Patient safety goal is a golden standard to improve quality of care. We audit our staff randomly in order to measure the compliance rate of patient safety practice, however, it is difficult to realize patients’ actual perception of medical safety issue.

This project aims to understand whether our staff is in compliance with the patients safety practice via patient’s medical experience.

We performed patient satisfaction survey in our hospital twice a year, collecting data from inpatients in both intensive care units and wards. The satisfaction survey can be divided into 6 sections, including satisfaction of medical service, nurse service, pharmacy service, environment of ward, staff attitudes and patient’s medical experience. In first 5 sections, respondents’ feedback based on how they are satisfied with our service by 1(disappointing) to 5(very satisfied). In section 6, respondents can answer based on their experience during hospitalization. The survey content was created base on international patient safety goal, such as privacy, informed consent, patient identification, surgical site marking and postoperative pain.

Data was analyzed by Quality Management Department using Microsoft EXCEL 2010.

Among all respondents, only 44.8% of respondents received surgery during hospitalization and feedback their medical experience (N=331).

- 91.4% of respondents agreed that our staff respect their privacy.
- 98.7% of respondents fully discussed with their physicians and got well-informed before their surgery.
- 5.8% of respondents had no surgical site markings before surgery.
- 99.4% of respondents had their personal identification been checked by nursing staff before entering the operation room.
- 91.5% of respondents agreed that our medical staff can ease their pain appropriately during hospitalization.

The result shows that measuring compliance rate of patient safety practice through survey is feasible and efficient. We suggest the results of satisfaction survey can be an adjuvant tool with the audit activities to improve the quality of audit.