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**Objective:** This study aims to examine the difference of the extent of patient safety culture by using Hospital Survey on Patient Safety Culture (HSOPSC) developed by Agency for Healthcare Research and Quality (AHRQ) at Shimane University Hospital in a rural area, Japan.

**Methods:** Questionnaire surveys in both 2013 and 2019 were conducted for hospital staff with using HSOPSC. It consists of 12 patient safety dimensions and the results were examined from the point of categories consisted of communication, organizational activity and organizational continuous improvement.

**Table 1. PRRs for 12 Dimensions btw 2013 and 2019**

	total		physicians		nurses		clinical staff		office workers	
	2013	2019	2013	2019	2013	2019	2013	2019	2013	2019
	<b>*1</b> n=641	<b>*1</b> n=640	137	101	280	341	91	122	108	60
Communication (average)	<b>*3</b> 54.7	<b>*3</b> 56.2	54.5	57.5	57.9	59.9	48.3	51.1 <b>*6</b>	52.3	39.2
D1: Communication openness	51.1	54.9	55.8	63.3	51.4	56.2	43.2	50.4	51.6	37.4
D2: Feedback and communication about error	63.7	69.3	55.9	60.9	74.7	76.3	52.9	70.4	57.4	40.3
D12: Teamwork within units	77.4	75.6	76.6	78.0	83.4	81.0	64.6	66.7	73.3	56.9
D11: Teamwork across units	42.8	42.9	46.2	49.2	40.3	43.4	44.2	38.1	44.6	39.2
D4: Handsoff and transition	38.5	38.1	37.8	35.9	39.9	42.7	36.6	30.1	34.6	22.2
Organizational activity for PS (average)	<b>*4</b> 49.2	<b>*4</b> 50.5	46.5	50.0	50.6	51.4	47.8	48.8	50.0	48.3
D5: Management support for PS	45.3	44.6	38.1	42.2	44.0	45.5	52.3	39.1	50.7	53.4
D10: Supervisor/manager expectations and actions	74.2	77.7	69.7	75.0	80.2	80.6	65.6	74.5	70.8	68.8
D8: Overall of perceptions for PS	47.2	47.7	46.0	46.0	47.2	46.7	44.6	52.1	51.8	44.6
D9: Staffing	26.4	26.9	26.9	30.6	26.0	25.6	23.0	25.4	27.3	31.6
D6: Non-punitive response to error	53.0	55.6	51.6	56.0	55.7	58.6	53.3	52.7	49.6	42.9
Education/ Training										
D7: Organizational learning-continuous learning	56.5	57.4	55.0	58.0	63.7	59.6	50.2	61.5	46.1	29.8
D3: Frequency of events reported	66.7	68.7	57.0	54.6	74.1	74.8	60.8	66.1	69.2	54.7
Average of total	<b>*2</b> 53.6	<b>*2</b> 55.0	51.4	54.2	56.7	57.6	49.3	52.3	52.3 <b>*5</b>	43.5

## Results:

Look at [Table 1](#),

■Valid numbers of respondents were 641 in 2013 and 640 in 2019 persons, respectively. **\*1**

■The overall average positive response rates (PRR) for the 12 dimensions were 53.6% in 2013 and 55.0% in 2019. **\*2**

■In terms of categories, the average PRR for Communication were 54.7% in 2013 and 56.2% in 2019. **\*3**

■The average PRRs for Organizational activity for patient safety were 49.2% in 2013 and 50.5% in 2019. **\*4**

**Table 2. PRRs for D2 & D12 btw 2013 and 2019 by professions**

		total		physicians		nurses		clinical staff		office worker	
		2013	2019	2013	2019	2013	2019	2013	2019	2013	2019
<b>*7</b>											
D2	Feedback and communication about error	63.7	69.3	55.9	60.9	74.7	76.3	52.9	70.4	57.4	40.3
c1	C1. We are given feedback about changes put into place based on event reports.	58.6	62.6	54.8	57.6	63.3	64.5	53.3	71.3	60.7	44.0
c3	C3. We are informed about errors that happen in this unit.	76.1	79.3	66.2	66.7	86.9	89.0	75.8	81.0	64.4	41.7
c5	C5. In this unit, we discuss ways to prevent errors from happening again.	56.4	66.1	46.7	58.6	74.0	75.4	29.7	59.0	47.1	35.3
	Difference of D2 btw 2019 and 2013	5.7		5.0		1.5		17.5		-17.1	
<b>*8</b>											
D12	Teamwork within units	77.4	75.6	76.6	78.0	83.4	81.0	64.6	66.7	73.3	56.9
a1	People support one another in this unit.	87.0	87.9	85.4	90.0	92.5	91.2	76.9	83.5	84.1	71.7
a3	When a lot of work needs to be done quickly, we work together as a team to get the work done.	74.0	72.2	66.2	67.0	81.1	80.3	62.6	63.1	74.5	53.3
a4	In this unit, people treat each other with respect.	77.2	77.9	83.2	83.2	78.6	82.1	64.8	70.2	75.7	56.7
a11	When one area in this unit gets really busy, others help out.	71.5	64.6	71.6	72.0	81.7	70.6	53.9	50.0	58.8	45.8
	Difference of D12 btw 2019 and 2013	-1.7		1.4		-2.4		2.1		-16.4	

■PRRs of four professions except office workers chronologically increased, whereas PRR for office workers decreased (52.3% in 2013 and 43.5% in 2019). **\*5**

■This was due to the decrease of all five factors related with communication (D1, D2, D12, D11, D4). **\*6**

Look at PRRs of Items of [Table2](#),

■D2 indicated that office workers felt that they received few feedbacks about errors. **\*7**

>> Patient Safety Division should ask office workers to actively join the case conference about errors.

■D12 indicated that office workers felt that teamwork/cooperation within units is poor. **\*8** >> Patient Safety Division should prepare a training course about excellent communication for office workers.

Numbers and proportions of an opportunity to interact a patient								
	physician		nurse		clinical staff		office worker	
2013	133/137	97.1	280/280	100	82/91	90.1	63/108	58.3
2019	95/101	94.1	330/341	96.8	114/122	93.4	13/60	21.7
Numbers and proportions of an opportunity to take care of a patient								
	physician		nurse		clinical staff		office worker	
2013	116/137	84.7	272/280	97.1	26/91	28.6	2/110	1.8
2019	84/101	83.2	312/341	91.5	46/122	37.7	0/80	0.0

**Table 3. An opportunity to interact and take care of patients**

Office workers have fewest opportunities to interact and take care of patients among health care professionals in the hospital.



A office worker should become aware of a member of hospital staff and health care professionals in the hospital and trained by Patient Safety Division in order to make good contact.

**Conclusions:** Compared with the results of 2013 survey, those of 2019 indicated that the PRRs of almost Dimensions increased or remained roughly unchanged. This suggested that patient safety activity so far made hospital staff's recognition for patient safety raised. Nevertheless, the PRRs related with the organization remained were low and the hospital staff might not respect the hospital activity for patient safety. Furthermore, the PRR of D9 indicated that working environment of hospital remained substantially inferior under the social insurance medical fee schedule in Japan. Additionally, office workers who have few opportunities to come in contact with patients may need to be trained in different way from other professions.