# Employee Feedback Panel
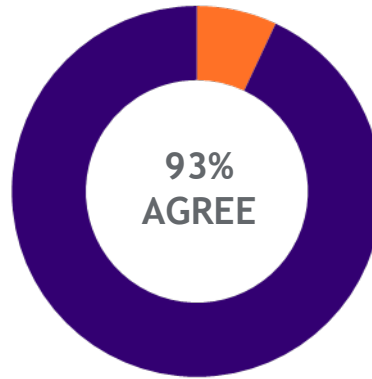## Patient Safety Survey

Methodology

- Survey made available via closed invitation sent by email from with SurveyMonkey link

- Questionnaire was open for 15 days using SurveyMonkey as the data collection device

- Panelists who had not completed the questionnaire within 6 days received a reminder email

- 270 of 355 panelists responded

  – 76% response rate

 – Respondents will receive a portable power pack for phones and tablets

Executive Summary

**77%
AGREE**
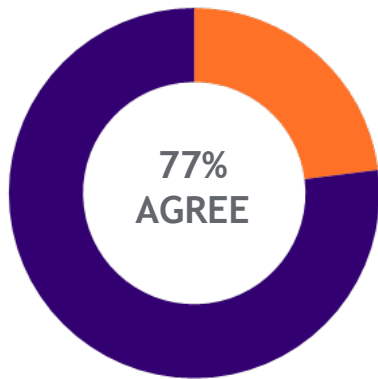
**REMINDERS
OF PATIENT
SAFETY ARE
SHARED DAILY**

77% of respondents
said they see
or hear reminders to
keep patients safe daily
or multiple times a day

**93%
AGREE**

**THEY KNOW AREAS
OF GREATEST
PATIENT SAFETY
CONCERN**

93% of respondents agree or
strongly agree that they
know the areas of greatest
concern with regard to
patient safety

**82%
AGREE**
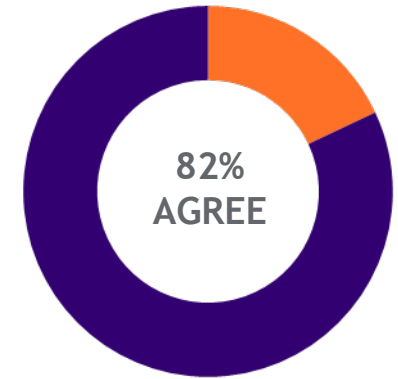
**THEIR WORK
CLIMATE
PROMOTES
PATIENT SAFETY**

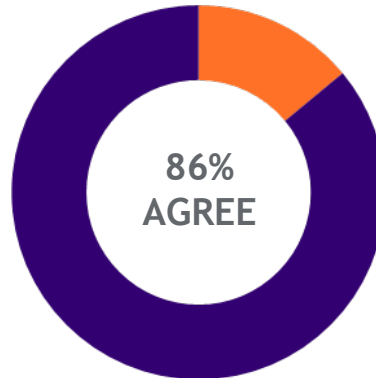82% of respondents agree
or strongly agree that their
facility's management
provides a work climate that
promotes patient safety

Executive Summary

**51% DISAGREE**

86% AGREE

65% AGREE
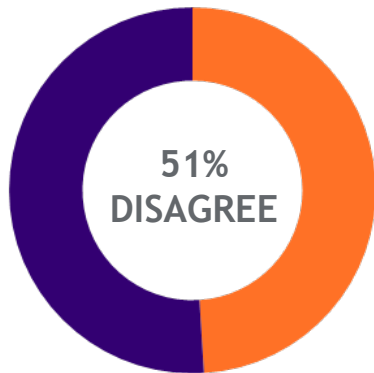
WHEN REPORTING EVENTS, IT FEEL LIKE THE PERSON IS BEING WRITTEN UP

51% of respondents disagree or strongly disagree that when an event is reported, it feels like the person is being written up, not the problem

THEIR UNITS DISCUSS HOW TO PREVENT RECURRING ERRORS

86% of respondents agree or strongly agree that in their unit/department, there are discussions about ways to prevent errors from recurring
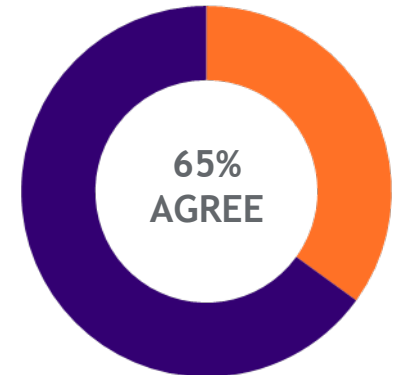
THE ORGANIZATION IS ON THE RIGHT TRACK

65% of respondents said the organization is doing all it can or doing a lot right regarding patient safety
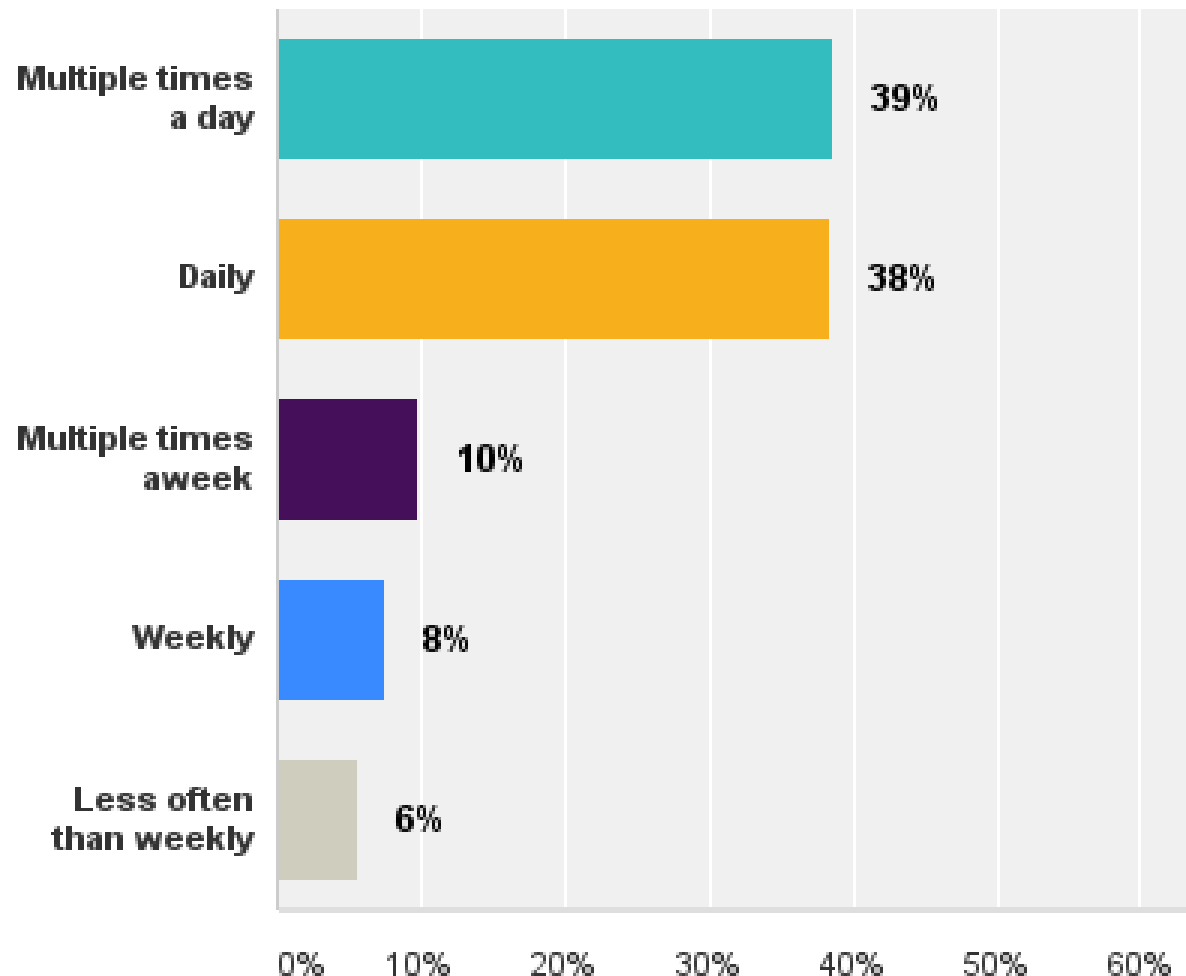
Executive Summary

Top themes: What's one thing we could do to communicate more effectively about patient safety?

- More staff (improving safety is not about communication) (26 comments)

- Education (24 comments)

- (Tie) Freely share incidents; Communication is good (20 comments each)

- Teamwork and communication (17 comments)

How often do you see or hear reminders to keep patients safe?

Answered: 266   Skipped: 4

Multiple times a day	39%
Daily	38%
Multiple times aweek	10%
Weekly	8%
Less often than weekly	6%

0% 10% 20% 30% 40% 50% 60%

I know the areas of greatest concern with regard to patient safety.

Answered: 266   Skipped: 4

Strongly disagree
0% (1)

Disagree
1% (2)

Neutral
6% (16)

Agree
40% (107)

Strongly agree
53% (140)

7
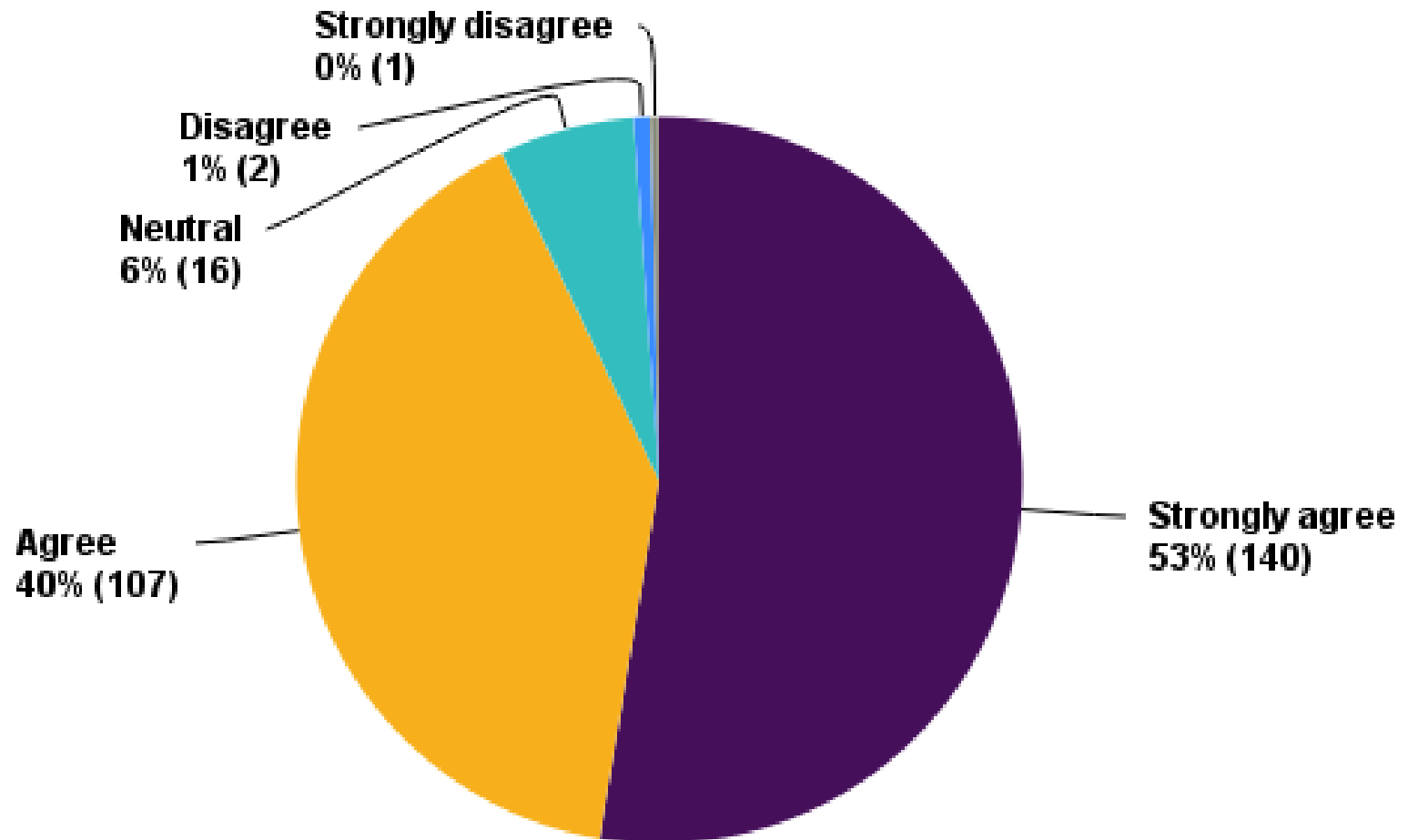
My facility's management provides a work climate that promotes patient safety.

Answered: 266   Skipped: 4
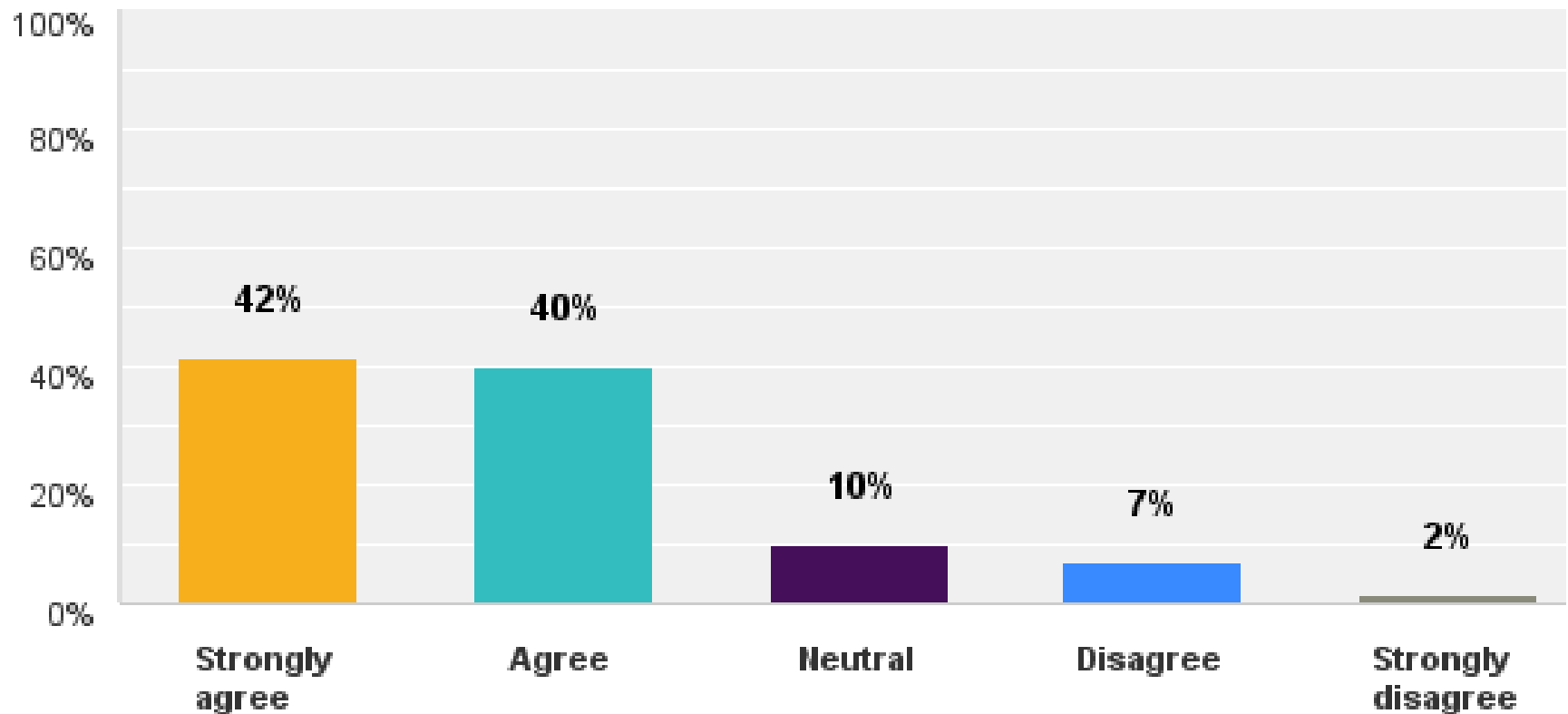
When an event is reported, it feels like the person is being written up, not the problem.

Answered: 266   Skipped: 4

Strongly disagree
11% (28)

Strongly agree
6% (17)

Agree
13% (35)

Disagree
40% (106)

Neutral
30% (80)
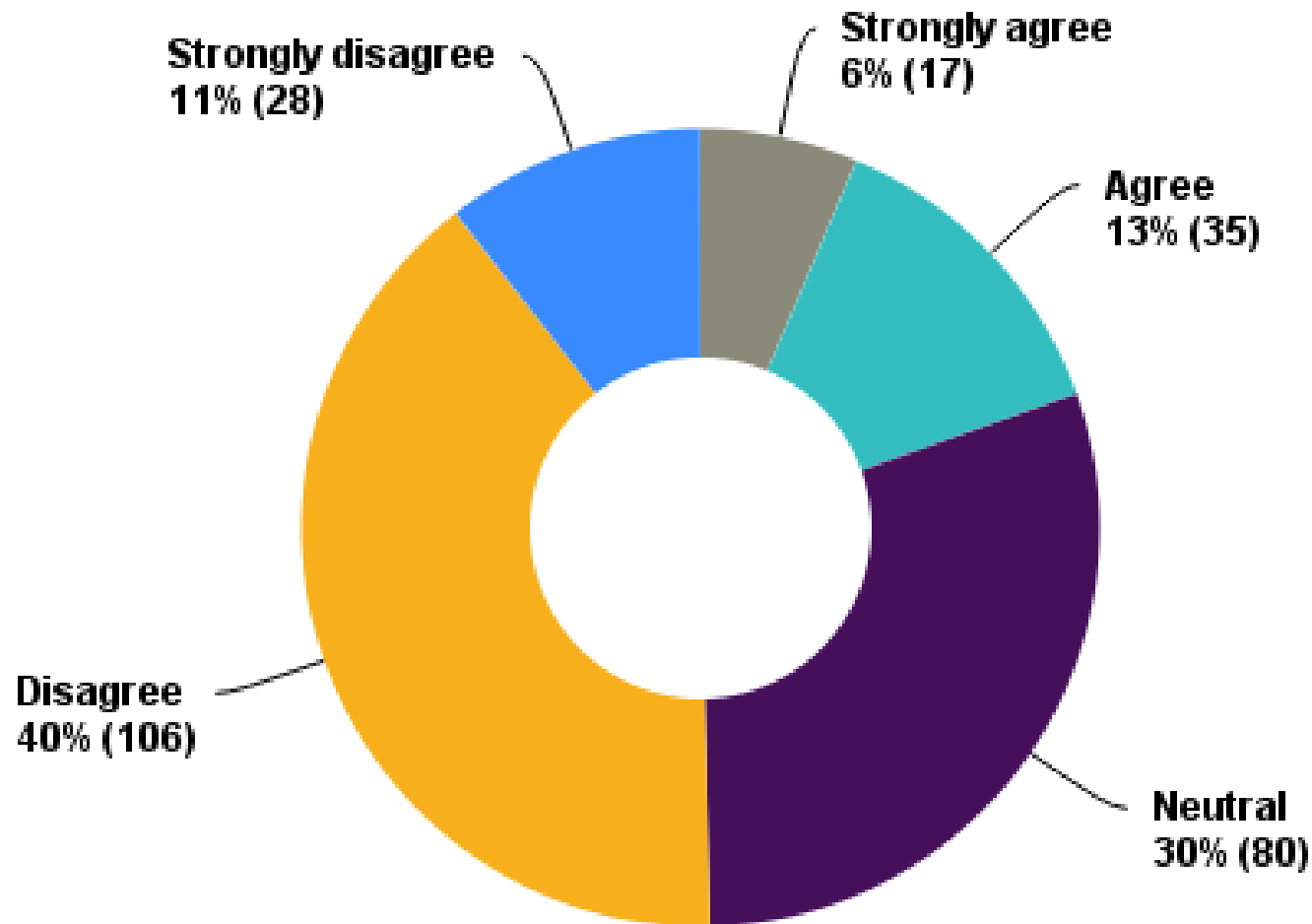
In this unit/department, we discuss ways to prevent errors from happening again.

Answered: 266   Skipped: 4

Strongly agree — 41%
Agree — 45%
Neutral — 10%
Disagree — 4%
Strongly disagree — 1%
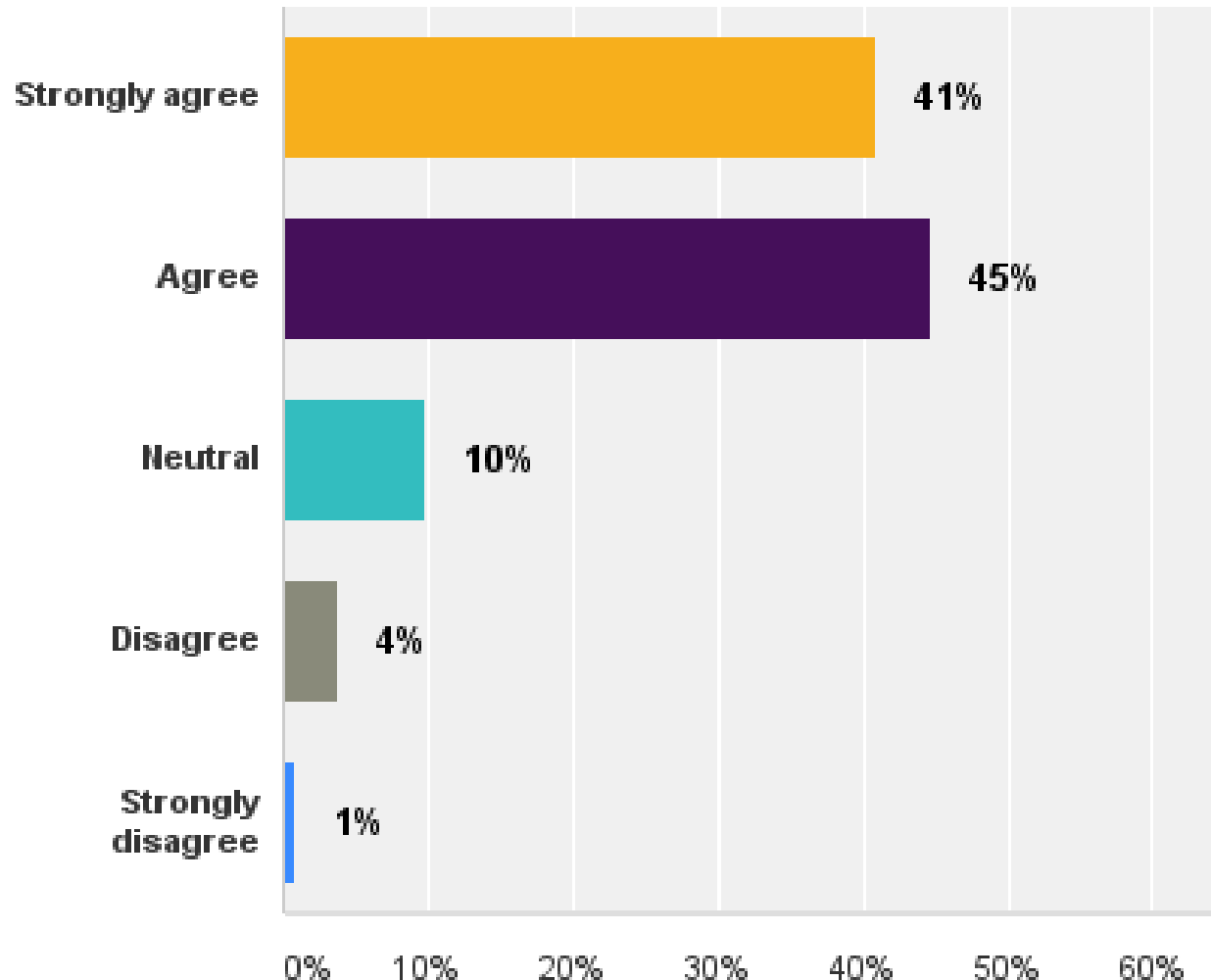
Is our organization on the right track with patient safety?

Answered: 266   Skipped: 4

I'm not sure
0% (1)

We're doing everything we can
17% (45)

There's much more we should do
8% (20)

There's room for us to do more
27% (73)

We're doing a lot right
48% (127)
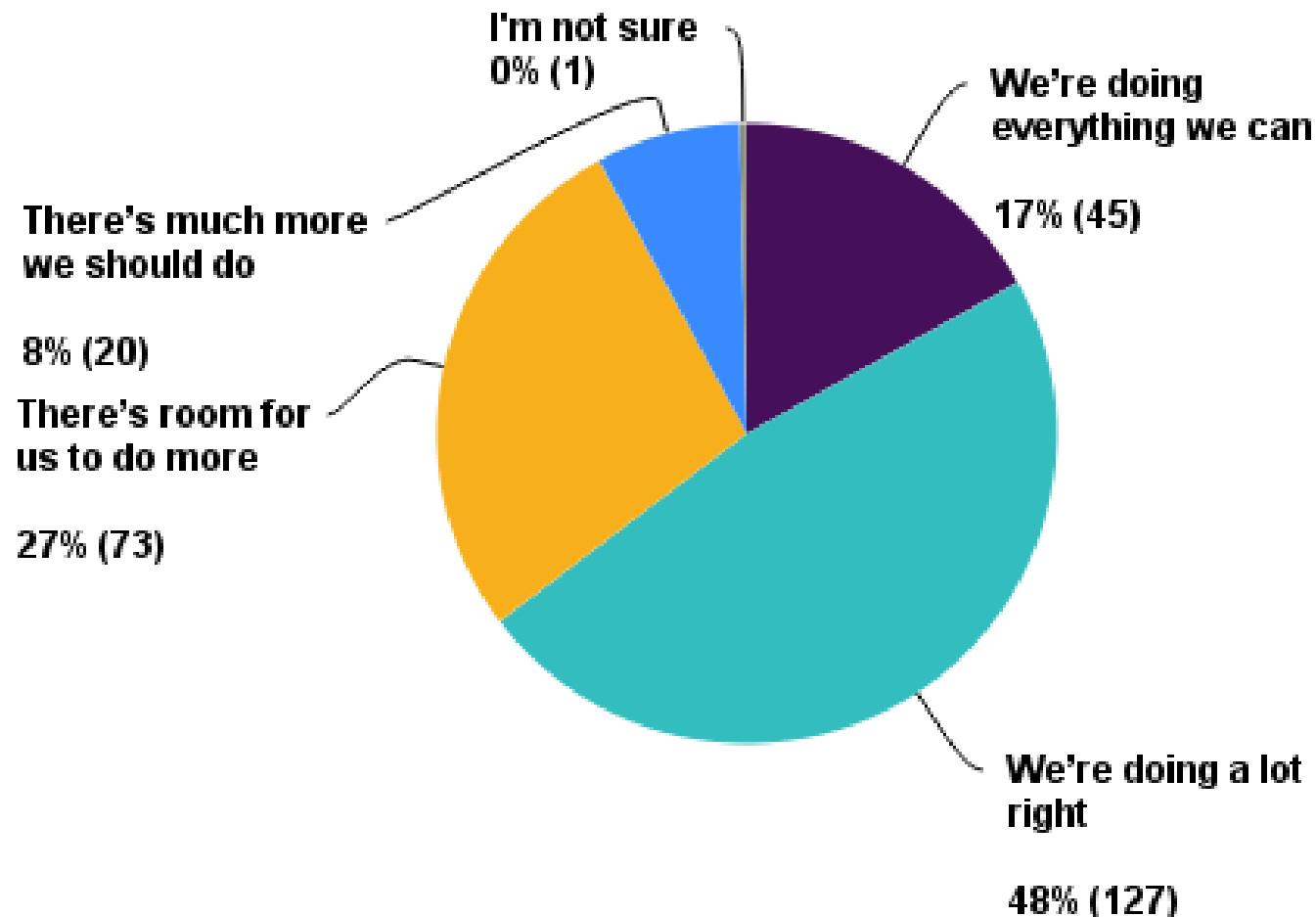
What's one thing we could do to communicate more effectively about patient safety?

Top themes:

- More staff (improving safety is not about communication) (26 comments)

- Education (24 comments)

- (Tie) Freely share incidents; Communication is good (20 comments each)

- Teamwork and communication (17 comments)

More staff

- "I don't feel communication is the issue. I feel that staffing is the number one issue when it comes to patient safety"

- "Less communication and more PCA/CNAs"

- "Staffing levels are seriously low and that is creating an unsafe patient environment"

- "Patient Safety is our #one concern, but having enough staff to do #1 Patient Safety is another matter"

- "The problem is the staffing ratio is unsafe. We can communicate about it all day, but until we have the staff to handle the patient load there will always be a safety issue"

Education

- "… educate the non-clinical staff and family in ways to help"

- "… more patient education and reminding patients when they are not being safe"

- "Include … safety concerns during initial orientation"

- "More mock drills"

- "… body mechanics and lift training should be a standard part of hospital orientation …"

- "… it is just as important for those in Corporate offices to be aware of patient safety concerns"

- "Provide more training and reinforcement for the areas that are lacking"

Freely share incidents

- " … to learn from mistakes and not repeat them, employees should be more aware of the situations that have occurred and ways to prevent them … we receive a daily email that tell us how many days since a safety event occurred without ever knowing what happened … we are doomed to continue to have problems with patient/staff safety if we are not open in communicating when situations occur. Even 'small' occurrences can be a learning event"

- "The positive results from near misses can be very motivating to always have critical thinking skills when working with patients"

Communication is good

- "I think the organization does a great job of communicating patient safety"

- "Our team communicates daily"

- "Patient safety is well communicated"

- "I think we do a good job with promoting safety"

- "I feel the current daily email helps to bring awareness to what should be our priorities every day"

- "I feel like we are effectively communicating about safety"

Teamwork and communication

- "Communication is the key … Just continue to listen and be vocal about things that are crucial in patient safety"

- " … it's up to individual departments/teams to work closely with each other to ensure safety is top priority"

- "Keep communicating with each other"

- "… if you open the line of communication between employees in general, they will be able to better talk about patient safety and patient needs"

- "Encourage better patient handoff. It seems one of the biggest issues is when a patient moves from one department to another"

Thank you