

# **Patient Safety Culture in the Homes of Older Persons in Malta and Gozo**

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## **Aim/s:**

The main aim of this study is the analysis of the safety related perceptions and attitudes of staff working in the Homes of Older Persons in Malta and Gozo. The purpose of the study is to gauge the patient safety culture in nursing homes, increase awareness about patient safety issues amongst staff and evaluate the impact of patient safety improvement initiatives. Moreover, the results obtained provide a baseline to track changes in patient safety over time.

## **Method:**

The Nursing Home Survey on Patient Safety (developed by the Agency for Health care Research and Quality) was conducted during May – June 2008 by face to face interviews to a total of 431 health care workers from all the 39 licensed Homes for Older Persons in Malta and Gozo. Nursing homes managed by the Church, Government, Private and by Public-Private Partnership were included in the study.

The dimensions explored include teamwork; staffing; compliance with procedures; training and skills; non-punitive response to mistakes; handoffs; feedback and communication about incidents; communication openness; supervisor expectations and actions promoting resident safety; overall perceptions of resident safety; management support for resident safety and organizational learning.

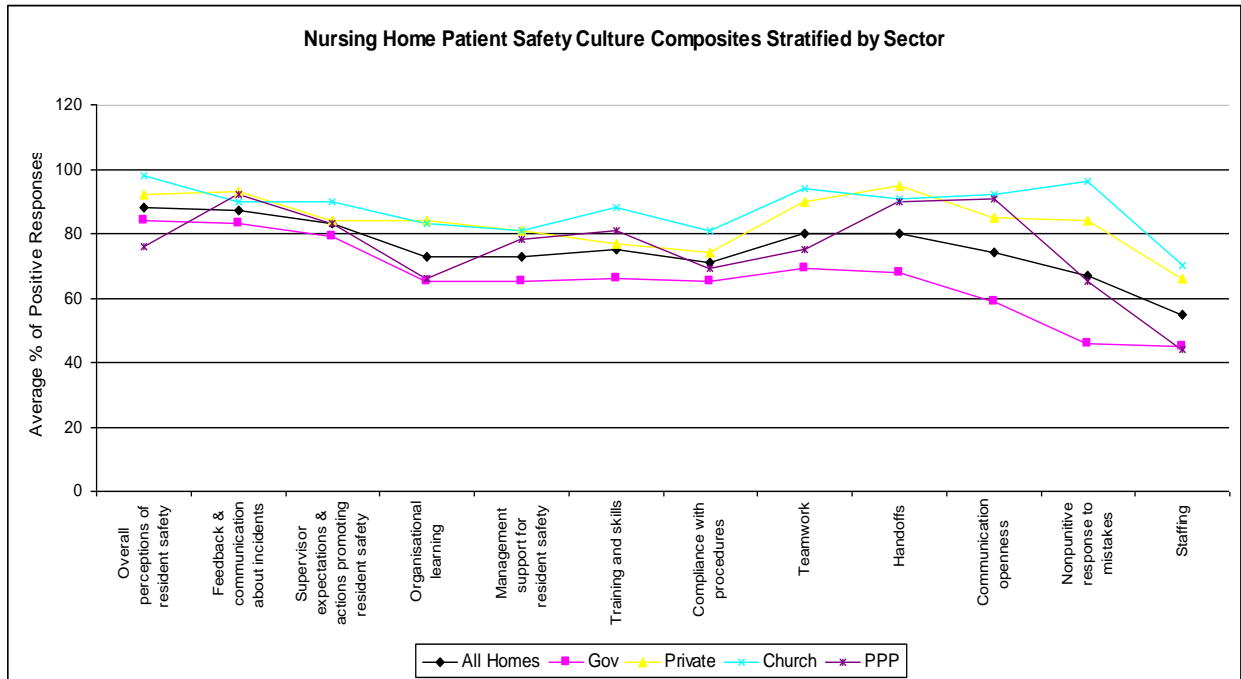
## **Result/s:**

Church homes had the most positive responses to the majority of patient safety culture dimensions followed by the private, private-public and government nursing homes. Overall, the health care workers reported a positive attitude towards patient safety with the major problem in all sectors being the lack of staff.

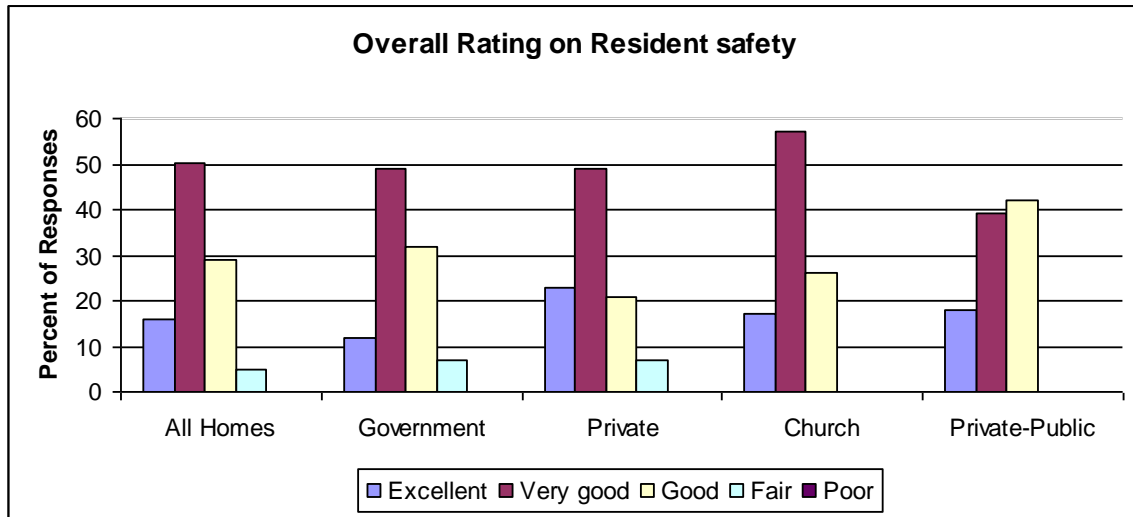
95%, 85%, 79% and 77% of the respective church, private, private-public and state health care workers reported that they would recommend the nursing home to their relatives or friends.

## **Conclusion/s:**

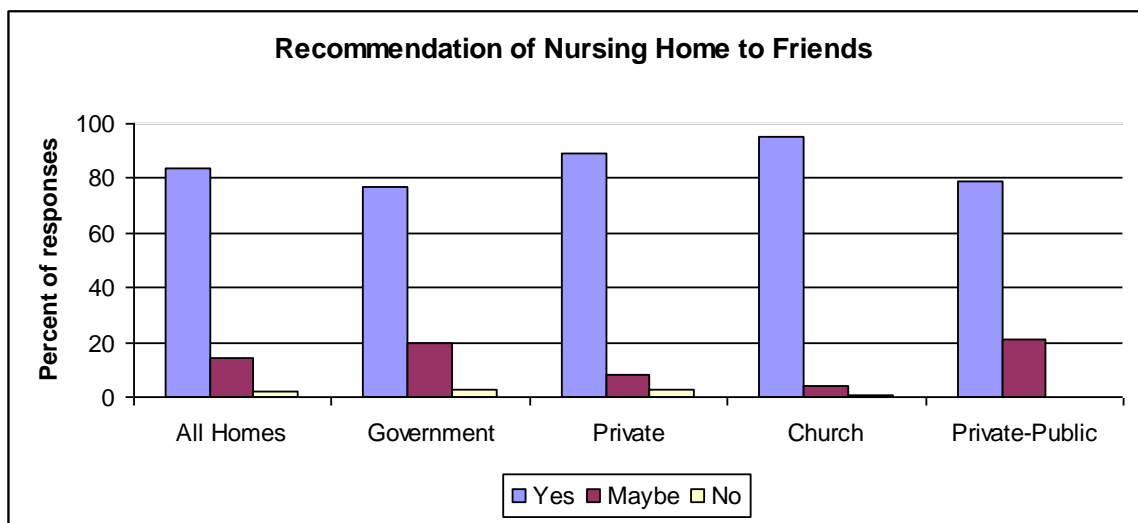
Identification of the main contributing factors to the main finding with the Church Homes topping the list as regards Patient Safety Culture begs further analysis.



Nursing Home Patient Safety Culture Composites	Average % of positive responses				
	All Homes	Gov	Private	Church	PPP
Overall perceptions of resident safety	88	84	92	98	76
Feedback & communication about incidents	87	83	93	90	92
Supervisor expectations & actions promoting resident safety	83	79	84	90	83
Organisational learning	73	65	84	83	66
Management support for resident safety	73	65	81	81	78
Training and skills	75	66	77	88	81
Compliance with procedures	71	65	74	81	69
Teamwork	80	69	90	94	75
Handoffs	80	68	95	91	90
Communication openness	74	59	85	92	91
Nonpunitive response to mistakes	67	46	84	96	65
Staffing	55	45	66	70	44



Overall Rating on Resident Safety	All Homes	Gov	Private	Church	PPP
<b>Excellent</b>	16%	12%	23%	17%	18%
<b>Very good</b>	50%	49%	49%	57%	39%
<b>Good</b>	29%	32%	21%	26%	42%
<b>Fair</b>	5%	7%	7%	0%	0%
<b>Poor</b>	0%	0%	0%	0%	0%



<b>Recommendation of Nursing Home To Friends</b>	<b>All Homes</b>	<b>Gov</b>	<b>Private</b>	<b>Church</b>	<b>PPP</b>
<b>Yes</b>	84%	77%	89%	95%	79%
<b>Maybe</b>	14%	20%	8%	4%	21%
<b>No</b>	2%	3%	3%	1%	0%