

**PATIENT SAFETY CULTURE
OF
CLINICAL LABORATORIES
IN SELECTIVE TEACHING HOSPITALS, YANGON**

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ABSTRACT

Patient safety awareness and activities are important strategy to establish quality and safety of health service. For evaluating the patient safety culture of the clinical laboratories, the first step to do is assessing the current situation. The study was a cross-sectional study with mixed methods and carried out from September to November, 2020 to assess the current status of patient safety culture in the clinical laboratories of Yangon General Hospital (YGH), Yangon Specialty Hospital (YSH) and New Yangon General Hospital (NYGH). In this study, 91 laboratorians responded to self-administered questionnaires on twelve dimensions of patient safety culture. In-depth interviews also were carried out to five participants from pathologists and medical technologists. This study showed that most of the participants had laboratory experience of more than five years and more than 9 hours as working hours per day. The overall result on the patient safety culture in the clinical laboratories was the positive responses more than 80% in seven dimensions. The positive responses less than 80% in another five dimensions such as staffing, non-punitive response to errors, hospital handoffs and transitions, teamwork across hospital units and practicing of events reporting frequency. An association was observed between heavy workload of hospital laboratories and increased number of positive answers. Concerning in-depth interviews, all of the respondents mentioned insufficient staff dealing with heavy workload. Moreover, most of the respondents reported about compliance of standard operating procedures, internal and external quality control and then team cohesiveness may overcome the errors and the adverse events errors. It was concluded that overall patient safety culture in clinical laboratories of YGH, YSH and NYGH were still not totally positive safety culture. In the clinical laboratories, the patient safety committee should be announced and disseminated the necessary information to the concerned staff across all levels to improve shared responsibility. Adequate laboratorian should be recruited according to hospital beds and categories of laboratorian should be proportionately recruited.