

CULTURE OF SAFETY AT CYTECARE CANCER HOSPITAL

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INTRODUCTION

- Patient safety culture is the extent to which an organization's culture supports and promotes patient safety.
- It refers to the values, beliefs, and norms that are shared by healthcare practitioners and other staff throughout the organization that influence their actions and behaviors.
- It can be measured by determining the values, beliefs, norms, and behaviors related to patient safety that are rewarded, supported, expected, and accepted in an organization.
- It is also important to note that culture exists at multiple levels, from the unit level to the department, organization, and system levels.
- This study applied a cross-sectional and quantitative design. The survey carried out was open to all Healthcare providers in the hospital.
- Out of 458 employees, 327 of them participated in the survey.



METHOD

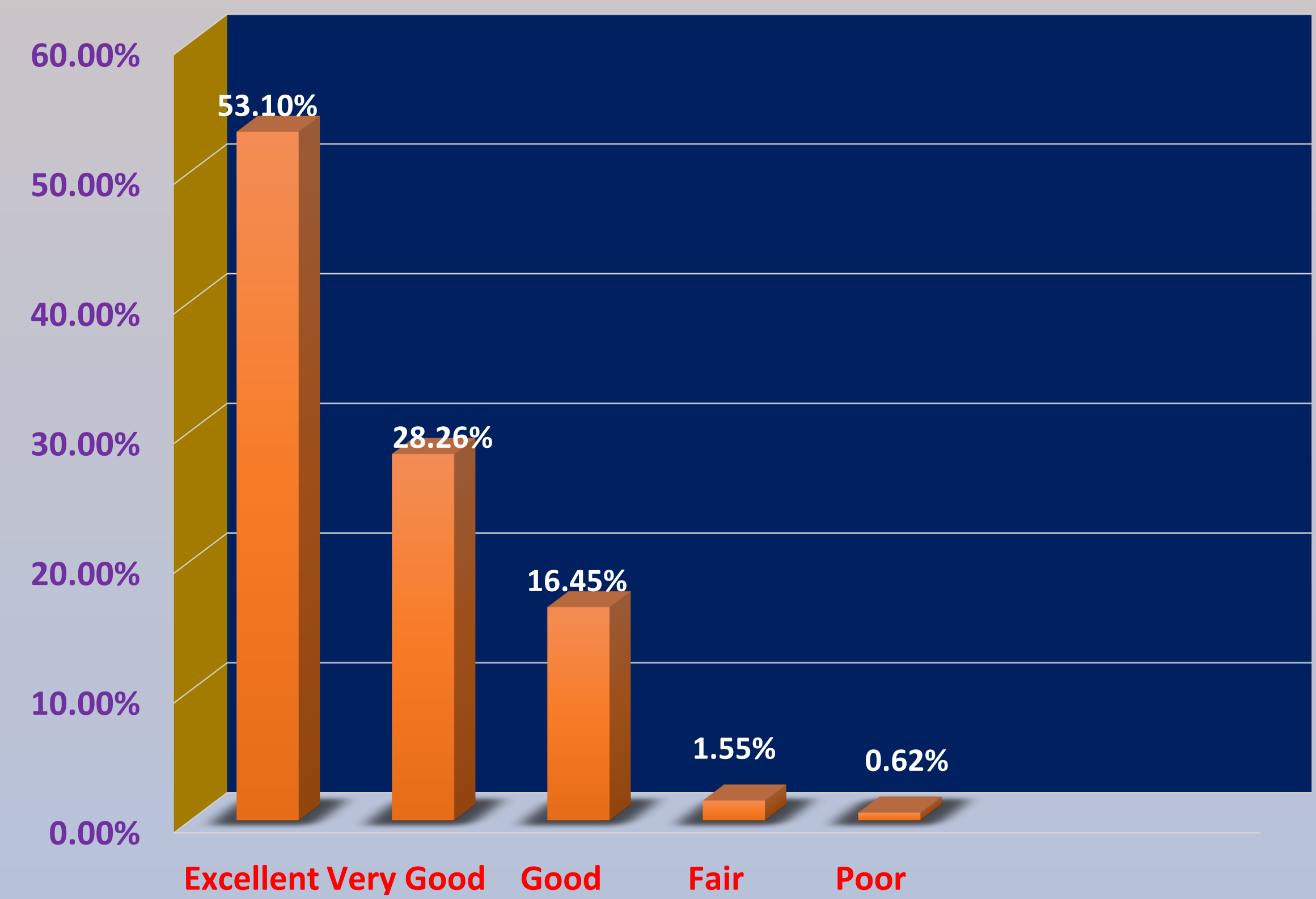
The tool used for this study was adapted from the “Hospital Survey on Patient Safety Culture Version 2.0” developed by the Agency for Healthcare Research and Quality. Few changes were meant to the version 2.0 and they were related only to categories to employment with respect to the hospital the research was carried on.

RESULTS



DIMENSION	Average percent positive score
Teamwork	79%
Communication	75%
Non-punitive Response to Error	68%
Frequency of Event Reporting	56%
Hospital Management Support	82%

Patient Safety Rating



KEY LEARNINGS:

- Learnt about NABH Guidelines (5th Edition) in detail.
- Learnt how **Data Validation** is done by the Quality Department.
- Participated in a **Doctor-Nurse Communication Survey** to find out the Communication level between Doctors and Nurses.
- Participated in ‘**Culture of Safety**’ Survey to understand the level of awareness of Safety Culture among the Healthcare providers.
- Learnt about **Critical Care Pathways** and their importance in Physiotherapy, Speech Therapy, Pain & Palliative Care and Psycho-oncology Departments.
- **HIRA (Hazard Identification and Risk Assessment)** and **FMEA (Failure Modes and Effects Analysis)** tools. Performed a HIRA Inspection.

ABOUT THE HOSPITAL

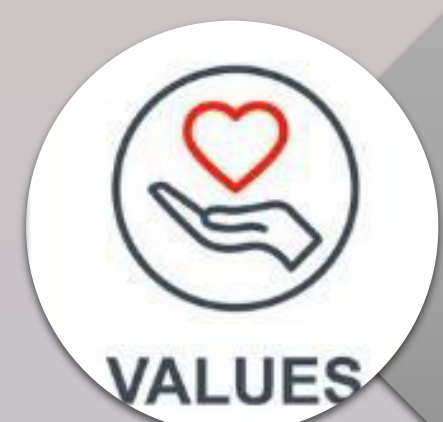
- India's first **150-bedded** organ-site focused Oncology care private hospital.
- Cytecure provides highly specialised, modern diagnostic services, treatment and care for cancer.
- The hospital reflects a **patient centric approach** and has already catered to 26000 patients from 40 countries.
- In 2019, Cytecure Hospital was awarded the prestigious **ESMO Designated Centres of Integrated Oncology and Palliative Care Certifications**.



Cytecure aims to revolutionize cancer treatment in developing countries through creation of comprehensive cancer care hospitals providing highest quality of personalized care in scalable manner thereby delivering significant societal impact. (Taken from Display of Hospital Board)



To improve cancer outcomes, utilizing best in class teams & technology with strong governance of patient care & efficient monitoring of clinical protocols. (Taken from Display of Hospital Board)



1. Respect
2. Integrity
3. Grit
4. Humane
5. Teamwork

(Taken from Display of Hospital Board)

PROCEDURE

- The survey consisted participants from all domains starting from **Doctors, Nurses, Para-medical staff, Radiologists, Phlebotomists, Lab- technicians, Clinical and nonclinical staff, Pharmacists, Administrative staffs, Food Services Department employees, Facilities and Clinical engineering department, Housekeeping staff, Security personnels and others (HR, Quality Assurance, Marketing, Finance, Purchase etc.)**.
- Data collection started from June 10, 2023, and extended till June 22, 2023.
- The names of the participants taking part in the survey were kept anonymous.
- The survey was conducted in both **online and offline mode (paper surveys)**. It was conducted in English and separate sessions were kept for Housekeeping, Security, Patient Care Associates and Transport Department in their local language.

SWOT ANALYSIS



CHALLENGES FACED DURING THE INTERNSHIP

- **Language barrier** was a problem while working with those who didn't know English/Hindi.
- **Turnaround time (TAT)** for the survey got delayed due to the busy schedule of the respondents.
- It was a little challenging to ensure maximum participation in the survey and make employees understand the **importance of the survey**.

SUGGESTIONS

- Can improve the frequency of reporting of Patient Safety events.
- Non-punitive response to error can be increased.

USEFULNESS OF THE INTERNSHIP

- The internship gave me practical exposure to work and interact with various departments in a hospital.
- Learnt the importance of Quality Department in a Hospital and it's functions.
- It helped me gain relevant skills in the Quality Department and also helped build my professional career and provided me opportunities for personal growth.

