The Importance of Safety Culture in Nursing Homes

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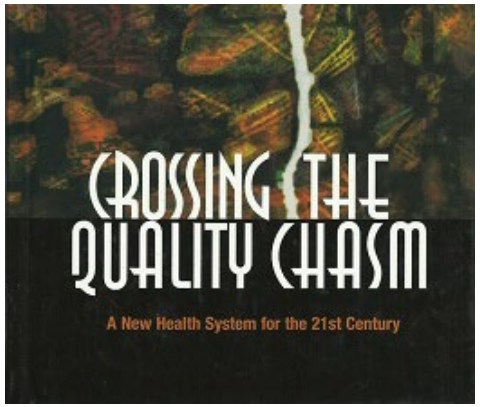
The Importance of Safety Culture

- The 1999 Institute of Medicine (IOM) report that identified between 44,000 and 98,000 individuals die each year as a result of medical mistakes.



Medical Error: A Leading Cause of Death

- Causes of death in US – all ages year 2000
  1. Heart disease: 710,760
  2. Chronic, respiratory disease: 122,000

  6. Diabetes: 69,301
  8. Alzheimer's: 49,558
  9. Motor vehicle accidents: 41,994

Patient Safety Culture: An Increasing Priority

- Patient safety culture (PSC) has emerged as a top priority of many healthcare settings

- Nursing Homes lag in this area
  - Presidential agenda (2022)
  - National Academies (2022)

  - IHI National Action Plan (2022)

The Importance of Safety Culture

"The most fundamental barrier to improving the safety of patient care – the culture." (Cooper, 2003)

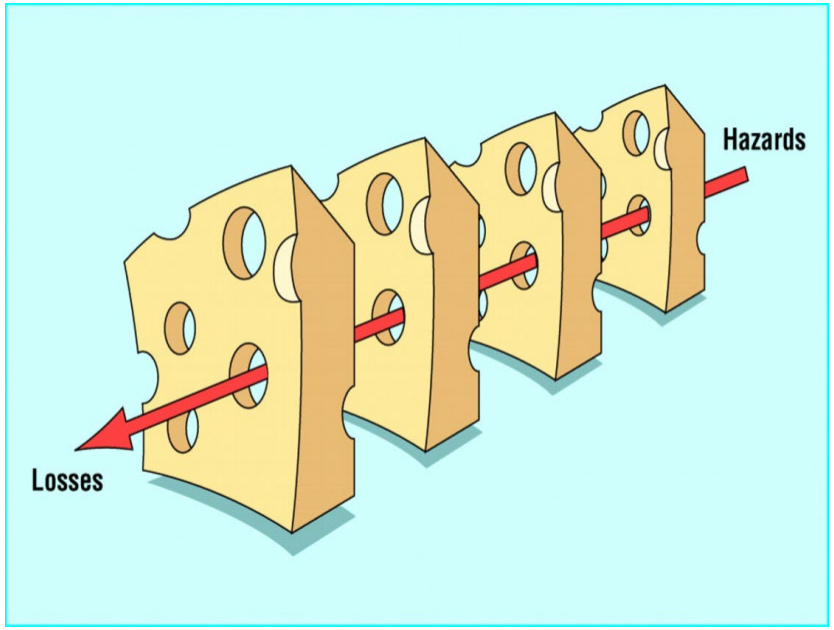
- Nursing Home SOPS provides staff perceptions of patient safety culture

What Influences Patient Safety Culture?

- Processes of Care (It's the process, not the people)
- *Systems Thinking*

  - *A culture of blame*
  - *Staff come to work to do a good job*

The Swiss Cheese Model



Reason J. Human Error 1990

Patient Safety Culture in Nursing Homes

- Safety culture scores are lower on average in nursing homes[1]
  - Q. We have patient safety problems in this facility. 38% vs. 53%
    - Nursing Homes vs. Hospitals
  - Moving, Transferring, or Lifting Residents
  - Medication errors
  - Falls
  - Pressure ulcers
  - Sanitation

[1]Castle NG, Sonon KE A culture of patient safety in nursing homes. *BMJ Quality & Safety* 2006;**15:**405-408.

Patient Safety Culture in Nursing Homes

- Safety culture influences staff as well as residents
  - ► Overall injury rate for nurse aides is second among all industries.

- Patient safety MAY be another problem with the image of nursing homes

SOPS Nursing Homes

- Patient safety is not about telling people to be more careful.
- Improving patient safety is about changing organizational culture from one of blame and punishment to one which is just.
- SOPS Nursing Homes.