Keeping SCORE on safer culture for better care

Overview
The South West Patient Safety Collaborative (SW PSC) has introduced a validated assessment tool for safety culture in England, using a survey called SCORE (safety, communication, operational risk, resilience and reliability, and engagement).

As part of the ‘Safer Culture, Better Care’ programme, this anonymous survey gives individuals and teams a fresh perspective on their culture. The survey is an internationally recognised way of measuring and understanding the culture that exists within organisations and teams.

It provides detailed feedback in specific focus areas such as communication, staff burnout, resilience, leadership and teamwork.

Results / impacts
Over 9,200 staff in 97 teams have been invited to take part, leading to improved patient safety and new ways of working.

Over 90 staff from across the South West have been trained in interpreting and debriefing the results of SCORE surveys.

The Emergency Department at Derriford Hospital in Plymouth has used the survey with its 250 staff, across all roles.

Survey results have helped teams to identify and work on improvement projects, such as admission processes and staff briefings.

The ‘Safer Culture, Better Care’ programme was showcased with a poster at the International Forum on Quality and Safety in Healthcare in Amsterdam in May 2018.

The AHSN’s role
The SW PSC, led by the South West AHSN, co-leads a national patient safety culture workstream. It set out to find a different approach to help health and care teams understand their culture to improve safety for patients. This has included acute and mental health trusts, care homes and GP practices.

Adoption and spread
Many other areas are now using SCORE, including teams in the West of England and Salford. The West Midlands PSC has procured it for their region, while the national Maternal and Neonatal Health Safety Collaborative is using the survey for all maternity teams in England.

Find out more
Jo Pendray
Programme Manager for Patient Safety, South West AHSN
E: joanna.pendray@swahsn.com

www.atlas.ahsnnetwork.com/safer-culture-better-care-using-score