



Patient safety culture in nursing staff regarding workability and experience.

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Author's Note : This is a case study research under progress and it is developed under a wider research agenda held by the Ergonomics Research Centre (Universidad de Guadalajara) and the OPD Hospitales Civiles de Guadalajara .

In Mexico, there is little recorded scientific evidence on safety culture, medical error reporting or health of medical personnel, which limits the application of knowledge to improve patient and worker safety. This research project aims to generate evidence that serves as a basis to improve the culture of patient safety and help to generate safe, healthy and productive health organizations from the perspective of Human Factors/ Ergonomics.

In particular, the nursing staff is the largest number of a hospital's workforce and it is the frontline staff in contact with patients. The nursing staff is a fundamental piece of patient safety. We must learn from patient safety events and build resilient health systems, always taking into account the experience of frontline personnel and taking care of their work capabilities.

It is crucial to research the staff workability to promote and maintain the stability of an organization. The workability means all the resources that the individual has to carry out his/her work activity and includes physical capacities, health, skills, abilities, values, attitudes, motivation and is also related to external factors such as family and the environment (2). When workability is diminished, the functioning of the organization, worker safety and work activities are compromised. Patient safety culture is the basis of any organization, as it influences the actions and behaviors of the workers of a company.

Previous research suggests the need for improving patient safety in Latin American countries (6) . The average cost of a serious adverse event in Mexico in 2012 was \$117,440.89 MXN and up to a maximum of \$479,722.93 MXN per patient (1), taking into account that Mexico is considered a developing country, this considerably impacts the whole country.

This study will be composed of a sample of 300 nursing workers in a Hospital in Guadalajara, Mexico. The study will use a mixed-method approach that comprises

two phases for data collection. The first phase will use the Work Ability Index created by the Finnish Institute of Occupational Health and the Hospital Patient Safety Culture Survey version 2.0 (HSOPS) produced by the Agency for Health Care and Research (AHRQ). The second phase includes the elaboration of a semi-structured interview that will be constructed from the results of the data collected in the initial phase, to complement the findings obtained in the first phase.

The intention behind this study is to provide evidence that helps in building a better understanding of the patient safety culture in a specific hospital. However, we had the ambition to create a better safety culture beyond this organization and promote the HFE as a key strategy for doing so.

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