

Introduction

Patient safety culture (PSC) is an essential component of the care quality. An important contribution to the evaluation of hospital culture and the enhancement of PSC is the HSOPSC questionnaire elaborated by the Agency for Healthcare Research and Quality (AHRQ) [1]. The questionnaire displays reliable psychometric characteristics and has been validated in more than 20 countries.

Objective

This study aimed to assess the patient safety culture among hospital staff using the Bulgarian version of Hospital Survey on Patient Safety Culture (B-HSOPSC) and explore the areas of deficiencies and opportunities for improvement regarding this issue.

Methods

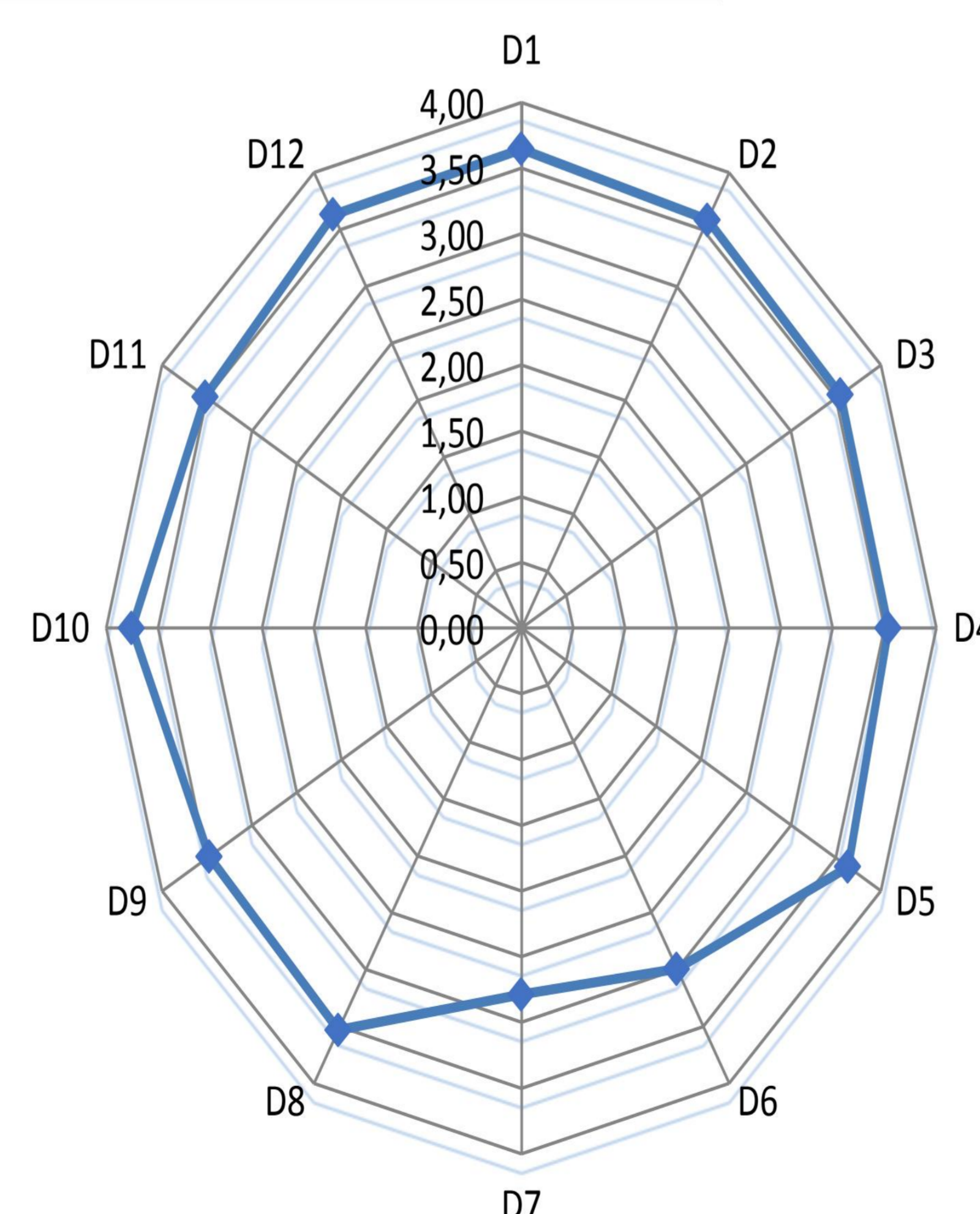
A national cross-sectional survey was conducted using a special developed Internet-based software platform. The questionnaire for assessment of Hospital Survey on Patient Safety Culture (HSOPSC) includes 42 questions, organized in 12 domains. To the Bulgarian version of B-HSOPSC two new items were added [2]. In total, 545 healthcare professionals from hospitals in different regions of Bulgaria were enrolled. The data were exported to SPSS 17.0 statistical software and analyzed with descriptive statistics.

Figures

Fig. 1. Domains of B-HSOPSC

D1	Supervisor/manager expectations and actions promoting safety
D2	Organisational learning—continuous improvement
D3	Teamwork within hospital units
D4	Communication openness
D5	Feedback and communication about error
D6	Non-punitive response to error
D7	Staffing
D8	Hospital management support for patient safety
D9	Teamwork across hospital units
D10	Handoffs and transitions
D11	Frequency of event reporting
D12	Overall perceptions of safety

Fig. 2. Mean scores of different aspects of PSC



Results

In general, results show positive assessments of patient safety culture, regardless of few of exceptions. The dimensions “Handoffs and transitions” and „Supervisor/manager expectations and actions promoting safety “ showed the highest mean values , respectively 3.76 ± 0.79 and 3.64 ± 0.79 , whereas the “Staffing” and “Non-punitive response to error” have received the lowest mean values, respectively 2.79 ± 0.60 and 2.99 ± 0.89 .

Conclusion

For the first time in Bulgaria, with the aid of a web-based platform to report adverse events and errors in medical practice, the level of hospital patient safety was measured. Special attention should be paid to the staff turnover in hospital, as well as the introduction of a patient safety reporting system in our country.

References

1. Sorra JS, Nieva VF. Hospital Survey on Patient Safety Culture. Rockville, MD: Agency for Healthcare Research and Quality; 2004. [Accessed January 23, 2020].
2. Stoyanova, R., Dimova, R., Tarnovska, M., & Boeva, T. (2018). Linguistic validation and cultural adaptation of Bulgarian version of hospital survey on patient safety culture (HSOPSC). Open access Macedonian journal of medical sciences, 6(5):925-930.