



New York State
Partnership
for Patients



NYSPFP Culture of Safety Survey Report

Analysis and action planning based
on 2019 survey results

July 15, 2019

*A partnership of the Healthcare Association of New York State
and the Greater New York Hospital Association*

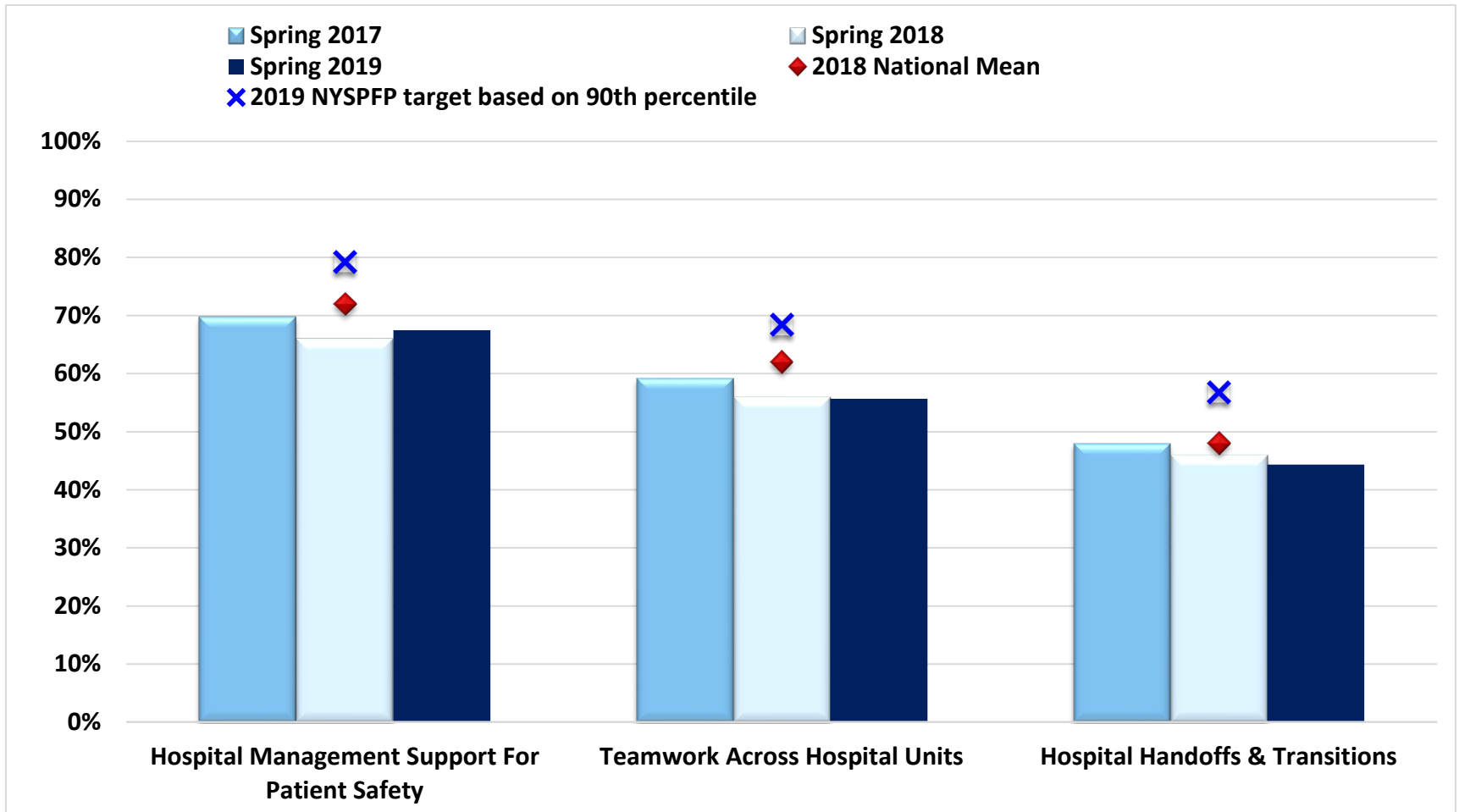


Today's Agenda

Topic	NYSPFP Speakers
Welcome and Introductions	Carolyn Kazdan
Analysis of Statewide Trends	Durward Rackleff
Interpreting Your NYSPFP Report	MaryBeth Hughes
Debriefing and Action Planning	Jenna Winokur
Q & A	Cathleen Wright

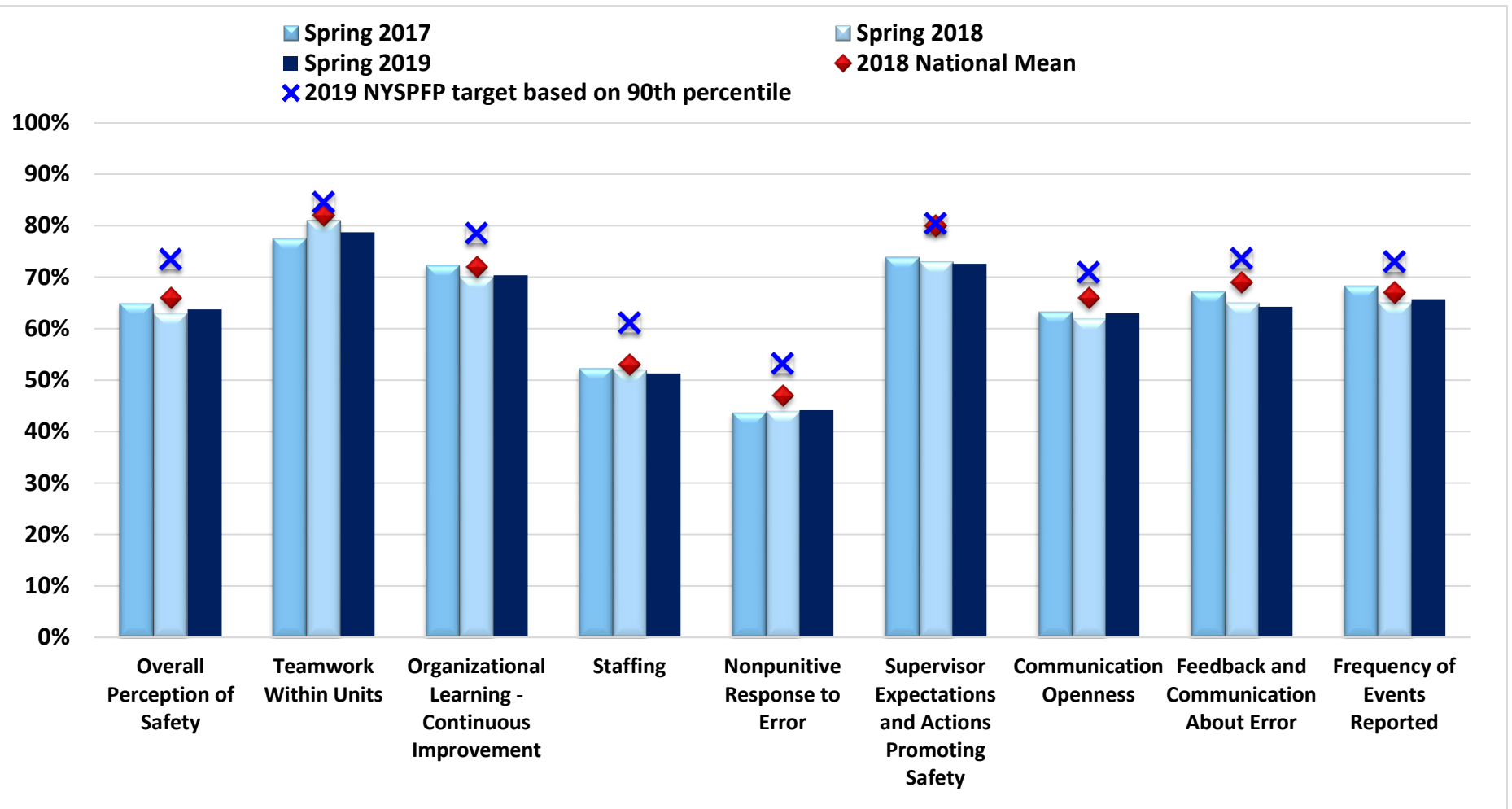


Overall Hospital Safety Measurements



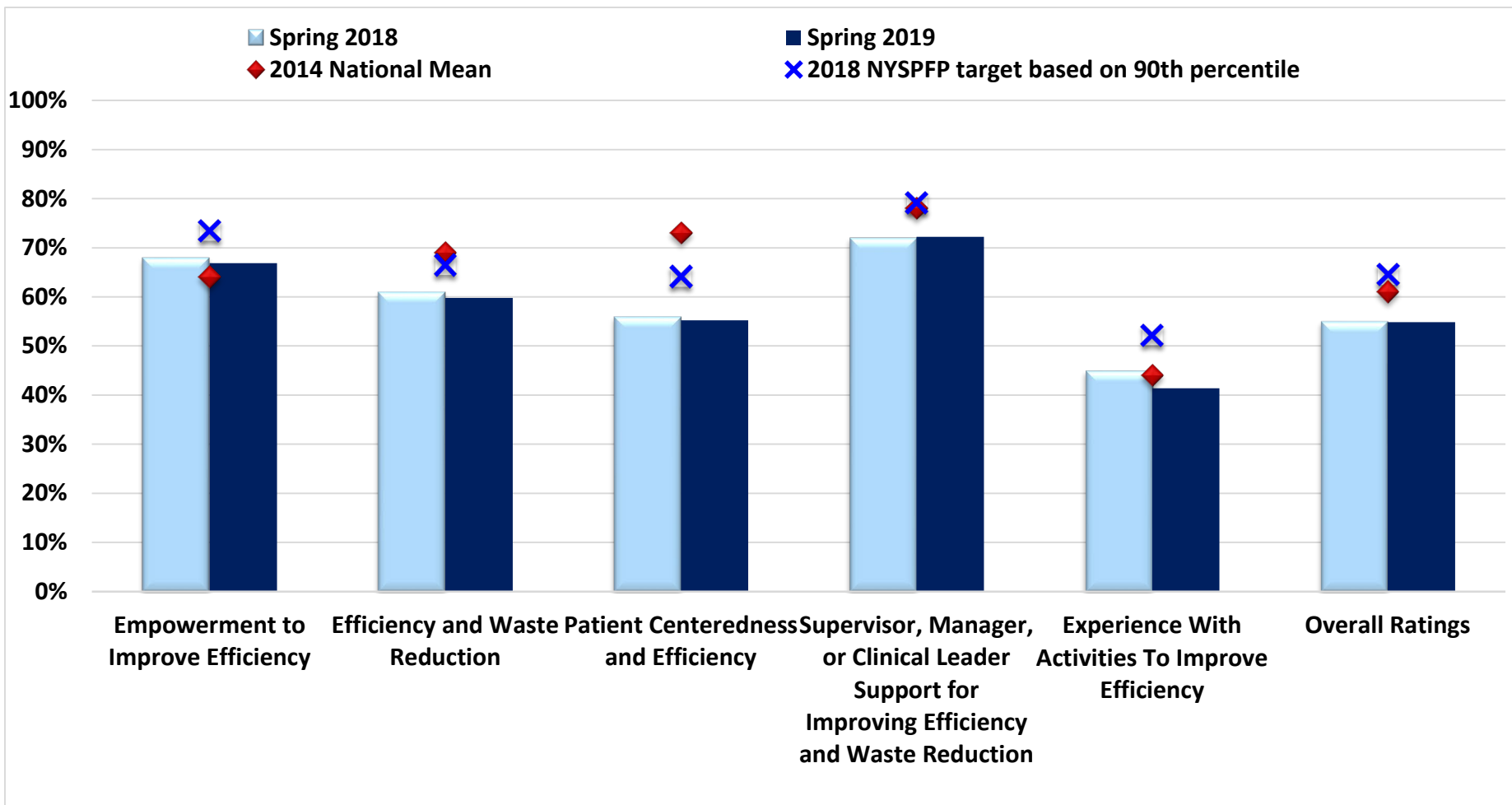


Safety Measurements for Work Areas/Units





Value and Efficiency Measurements for Work Areas/Units





NYSPFP Take-Aways

- NYSPFP average is consistently below national average
- At least 10% of respondents score higher than the national average
- Little to no year-over-year improvement
 - Hospital population fairly consistent every year in NYSPFP data
- Evidence of improvement among individual hospitals



Biggest Opportunity for Improvement

Domain	Question	2016	2017	2018	2019	Δ 2017	Δ 2018	Δ 2019
Nonpunitive Response to Error	Staff feel like their mistakes are held against them. (Reverse scored)	45%	49%	49%	50%	3.8%	0.3%	1.0%
	When an event is reported, it feels like the person is being written up, not the problem. (Reverse scored)	43%	47%	47%	46%	4.1%	-0.3%	-0.8%
	Staff worry that mistakes they make are kept in their personnel file. (Reverse scored)	31%	35%	37%	36%	3.6%	1.9%	-0.8%



NYSPFP Culture of Safety Survey Support

- NYSPFP offers survey on an annual basis
 - Hospitals can choose which cycle to join
- Hospital-specific reports
 - Unit-level data available
- Tools and resources for action planning
 - www.nyspfp.org
- On-site project manager support
 - Assistance interpreting results
 - Facilitating debrief or action planning exercises