



Culture of Safety Surveys

Creating a culture of safety is a recognized best practice for supporting patient safety initiatives and promoting reliable patient care at health care facilities. A culture in which health care workers acknowledge health and safety risks and collaborate across all levels to identify failures, report errors, and seek solutions will have the greatest potential for success. Marsh helps health care organizations assess and understand their patient safety culture and identify opportunities for improvement through validated survey tools. We help you remove the barriers that prevent employees and leaders from performing their best.

Service Highlights

Marsh combines expertise in patient safety and culture of safety initiatives with published, validated survey tools to help you measure staff perceptions of your organization's safety culture. The survey covers all areas of patient safety, helping you identify areas of strength and target opportunities for improvement at both the department and overall facility level. The survey is designed for all health care staff, including clinical and nonclinical employees, and allows for staff comments and suggestions. The survey results help you:

- Assess your current patient safety culture
- Track changes in the culture of safety over time
- Evaluate the impact of patient safety interventions
- Fulfill the Joint Commission performance improvement standard for data collection to monitor performance

Marsh offers a choice of survey tools and online or paper-based survey administration. From pre-survey preparation to survey evaluation and follow-up,

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Who it's for

- Health care organizations, especially hospitals, that want to improve patient safety
- Health care organizations interested in improving their culture of safety to support patient safety initiatives, including the prevention of "serious preventable events"
- Continuing care facilities

What you get

- Administrative resources to manage the survey process smoothly and efficiently and reduce the burden on internal staff
- Independent, third-party survey administrator to help preserve anonymity and improve survey response
- Insight and recommendations from highly experienced professionals in safety culture to help evaluate results, prioritize areas for improvement, and develop an implementation strategy

Marsh can assist you with all or some of the survey process, depending on your needs.

Pre-Survey Marketing and Preparation

The survey results are only as good as the responses you receive. Marsh helps you maximize the quantity and forthrightness of survey responses through proper planning and preparation. We help you:

- Choose the most appropriate survey tool and survey method
- Effectively communicate the survey's purpose and value to staff through fliers and cover letters about the survey
- Prepare the survey, along with instructions and expectations, for distribution to your staff

Survey Administration

Marsh has the administrative resources in place to help you administer the survey efficiently and effectively. Our status as an outside vendor can yield a higher rate of return since employees may feel more confident that their responses are anonymous and confidential. Our services include:

- Mailing/distribution of surveys with cover letter and return envelope (for paper-based surveys)

- Mailing/distribution of cover letter and instructions for online completion of survey (for online surveys)
- Preparation and mailing of reminders
- Receipt of surveys at Marsh
- Scanning and analysis of surveys

Report of Findings and Recommendations

Once the surveys are received and processed, Marsh consultants prepare a report summarizing the findings and providing recommendations for improving your organization's safety culture. Results are displayed graphically to help you quickly identify and understand problem areas. Employee comments are documented separately for your review. Upon completion of the report, Marsh can help facilitate a leadership meeting to review the results and develop implementation strategies for needed culture of safety improvements.

Follow-Up Survey

After action plans and improvements have been implemented, Marsh can assist with follow-up surveys to measure their effectiveness. The surveys can provide an ongoing means of benchmarking performance and tracking changes over time.

For more information on these and other solutions from Marsh, visit www.marsh.com or contact your local Marsh representative.

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