



Original Article

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# Patient Safety Culture Survey with an Emphasis on Resilience: A Five-Year Analysis

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## Abstract

**Objective:** Good patient safety culture is vital for patients and provides a good working environment for healthcare personnel. The joint commission of Taiwan has been conducting a patient safety culture survey (PSCS) since 2009, with more than 100 hospitals participating. In this study, PSCS was used to understand the resilience of employees, and the results can serve as a reference for the hospital to improve patient safety culture.

**Methods:** The results of our 2014 to 2018 PSCS were reviewed. An annual average of 2,154 responses and a total of 10,774 responses were received. Resilience-related questionnaire item responses were analyzed, and the results were compared with other medical centers. Demographic characteristics were included in the comparison of resilience among respondents.

**Result:** Our results indicated that the 5-year average PSCS score was  $26.9 \pm 3.94$ , which did not significantly differ from the national average. Among 9 questionnaire items considered, the “I feel exhausted at the end of the work day” item received the lowest scores ( $2.7 \pm 0.3$ ), and the “Working with others stresses me out” item received the highest ( $3.5 \pm 0.1$ ). The responses in the 5-year survey suggested that all 6 demographic characteristics affected resilience. Regression analysis revealed that age, education level, position, and profession were independent factors influencing the resilience score.

**Conclusion:** Resilience can be improved by understanding the demographic characteristics.

**Keywords:** patient safety, questionnaire, resilience

# 病人安全文化調查—以復原力為主： 五年的分析結果

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## 摘要

**目的：**良好病人安全文化不僅對病人很重要，且能提供良好的工作環境。財團法人醫院評鑑暨醫療品質策進會自2009年建置全國性的病安文化網路調查系統，已有100多家醫療機構參與。本研究藉由本院病人安全文化調查，瞭解員工復原力情況，作為醫院提升病人安全文化參考。

**研究對象與方法：**2014至2018年病安文化調查結果有效份數共10,774份，平均每年2,154份，將對其中之復原力構面與其他機構及6個人口變項進行比較分析。

**結果：**復原力五年平均得分 $26.9 \pm 3.94$ ，與其他醫療機構復原力相當，無明顯差異。題目中分數最低為「工作結束時，我覺得整個人已精疲力竭( $2.7 \pm 0.3$ )」，較高為「與他人直接接觸一起工作帶給我很大壓力( $3.5 \pm 0.1$ )」。6個人口學變項均與復原力相關。迴歸分析發現復原力與年齡、職務類別、職位及教育程度有關聯性。

**結論：**藉由分析結果瞭解背景及人口學原因，進而提高復原力。

**關鍵詞：**病人安全、問卷、復原力