

**PATIENT SAFETY CULTURE  
IN WEST YANGON GENERAL HOSPITAL**

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## **ABSTRACT**

Patient safety is an important component of the quality of healthcare. Improving patient safety culture can play a role in preventing errors and promoting the quality of health care. For this reason, the status of patient safety culture in West Yangon General Hospital was assessed.

This cross-sectional study was conducted to assess the current patient safety culture in West Yangon General Hospital from September to December, 2017. This study was carried out face-to-face interview by using pretested structured questionnaires with twelve dimensions of patient safety culture, on 96 respondents including the assistant surgeons, the ward sisters, the staff nurses, the trained nurses and the laboratory technicians.

Most of the assistant surgeons had the hospital experience 0.5 to 1 year. And, most of the nurses and the laboratory technicians had more than 5 years. Assistant surgeons were working more than 59 hours per week mostly. Most of the ward sisters and the laboratory technicians were working 40 to 49 hours per week. Most nurses were working 50 to 59 hours per week. The assistant surgeons had profession experience 0.5 to 1 year mostly.

This study showed that the overall results on the patient safety culture in West Yangon General Hospital was with the positive responses more than 75% in nine dimensions such as teamwork within units, feedback about error, communication openness, organizational learning, teamwork across hospital units, supervisor expectations, overall perceptions of patient safety, management support and hospital handoffs & transitions. And, there was with the positive responses less than 75% in another three dimensions such as staffing, non-punitive response to errors and events reporting frequency. An association was observed between least working hours per week and increased number of positive answers.

In West Yangon General Hospital, the patient safety committee should be set up and continuous medical & nursing education training, proper guidelines and support for patient safety should be developed to raise patient safety culture.