## Patient Safety Culture Toolkit - Project plan template

[This template has been developed to support teams implementing a project to measure and improve patient safety culture. It steps through the key considerations outlined in the measurement toolkit. Please update this document to suit your hospital’s requirements and planned approach]

| **Project team and governance** | **Details** |
| --- | --- |
| **Project coordinator**  | [Usually from a safety and quality role]  |
| **Senior executive sponsor** | [A senior hospital manager who will drive the project and support feedback to the leadership group]  |
| **Senior clinical lead**  | [Senior clinician who will drive the project and support feedback to clinical staff] |
| **Project champions**  | [Clinical and non- clinical staff who can champion the work and encourage participation in the project]  |
| **Other project team members** |  |
| **Quality Committee responsible for acting on the results of the survey** |  |
| **Project objectives**  |  |
| **Hospital project objectives** | [Why are you measuring safety culture at your hospital? Eg, Collect baseline data for a specific quality improvement activity, to provide additional detail on an identified area of concern, to increase understanding of patient safety culture – there may be multiple]  |
| **Participant characteristics**  |  |
| **Scope**  | [Consider the scope of your data collection – eg all hospital staff, a specific department, specific clinical/non-clinical group]  |
| **Census or sample** | [Census or sample]  |
| **Number of employees to be invited**  | [Total number of staff and by unit if available. Information on the number of staff in each unit/work area this will help you calculate and monitor response rates during data collection and target promotional materials]  |
| **Implementation plan**  |  |
| **Internal or contractor**  | [Will the project be managed internally or by an external provider? Are there aspects of the project you will outsource?]  |
| **Data collection methods** | [How the survey will be administered to staff. Options include: unique link sent to individual staff members, generic email which can be displayed on posters/flyers, QR codes for posters and flyers. Consider requirements for any hard to reach staff e.g. centralised computer for use of generic link, tablets in staff room or at an event] |
| **Promotion plan**  | [Outline the methods you will use to encourage participation in the survey these may include:* Email from Senior Management encouraging participation
* Posters, flyers and signs on computers - suggest changing these throughout data collection period to maintain interest
* Announcements or presentations at staff meetings
* Events
* Link on home page of shared computers
* Face-to-face discussion with managers and staff
* Incentives]
 |
| **Data management plan** | [Outline how the data will be managed i.e. where will the data be held, who will have access to it, how privacy will be maintained, how will it be shared, minimum numbers for reporting - we suggest a min of 5 responses but a higher minimum may be required. How open-ended responses will be handled, including how identifying information will be removed]  |
| **Data analysis plan** | [Document specific analysis or comparisons you would like to make. Are these possible with the current demographic questions? You may need to update the demographic questions on work area / positionor add a demographic question to support these analysis]  |
| **Post-survey communication, feedback**  | [Overview of how you plan to feed the information back to different stakeholders. It can be useful to include this information in promotional material to encourage buy-in and assure staff that the information will be fed back to them and used to improve quality] |
| **Action planning** | [Overview of the approach to action planning – this may include focus groups or interviews to collect additional information]  |
| **Implementation monitoring and feedback**  | [Overview of how you will monitor implementation of the actions that result from the project. Who will be ultimately responsible, how frequently will updates be provided to staff and other stakeholders?] |
| **Other considerations**  |  |
| **List of emails for all staff** | [Is there a complete list of hospital staff? If not, is it possible to compile this? What mechanisms will you use to communicate with staff who are not on the list?]  |
| **IT security concerns** | [Any IT concerns about sending bulk emails or accessing the survey from hospital computers]  |
| **Any other details** |  |

**Figure 1: Project timeline**

[Note this timeline provides an overview of the project once planning has been completed. Your timeline may differ depending on the resources you have available]

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Prepare for data collection** | **Data collection** | **Analysis and reporting** | **Feedback and action** |
| **Week** | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |  |  |  |  |  |  |  |
| **Prepare**  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Compile list of hospital staff  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Develop promotional materials  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Design and test web survey  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Pre-survey communication and engagement activities/dates* Email from senior management [2 weeks prior]
* Pre-notification email [1 week prior]
 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Data collection and engagement**  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Email with survey link [date] |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Reminder 1 [date] |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| [Add other planned activities as required ] |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Reminder 2 [date] |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Reminder 3 [date] |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Close survey [date] |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Data analysis and reporting**  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Create and clean data file  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Calculate response rate  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| De-identify and analyse open-ended comments |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Analyse data  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Feedback and action**  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| [Add information on planned approach to feedback action planning] |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |