

## Current Safety Culture in Manitoba Community Pharmacies

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## Disclosure

I have no conflicts to disclose.

## Outline

Background: What is Safety Attitudes Questionnaire (SAQ)?

Learning Objectives

Methods

Results

Conclusion

## What is Safety Attitudes Questionnaire (SAQ)?



Job satisfaction



Teamwork



Safety culture



Perception of management



Stress recognition



Working conditions

Safety Attitudes Questionnaire assesses quality of safety and teamwork of workers in a particular setting <sup>1</sup>

## Learning Objectives

To identify frontline perspective of safety culture of community pharmacy professionals in Manitoba

To capture high-priority continuous quality improvement (CQI) initiatives in pharmacy practice

## Methods



SAQ was distributed to 1635 pharmacy professionals in Manitoba from April 27 to May 14, 2018



40-item online questionnaire



Analysis performed on responses (from 5-point Likert Scale to open-ended questions)

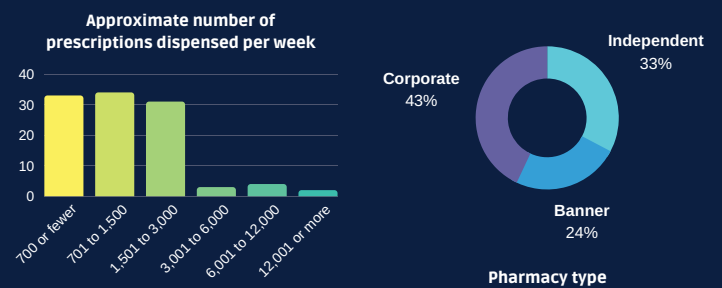
## Results

Demographics: Pharmacy & Pharmacy Professionals

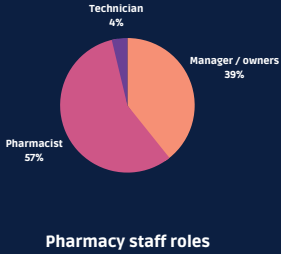
SAQ:

- (1) Teamwork
- (2) Safety Culture
- (3) Job Satisfaction
- (4) Stress Recognition
- (5) Perception of Management
- (6) Working Conditions

## Pharmacy demographics (n = 107)



# Participant demographics (n = 107)



## Climate Scale

Mean <sup>\*\*100 point scale score = (Mean - 3) \* 25</sup> 100 point scale score\*

Statement	Mean	100 point scale score*
<b>Teamwork</b>	<b>4.40</b>	<b>85.09</b>
My input is well received in this pharmacy.	4.44	85.95
In this pharmacy, it is difficult to speak up if I perceive a problem with patient care.	4.20	79.95
Disagreements in this pharmacy are resolved appropriately (i.e. not who is right but what is best for the patients).	4.41	85.34
I have the support I need from others in this pharmacy to care for patients.	4.33	83.33
It is easy for personnel here to ask questions when there is something that they do not understand.	4.65	91.19
The people in this pharmacy work together as a well-coordinated team.	4.39	84.76
<b>Safety Culture</b>	<b>4.41</b>	<b>85.29</b>
I would feel safe being treated here as a patient.	4.70	92.57
Medication errors are handled appropriately in this pharmacy.	4.71	92.82
I know the proper channels to direct questions regarding patient safety in this pharmacy.	4.63	90.84
I receive appropriate feedback about my performance.	4.11	77.66
In this pharmacy, it is difficult to discuss errors.	4.59	79.70
I am encouraged by others in this pharmacy to report any patient safety concerns I may have.	4.29	82.22
The culture in this pharmacy makes it easy to learn from the errors of others.	4.25	81.19
<b>Job Satisfaction</b>	<b>4.14</b>	<b>78.62</b>
I like my job.	4.12	77.97
Working here is like being part of a large family.	4.12	78.00
This pharmacy is a good place to work.	4.29	82.19
I am proud to work in this pharmacy.	4.36	83.91
Morale in this pharmacy is high.	3.84	71.04

## Climate Scale

Mean <sup>\*\*100 point scale score = (Mean - 3) \* 25</sup> 100 point scale score\*

Statement	Mean	100 point scale score*
<b>Stress recognition</b>	<b>4.08</b>	<b>76.89</b>
When my workload becomes excessive, my performance is impaired.	3.81	72.75
I am less effective at work when fatigued.	4.29	82.32
I am more likely to make errors in tense or hostile situations.	4.04	76.01
Fatigue impairs my performance in trying situations.	4.06	76.52
<b>Perception of Management</b>	<b>3.96</b>	<b>74.05</b>
Management in this pharmacy supports my daily efforts.	4.01	75.27
Pharmacy management doesn't knowingly compromise patient safety.	4.28	84.54
I get adequate, timely information about events that might affect my work from pharmacy management.	3.83	70.83
The staffing levels in this pharmacy are sufficient to handle the number of patients.	3.62	65.56
<b>Working Conditions</b>	<b>3.97</b>	<b>74.26</b>
This pharmacy does a good job of training new personnel.	3.70	67.39
All the necessary information for therapeutic decisions is routinely available to me.	4.35	83.86
Trainees in this pharmacy are adequately supervised.	4.38	79.57
Problem personnel are dealt with constructively by our pharmacy management.	3.65	66.21

# Perception of Management

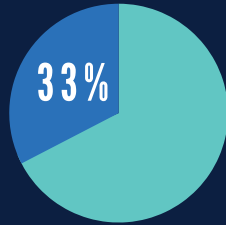
34%

Repondents found that staffing levels were insufficient to handle the number of patients

"Constant head office cutbacks require our pharmacy to do the same amount of work with less support staff and less pharmacist hours. This leaves less time to complete tasks and interact with my patients."

## Working Conditions

"A lot of our part-time technicians had to quit to find other jobs which resulted in constant training of new staff who don't receive adequate training due to hour cuts ..."



Respondents reported that the pharmacy did not perform a good job of training new personnel

## Stress Recognition

82%  
"I am less effective at work when fatigued."

77%  
"Fatigue impairs my performance in trying situations."

## Conclusion

- ✓ Teamwork
- ✓ Safety Culture
- ✓ Job Satisfaction
- ⚠ Stress Recognition
- ⚠ Perception of Management
- ⚠ Working Conditions

## Continuous Quality Improvement (CQI)



Streamline new staff training procedures



Recognize the impact of fatigue on patient safety



Review staffing level: a balance of productivity and safety

## Safety IQ: A CQI Initiative in Manitoba <sup>2</sup>

- 1** Conduct and review findings from a medication safety self-assessment
- 2** Report, analyze, share, and learn from medication incidents and near misses
- 3** Hold CQI meetings or huddles to discuss medication incidents and develop CQI action plans



## Acknowledgements

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## References

1. Nordén-Hägg A, Sexton JB, Källemark-Sporrong S, et al. Assessing Safety Culture in Pharmacies: The psychometric validation of the Safety Attitudes Questionnaire (SAQ) in a national sample of community pharmacies in Sweden. *BMC Clin Pharmacol* 2010 Apr 11;10:8.
2. College of Pharmacists of Manitoba. Safety IQ Pilot Pharmacy Participant Manual: A Guide to Continuous Quality Improvement. 2017. Available from: <https://www.cphm.ca/uploaded/web/Safety%20IQ/Manual/Training%20Manual%20For%20Web%20FINAL.pdf>