

Hospital Survey on patient Safety culture – Standard Facility report | Cycle 3 - Year 2021

King Faisal Specialist Hospital and Research Center - Jeddah

Located in **Jeddah** belonging to **Gov Non-MOH** with a bed capacity of **378**.

TOTAL EMPLOYEE(STAFF)	TOTAL SURVEY TAKEN	OVERALL RESPONSE RATE
2274	1381	60.73%
TOTAL SURVEYS IN ARABIC	TOTAL SURVEYS IN ENGLISH	COMMENT/S
453	928	901

The surveys were taken between 18 Jan 2021 to 12 Mar 2021.

Survey Demographics

Surveys taken by work areas

Ser. No	Work Area	Total Survey
1	w. Other: (Please Specify)	133
2	k. Laboratory	129
3	g. Intensive care unit (any type)	122
4	q. Oncology, Hematology	102
5	p. Outpatient Department (OPD)	96
6	l. Radiology	95
7	c. Surgery	78
8	a. Many different hospital units/No specific unit	77
9	e. Pediatrics	73
10	d. Obstetrics	66
11	b. Medicine (non-surgical)	63
12	n. Coronary Care Unit (CCU)	58
13	f. Emergency Department	56
14	j. Pharmacy	47
15	h. Psychiatry/Mental Health	36
16	o. Operation Room (OR)	36
17	r. Dialysis	28
18	u. Nutrition Department	23
19	s. Physiotherapy	18
20	m. Anesthesiology	18
21	v. Quality, Risk Management, Patient Safety	14
22	t. Endoscopy	11
23	i. Rehabilitation	2

Hospital Survey on patient Safety culture – Standard Facility report | Cycle 3 - Year 2021

Surveys taken by Staff Category

Ser. No	Category	Total Survey	Total Emp	%
1	Other/s	149	44	338.64
2	Dietician	18	17	105.88
3	Duty charge Supervisor/Manager/Director/Senior Leader/Executive	96	100	96.00
4	Physical Occupational, or Speech Therapist	19	23	82.61
5	Technician EKG /Lab/Radiology	151	200	75.50
6	Patient Care Asst Hospital Aide/Care Partner	31	44	70.45
7	Unit Assistant Clerk/Secretary	36	52	69.23
8	Respiratory Therapist	34	58	58.62
9	Registered Nurse	522	1137	45.91
10	Attending Staff Physician	170	394	43.15
11	Pharmacist Pharmacy Technician	44	138	31.88
12	Resident Physician -Physician in Training	20	67	29.85
13	Nurse Practitioner Technician	74	0	0.00
14	Physician Assistant Non Physician	11	0	0.00
15	Student	1	0	0.00
16	Trainee	2	0	0.00
17	Intern	3	0	0.00

Survey Background

H1. How long have you worked in this hospital?

Ser. No	Choice	Total Survey	Percentage
1	a. Less than 1 year	97	7.02
2	b. 1 to 5 years	491	35.55
3	c. 6 to 10 years	331	23.97
4	d. 11 to 15 years	237	17.16
5	e. 16 to 20 years	173	12.53
6	f. 21 years or more	52	3.77



Hospital Survey on patient Safety culture – Standard Facility report | Cycle 3 - Year 2021

H2. How long have you worked in your current hospital work area/unit?			
Ser. No	Choice	Total Survey	Percentage
1	a. Less than 1 year	132	9.56
2	b. 1 to 5 years	558	40.41
3	c. 6 to 10 years	311	22.52
4	d. 11 to 15 years	192	13.90
5	e. 16 to 20 years	152	11.01
6	f. 21 years or more	36	2.61

H6. How long have you worked in your current specialty or profession?			
Ser. No	Choice	Total Survey	Percentage
1	a. Less than 1 year	37	2.68
2	b. 1 to 5 years	328	23.75
3	c. 6 to 10 years	367	26.57
4	d. 11 to 15 years	263	19.04
5	e. 16 to 20 years	203	14.70
6	f. 21 years or more	183	13.25

Hospital Survey on patient Safety culture – Standard Facility report | Cycle 3 - Year 2021

H4. What is your staff position in this hospital? Select ONE answer that best describes your staff position.

Ser. No	Choice	Total Survey	Percentage
1	a. Registered Nurse	522	37.80
2	b. Physician Assistant (non physician)	11	0.80
3	c. Nurse Practitioner / Technician	74	5.36
4	d. Patient Care Asst/Hospital Aide/Care Partner	31	2.24
5	e. Attending/Staff Physician	170	12.31
6	f. Resident Physician/Physician in Training	20	1.45
7	g. Pharmacist / Pharmacy Technician	44	3.19
8	h. Dietician	18	1.30
9	i. Unit Assistant/Clerk/Secretary	36	2.61
10	j. Respiratory Therapist	34	2.46
11	k. Physical, Occupational, or Speech Therapist	19	1.38
12	l. Technician (e.g., EKG, Lab, Radiology)	151	10.93
13	m. Duty charge / Supervisor /Manager / Director / Senior Leader / Executive	96	6.95
14	n. Student	1	0.07
15	o. Trainee	2	0.14
16	p. Intern	3	0.22
17	q. Other: (Please Specify)	149	10.79

H5. In your staff position, do you typically have direct interaction or contact with patients?

Ser. No	Choice	Total Survey	Percentage
1	YES, I typically have direct interaction or contact with patients.	1154	83.56
2	NO, I typically do NOT have direct interaction or contact with patients.	227	16.44

H3. Typically, how many hours per week do you work in this hospital?

Ser. No	Choice	Total Survey	Percentage
1	a. Less than 20 hours per week	8	0.58
2	b. 20 to 39 hours per week	98	7.10
3	c. 40 to 59 hours per week	981	71.04
4	d. 60 to 79 hours per week	256	18.54
5	e. 80 to 99 hours per week	28	2.03
6	f. 100 hours per week or more	10	0.72

Hospital Survey on patient Safety culture – Standard Facility report | Cycle 3 - Year 2021

Number of events reported

G. In the past 12 months, how many event reports have you filled out and submitted ?

Ser. No	Choice	Total Survey	Percentage
1	a. No event reports	543	39.32
2	b. 1 to 2 event reports	409	29.62
3	c. 3 to 5 event reports	242	17.52
4	d. 6 to 10 event reports	120	8.69
5	e. 11 to 20 event reports	46	3.33
6	f. 21 event reports or more	21	1.52

Patient safety grade

E. Please give your work area/unit in this hospital an overall grade on patient safety.

Ser. No	Choice	Total Survey	Percentage
1	Excellent(A)	534	38.67
2	Very Good(B)	520	37.65
3	Acceptable(C)	272	19.70
4	Poor(D)	43	3.11
5	Failing(E)	12	0.87

Additional question

Would you recommend this hospital to treat your family or friends?

Ser. No	Choice	Total Survey	Percentage
1	Yes	1239	89.72
2	No	142	10.28

Hospital Survey on patient Safety culture – Standard Facility report | Cycle 3 - Year 2021

Survey domains

1. Teamwork Within Units

(Hospital avg % +ve 75.22%) (DB avg % +ve 80.74)--(DB Max : 98.91)--(DB Median : 81.08)--(DB Min : 57.91)

Question	Positive	Negative	Neutral	Positive%	Negative%	Neutral %	DB Max %	DB Median %	DB Min %
A1. People support one another in this unit.	1110	102	169	80.38%	7.39%	12.24%	100.00%	86.36%	57.33%
A3. When a lot of work needs to be done quickly, we work together as a team to get the work done.	1107	103	171	80.16%	7.46%	12.38%	100.00%	86.34%	60.20%
A4. In this unit, people treat each other with respect.	1082	104	195	78.35%	7.53%	14.12%	100.00%	87.70%	65.31%
A11. When one area in this unit gets really busy, others help out	856	255	270	61.98%	18.46%	19.55%	97.27%	64.49%	37.23%

2. Supervisor/Manager Expectations & Actions Promoting Patient Safety

(Hospital avg % +ve 68.01%) (DB avg % +ve 64.32)--(DB Max : 98.14)--(DB Median : 64.26)--(DB Min : 43.57)

Question	Positive	Negative	Neutral	Positive%	Negative%	Neutral %	DB Max %	DB Median %	DB Min %
B3. Whenever pressure builds up, my supervisor/manager wants us to work faster, even if it means taking shortcuts	854	260	267	61.84%	18.83%	19.33%	96.89%	49.48%	23.54%
B4. My supervisor/manager overlooks patient safety problems that happen over and over	831	332	218	60.17%	24.04%	15.79%	96.89%	55.55%	1.64%
B2. My supervisor/manager seriously considers staff suggestions for improving patient safety	1037	144	200	75.09%	10.43%	14.48%	98.91%	75.29%	42.00%
B1. My supervisor/manager says a good word when he/she sees a job done according to established patient safety procedures	1035	130	216	74.95%	9.41%	15.64%	100.00%	76.38%	40.67%

Hospital Survey on patient Safety culture – Standard Facility report | Cycle 3 - Year 2021

3. Organizational Learning—Continuous Improvement

(Hospital avg % +ve 79.07%) (DB avg % +ve 80.54)--(DB Max : 98.36)--(DB Median : 80.71)--(DB Min : 63.15)

Question	Positive	Negative	Neutral	Positive%	Negative%	Neutral %	DB Max %	DB Median %	DB Min %
A6. We are actively doing things to improve patient safety	1253	51	77	90.73%	3.69%	5.58%	100.00%	94.34%	67.04%
A13. After we make changes to improve patient safety, we evaluate their effectiveness .	1097	78	206	79.44%	5.65%	14.92%	98.36%	79.40%	50.98%
A9. Mistakes have led to positive changes here ...	926	126	329	67.05%	9.12%	23.82%	96.89%	68.56%	42.86%

4. Management Support for Patient Safety

(Hospital avg % +ve 71.40%) (DB avg % +ve 64.32)--(DB Max : 93.38)--(DB Median : 64.48)--(DB Min : 33.08)

Question	Positive	Negative	Neutral	Positive%	Negative%	Neutral %	DB Max %	DB Median %	DB Min %
F9. Hospital management seems interested in patient safety only after an adverse event happens	774	343	264	56.05%	24.84%	19.12%	100.00%	46.56%	9.94%
F8. The actions of hospital management show that patient safety is a top priority .	1131	67	183	81.90%	4.85%	13.25%	99.17%	77.86%	42.00%
F1. Hospital management provides a work climate that promotes patient safety.	1053	119	209	76.25%	8.62%	15.13%	99.45%	68.05%	34.00%

5. Overall Perceptions of Patient Safety

(Hospital avg % +ve 62.84%) (DB avg % +ve 59.13)--(DB Max : 94.26)--(DB Median : 58.65)--(DB Min : 33.80)

Question	Positive	Negative	Neutral	Positive%	Negative%	Neutral %	DB Max %	DB Median %	DB Min %
A17. We have patient safety problems in this unit .	798	294	289	57.78%	21.29%	20.93%	99.38%	48.22%	15.52%
A10. It is just by chance that more serious mistakes don't happen around here	616	463	302	44.61%	33.53%	21.87%	97.52%	32.95%	9.84%
A15. Patient safety is never sacrificed to get more work done	977	183	221	70.75%	13.25%	16.00%	96.72%	78.30%	46.70%
A18. Our procedures and systems are good at preventing errors from happening.	1080	103	198	78.20%	7.46%	14.34%	98.25%	75.79%	50.47%

Hospital Survey on patient Safety culture – Standard Facility report | Cycle 3 - Year 2021

6. Feedback and Communication about Error

(Hospital avg % +ve 67.75%) (DB avg % +ve 65.27)--(DB Max : 99.79)--(DB Median : 64.93)--(DB Min : 39.23)

Question	Positive	Negative	Neutral	Positive%	Negative%	Neutral %	DB Max %	DB Median %	DB Min %
C3. We are informed about errors that happen in this unit .	969	115	297	70.17%	8.33%	21.51%	100.00%	70.98%	24.14%
C5. In this unit, we discuss ways to prevent errors from happening again.	1028	99	254	74.44%	7.17%	18.39%	100.00%	74.15%	43.33%
C1. We are given feedback about changes put into place based on event reports .	810	157	414	58.65%	11.37%	29.98%	99.38%	50.08%	25.86%

7. Communication Openness

(Hospital avg % +ve 52.52%) (DB avg % +ve 53.31)--(DB Max : 99.17)--(DB Median : 52.55)--(DB Min : 35.63)

Question	Positive	Negative	Neutral	Positive%	Negative%	Neutral %	DB Max %	DB Median %	DB Min %
C6. Staff are afraid to ask questions when something does not seem right....	706	237	438	51.12%	17.16%	31.72%	99.38%	51.39%	24.56%
C2. Staff will freely speak up if they see something that may negatively affect patient care .	924	143	314	66.91%	10.35%	22.74%	99.38%	62.18%	23.28%
C4. Staff feel free to question the decisions or actions of those with more authority.	546	344	491	39.54%	24.91%	35.55%	98.76%	43.33%	22.67%

8. Frequency of Events Reported

(Hospital avg % +ve 66.60%) (DB avg % +ve 59.58)--(DB Max : 99.17)--(DB Median : 58.80)--(DB Min : 30.76)

Question	Positive	Negative	Neutral	Positive%	Negative%	Neutral %	DB Max %	DB Median %	DB Min %
D3. When a mistake is made that could harm the patient, but does not, how often is this reported ?	977	149	255	70.75%	10.79%	18.46%	98.76%	62.45%	27.59%
D1. When a mistake is made, but is caught and corrected before affecting the patient, how often is this reported ?	911	152	318	65.97%	11.01%	23.03%	99.38%	60.06%	32.20%
D2. When a mistake is made, but has no potential to harm the patient, how often is this reported ?	871	183	327	63.07%	13.25%	23.68%	99.38%	54.33%	27.50%

Hospital Survey on patient Safety culture – Standard Facility report | Cycle 3 - Year 2021

9. Teamwork Across Units

(Hospital avg % +ve 61.88%) (DB avg % +ve 60.16)--(DB Max : 97.36)--(DB Median : 60.09)--(DB Min : 29.66)

Question	Positive	Negative	Neutral	Positive%	Negative%	Neutral %	DB Max %	DB Median %	DB Min %
F6. It is often unpleasant to work with staff from other hospital units .	756	217	408	54.74%	15.71%	29.54%	99.38%	47.62%	19.40%
F2. Hospital units do not coordinate well with each other.	692	354	335	50.11%	25.63%	24.26%	98.14%	46.43%	19.02%
F10. Hospital units work well together to provide the best care for patients .	1067	72	242	77.26%	5.21%	17.52%	100.00%	77.78%	39.92%
F4. There is good cooperation among hospital units that need to work together.	903	133	345	65.39%	9.63%	24.98%	99.38%	68.33%	39.90%

10. Staffings

(Hospital avg % +ve 32.08%) (DB avg % +ve 31.90)--(DB Max : 96.74)--(DB Median : 30.66)--(DB Min : 17.65)

Question	Positive	Negative	Neutral	Positive%	Negative%	Neutral %	DB Max %	DB Median %	DB Min %
A5. Staff in this unit work longer hours than is best for patient care .	277	776	328	20.06%	56.19%	23.75%	95.65%	24.28%	2.73%
A7. We use more agency/temporary staff than is best for patient care	658	304	419	47.65%	22.01%	30.34%	96.89%	47.66%	11.55%
A14. We work in "crisis mode" trying to do too much, too quickly	361	685	335	26.14%	49.60%	24.26%	95.65%	14.29%	0.00%
A2. We have enough staff to handle the workload.	476	620	285	34.47%	44.90%	20.64%	98.76%	37.02%	8.67%

Hospital Survey on patient Safety culture – Standard Facility report | Cycle 3 - Year 2021

11. Handsoff and Transition

(Hospital avg % +ve 52.70%) (DB avg % +ve 55.56)--(DB Max : 99.38)--(DB Median : 54.44)--(DB Min : 20.34)

Question	Positive	Negative	Neutral	Positive%	Negative%	Neutral %	DB Max %	DB Median %	DB Min %
F5. Important patient care information is often lost during shift changes .	832	203	346	60.25%	14.70%	25.05%	98.76%	61.91%	22.60%
F11. Shift changes are problematic for patients in this hospital.	775	219	387	56.12%	15.86%	28.02%	99.38%	57.14%	23.73%
F7. Problems often occur in the exchange of information across hospital units.	662	244	475	47.94%	17.67%	34.40%	99.38%	48.52%	17.51%
F3. Things “fall between the cracks” when transferring patients from one unit to another.	642	289	450	46.49%	20.93%	32.59%	100.00%	50.81%	17.51%

12. Nonpunitive Response to Errors

(Hospital avg % +ve 33.60%) (DB avg % +ve 26.20)--(DB Max : 97.93)--(DB Median : 24.43)--(DB Min : 10.99)

Question	Positive	Negative	Neutral	Positive%	Negative%	Neutral %	DB Max %	DB Median %	DB Min %
A12. When an event is reported, it feels like the person is being written up, not the problem .	523	475	383	37.87%	34.40%	27.73%	96.27%	28.45%	7.14%
A8. Staff feel like their mistakes are held against them	492	494	395	35.63%	35.77%	28.60%	98.76%	24.29%	9.89%
A16. Staff worry that mistakes they make are kept in their personnel file.	377	736	268	27.30%	53.29%	19.41%	98.76%	19.92%	4.92%

Hospital Average percentage Positive Response across 12 Domains	60.31%
Database Average percentage Positive Response across 12 Domains	58.42%

