

2021 OPEN Summit Abstract

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Title of presentation: An Assessment of Safety Culture in Saskatchewan Community Pharmacy Practice

Background

As the scope of pharmacy practice is expanding, there is a growing interest to measure pharmacy professionals' attitudes on patient safety as they impact patient outcomes and health care costs.

Purpose

The objective of this study was to explore the current perceptions and attitudes on patient safety culture in community practice by Saskatchewan pharmacy professionals.

Methods

We administered a 40-item online questionnaire, which was adapted from a validated Safety Attitude Questionnaire (SAQ) with six domains that could influence safety culture, to all 1262 registered pharmacy professionals in Saskatchewan. We conducted descriptive statistics and qualitative thematic analysis on the responses collected.

Results

We collected 230 responses with a response rate of 18.23%. Pharmacy professionals had a positive perception of safety culture in community practice overall, scoring especially high in the domains of teamwork and safety culture. There was a concern with the level of staffing and inadequate training and supervision of new pharmacy personnel at the workplace, particularly regarding the integration of recently graduated pharmacy professionals. Pharmacy morale was inconsistently perceived by pharmacy professionals and varied depending on the type of pharmacy they worked in. Of the six domains in the SAQ, working condition was scored the lowest by community pharmacy professionals.

Conclusion

Although perception of safety culture in community practice is generally positive, there are still factors that generate discontentment from pharmacy professionals. Resolution of these barriers would contribute to a more robust safety culture, and ultimately, improve the delivery of patient care.

Reference: Kong J, Chiu E, Ho C. An assessment of safety culture in Saskatchewan community pharmacies. *Can Pharm J (Ott)*. 2020 Aug 5;153(5):280-286. doi: 10.1177/1715163520942736.

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