



Safety Climate Survey

Safety in Practice Learning Session
3rd November 2016



Developing your Safety Culture

Three steps

- Measuring your culture
- Discussing and reflecting on results
- Improving it

Measuring safety culture

Measuring staff perceptions in 5 domains

- Communication
- Workload
- Leadership
- Teamwork
- Safety systems and learning

Measuring safety culture

- <https://www.surveymonkey.com/r/CXFTTB>
- Several statements in each domain
- Scored from “strongly disagree” (1) to “strongly agree” (7)
- Should take less than 10 minutes per staff member
- Once complete practice report can be generated

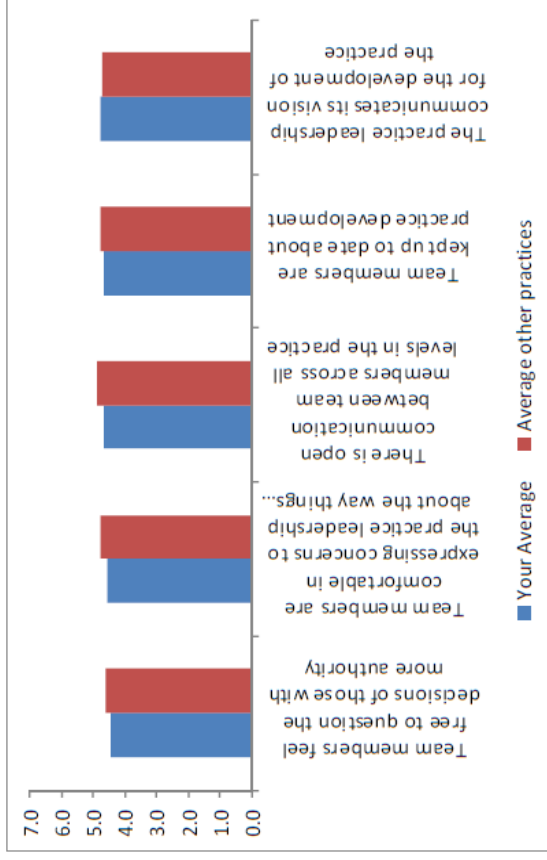
Safety in Practice – Safety Climate Report

Communication - All responses to date (n=190)

Summary	
Your Average 4.6	Other Practices Average 4.8

This factor covers: honest discussion between team members at all levels and freedom to challenge; understanding of practice developments and management decision managers, expressing their concerns, openness of communication at all levels, and whether staff are kept up to date with current developments and overall vision of leaders

Questions/Statement	Your Average	Average other practices
Team members feel free to question the decisions of those with more authority	4.4	4.6
Team members are comfortable in expressing concerns to the practice leadership about the way things are done in the practice	4.6	4.8
There is open communication between team members across all levels in the practice	4.6	4.9
Team members are kept up to date about practice development	4.6	4.8
The practice leadership communicates its vision for the development of the practice	4.8	4.7



Safety in Practice – Safety Climate Report

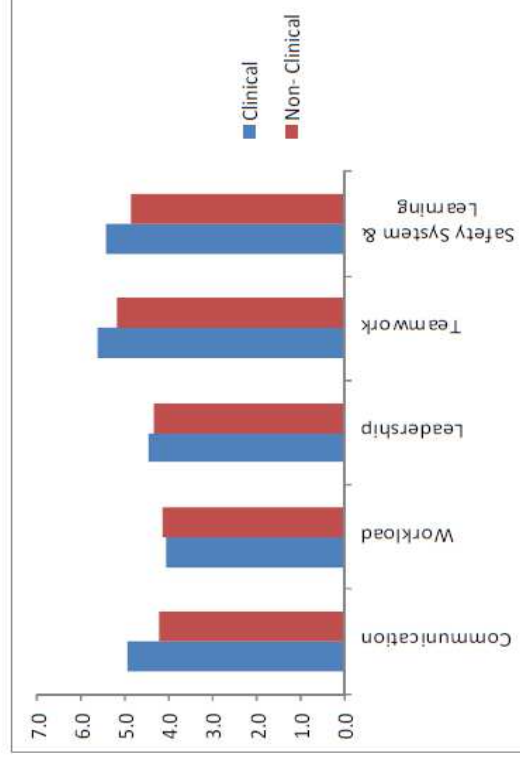
Comparisons: Clinical and Non-Clinical- All responses to date (n=190)

	Clinical	Non- Clinical
Communication	5.0	4.2
Workload	4.1	4.2
Leadership	4.5	4.3
Teamwork	5.6	5.2
Safety System & Learning	5.4	4.9

Clinical: includes all practice employed medical and nursing staff and phlebotomists

Non-Clinical: includes all other practice employed staff

Scale 1: not at all, 7: to a very great extent





This report is not the end point



Developing your Safety Culture

- Measuring your culture
- Discussing and reflecting on results



Next steps

- Share the results with the whole practice



Discuss and reflect

Step 1 – Identify the number of team members who participated

Discuss and reflect

Step 2 – Identify the Factor(s) that have the highest score

Step 3 – Identify the Factor(s) that have the lowest score

Step 4 – Identify the Factor(s) that has the greatest difference to the average of other practices (positive or negative)

Step 5 – Are there any substantial differences between the staff groups?

Step 6 – Compare the results to previous results (if applicable)

Practice

With the example report in your folder
(assume this is the report for your practice
and that everyone has responded)

Use the flipchart paper to prepare how you
would share, discuss and reflect on these
results with your practice

Discuss and reflect

Step 2 – Identify the Factor(s) that have the highest score

Step 3 – Identify the Factor(s) that have the lowest score

Step 4 – Identify the Factor(s) that has the greatest difference to the average of other practices (positive or negative)

Step 5 – Are there any substantial differences between the staff groups?

Step 6 – Compare the results to previous results (if applicable)



Three frogs were sitting on a log discussing if it would be a good idea to jump off to cool down in the pond. One decided it was. How many frogs are left on the log?

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Discuss, reflect and improve

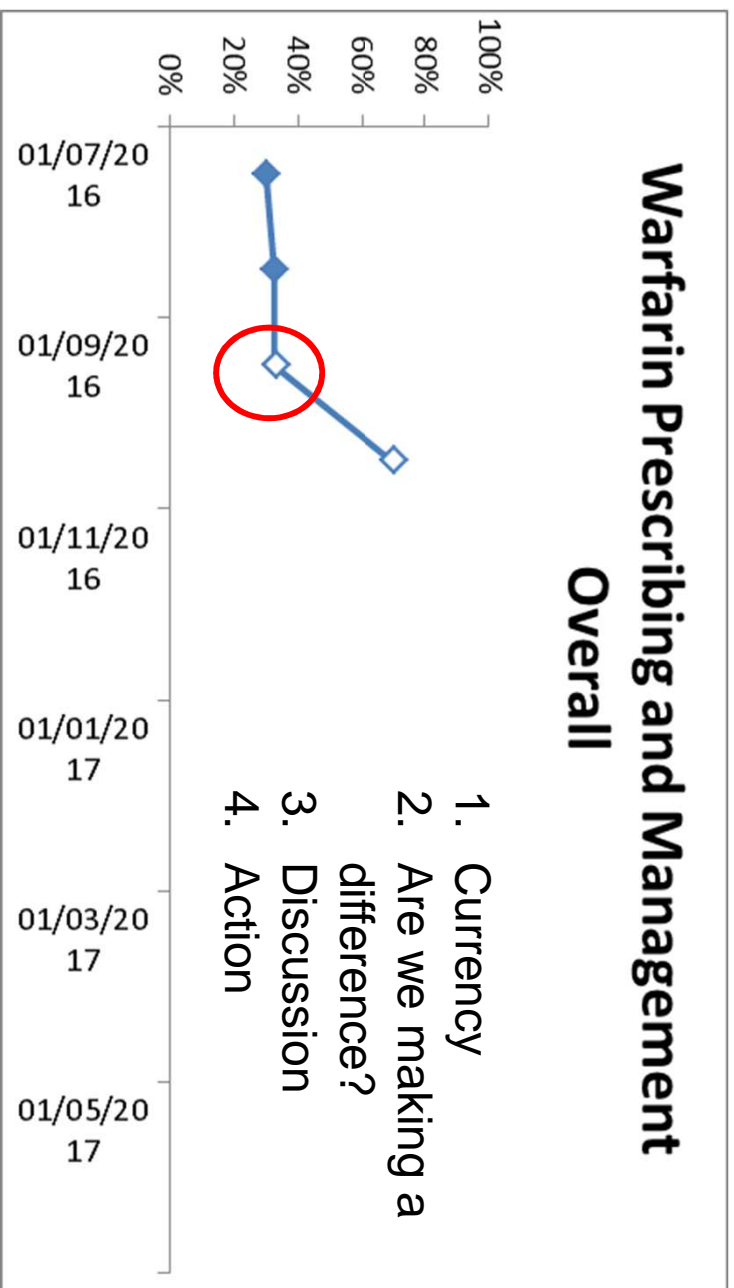
- Step 7 – Summarise the main points from the other steps and agree on the next steps/actions

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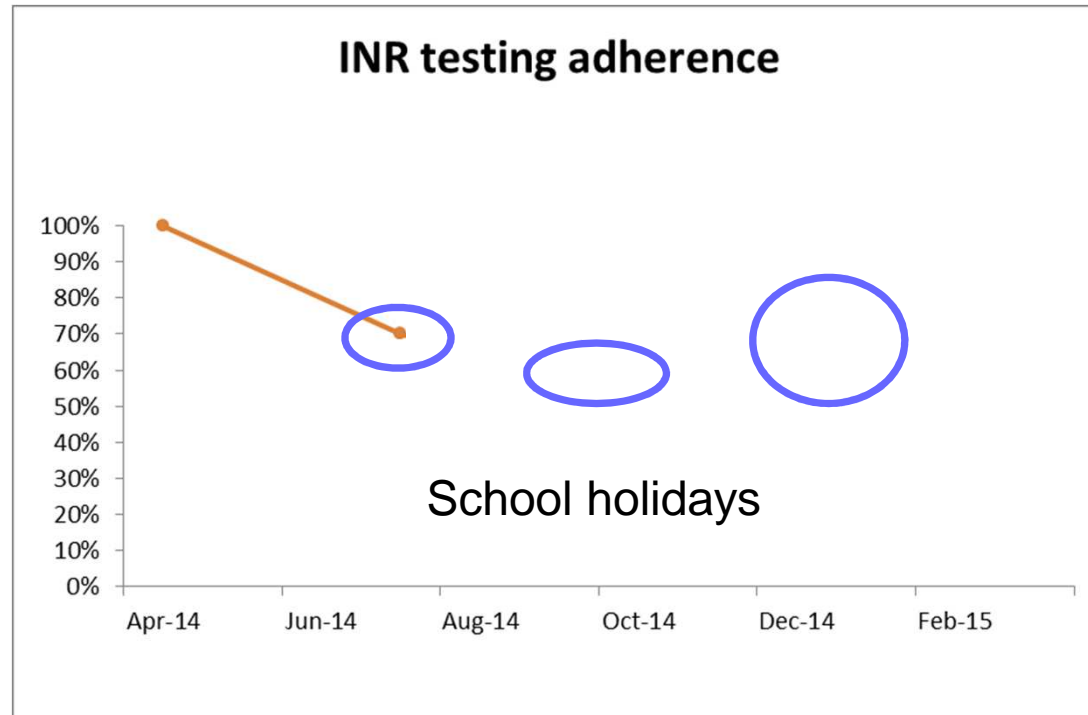
Monthly Audit Data

Warfarin Prescribing and Management Overall



1. Currency
2. Are we making a difference?
3. Discussion
4. Action

Monthly Audit Data



Monthly Audit Data

1	A	B	C	D	E	F	G	H
2	Review Date - please type date beside each individual record for current	Is there evidence that the last advice on Warfarin dosing given to patient followed current local guidelines or used computer assisted decision making?	Is the target INR and duration of treatment clearly documented in the notes?	Since the last blood test, has the patient been taking the correct dose as ordered by the treating GP?	Has the INR been taken within 7 days of the planned date?	Is it recorded that the patient has received education about warfarin in the last 12 months?	Overall Compliance	C
3	01/07/2016	y	y	y	y	y	y	
4	01/07/2016	y	y	y	y	y	y	
5	01/07/2016	y	y	y	y	n	n	
6	01/07/2016	y	y	y	y	n	n	
7	01/07/2016	n	n	n	n	n	n	
8	01/07/2016	y	y	y	y	n	n	
9	01/07/2016	y	y	y	y	n	n	
10	01/07/2016	n	n	n	n	y	y	
11	01/07/2016	y	y	y	y	y	y	
12	01/07/2016	y	n	n	n	n	n	
13	01/08/2016	y	y	y	y	y	y	
14	01/08/2016	y	y	y	y	y	y	
15	01/08/2016	y	y	y	y	n	n	
16	01/08/2016	y	y	y	y	n	n	
17	01/08/2016	y	y	y	y	y	y	
18	01/08/2016	y	y	y	y	y	y	
19	01/08/2016	y	y	y	y	y	y	
20	01/08/2016	y	y	y	y	n	n	
21	01/08/2016	y	y	y	y	n	n	
22	01/08/2016	y	y	y	y	n	n	
23	01/09/2016	y	y	y	y	y	y	
24	01/09/2016	y	y	y	y	n	n	
25	01/09/2016	y	y	y	y	y	y	
26	01/09/2016	y	y	y	y	y	y	
27	01/09/2016	y	y	y	y	n	n	
28	01/09/2016	y	y	y	y	y	y	
29	01/09/2016	y	y	y	y	y	y	
30	01/09/2016	y	y	y	y	y	y	
31	01/09/2016	y	y	y	y	y	y	
32	01/09/2016	y	y	y	y	y	y	
33	01/10/2016	y	y	y	y	y	y	
34	01/10/2016	y	y	y	y	y	y	
35	01/10/2016	y	y	y	y	y	y	
36	01/10/2016	y	y	y	y	y	y	
37	01/10/2016	y	y	y	y	n	n	
38	01/10/2016	y	y	y	y	y	y	
39	01/10/2016	y	y	y	y	y	y	

