

## Abstract

Eiras, M.<sup>1</sup>

<sup>1</sup>Escola Superior de Tecnologia da Saúde de Lisboa

### **Quality assurance, Risk Management and Patient safety: Patient safety culture assessment at a Radiotherapy Department**

Since the Institute of Medicine (IOM) report “To Err is Human”, healthcare organizations have been recognizing the need to adopt strategies towards Patient Safety. As it is well recognised, Radiotherapy can treat cancer patients but it can also cause them harm. A QA programme can help to identify and correct errors that may take place during the radiotherapy pathway. In such a complex environment effective leadership, well-designed systems and well-trained professionals are the main issues to develop a culture of safety. This research assesses the patient safety culture at a Radiotherapy Department. This will allow us to track changes, which will be introduced during the coming year.

We conducted a survey - The Hospital Survey on Patient Safety Culture (HSPSC) – allowing tracking changes in patient safety culture over time and evaluating the impact of patient safety interventions.

It became evident that all staff members were very interested to participate. When we compared this data with the AHRQ. Reflecting on our results we were able to identify several areas with urgent need for improvement. These assessments lead us to create and implement robust error reduction mechanisms in a radiotherapy department.