



UNIVERSITY OF TORONTO
LESLIE DAN FACULTY OF PHARMACY

An assessment of safety culture in Saskatchewan community pharmacies

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Introduction

- **Community pharmacies** are important front-line healthcare facilities to patients
- Maturity with **patient safety** is indispensable within community pharmacies to provision of high-quality healthcare
- The **Safety Attitudes Questionnaire (SAQ)** is a questionnaire designed to assess **safety climate** at work environments, particularly in healthcare
- It consists of questions that encompass **six domains** as shown to the right, each with questions graded on a **5-point Likert scale** (1 = *strongly disagree* to 5 = *strongly agree*)

TEAMWORK

SAFETY
CULTURE

JOB
SATISFACTION

STRESS
RECOGNITION

PERCEPTION OF
MANAGEMENT

WORKING
CONDITIONS



Methodology

The SAQ was administered:

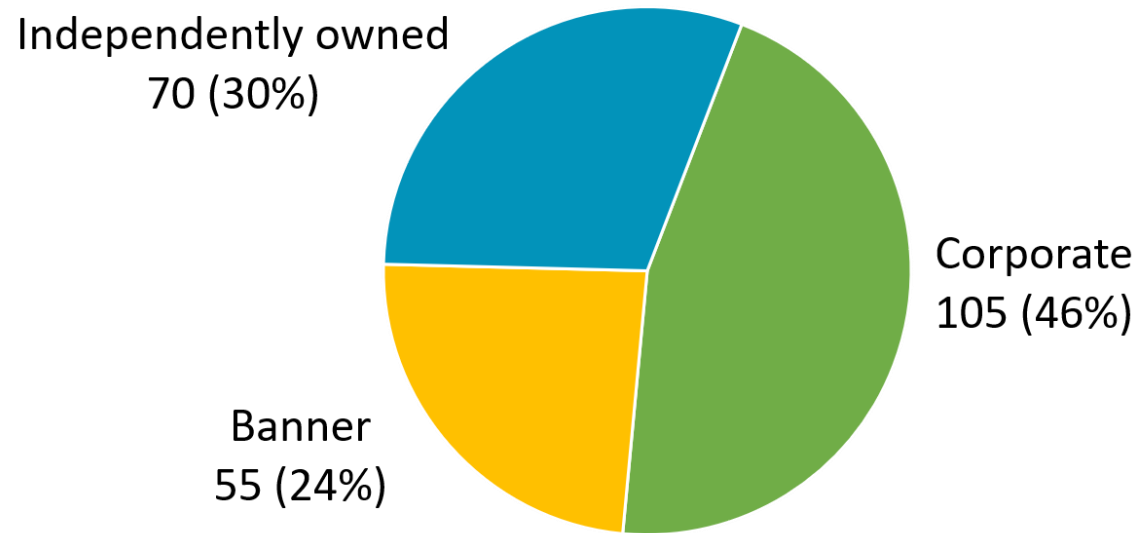
- To all 1,262 registered pharmacy professionals in Saskatchewan
- Between November 5 and December 3, 2018

- 230 responses received
- Response rate of 18.23%

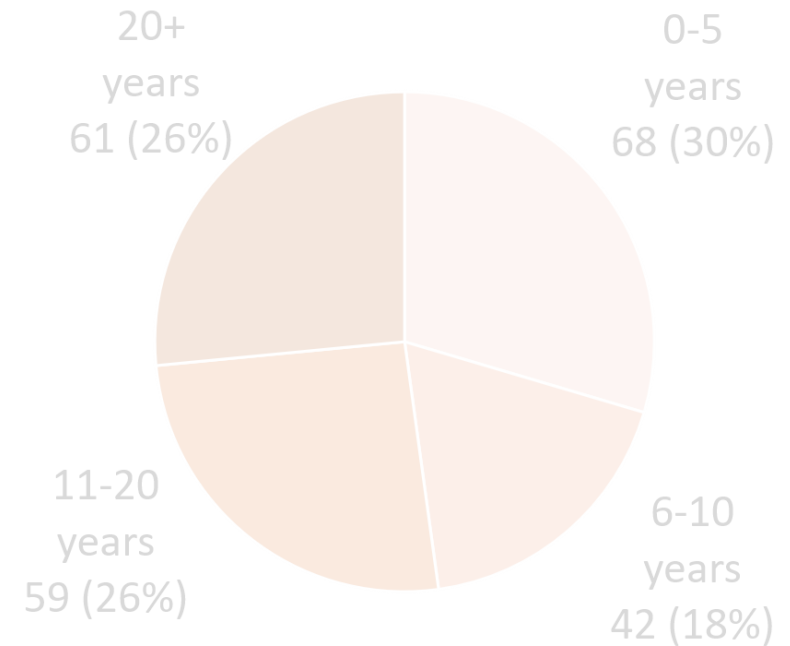


Results: Demographics

Pharmacy Type

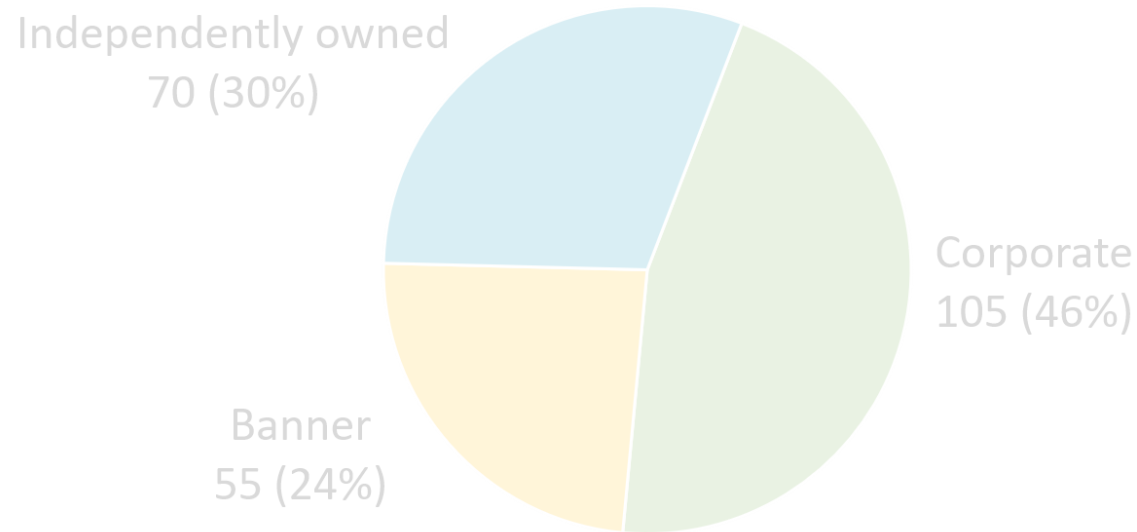


Years of Experience

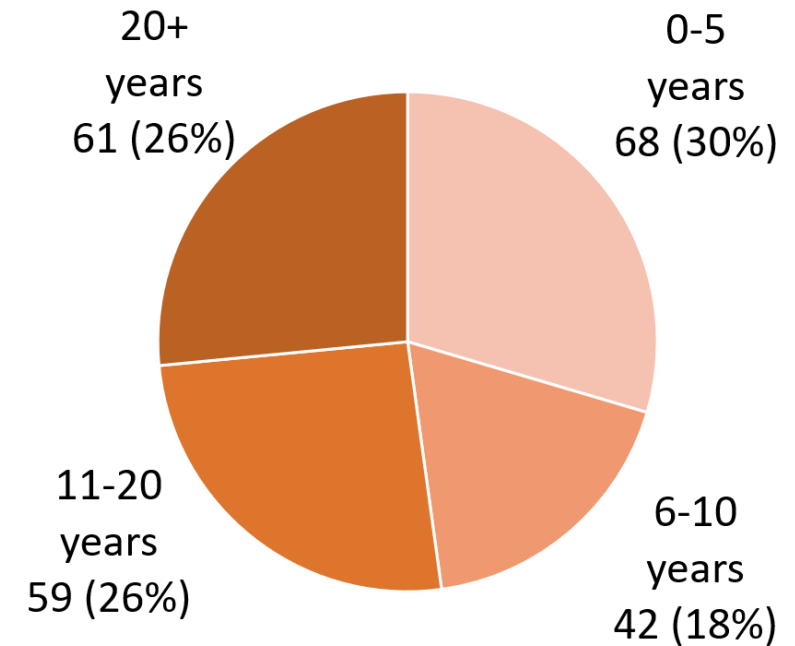


Results: Demographics

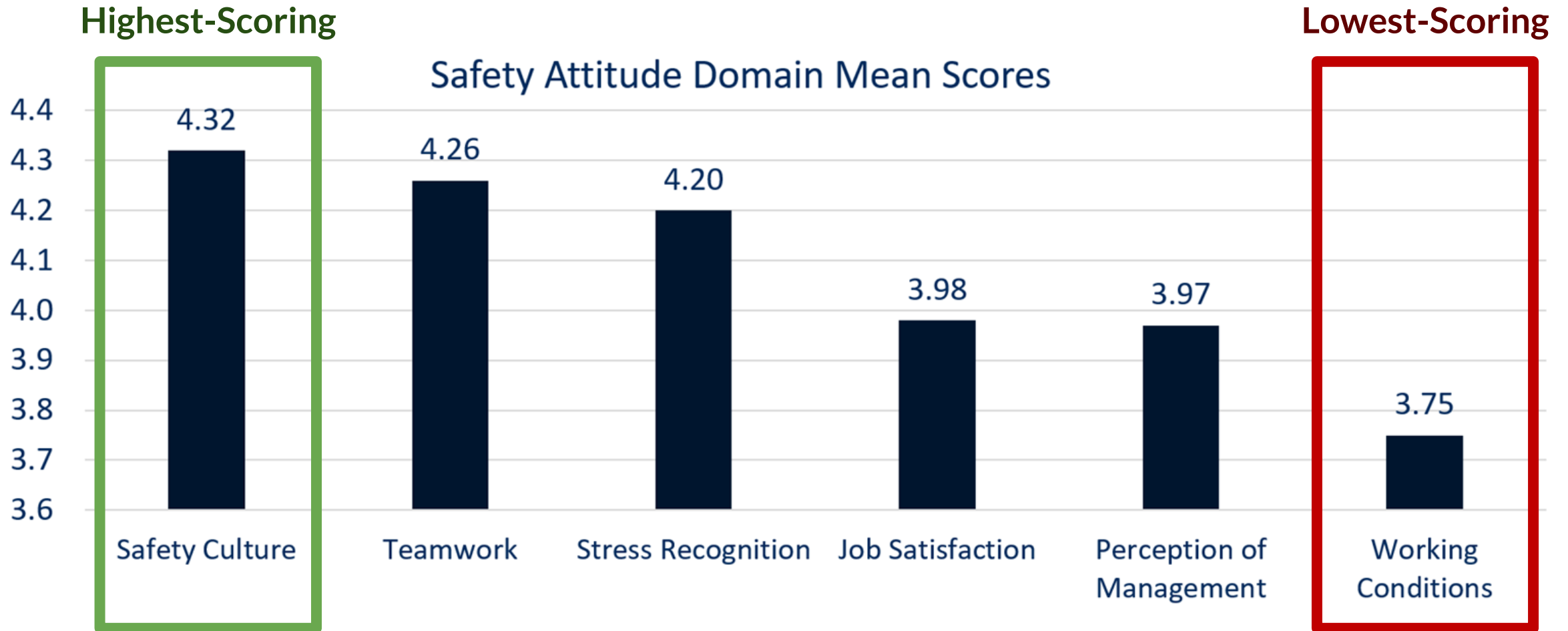
Pharmacy Type



Years of Practice Experience



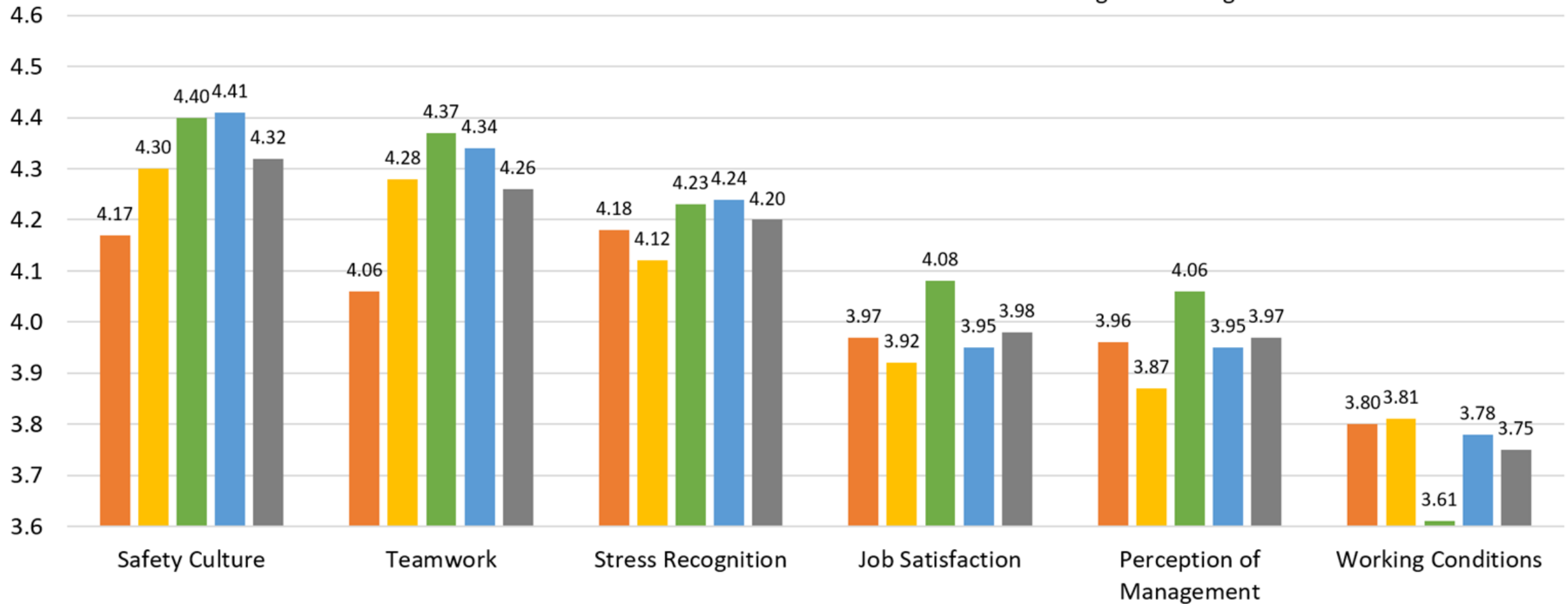
Results: Questionnaire Responses



Results: Questionnaire Responses

Safety Attitude Domain Mean Scores, by Respondent's Years of Experience

0-5 Years 6-10 Years 11-20 Years 20+ Years Weighted Average



Results: Questionnaire Responses

Safety Attitude Domain Mean Scores, by Respondent's Pharmacy Type



Discussion

JOB
SATISFACTION

STRESS
RECOGNITION

TEAMWORK

PERCEPTION OF
MANAGEMENT

5

SAFETY CULTURE

- Highest-scoring domain, across all years of experience and pharmacy type
- *“In this pharmacy, it is difficult to discuss errors”*
- More pronounced in respondents with < 10 years experience



Discussion

JOB
SATISFACTION

STRESS
RECOGNITION

TEAMWORK

5

PERCEPTION OF
MANAGEMENT

WORKING CONDITIONS

- Lowest-scoring domain, across all years of experience and pharmacy type
- Training and supervision of new staff is inadequate, **especially in corporate pharmacies**

SAFETY CULTURE

- Highest-scoring domain, across all years of experience and pharmacy type
- “In this pharmacy, it is difficult to discuss errors”***
- More pronounced in respondents with < 10 years experience



Conclusion

- Generally positive view on safety climate and error handling among Saskatchewan community pharmacy professionals
- Study's limitations include:
 - ⇒ Bias for individuals with preconceived safety culture concerns to respond to the SAQ
 - ⇒ Pharmacy technicians underrepresented (9%)
- Suggestions for improvement include:
 - ⇒ Address staffing levels to match patient volume
 - ⇒ Training and supervision of new pharmacy personnel
 - ⇒ Comprehensive pharmacy orientation/team-building program for new staff, for better integration and input reception

Full publication available at:

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Note: Design attributed to the Canadian Association for Immunization Research and Evaluation (CAIRE)



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