

A STUDY ON PATIENT SAFETY AWARENESS AMONG KMCH HOSPITAL.

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ABSTRACT

Patient safety is a critical aspect of healthcare that is vital in ensuring the well-being and recovery of patients. This abstract presents a study conducted at KMCH Hospital to assess the level of awareness among healthcare professionals regarding patient safety. The study aims to evaluate the knowledge, attitudes, and practices of hospital staff towards patient safety measures. A cross-sectional survey was conducted among healthcare workers, including doctors, nurses, support staff, and patients to gather information on their understanding of patient safety protocols. The results of the study revealed varying levels of awareness among the participants, with a significant proportion showing gaps in knowledge and implementation of patient safety measures. The findings emphasize the need for regular training and awareness programs to enhance patient safety practices among healthcare professionals at KMCH Hospital. This study serves as a critical step toward improving patient safety protocols and ensuring the highest standards of care for all patients.

Here are some key words used for this project a study on patient safety awareness among KMCH.

Patient Safety

Hospital Employees

Patient Awareness

Safety Protocols

Infection Control

Medication Safety

Patient Identification

Patient Education

INTRODUCTION

Patient safety is a critical aspect of healthcare delivery, ensuring that patients receive the highest quality of care while minimizing the risk of harm. Healthcare organizations worldwide continuously strive to enhance patient safety measures to safeguard their well-being during medical treatment. In this context, this study delves into assessing patient safety awareness among the staff at KMCH (Kovai Medical Center and Hospital), a leading healthcare institution renowned for its commitment to excellence in patient care. However, ensuring patient safety goes beyond sophisticated medical technology and facilities; it requires a comprehensive understanding and adherence to safety protocols by healthcare professionals across all levels. This study aims to evaluate the level of awareness regarding patient safety practices among the staff at KMCH. By assessing their knowledge, attitudes, and practices related to patient safety, this research seeks to identify potential areas for improvement and implement targeted interventions to enhance patient safety standards within the organization.

STATEMENT OF THE PROBLEM

The avoidance and prevention of patient injuries or unfavorable outcomes as a result of healthcare delivery processes are known as patient safety. Patient safety is a field of study that focuses on improving patient safety in healthcare by preventing, reducing, reporting, and analysing errors and other needless harm that frequently result in unfavorable patient events. To assess the level of patient safety awareness in KMCH and provide recommendations for enhancing patient safety, the researcher assigned the topic A STUDY ON PATIENT SAFETY AWARENESS AMONG KMCH.

- What training is provided to hospital staff about patient safety?
- What kind of patient safety education is offered in the hospital?
- Why is patient safety so important?
- What obstacles does the hospital confront in terms of patient safety?

OBJECTIVES OF THE STUDY

- To evaluate the awareness of patient safety among the hospital employees.
- To study the personal knowledge, and attitudes of patient safety measures in the hospital.

- To research the significance of patient safety.
- To understand the challenges and outcomes associated with hospital patient safety.

RESEARCH METHODOLOGY

JURISDICTION OF STUDY

The key area where the study was carried out is KMCH, Coimbatore.

SAMPLE DESIGN

population

1000 staff of the KMCH Hospital in Coimbatore and 300 patients made up the target population. Out of these 150 responses were taken.

Sampling unit

Nurses and administrative workers make up the sampling units. Technicians, supervisors, radiologists, physiotherapists, occupational therapists, pharmacists, and managers are all considered administrators and patients.

Sample size

It is the true representative sample of the population where the sample size is 150, due to limited time factors and for convenience.

SAMPLING TECHNIQUE

The sampling technique used is simple random sampling for the present study.

ANALYSIS AND TOOLS

- Simple percentage analysis
- Ranking Analysis
- Chi-Square
- Correlation

REVIEW OF LITERATURE

Subhrojyoti Bhowmick, Snigdha Banerjee, Saibal Das, Abhishek Nath, Debarati Kundu, Anupam Das, NinaDas, KrishnangshuRay, SujitKarPurkayastha1 (2022), there is a dearth of studies from India evaluating the awareness of patient safety. The purpose of this study was to learn more about the awareness of patient safety among Indian patients and assess their desire to promote it.

Nuala Walshe, Stephanie Ryng, Jonathan Drennan, Paul O'Connor, Sinéad O'Brien, Clare Crowley, and Josephine Hegarty (2021) state that precise situation awareness is a

necessary patient safety skill for nursing practice and an essential part of successful deteriorating patient response systems. However, to explain how individuals, teams, and systems stay aware in dynamic work settings, situation awareness has been characterized from a variety of angles.

Anneli Schwarz, Stina Isaksson, Ulrika Källman, and Marie Rusner (2021). A straightforward visual tool for identifying risks and avoidable adverse events (PAEs) in real time is the Green Cross method. No prior research has been done on the experiences of users with the Green Cross technique.

A strong patient safety culture is seen to be necessary in order to improve patient safety outcomes, according to **Hamad Alqattan, Jennifer Cleland, and Zoe Morrison (2018)**. This study conducted a preliminary assessment of Kuwait's secondary care setting's patient safety culture.

Louise H. Hall, Judith Johnson, Ian Watt, Anastasia Tsipa, and Daryl B. O'Connor PloS (2016) state that this review highlights the necessity for healthcare organizations to take into account both enhancing the mental health of their workforce and establishing safer work environments when devising interventions to enhance patient safety.

Ali A. Ammouri, Ayman K. Tailakh, Joshua K. Muliira, and Renu Geethakrishnan (2015), patient safety is a critical factor in healthcare quality and is closely evaluated by healthcare organizations worldwide. Workers are essential to preserving and advancing patient safety because of their line of work.

The first step in creating a safety culture, according to **Theodosios Stavrianopoulos³¹ (2012)**, is evaluating the organization's current safety culture. International accrediting bodies mandate patient safety culture evaluations, which give healthcare companies a comprehensive understanding of the patient safety issues that need immediate addressing.

As stated by **Tosha B Wetterneck, Jon Temte, Jamie A Lapin, Paul Smith, and John W. Beasley, This paper by Joy Rivera-Rodriguez and Ben-Tzion Karsh (2011)** aims to investigate the idea of information anarchy in relation to patient safety and physician workload in primary care, as well as to suggest future research directions. We address the idea of information anarchy in primary care and investigate implications for its effect on physician performance and patient safety from the standpoint of human factors engineering.

Laura Wallace, Peter Spurgeon, Mike Rejman, Andrew Healey, and Charles Vincent (2009). Even though incident reporting has been widely adopted and used in the healthcare industry, research conducted in the UK indicates that information regarding the system.

The Medical Team Training questionnaire was created as part of a national initiative by the Department of Veterans Affairs to enhance communication in the healthcare setting. It measures organizational culture, communication, teamwork, and knowledge of human factors engineering principles. **Peter Mills, Julia Neily, and Ed Dunn (2008)** state that this information is accurate.

DATA ANALYSIS

PERCENTAGE ANALYSIS

KNOWLEDGE ABOUT PATIENT SAFETY

CATEGORY	No. OF RESPONDENTS	PERCENTAGE
Very knowledgeable	24	16
Somewhat knowledgeable	81	54
Neutral	39	26
Somewhat unaware	6	4
Total	150	100

INTERPRETATION

From the above table, it is observed that 16 % of the respondents are Very knowledgeable, 54 % of respondents are somewhat knowledgeable, 26% of the respondents are Neutral, and 4% of the respondents are somewhat unaware.

COMMUNICATION BETWEEN HEALTHCARE PROVIDERS AND PATIENTS

CATEGORY	No. OF RESPONDENTS	PERCENTAGE
Excellent	30	20
Good	79	52.7
Fair	35	23.3
Poor	6	4
Total	150	100

INTERPRETATION

From the above table, it is observed that 20 % of the respondents are Excellent, 52.7 % of respondents are good, 23.3% of the respondents are fair, and 4% of the respondents are poor.

UNDERSTANDING AND ACTING UPON HEALTH INFORMATION PROVIDED BY HEALTHCARE PROFESSIONALS

CATEGORY	No. OF RESPONDENTS	PERCENTAGE
Very confident	23	15.3
Confident	42	28
Neutral	59	39.3
Not confident	19	12.7
Not at all confident	7	4.7
Total	150	100

INTERPRETATION

From the above table, it is observed that 15.3 % of the respondents are Very confident, 28% of respondents are Confident, 39.3% of the respondents are Neutral, 12.7% of the respondents are Not confident, and 4.7% of the respondents are Not at all confident.

RANKING ANALYSIS**RANKING THE FUNCTIONS OF SAFETY AT HOSPITALS**

CATEGORY	1(5)	2(4)	3(3)	4(2)	5(1)	TOTAL	RANK
The levels of staffing in this clinical area are sufficient to handle the patients.	68 340	16 64	37 111	7 14	22 22	150 551	1
Important issues are well communicated	7 35	74 296	30 90	32 64	7 7	150 492	2
I would feel safe being treated here as a patient.	13 65	22 88	82 246	20 40	13 13	150 452	3
Medical errors are handled appropriately here.	8 40	34 136	47 141	47 94	14 14	150 425	4
Hospital management does not knowingly compromise the safety of patients.	19 95	28 112	41 123	18 36	44 44	150 410	5

INTERPRETATION

From the table, it is found that the levels of staffing in this clinical area are sufficient to handle the patients (rank 1) is the most preferred function of the respondents and Hospital management does not knowingly compromise the safety of patients (rank 5) is the least preferred function of the respondents.

CHI-SQUARE ANALYSIS RELATIONSHIP BETWEEN OCCUPATION AND STAFF UNDERGO TRAINING PERIOD

CATEGORY	Once a year	Every month	Once every two years	Only during initial employment	Grand Total
a) Administrator	-	14	4	1	19
b) Nurse	6	4	5	3	18
c) Ward boy	5	16	20	5	46
d) Pharmacist	3	9	5	2	19
e) Security	1	6	2	2	11
f) Doctor	9	14	9	5	37
Grand Total	24	65	45	16	150

CHI-SQUARE ANALYSIS

CATEGORY	Once a year	Every month	Once every two years	Only during initial employment	Grand Total
a) Administrator	3.04	8.23333	5.7	2.02666	19
b) Nurse	2.88	7.8	5.4	1.92	18
c) Ward boy	7.36	19.9333	13.8	4.90666	46
d) Pharmacist	3.04	8.23333	5.7	2.02666	19
e) Security	1.76	4.76666	3.3	1.17333	11
f) Doctor	5.92	16.0333	11.1	3.94666	37
Grand Total	24	65	45	16	150

P VALUE – 0.398005399

INTERPRETATION

The above table reveals that the calculated p-value is 0.398005399 not significant. The calculated p-value is more than the 5% (0.05) level of significance.

So, the null hypothesis is accepted. Hence, there is no significant difference between occupation and staff undergo training on patient safety measures.

CORRELATION

RELATIONSHIP BETWEEN COMMUNICATION OF PATIENT AND STAFF.

H0: There is no significant relationship between communication between healthcare providers and patients and trained healthcare staff.

H1: There is a significant relationship between communication between healthcare providers and patients and trained healthcare staff.

	Communication between healthcare provider and patients	Trained health care staff
Communication between healthcare providers and patients	1	0.96
Trained health care staff	0.96	1

INTERPRETATION

In the above table, the sin value (0.96) which is greater than the significant value (0.05), so we conclude that there is significant relationship between communication of patient and staff.

Thus, H1 is accepted, H0 is rejected.

FINDINGS

- The study found that the levels of staffing in this clinical area are sufficient to handle the patients (rank 1) is the most preferred function of the respondents and Hospital management does not knowingly compromise the safety of patients (rank 5) is the least preferred function of the respondents.

- The study found that the calculated p-value of is 0.398005399 not significant. The calculated p-value is more than the 5% (0.05) level of significance. So, the null hypothesis is accepted. Hence, there is no significant difference between occupation and staff undergoing training on patient safety measures.
- The study found that the sin value (0.96) is greater than the significant value (0.05), so we conclude that there is a significant relationship between the communication of patients and staff. Thus, H1 is accepted, H0 is rejected.

SUGGESTIONS

- Management should ensure that patient safety is given priority.
- Proper methods to be followed for prevention of adverse events. Staff to be reeducated about the effect of adverse events.
- Fire and safety management protocol, and infection control protocols to be followed by each staff and management should make sure of it.
- Disaster management classes to be conducted frequently.
- Induction programs to be conducted for new joining and make sure all have adequate training in handling all kinds of fire extinguishers.
- Frequent evaluation of patient safety in every department to minimize the number of same problems occurring each time.
- Staff should not be afraid to ask questions if they see any unsafe for the patient.
- Every staff should empower themselves to address any unsafe medical practice that could harm the patient.

CONCLUSION

The study revealed that the presiding patient safety is not enough for the upcoming era of health care even though it is satisfactory for the present situation. KMCH is one of the leading hospitals where patient safety is maintained properly, but still, there is room for development in many areas of patient safety. As in the case of staff response, it said that they are happy with the present condition of the hospital, and hospital management is supportive enough in the case

of staff for giving patient safety tradition. And the outsiders also feel happy about the KMCH management.

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