

Patients' Perceptions of Safety of the Health Care in a Large Hospital Institution in Barranquilla, Colombia

HSD18

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OBJECTIVES

To evaluate the patient's perception of the safety of the health care received in a Highly Complex Hospital Institution.

METHODS

A questionnaire designed and validated to measure the patient's perception of safety in health care in a hospital setting was used. The questionnaire included 24 general questions and one specific question to determine the patient's feeling of security in the health care received during hospitalization, structured in three parts: 1. referring to the general

experience during the last hospital stay; 2. aimed at detecting problems during hospitalization; 3. assessment of the experience of a clinical error (if the patient had suffered one). The specific question on perceived sense of security during the care process had a Likert scale of 7 options, ranging from "Very secure" to "Very insecure".

Figure 1. Patient Perception of the Safety of the Health Care Received

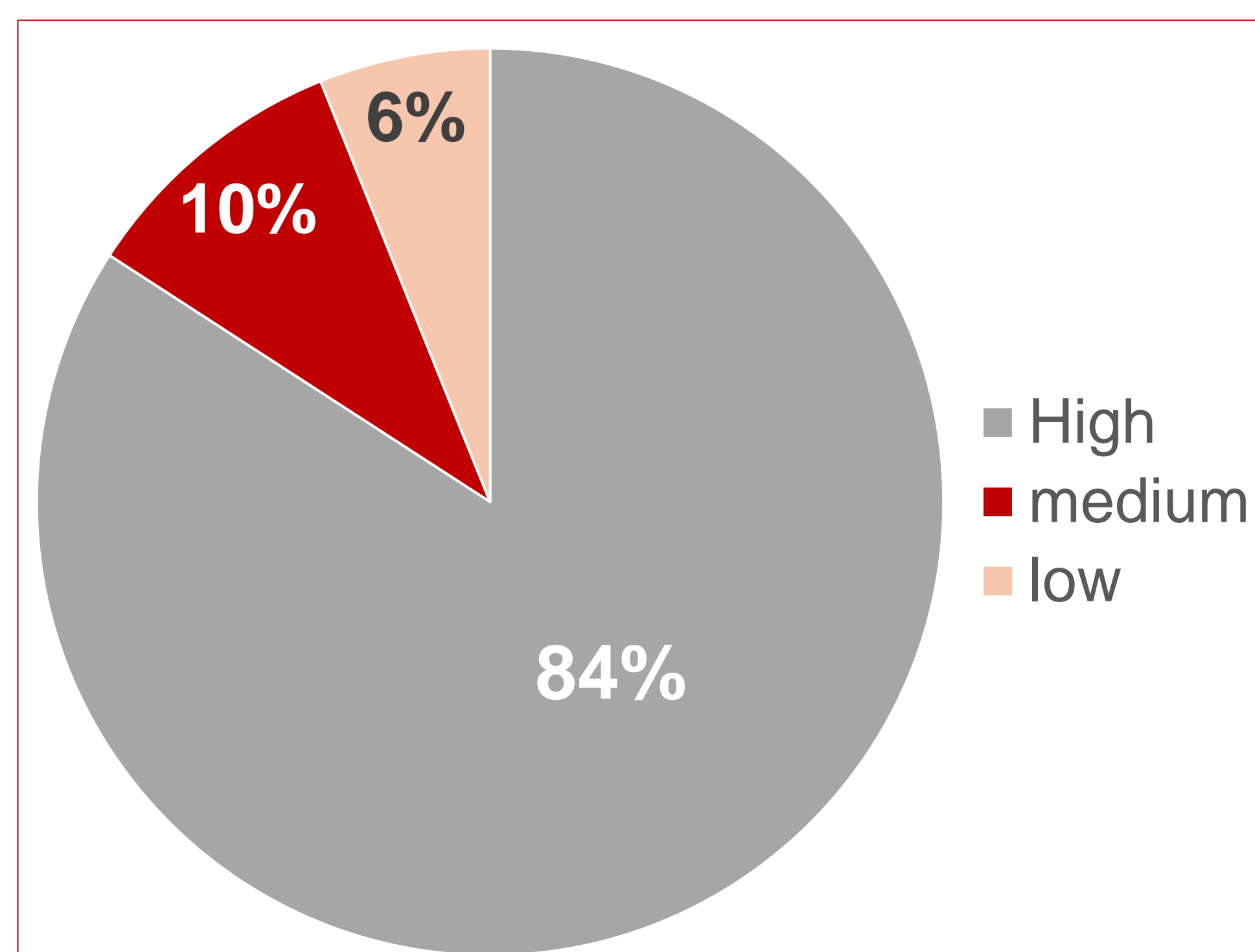
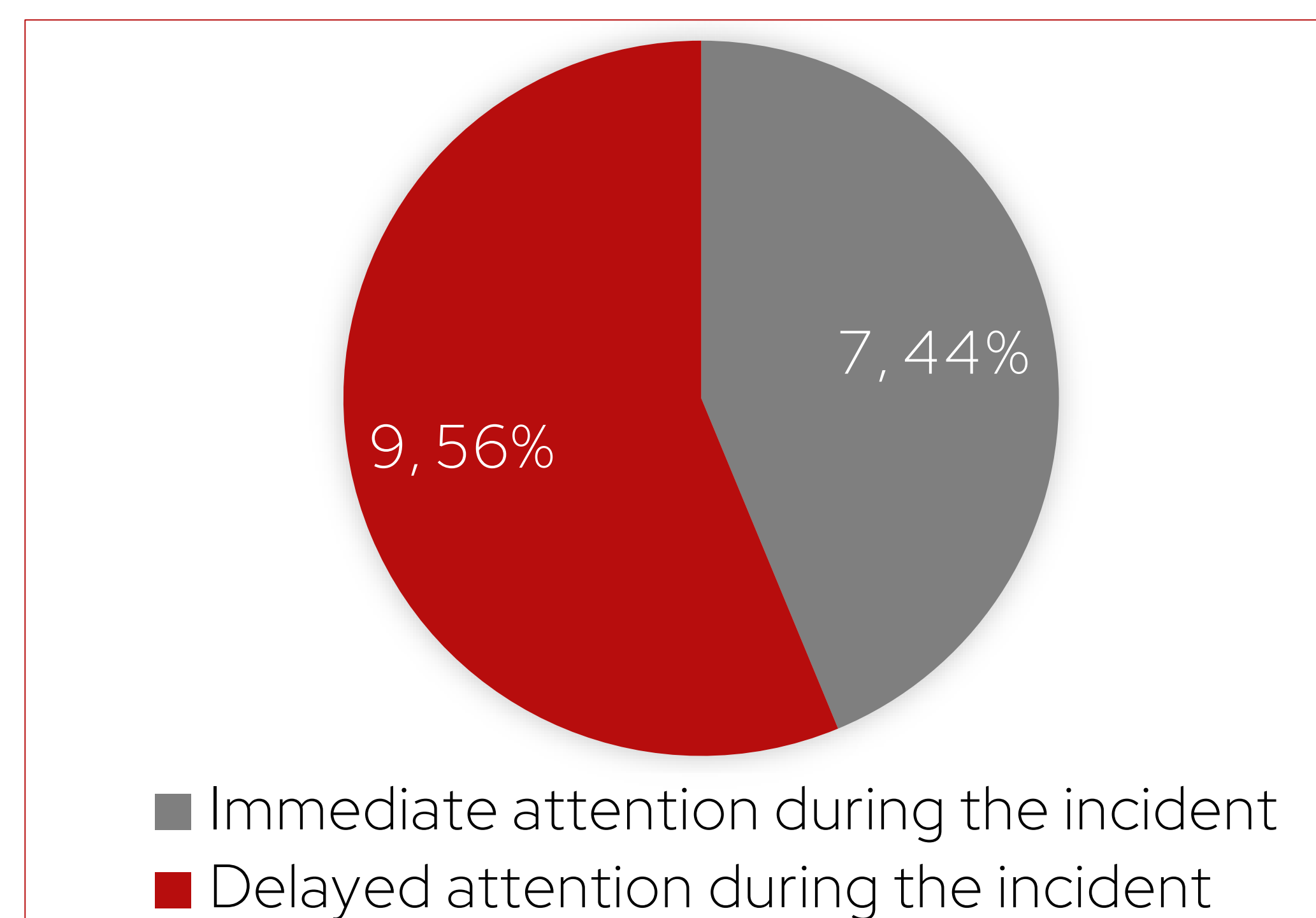


Figure 2. Patient Perception of the Safety of the Health Care Received

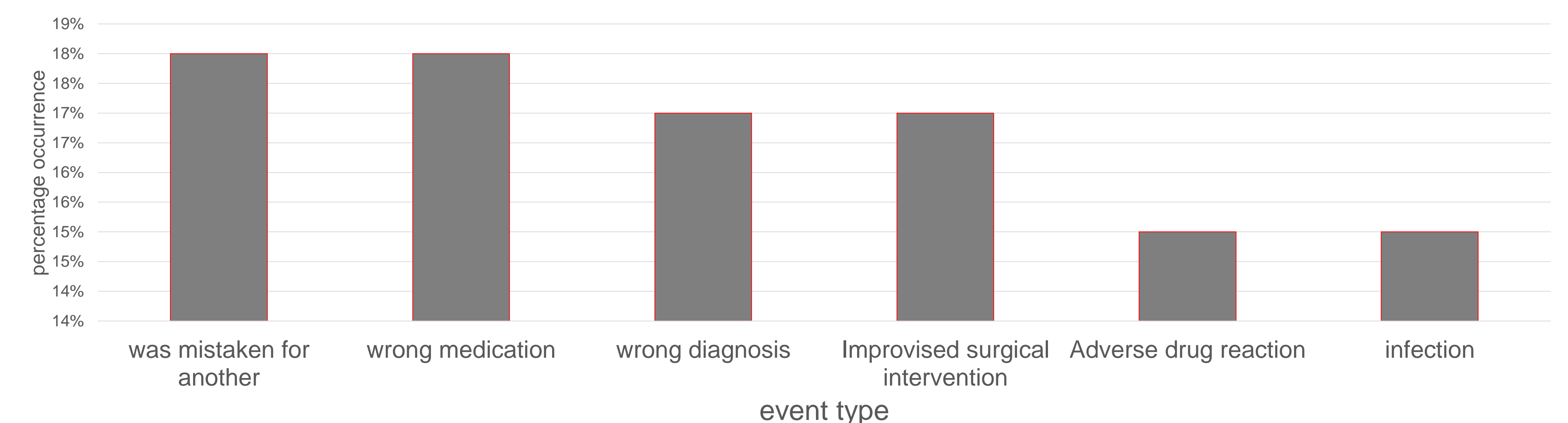


RESULTS

The perception of security of the health care received among the respondents was high in 84%, medium in 13% and low in 3%. Of the 328 participants surveyed, 16 (4.9%) reported having suffered at least one incident during the hospital stay, of which half reported that it was resolved quickly and satisfactorily and 44% stated that the health personnel allowed them to participate in the decision-making process regarding how to resolve the clinical error or problem. Sixty-nine percent said that they received sufficient information from the

health personnel and 75% that they were told that measures would be taken to prevent recurrence. Among the types of events referred by the respondents who claimed to have suffered an incident are highlighted patient who was confused with another and patients who received a wrong medication, followed by wrong diagnosis, Unexpected surgical intervention, Allergic reaction to medication and Infection, without significant variation in the percentage of presentation, the representation ranges between 15 and 18%, respectively.

Figure 3. Types of events reported by patients during their care



CONCLUSION

Most respondents reported feeling safe in hospital care, most related this perception to the behavior of health personnel in general, the occurrence of events or incidents is within the standards given that only 5% of

respondents reported having suffered an incident, However, it is necessary to strengthen the treatment of it since only 50% of respondents who suffered an incident consider that this was treated quickly.

AFILIATIONS

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