

Knowledge Regarding Patient Safety among Nursing Staff of a Tertiary Care Hospital in Lucknow

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Abstract: *Background:* Patient safety is a global public health issue. Patient Safety Goal is to improve the accuracy of patient identification, improve the effectiveness of communication among care givers, improve the safety of using medication, reduce the risk of health care associated infection accurately & completely reconcile medication across the continuum of care, reduce the risk of patient harm resulting from falls. *Method:* This study was done on nursing staff of a tertiary care hospital in Lucknow on patient safety. A structured questionnaire was used as an instrument for conducting the study. The questionnaire contained twenty five items which were based on Patient Safety aspects. The aspects of Patient Safety included in the questionnaire are health care associated infection and medication error. *Results:* Analysis of data shows that only 14 % of nurses had excellent knowledge about patient safety whereas majority of nurses had average knowledge about various aspects of patient safety, and very few had poor knowledge about patient safety. *Recommendations:* The recommendations were made in the field of nursing- administration, research, education and practice.

Keywords: patient safety, tertiary care hospital, nursing staff

1. Introduction

Hospital is a people intensive place. It provides services to the sick people round the clock. People have a free access to enter any part of the hospital any time for advice & treatment. The hospital atmosphere is filled with emotions, excitement, life, happiness, death & sorrow. Since hospital operates under continuous strain, it gives rise to irritation, confrontation, conflict & aggression, threatening the life of hospital staff & medication), *Sentinel error* (surgery on wrong body part or patient). Patient is the centre of the health care system and any harm to the patient due to the health care provider or health care system is considered as a compromise on patient safety. Patient safety means reducing patient harm. In most cases, fault is not willful negligence, but systemic flaws, inadequate communication & widespread process variation & patient ignorance. People responsible are the doctors, nurses, pharmacists, technicians & patient. "TO ERR IS HUMANE" "Human beings make mistakes because the systems, tasks & processes they work in are poorly designed. Every error has a root cause & every cause has a solution". Errors can be prevented with every one's initiative in the system. Here comes the role of Patient Safety. Patient safety is the absence of preventable harm to a patient during the process of health care. The discipline of patient safety is a coordinated effort to prevent harm caused by the process of health care itself.

There are many types of errors like *adverse health care event*² (event or omission arising during clinical care and causing physical or psychological injury), *error* (failure to complete a planned action as intended), *health care near miss* situation in which an event or omission arising during clinical care, *adverse drug reaction* (any noxious

/unintended response to a drug), *medication error* (any preventable event that may cause inappropriate medication), *Sentinel error* (surgery on wrong body part or patient)

Objective

The objectives of the study is

- To assess the Knowledge regarding patient safety among nursing staff of a tertiary care hospital in Lucknow
- To find the association between Knowledge level and selected demographic variables

2. Methods & Materials

The study adopted a non experimental, descriptive approach. A structured questionnaire was used to collect the information on two aspects of patient safety (medication error & health care associated infection) of nursing staff of a tertiary care hospital in Lucknow. A total of 50 samples were assessed with different socio demographic variables (age, clinical experience & qualification) by using simple random sampling technique. Informed consent was obtained from all participant and the study was delimited to those who had attended CNE on patient safety in last 5 years.

3. Result

In this study majority of respondents were between 21-30 years (64%) of age, followed by 31-40yrs (20%), 41-50yrs & >50yrs were equal (8%). Out of them 62% were graduates, 34% were diploma holders and only 4% were having master degree in nursing, 72% of respondents had clinical experience up to 20 years where as, 18% had

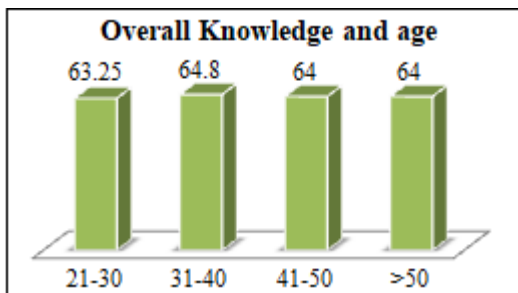
experience less than 1 year and 10% had more than 20 years of clinical experience.

The findings of the study revealed only 14 % respondents had excellent knowledge regarding patient safety where as 70 % of respondents had fairly good knowledge regarding patient safety.

Overall knowledge of the respondents on patient safety

Criteria	Interval	Percentage
Excellent	> 76 %	14 %
Good	66-75 %	32 %
Fair	51-65 %	38 %
Poor	< 50 %	16 %

4. Analysis and Interpretation

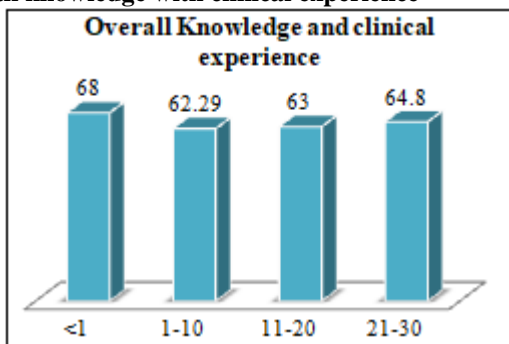


The analysis of variance showed that there was no significant ($p>0.05$) difference in knowledge among the age groups

Overall knowledge with qualification

Qualification	Knowledge (%) Mean (\pm SD)
GNM	59.53 \pm 9.15
BSc	64.92 \pm 11.21
PBBSc	68.80 \pm 7.69
MSc	70.00 \pm 2.82
p-value ¹	0.16

Overall knowledge with clinical experience



The Analysis of variance showed that there was no significant ($p>0.05$) difference in knowledge among the age groups, clinical experience and qualification of the subjects

5. Discussion

In this study only 14 % respondents had excellent knowledge regarding patient safety where as 70 % of respondents had fairly good knowledge regarding patient safety .In a similar study done by Balamurugan E on 141 randomly chosen nurses reveals that only 12.7 % level of

nurses reported excellent level of knowledge regarding patient safety whereas only 31.9% had acceptable level of knowledge. Highest awareness in our study was regarding hand washing aspects whereas in a similar study by Ali Yawar alam and Mohammad Khalid Alabdulaali the highest knowledge level was regarding code blue. ANNOVA test was used to examine the association between Knowledge regarding patient safety and socio demographic variables which revealed no significant association between the two. In a similar study conducted by Brig Abhijeet Chakravorty and Brig Manash Biswas on 300 respondents in 3 tertiary hospitals ANNOVA test revealed safety scale score was observed to be significantly associated with socio demographic variables.

6. Recommendation

Nursing Administration

Education programmes for different groups of health care workers and structured teaching program can be imparted effectively using appropriate teaching method clinical settings can be modified for availability of resources required for practices in patient safety tNurses should accept the pivotal role(preventing medication errors, minimizing health care associated infections) they play in patients safety & should be accountable for these actions.

Nursing practice

Assessment of the practices regarding patient safety can be done with the help of OSCE in the clinical settings. Demonstration classes can be conducted in clinical settings as per the standard guidelines to improve the practices regarding patient safety. Use of standardized guidelines for various patient procedures should be emphasized upon so as to achieve a better patient care Nurses must actively participate in workshop on patient’s safety.

Nursing education

In-service education programs can be conducted as a part of staff development so as to strengthen the practices of patient care. Patient safety practices should be taught to student nurses .Application of standard checklist by nurses under effective supervision should be emphasized.

Nursing research

Research must depict the severe morbidity and mortality rates due to unsafe practices in healthcare. Evidence based practices to be implied in clinical setting for effective patient safety practices

7. Conclusion

Patient safety is a discipline that emphasizes safety in health care through the prevention , reduction , reporting and analysis of medical error that often leads to the adverse effects . Improving patient safety should be the goal of all health care professionals which should start as a strong base of experience and education of all health care professionals. Examining the knowledge of nursing staff regarding patient safety can help to identify the existing gap in the system. The current study explores into two main aspects of patient safety namely knowledge regarding health care associated infections and medication errors. Further studies are

recommended in this area with quasi experimental research design to evaluate the effectivity of structured teaching program. Policy makers and leaders should develop acceptable standards for patient safety system.

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