



Safety culture an essential component of quality of care

La cultura de seguridad un componente esencial de la calidad asistencial

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Abstract

Safety focuses not only on the effectiveness of treatment, but also on trust in the procedures and integrity of the system of care. This article corresponds to a result of the research project "Promotion strategies on adherence to pharmacological treatment in patients at the León Becerra Hospital in Guayaquil" developed by teachers and students of the Pharmacy Assistance career, of the TES. The objective sought is to analyze how the safety culture allows guaranteeing quality in medical care at the León Becerra Hospital in Guayaquil, an explanatory investigation was used, for the study sample five documentary theses were analyzed, which allowed an in-depth analysis of the topic, the techniques were the documentary review and longitudinal study technique, as an instrument the results collection sheet was applied.

Key words: Safety, Patient, Care, Medical, Culture.

Resumen

La seguridad no solo se centra en la eficacia del tratamiento, sino también en la confianza en los procedimientos y la integridad del

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sistema de atención. Este artículo se corresponde con un resultado del proyecto de investigación "Estrategias de promoción sobre la adherencia al tratamiento farmacológico en pacientes del Hospital León Becerra de Guayaquil" que desarrollan docentes y estudiantes de la carrera de Asistencia en Farmacias, del TES. El objetivo que busca es analizar como la cultura de seguridad permite garantizar la calidad en la atención medica en el Hospital León Becerra de Guayaquil, se utilizó una investigación explicativa, para la muestra del estudio se analizaron cinco tesis documentales, que permitieron un análisis profundo del tema, Las técnicas, fueron la revisión documental y técnica de estudio longitudinal, como instrumento se aplicó la ficha de recolección de resultados.

Palabras clave: Seguridad, Paciente, Atención, Medica, Cultura.

Introduction

In the context of healthcare, where quality is a priority to ensure the well-being of patients, safety is positioned as an indispensable element. However, the notion of quality is not only limited to the effectiveness of treatments, but also encompasses confidence in procedures and the integrity of the care system. In this sense, safety culture emerges as an essential component of quality assurance.

This culture is not reduced to the application of protocols and regulations, but implies a shared mindset among all those involved in the healthcare setting, promoting transparency, continuous learning and constant improvement. In this brief introduction, we will explore how safety culture becomes a fundamental pillar in delivering excellent healthcare and safeguarding the health of those who need it most.

In many healthcare settings, the lack of a strong safety culture contributes to a number of challenges that compromise the quality of care provided to patients. The absence of a culture that promotes open communication, proactive identification of risks, and active involvement of medical and administrative staff in continuous process

improvement can lead to medical errors, preventable adverse events, and decreased patient confidence in the healthcare system.

This raises a number of issues about the safety and effectiveness of medical care, negatively impacting patients' quality of life and generating additional costs for the healthcare system. Therefore, understanding and addressing gaps in safety culture becomes a crucial priority to ensure that all patients receive safe, high-quality care.

GENERAL OBJECTIVES

The objective seeks to analyse how safety culture helps to ensure a culture of safety and quality of care at the León Becerra Hospital in Guayaquil. Understanding how values, norms and practices within a medical entity influence error prevention, effective communication among staff and the promotion of a continuous learning environment is essential to ensure patient safety and improve clinical outcomes. From the adoption of standardised protocols to the promotion of a continuous learning and improvement mindset, safety culture becomes a fundamental pillar for excellence in healthcare.

Furthermore, detailed analysis of how safety culture relates to all levels of a healthcare institution reveals its direct impact on quality of care. Promoting a culture that fosters transparency, accountability and teamwork among healthcare professionals not only reduces the incidence of errors, but also strengthens patient confidence in the healthcare system. By integrating culture and safety practices as an essential component of quality at the León Becerra Hospital in Guayaquil into every aspect of care, from process design to staff training, an environment conducive to providing quality care that prioritises patient safety and well-being is established.

The study of safety culture in healthcare is crucial for several reasons. One is, it provides an in-depth understanding of how factors influence patient safety and quality of care. This understanding enables the

identification of areas for improvement and the development of effective strategies to prevent errors and minimise risks in healthcare processes. Likewise, the study of safety culture promotes a proactive mindset in risk management, rather than a reactive one, leading to safer and higher quality care.

The fundamental purpose of analysing the safety culture in healthcare at León Becerra Hospital in Guayaquil is to ensure the quality of services provided to patients. An organisational culture that prioritises safety creates an environment where open communication, interdisciplinary collaboration and continuous learning are encouraged. These elements are essential to identify and address potential errors before they adversely affect patients. In addition, a strong safety culture increases the confidence of patients at Hospital León Becerra de Guayaquil in the healthcare system and improves their satisfaction with the care they receive, contributing to more positive clinical outcomes and greater efficiency in the delivery of medical services.

In order to carry out the analysis of the safety culture in health care at León Becerra Hospital in Guayaquil, it is necessary to integrate explanatory research. This involves conducting comprehensive assessments of existing safety policies, processes and practices in health care institutions. Through document collection and analysis, areas for improvement can be identified and specific strategies developed to strengthen the safety culture. In addition, it is crucial to involve all stakeholders, including organisational leaders, clinical staff and patients, in the process of continuous improvement of patient safety.

As cited by Mella, M. et al (2020) where the International Atomic Energy Agency introduced the concept of "safety culture" after the Chernobyl nuclear disaster in 1986. To date, this term has been the subject of multiple definitions. The European Society for Quality in Healthcare describes it as a comprehensive model encompassing both individual and organisational behaviour, based on shared beliefs

and values, with the ongoing goal of reducing the harm associated with healthcare.

The definition provided by the European Society for Quality in Healthcare emphasises the holistic nature of safety culture, encompassing both individual and organisational behaviour in healthcare. It underlines the importance of shared values and beliefs in promoting a culture of safety, with the ongoing goal of minimising the harms associated with healthcare. This analysis highlights the evolution and breadth of the concept of safety culture, as well as its critical relevance in improving quality and safety in the health sector.

León, C. (2006), mentions that ensuring patient safety requires assuming both legal and moral responsibilities in exercising and practising the profession competently and safely, avoiding negligence and malpractice, as well as fostering self-determination and self-regulation.

The author highlights the fundamental importance of patient safety in health care. It stresses the need for health professionals to assume both legal and moral responsibilities in the exercise of their duties, which implies practising competently and safely, avoiding negligence and malpractice. This approach emphasises the importance of ethics and professional integrity in the provision of medical services. In addition, self-determination and self-regulation are emphasised, suggesting the need for patients to be actively involved in their medical care and for health professionals to be committed to continuous improvement and compliance with quality standards within the León Becerra Hospital in Guayaquil.

According to Ramírez, P & Pérez, J. (2021), a safety culture promotes a work environment where the various factors that can contribute to an incident, as well as the events that precede it, are considered and recognised. In recent years, there have been significant advances in the promotion of patient safety, with an increasingly deep and nuanced understanding of its meaning. Robust methods are being

developed to measure and, to some extent, improve this culture. It is important to note that the vast majority of incidents are not the result of intentional actions or lack of competence on the part of healthcare professionals, although it is recognised that even the most skilled staff can make serious mistakes.

The author highlights the evolution and importance of a safety culture in the health care work environment. It is emphasised that such a culture involves considering and recognising the factors that may contribute to incidents, as well as the events preceding them. In addition, there is evidence of significant progress in the understanding of patient safety, which has become deeper and more nuanced over time.

The development of more robust methods for measuring and improving safety culture in the medical environment. It is emphasised that the vast majority of incidents are not the result of intentional actions or lack of competence on the part of healthcare personnel, although the possibility of even the most skilled professionals making serious errors is acknowledged (Mogollon, I., et al., 2020). In this sense, the text suggests that an effective safety culture is crucial to prevent incidents and improve the quality of healthcare, recognising the inherent complexity of healthcare delivery and the need to address it systematically and continuously.

As referenced by Lara, N. (2020), pharmaceutical care encompasses all activities related to the use of medicines in the health care setting, including decision-making about their use, administration and evaluation of their effectiveness. This encompasses a wide range of services ranging from prevention, diagnosis and treatment to rehabilitation, provided by a variety of health professionals such as physicians, dentists, nurses, pharmacists and other health personnel.

The author stresses that pharmaceutical care encompasses all activities related to the use of medicines, from decision-making about their use to the evaluation of their effectiveness, and includes a variety

of services ranging from prevention to rehabilitation. Furthermore, it is emphasised that this care is provided by a diverse range of health professionals, such as physicians, dentists, nurses, pharmacists and other health personnel.

Methodology

For the present study an explanatory type of research was used, a methodological framework was established that allowed for an in-depth exploration and understanding of the topic of study (Esteban, N. 2018). To this end, a sample consisting of five documentary theses was selected, which provided a broad spectrum of information for the analysis. This strategic choice of sample allowed for a detailed and multifaceted view of the phenomenon under investigation, thus facilitating the identification of causal relationships and the elaboration of substantive explanations.

To carry out the study, several research techniques were employed. Firstly, the documentary review technique was used, which allowed for the collection of relevant information from bibliographical sources and documents related to the topic of the selected documentary theses. This technique provided a solid basis for the analysis and interpretation of the data (Gómez, D, et al. 2017). In addition, the longitudinal study technique was applied, which implied a continuous and systematic monitoring of the evolution of the topic over time, allowing to capture possible changes or trends throughout the research process (Arnau, J., & Bono, R. 2008).

For data collection, specialised data collection sheets were designed to facilitate the systematic collection of relevant results from the documentary theses and other documents consulted during the desk review. These results collection sheets provided an organised structure for recording and analysing the information collected, which contributed to the thoroughness and objectivity of the research process. Overall, the establishment of this research process allowed for a thorough and comprehensive understanding of the topic under

study, as well as the identification of possible causal relationships and the generation of meaningful explanations.

Results

Alvarez, S. (2019), in his thesis mentions that, in this study, no dimension reaches the threshold to be considered a strength. The continuous improvement learning dimension registered the highest percentage of positive responses, specifically 70%, but even so it cannot be labelled as a strength. On the other hand, the dimensions with the lowest percentages of positive responses are, in ascending order, feedback and communication about errors, comprising 45%, followed by safety culture and the human resources dimension, both with a percentage of positive responses of 46%. These findings suggest that efforts should be concentrated on these dimensions when making decisions related to patient safety.

In the thesis entitled "Impact of patient safety culture in the face of the SARS-CoV-2 pandemic" by Mata, L. (2021). The results found that the articles included are distributed according to the type of study as follows: 50% (9 articles) correspond to descriptive studies and the same percentage to quantitative studies, followed by 25% (4 articles) of news articles on reliable websites and another 25% (4 articles) of explanatory studies. From these findings, crucial issues are identified, such as patient safety culture, the relationship and impact during the coronavirus pandemic, and the strategies implemented.

Cordero, J. et al. (2018), the results of their study, benefits the surgical team by facilitating the development of strategies aimed at mitigating adverse events related to surgical procedures. In addition, it contributed to raising awareness among healthcare professionals about the relevance of this aspect, guiding their attention towards comprehensive patient safety. This will encourage responsible and committed action on the part of healthcare personnel in pursuit of this goal.

In the study by Manchay, N. (2015), the presence of superfluous activities in production processes was also analysed, which results in wasted time and, consequently, economic losses for the company. In addition, it highlights the lack of training among team members in relation to new products and the need for proper planning of

activities. The aim is to improve the quality of processes by systematically identifying and eliminating problems and continuously improving procedures. This strategy is expected to lead to increased productivity and employee well-being, promoting efficiency, effectiveness and productivity under quality standards.

Gonzalez, L. et al. (2019), in their thesis found that, by implementing the multimodal strategy, significant improvements in process adherence were evidenced by using both face-to-face and online training strategies for staff development. These sessions involved all staff, both care and non-care staff, and were based on guidelines provided by the WHO, combining theory and practice. In addition, visual information was distributed through leaflets and posters in different areas and units of the hospital, serving as a reminder of the established procedures.

The study by Álvarez, S. (2019), presents a comprehensive analysis of various dimensions related to patient safety. Although none reach the status of strength, organisational learning/continuous improvement stands out with the highest percentage of positive responses. On the other hand, feedback and communication about errors, as well as safety culture and the human resources dimension, show lower rates of positive responses. These results highlight specific areas that require more attention and focus in decision making to improve patient safety. The study provides a solid basis for the implementation of effective strategies aimed at strengthening these dimensions and ensuring better health care outcomes that can be implemented at the León Becerra Hospital in Guayaquil.

The analysis of the results of Mata, L. (2021), reveals a balanced distribution of articles according to the type of study, with a notable presence of descriptive and quantitative research, followed by news articles on reliable websites and explanatory studies. This methodological diversity suggests a comprehensive approach in addressing relevant topics such as patient safety culture, the relationship and impact during the coronavirus pandemic, and the strategies implemented. The inclusion of diverse perspectives and methodologies strengthens the robustness of the findings and provides a solid basis for understanding and action in healthcare.

Authors Cordero, J. et al. (2018), presents a thoughtful analysis of the importance of the results obtained in relation to safety in surgical

procedures. He highlights how these results can positively impact the work of the surgical team by allowing the development of effective strategies to reduce adverse events, being of great contribution to the methods applied in the León Becerra Hospital in Guayaquil. It also underlines the crucial awareness-raising role that these findings play in orienting the attention of health professionals towards patient safety. In this sense, it emphasises the need for responsible and dedicated action on the part of healthcare personnel to achieve this crucial goal in medical care. The argumentative analysis underlines the relevance of the results not only in terms of improving clinical practice, but also in promoting a patient-centred safety culture.

Manchay, N. (2015), clearly and concisely exposes the existing problems in the company's production processes, highlighting two fundamental aspects: the presence of unnecessary tasks and the lack of staff training in new products and effective planning. These problems have a direct impact on the efficiency and profitability of the company, generating time and economic losses. The proposal to improve process quality by systematically identifying and eliminating problems, together with continuous improvement, presents a sound strategic approach. In doing so, it not only seeks to increase productivity and operational efficiency, but also to improve employee well-being. This demonstrates a clear understanding of how quality management can not only optimise business results, but also promote a healthier and more satisfying work environment.

In the detailed analysis of Gonzalez, L. et al. (2019), the results obtained by implementing a multimodal strategy in a hospital setting. It highlights how this strategy has led to visible improvements in process adherence, which is fundamental to ensure quality and safety in medical care at the León Becerra Hospital in Guayaquil. The combination of both face-to-face and online human talent training strategies demonstrates a comprehensive approach to ensuring the training of all staff, from care to non-care staff. In addition, basing these sessions on guidelines provided by the WHO reinforces the quality and relevance of the training provided. The inclusion of visual information through brochures and posters throughout the hospital also helps to reinforce knowledge and recall of established procedures. Taken together, these elements demonstrate a proactive and systematic approach to improving the quality of medical care,

highlighting the importance of continuous education and effective communication in the hospital environment.

The studies conducted by the various authors address various dimensions of patient safety culture and its impact on medical care at the León Becerra Hospital in Guayaquil. One of them highlights the need to improve feedback and communication about errors, as well as the safety culture and the human resource dimension. Another identifies the importance of patient safety culture, highlighting the need to implement effective strategies. Some even highlight how safety culture benefits the surgical team by mitigating adverse events and raising awareness among healthcare professionals.

Some authors point out the importance of process management to improve quality and productivity in a company, highlighting the need to systematically identify and eliminate problems. Finally, they also demonstrate how the implementation of multimodal strategies improves adherence to patient safety processes through training and distribution of visual information at the León Becerra Hospital in Guayaquil. These studies emphasise the relevance of strengthening the patient safety culture to ensure safe and quality care.

Conclusions

In the analysis of the studies collected, it is clear that patient safety culture plays a key role in quality assurance in healthcare at the León Becerra Hospital in Guayaquil. It is evident that aspects such as effective communication, staff training, process management and awareness of the importance of patient safety are key elements in improving standards of care. However, areas for improvement are identified in each study, such as the need to strengthen feedback and communication on errors, as well as the implementation of more effective strategies during crisis situations.

Despite the efforts made in each study, it is clear that there is still some way to go to achieve an optimal patient safety culture in all healthcare settings. While areas for improvement have been identified and strategies have been proposed to address them, effective implementation of these measures remains a challenge.

Continued commitment on the part of healthcare institutions, medical professionals and healthcare staff is required to foster an ingrained safety culture that ensures quality in healthcare in a comprehensive manner.

In conclusion, while the studies reviewed provide enlightening insights into the importance of patient safety culture, there is still work to be done to fully realise the goal of ensuring quality of care at the Hospital León Becerra in Guayaquil. It is essential that effective strategies continue to be researched, implemented and evaluated to strengthen this culture in all facets of healthcare, thus ensuring the safety and well-being of patients at all times.

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