Mixed Strategy for Increasing Awareness of Patient Safety Culture in Hospital Employees: Empirical Experience from a Regional Teaching Hospital

Chih-Cheng Lu¹,², Chi-Sheng Chang³, Wei-Yen Hsu², Bor-Wen Cheng⁴

¹Department of Surgery, Chi Mei Medical Center, Liouying, Tainan, ²Department of Information Management, National Chung Cheng University, Chiayi, ³Center for Quality Management, Chi Mei Medical Center, Liouying, Tainan, ⁴Department of Industrial Engineering and Management, National Yunlin University of Science and Technology

Abstract

Patient safety culture reflects the persistence and behavior of hospital employees in terms of safety. The medical institutions in Taiwan mostly take the annual healthcare quality and PSC for hospitals announced by Ministry of Health and Welfare as a way to increase healthcare quality and patient safety. A hospital used some mixed strategies to establish employees’ patient safety culture. By reviewing the results of patient safety culture surveys reported by employees, we found that the results confirmed the effectiveness of the measures. Through forward-looking training strategies, a patient safety culture can be effectively developed.

Keywords: unit-based patient safety officer, patient safety culture survey, hospital employees
以混合模式提高醫院員工病人安全文化意識—某區域教學醫院為例

盧致誠1,2*、張基生3、許巍嚴2、鄭博文4

1奇美醫療財團法人柳營奇美醫院外科部、2國立中正大學資管管理學系、3奇美醫療財團法人柳營奇美醫院品管中心、4國立雲林科技大學工業工程與管理系

通訊作者：盧致誠
電子信箱：lu@mail.chimei.org.tw

所屬單位：奇美醫療財團法人柳營奇美醫院外科部泌尿外科
連絡地址：台南市柳營區太康里201號

摘要

病人安全文化反映了醫院員工在安全方面的堅持和行為。台灣各醫療機構多以衛生福利部公告「醫院年度醫療品質及病人安全工作目標」作為推行醫療品質及病人安全的對策方向。個案醫院運用多項混合對策，對於員工進行病人安全文化培訓，並檢視員工自主填報的病人安全文化調查結果，成效顯著。透過培訓前瞻性的病人安全種子，有效發展病人安全文化。

關鍵詞：單位病人安全管理人、病人安全文化調查、醫院員工