

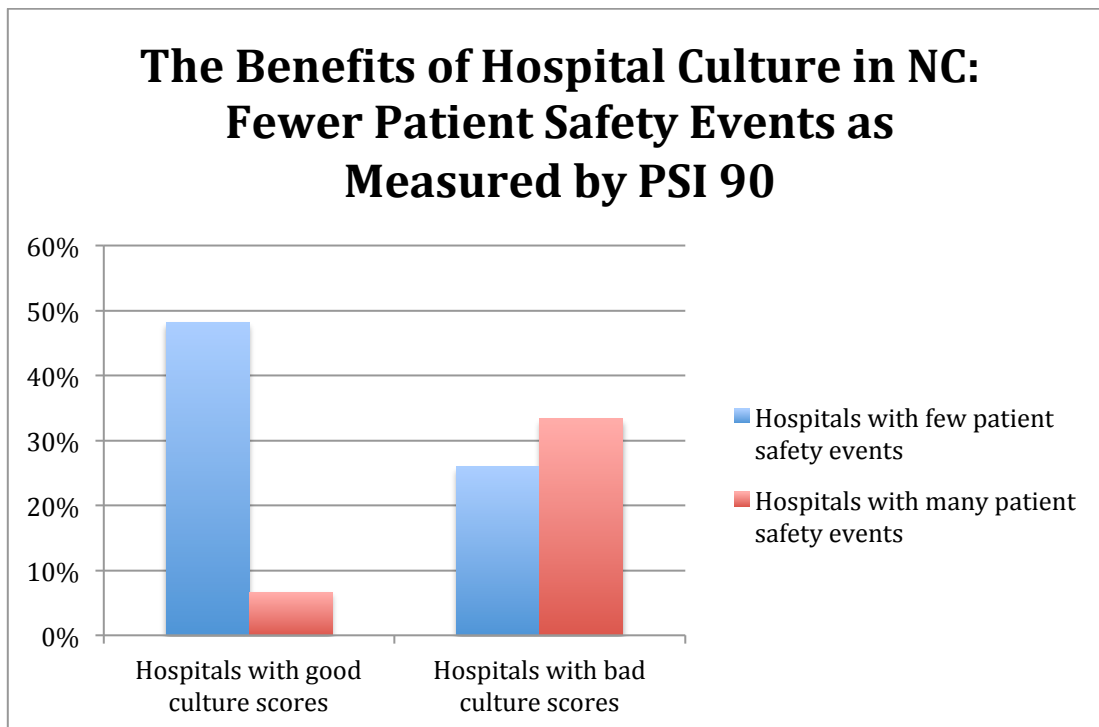
Why Does Safety Culture Matter?

The North Carolina Quality Center has always seen the culture of health care organizations as a key component of patient safety. Recently, we examined existing data to see how it might support a connection between culture and patient safety here in NC. We found a strong correlation between better patient safety scores and better performance on patient safety indicators.

In particular, NCQC compared performance on Agency on Healthcare Research and Quality's (AHRQ) Hospital Survey of Patient Safety and Culture (HSOPS) and AHRQ's Patient Safety Indicator 90 (PSI-90), a component of the HAC reduction program, the pay for performance program run by CMS. Data was pulled from July 2012-June 2014 and covered 52 unique NC facilities.

Our analysis demonstrated a very strong tie between a hospital's culture and patient safety, showing that:

- NC Hospitals are *7 times more likely* to have a good PSI 90 score, as defined by being in best 30th percentile nationally, if they are also top HSOPS performers, where this is defined as being in the top 30th percentile for HSOPS in our state.
- Hospitals with good PSI 90 scores, as defined by being in the best 30th percentile nationally, are *twice as likely* to be in the top 30th percentile for HSOPS in NC as well.



Although strong correlation does not necessarily indicate a causal connection, the results of this research, as well as other evidence, point to critical role of hospital culture in keeping patients safe. NCQC continues to offer programming to assist hospitals who are working to improve their patient safety culture. For more information about this analysis, please reach out to Erica Preston-Roedder (eroedder@ncha.org). For more information about resources to assist your hospital with its culture, please reach out to Latoshua LeGrant (llegrant@ncha.org).