



New York State  
Partnership  
for Patients



# *Hospital Survey on Patient Safety Culture 2017 NYSPFP Overview*

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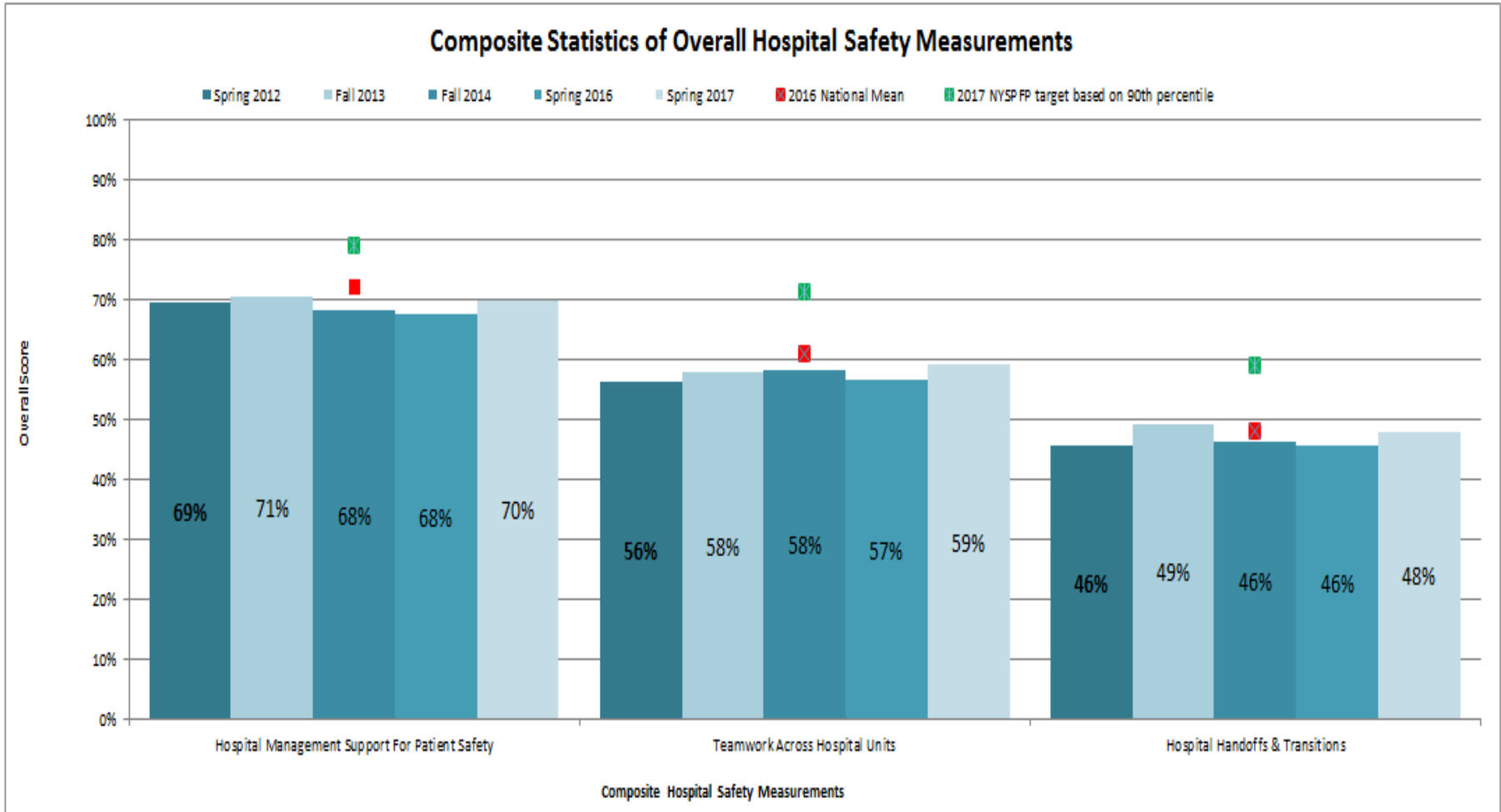
**Senior Director, Strategic Quality Initiatives, Quality & Research Initiatives**

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*A partnership of the Healthcare Association of New  
York State and the Greater New York Hospital  
Association in collaboration with IPRO*



# NYSPPF Review





# Status

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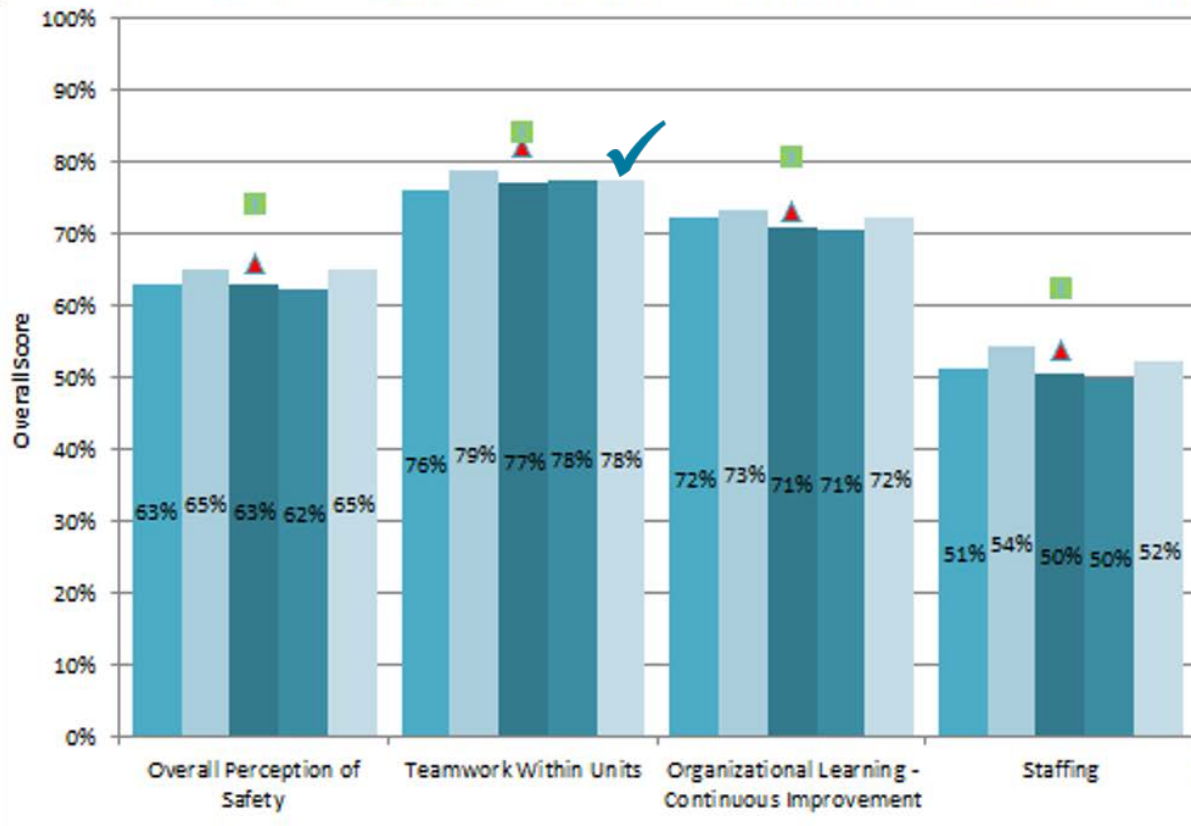
- Little real change at the statewide level
  - Different hospital cohorts reported in each year, so the data is not comparative, but was analyzed for context.
  - Response rate was best ever at 50% statewide (N=60).
    - A large number of hospitals also had very high response rate. There is a sense of increased awareness in the process itself
  - NYS hospital rates are now near the national mean.
  - Capitalize on these recent results as much as possible, because a new survey will be out in 2018.
  - More improvement work is still needed
    - NYSPFP will address most of the related curriculum under the Unit-Based Safety (UBS) initiative. The term Safety Across the Board (SAB) is still in use as well



# 2017 Survey Results

## Composite Statistics of Safety Measurements for Work Areas/Units

■ Spring 2012   
 ■ Fall 2013   
 ■ Fall 2014   
 ■ Spring 2016   
 ■ Spring 2017   
 ▲ 2016 National Mean   
 ■ 2017 NYSPFP target based on 90th percentile

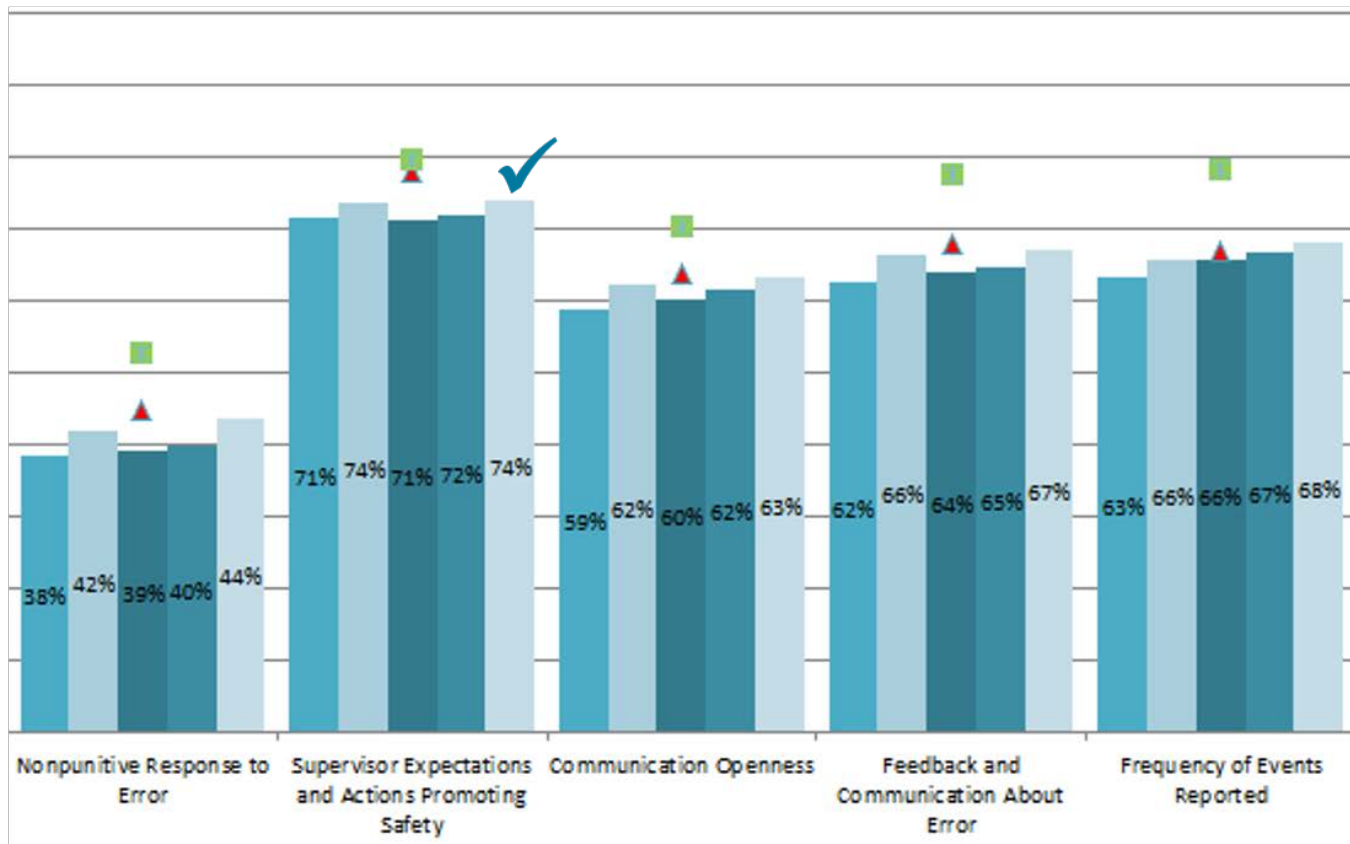




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# ✓ Where are the Opportunities?

## Only Marginal Improvement

- Teamwork within the Unit
  - People support one another in this unit
  - When one area in this unit gets really busy, others help out
- Supervisor Expectations and Actions Promoting Safety
  - My supervisor overlooks patient safety problems that happen over and over

## NYSPFP Approach

- Promote teamwork and communications
  - TeamSTEPPS
- Communications tools and materials on [www.nyspfp.org](http://www.nyspfp.org)
- Unit-Based Safety conference, November 2017
  - Frontline staff participation in quality and patient safety work
- Tools and Project Manager Support:
  - E-learning Tool: Safety Across the Board
  - Onsite Coaching Course