



## A STUDY ON PATIENT SAFETY AWARENESS AMONG HOSPITAL EMPLOYEES IN ONE OF THE LEADING HOSPITALS IN COIMBATORE

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**Abstract :** Patient safety is defined as the prevention and avoidance of patient injuries or adverse events resulting from the processes of healthcare delivery. Employees must need awareness of patient safety so they can prevent and reduce risks of unnecessary harm to patients. This study explores patient safety awareness among hospital employees and evaluates the awareness of patient safety among hospital employees and the questioner was framed and distributed to the employees of that hospital. In this study, simple percentage analysis and correlation analysis were used for analysis.

**Keywords:** Patient safety, Priority, Hospital, Hospital Management.

### I. INTRODUCTION

Patient safety is one of the most important elements of health care. An act to prevent, avoid and reduce the risk of unnecessary harm from health care delivery. Patient safety is bringing out safety in healthcare with the help of prevention, reduction, reporting, avoidance and analysis of errors.

#### A. Patient safety issues:

1. Slip and fall among the patients in a hospital
2. Failure to implement (PPE) personal protective equipment
3. Errors with the prescription and management of medications
4. Discharge problems
5. Infection due to medical procedures

#### B. Training for the employees:

1. Fire safety training
2. Infection control
3. Disaster management
4. Basic life support

##### (i) Fire safety training:

If a fire breaks suddenly, one should first evacuate the people to safety and use the fire extinguisher in a proper way as mentioned in the instructions.

##### (ii) Infection control:

To prevent healthcare infection by

1. Hand hygiene- hand rubbing, hand washing (40-60sec)
2. Waste disposal- proper disposal using plastic covers
3. Environmental cleaning- routine cleaning

##### (iii) Disaster management:

To handle the situation during disaster or natural disaster (e.g. earthquakes, floods)

(iv) Basic life support:

Basic life support is professional training for life threatening emergencies to give high quality cardiopulmonary resuscitation (CRP), and emergency cardiovascular (ECC).

### 1.1 Objectives of the Study,

1. To study the importance of patient safety.
2. To evaluate the awareness of patient safety among hospital employees.
3. To suggest some methods to improve patient safety.

## II. LITERATURE REVIEW

According to Ülkü Yapucu Güneş, Öznur Gürlek, Münevver Sönmez Collegian, (2016), the study was conducted in several workplaces in Turkey to explore and describe the nurse's aspect in patient safety culture. Many nurses have negative aspects towards patient safety. It concludes that no participants denote their institution had a policy or protocol concerning event reporting.

According to Masoud Behzadifar, Meysam Behzadifar, Firuzeh Jahanpanah, Nicola Luigi Bragazzi (2019), this study was conducted in an Iranian hospital to examine the level of patient safety. It concludes that the level of patient safety culture is low and requires special attention from health care managers and providers by offering training programs to develop and promote patient safety culture.

According to Ali Yawar Alam and Mohammad Khalid Alabdulaali (2016), this study is aimed at finding out the awareness level of nursing staff for procedures and policies related to patient safety. It concludes that the awareness level of the nursing staff of patient safety, general safety and quality was found to be good.

## III. RESEARCH METHODOLOGY

This is descriptive research that aims at the hospital employees of the selected hospital and evaluating their awareness of patient safety in their hospital.

### 3.1 Population and Sample

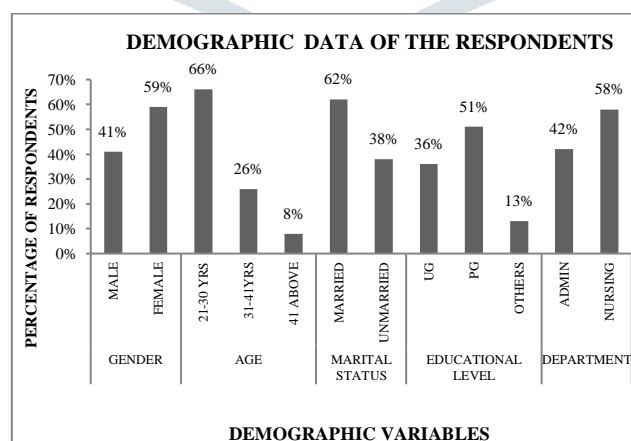
The data is collected by using simple random sampling. About 1300 employees were working in the hospital. By considering the De Morgan's table, 300 were collected. For this survey, the survey questionnaire has been designed. The questionnaire was structured and it divided into two parts. The demographic questions are the first part, such as age, gender, marital status, department etc. and the second part consists of fifteen questions (15) that test the employees' awareness.

### 3.2 Data and Sources of Data

For this study primary data has been collected. The period of study was made from December 2021 to March 2022.

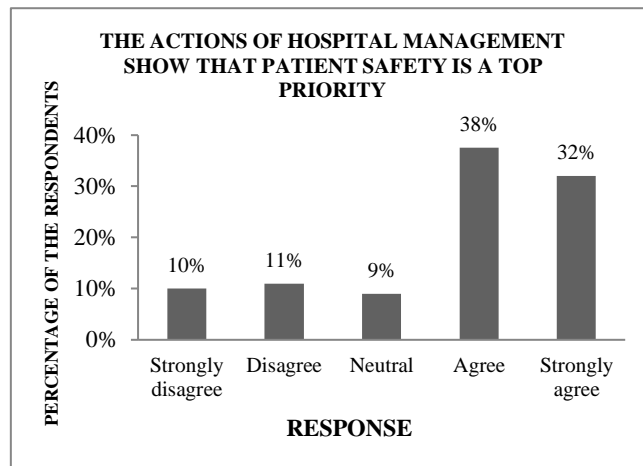
### 3.3 Analysis

Chart-1 Demographic data of the respondents



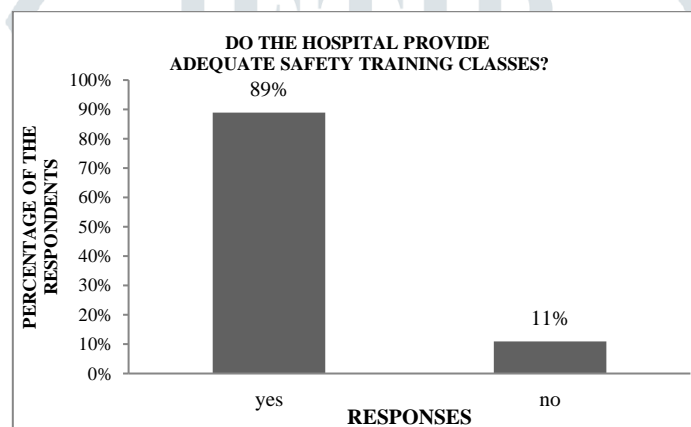
The above chart-1 shows that genders that include admin and nursing have participated in the study. It is also obvious that 41% of male employees and 59% of female employees have participated. About 62% of the employees who participated in the study are married and 38% were unmarried. About 66% of the employees are between 21-31 years, 31-41 years (26%) and 41 above (8%). Then 36% of the employees have completed UG, 51% are PG and 13% are others.

**Chart-2** Chart showing the respondent’s opinion on actions of hospital management shows that patient safety is a top priority.



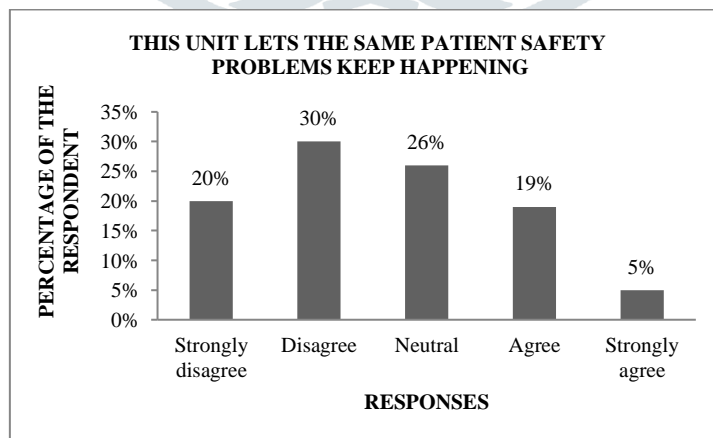
The above chart shows that 10% of the respondents have graded as strongly Disagree, 11% of the respondents have graded as Disagree, 9% of the respondent have graded as neutral, 38% of the respondents have graded as Agree and 32% of the respondents have graded as strongly Agree to the question "The actions of hospital management show that Patient Safety is a top priority".

**Chart-3** Chart showing the respondent’s opinion on "Do the hospital provide adequate safety training classes?".



The above table shows that 89% of the respondents have graded as yes and 11% of the respondents have graded as no to the question "Do the hospital provide adequate safety training classes?".

**Chart-4** Chart showing the respondent’s opinion on “This unit lets the same patient safety problems keep happening



The above chart shows that 20% of the respondents have graded as strongly Disagree, 30.3% of the respondent have graded as Disagree, 25.6% of the respondent have graded as neutral, 19% of the respondents have graded as Agree and 5% of the respondents have graded as strongly Agree to the question "This unit lets the same patient safety problems keep happening".

**Correlations Table-** Table showing the association between We are informed about errors that happen in this unit and in this unit staff speak up if they see something that may negatively affect patient care.

Correlations			
		informed about errors that happen in this unit	staff speak up if they see something that may negativity affect patient care
informed about errors that happen in this unit	Pearson Correlation	1	.161**
	Sig. (2-tailed)		.005
	N	300	300
staff speak up if they see something that may negativity affect patient care	Pearson Correlation	.161**	1
	Sig. (2-tailed)	.005	
	N	300	300
**. Correlation is significant at the 0.01 level (2-tailed).			

In the following interpretation, H denotes “Hypothesis”

H0: There is no association between Informed about errors that happen in this unit and Staff speaks up if they see something that may negatively affect patient care.

H1: There is association between Informed about errors that happen in this unit and Staff speaks up if they see something that may negatively affect patient care.

From the above table, the significant value is .005, which is less than .05, hence we reject H0 and accept H1.

Thus, we prove that there is association between Informed about errors that happen in this unit and Staff speaks up if they see something that may negatively affect patient care.

#### IV. MAJOR FINDINGS & RECOMMENDATIONS

##### 4.1 Findings of Study

1. Majority, 89% of the respondents was agreed that they hospital provide adequate safety training classes.
2. About 69.6% of the employees are agreed that the actions of hospital management show that Patient Safety is a top priority
3. It is evident from chart-4 that only 50% of the employee has disagreed that this unit lets the same patient safety problems keep happening, 26% are neutral and 24% are agreed.

##### 4.2 Recommendations

1. Induction programs to be conducted for new joining and make sure all have adequate training in handling all kind of fire extinguishers.
2. Management should reassure that patient safety to be given first priority.
3. Frequent evaluation of patient safety in each and every department to minimize the number of same problems occurring each time.
4. Proper methods to be followed for prevention of adverse events. Staff to be reeducated about the effect of adverse event.

#### V. CONCLUSION

The study revealed that the presiding patient safety is not enough for the upcoming era of health care even though it is satisfactory for the present situation. In this hospital, patient safety was maintained properly, but there is still room for development in many areas of patient safety. As in the case of the employees' response, it said that they are happy with the present condition of the hospital and hospital management is supportive enough in the case of employees to provide patient safety tradition.

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- [10] Young-Mi Park, Souk Young Kim (2013), Impacts of job stress and cognitive failure on patient safety incidents among hospital nurses, *Safety and health at work* 4 (4), 210-215. section elaborates the proper statistical/econometric/financial models which are being used to forward the study from data towards inferences. The detail of methodology is given as follows.

