

APPLICATION OF DECISION-MAKING TRIAL AND EVALUATION LABORATORY (DEMATEL) METHOD TO EXPLORE THE KEY FACTORS TO IMPROVE PATIENT SAFETY CULTURE

CHIH-MING CHANG¹, CHI-HUNG KAO², WEI-SHUN SHA³ & JUEI-CHAO CHEN⁴

^{1,2,3}Research Scholar, College of Management, PH. D. Program in Business Administration,
Fu Jen Catholic University, New Taipei City, Taiwan

¹Director of Nursing, Department of Nursing, Mackay Memorial Hospital, Hsin-sChu Branch, Hsin-Chu City, Taiwan

⁴Professor, College of Management, Department of Statistics and Information Science,
Fu Jen Catholic University, New Taipei City, Taiwan

ABSTRACTS

Background

Patient safety has always been regarded as a global health-care problem, researches have shown that the patient safety culture not only maintains a fundamental aspect of patient safety, could also reduce and prevent medical errors (preventable adverse event) and improve quality of care.

Objective

This study aim to determine the effectiveness of patient safety culture strategies to improve patient safety in hospital, by using of DEMATEL method, to analyze the main influences to assist and guide hospital decision-makers in establishing patient safety cultural activities to enhance patient safety in priority

Methods

This study was using a Safety Attitude Questionnaire, and DEMATEL method for the preparation of the questionnaire. Object for hospital organizations to promote patient safety expert respondents to understand the attitude of patient safety culture assessment expert system to construct a key factor for the hospital. Results: 1. The six dimensions were determined; teamwork climate will affect the other facets. 2. in orders of the impacts as teamwork climate is greater than perceptions of management, perceptions of management is greater than working conditions, working conditions is the Greater than job satisfaction, and is greater than stress recognition, stress recognition is greater than safety climate. Conclusion

For the six key dimensions to improve patient safety culture, the best strategy would be to identify “teamwork climate” as the first priority to improve on, which would subsequently improve on other dimensions thus to improve in the overall patient safety.

KEYWORDS: Patient Safety, Patient Safety Culture, Safety Attitudes Questionnaire, Dematel

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