

Managers can access service level patient safety culture results on the Qualtrics website

# Safe Care Bulletin

## Patient Safety Culture Survey 2018

863 Responses

All occupations

All clinical services



11 areas of patient safety culture were assessed in the survey.

Average percent positive across all 11 areas for Child Health:

# 54%

### Our areas of strength

87%



#### Teamwork within units

87% of respondents reported that they work well together as a team

83%



#### Communication openness

83% of respondents indicated that they feel safe to speak up if they see an error

76%



#### Manager expectations and actions promoting safety

76% of respondents reported that managers did not overlook safety problems that happen over time

### Our areas for improvement

25%



#### Handover & Transitions

25% of respondents indicated that things don't fall between the cracks during handover

44%



#### Non-Punitive response to error

44% of respondents indicated that event reports are not held against them

21%



#### Teamwork across units

21% of respondents reported that problems don't occur in the exchange of information across units