



FIRST NATIONAL SURVEY TO MEASURE PATIENT SAFETY CULTURE WITHIN HEALTHCARE FACILITIES IN FRANCE

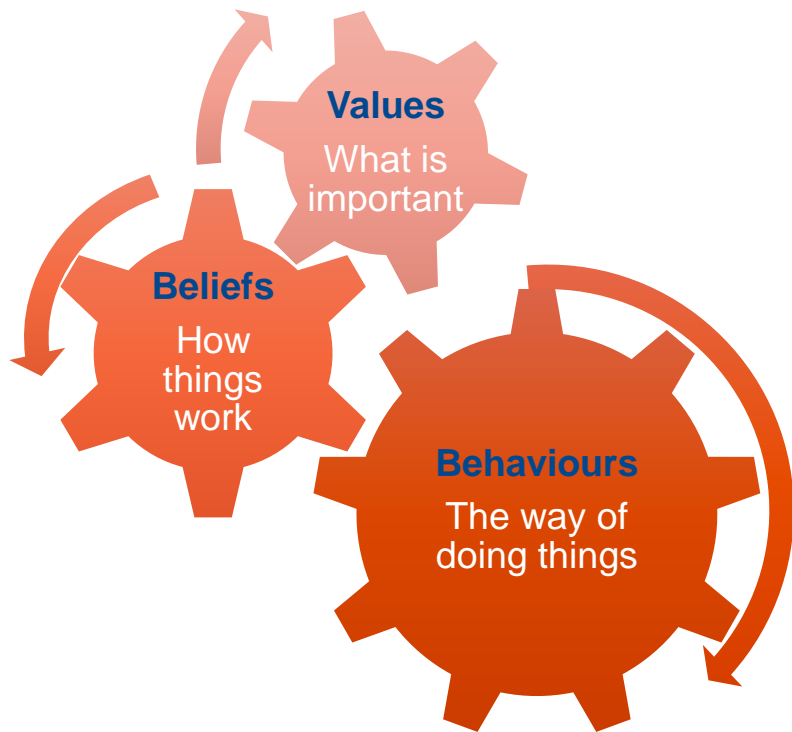
Noémie TERRIEN, Véronique GARCIA, Sandra GENEVOIS, Laure MISRAHI-GUILLAUME,
Amélie LANSIAUX, Candice LEGRIS

French National Authority for Health
France



ISQua
September 2024

Patient safety culture: definition



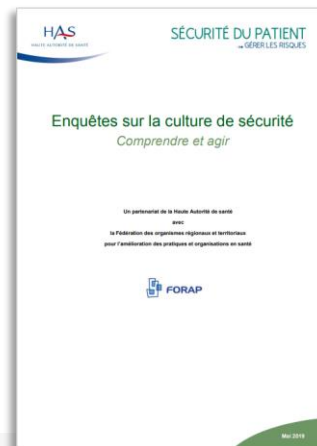
“An integrated pattern of individual and organisational behaviour, based upon **shared beliefs and values** that continuously seeks to minimise patient harm, which may result from the processes of care delivery”

(European Society for Quality in Health Care, 2006)

French background

Since 2010, promotion of **patient safety culture** by the French National Federation of Regional Quality and Safety Support Organisations (FORAP) and the French National Authority for Health (HAS) :

- **2 guides published**: one on concepts, the other on measuring patient safety culture and possible actions
- Implementation of **regional surveys on patient safety culture**
- Provision of **tools for hospitals**: online safety culture survey platform, information posters, materials for reporting results to teams, etc.
- Part of the French **National Team-Training Hospital Programme (Pacte)**
- Assessment items for **healthcare facility certification**



2023 - First national patient safety culture survey

National launch
webinar
for all healthcare
facilities



21 March
2023

From
March
2023

Communication
Promotion of the
survey

Healthcare facilities
commitment

Identification of work
collectives



From
April
2023

May- June
2023

Collection of
responses over 6
weeks maximum



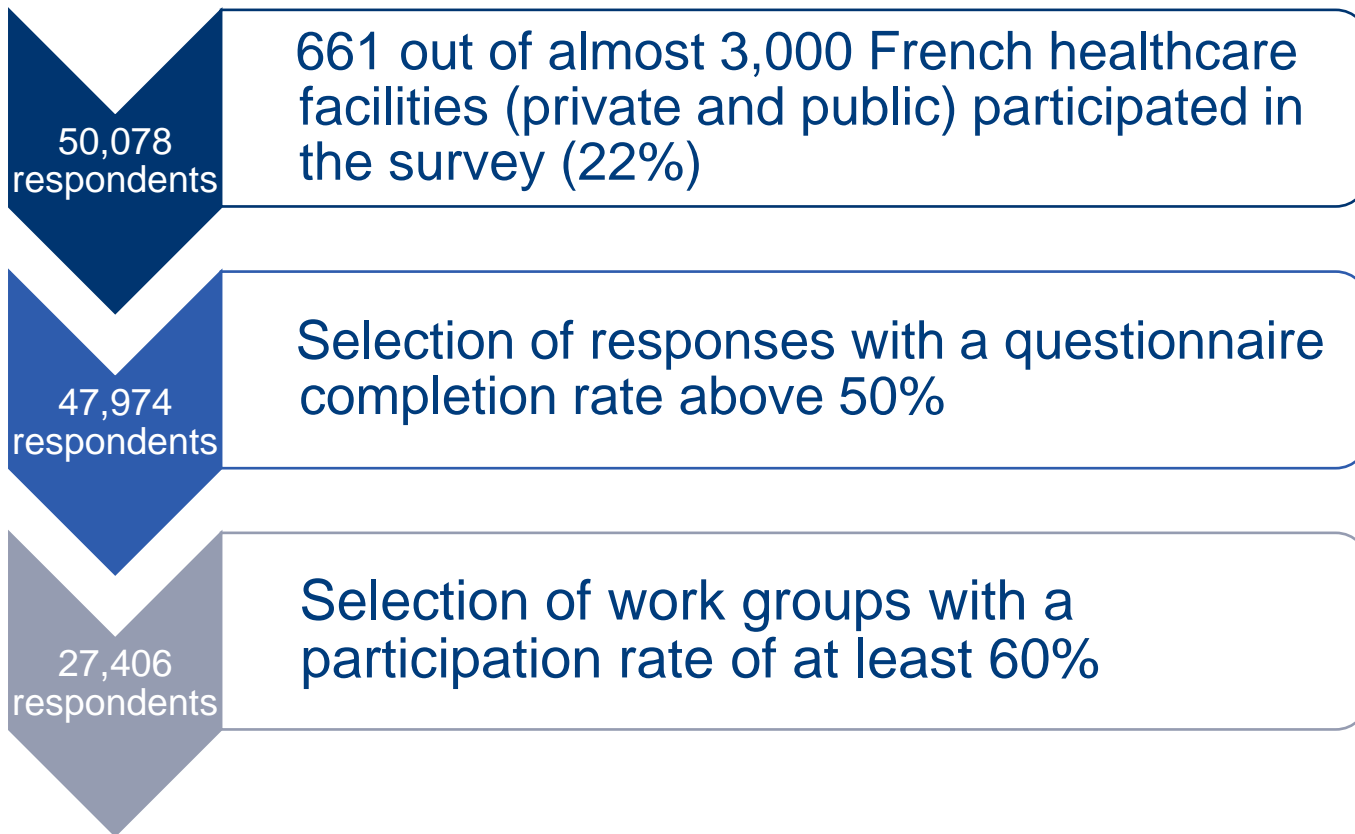
Support by Regional Quality and Safety Support Organisations

Survey method

- Validated French-language version of the AHRQ's "Hospital Survey On Patient Safety Culture (HSOPSC)" questionnaire (version 1)
- Dedicated platform (eForap): collection of responses to questionnaires and generation of automated reports on results
- Anonymous data collected for analysis

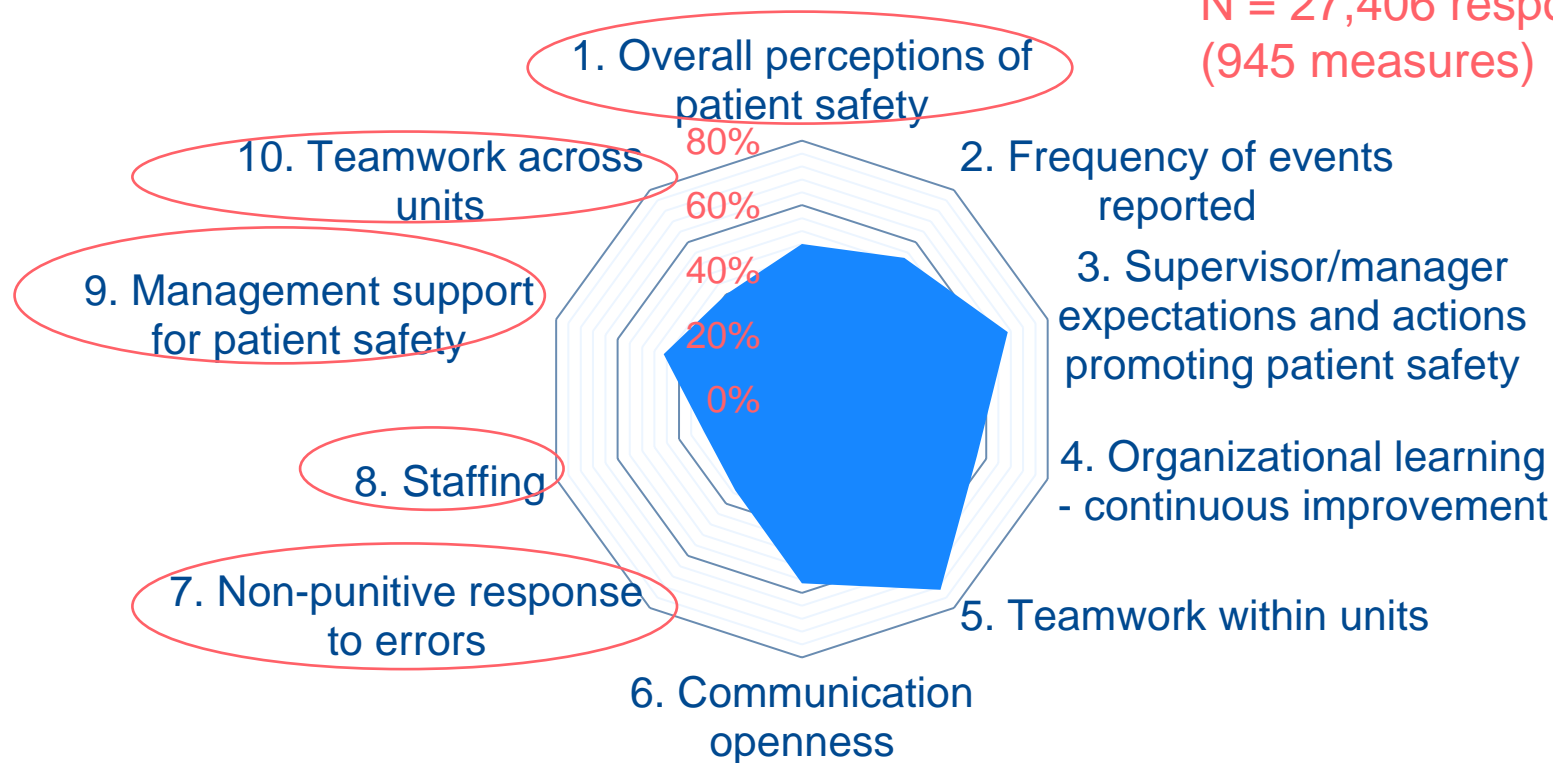


Survey results: participation



Survey results: patient safety culture composites (average score)

N = 27,406 respondents
(945 measures)



Survey results: verbatim analysis

- 4,589 comments from professionals (9.2%)
- 3,274 / 4,589 analysed

85% negative

The main patient safety culture composites concerned:

- Staffing (**23%**)
- Overall perceptions of patient safety (**12%**)
- Management support for patient safety (**8%**)

10% of comments concerned the questionnaire

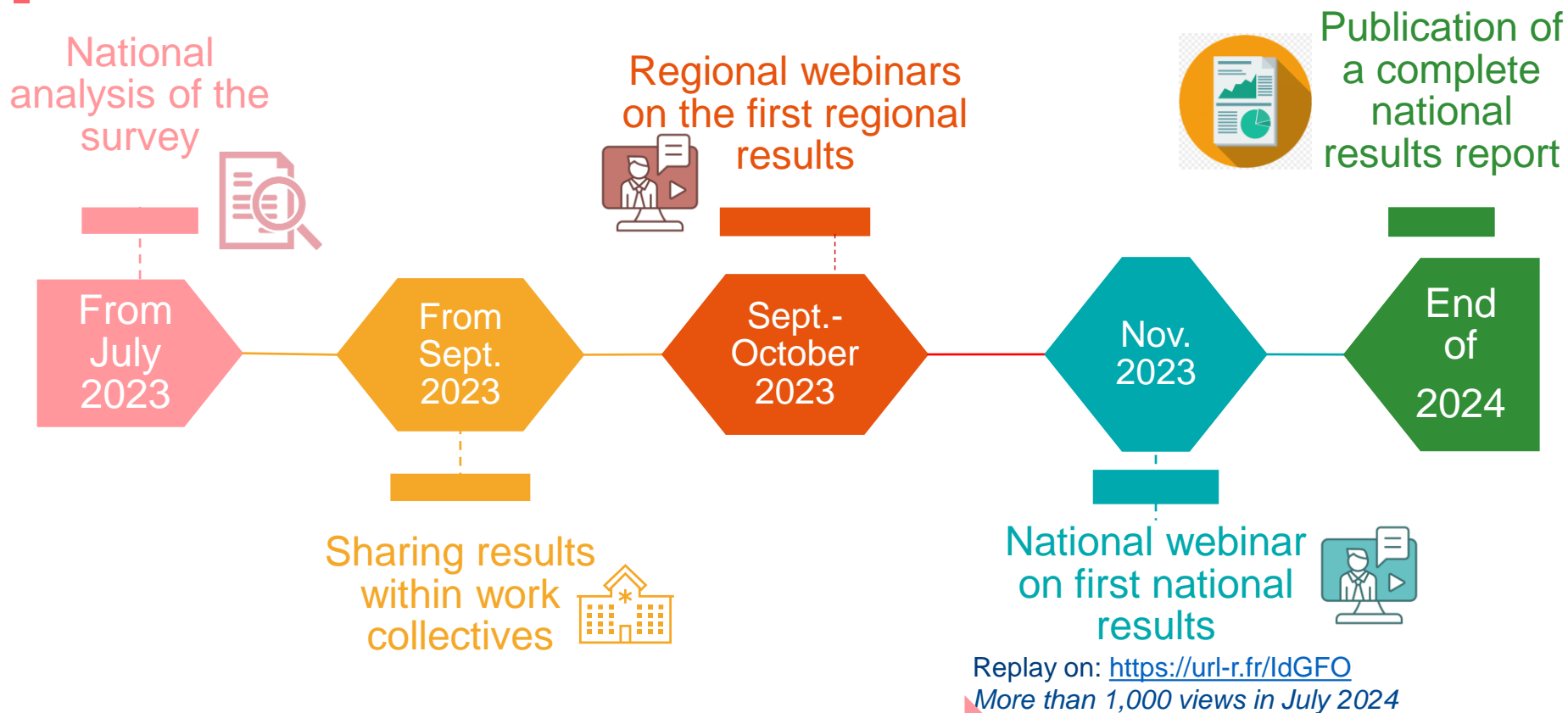
14% positive

The main patient safety culture composites concerned:

- Overall perceptions of patient safety (3%)
- Teamwork within units (2%)

1% of comments concerned the questionnaire

Restitution of the results of the survey



Support by Regional Quality and Safety Support Organisations

Roll-out of actions following the national survey

- **Step-by-step support to healthcare facilities** on interpreting, sharing and taking ownership of the results of the patient safety culture survey
- **Reminder of the tools available to improve patient safety culture** during webinars (e.g. safety walkarounds, guide to analysing care-related adverse events, continuous improvement program for teamwork, etc.)
- **Inclusion of actions to improve patient safety culture in the National roadmap entitled “Improving the Safety of Patients and Residents” 2023-2025** (e.g. improving teamwork, promoting a culture of fairness, supporting the processing and reporting of adverse events)

Future prospects

- **New national survey planned for 2027**, as part of the national roadmap to improve patient safety (before/after impact survey)
- Measurement of patient safety culture in other settings (e.g. french **nursing homes**; first national survey in 2022; new survey planned for 2026)
- Introduction of more stringent patient safety culture requirements for the certification of healthcare facilities?

Thank you for your attention

Find out about all our
activities on

www.has-sante.fr



If you have any questions, please contact us at the following address:

contact.evoqss@has-sante.fr