INsight® Risk Assessment for Patient Safety Culture in Hospitals
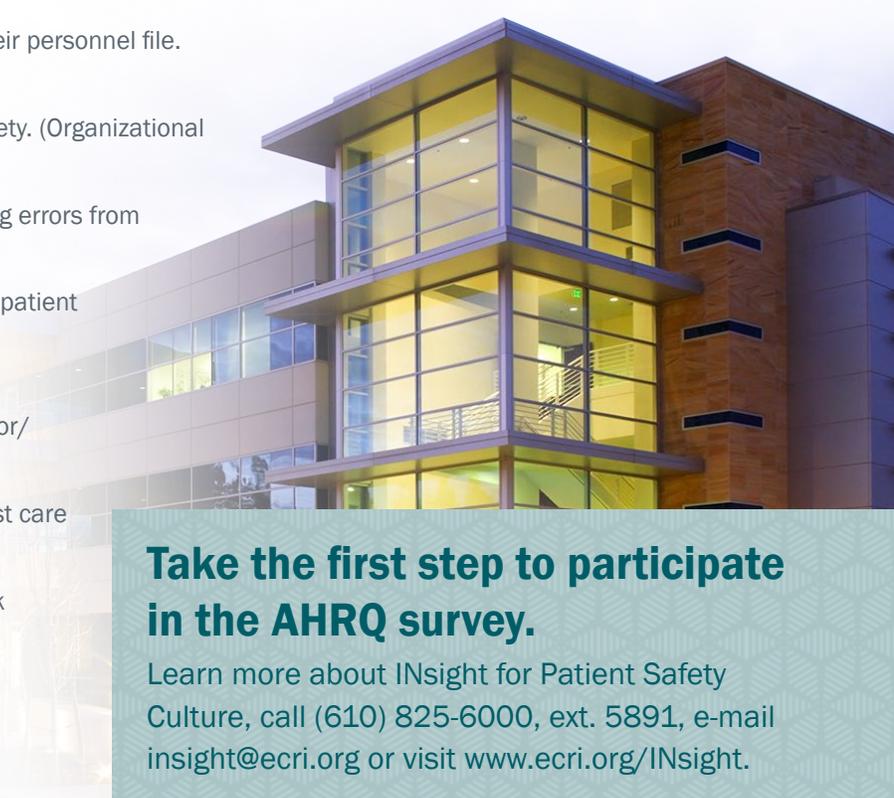
Fast, effective way to assess risks

ECRI Institute simplifies your participation in the Agency for Healthcare Research and Quality's (AHRQ) survey on hospital patient safety culture through the use of our proprietary INsight® survey tool. INsight offers a confidential, web-based approach that saves you time and delivers action-oriented reports. It allows you to survey a large number of people, easily manage the process, and collect responses faster.

Sample questions addressed in the web-based survey:

▶ Staff will freely speak up if they see something that may negatively affect patient care. (Communication openness)

▶ We are given feedback about changes put into place based on event reports. (Feedback/communication about error)

▶ When a mistake is made that could harm the patient, but does not, how often is this reported? (Frequency of events reported)

▶ Problems often occur in the exchange of information across hospital units. (Handoffs/transitions)

▶ Hospital management provides a work climate that promotes patient safety. (Management support for patient safety)

▶ Staff worry that mistakes they make are kept in their personnel file. (Nonpunitive response to error)

▶ We are actively doing things to improve patient safety. (Organizational learning/continuous improvement)

▶ Our procedures and systems are good at preventing errors from happening. (Overall perceptions of patient safety)

▶ Staff in this unit work longer hours than is best for patient care. (Staffing)

▶ My supervisor/manager seriously considers staff suggestions for improving patient safety. (Supervisor/manager expectations/actions)

▶ Hospital units work well together to provide the best care for patients. (Teamwork across units)

▶ People support one another in this unit. (Teamwork within units)

Key areas:

Communication openness

Feedback/communication about errors

Frequency of events reported

Handoffs/transitions

Management support for patient safety

Nonpunitive response to error

Organizational learning/continuous improvement

Overall perceptions of patient safety

Staffing

Supervisor/manager expectations/actions

Teamwork across units

Teamwork within units

Take the first step to participate in the AHRQ survey.

Learn more about INsight for Patient Safety Culture, call (610) 825-6000, ext. 5891, e-mail insight@ecri.org or visit www.ecri.org/INsight.

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