal setting with parents and patients on ward rounds.

Key Message

- **Patients and their families feel safe on the general paediatric ward**
- **Strong medical and nursing leadership is key to having good safety culture**



Raphael, 5

Reference

¹Safety Climate Survey – Institute for Healthcare Improvement [internet][cited 13th April 2016]. Available from: <http://www.primaris.org/sites/default/files/resources/Patient%20Safety/safety%20climate%20survey.pdf>