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Background

- Patient safety culture is the “extent to which an organization's culture supports and promotes patient safety” [1].
- Patient safety culture is a key contributor to medication safety globally.
- Studies assessing patient safety culture in Qatar have been conducted in acute and primary care settings [2].
- No previous study had investigated patient safety culture in community pharmacy setting in Qatar.

Objectives

- To determine the perspectives of community pharmacy personnel in the state of Qatar about patient safety culture in community pharmacies
- To identify the strengths and areas of improvement regarding patient safety culture in community pharmacies in Qatar

Methods

Study design

- Cross-sectional, questionnaire-based study

Setting, population and sample size

- Community pharmacy personnel (i.e., registered pharmacists, pharmacy technicians/assistants and externs) working in chain and independent pharmacies in Qatar
- Minimum estimated sample size of 250 participants

Survey instrument and administration

- Community Pharmacy Survey on Patient Safety Culture developed by the Agency for Healthcare Research and Quality (AHRQ) [3]
- Web-based administration via SurveyMonkey® over an 8-month period

Data analyses

- Descriptive and inferential analyses (Chi-Square and Fisher's Exact tests)
- Statistical significance level of $p \leq 0.05$

Ethical approval

- Qatar University Institutional Review Board (QU-IRB 1013-E/19)

Results

Table 1. Demographics and Professional Characteristics of Surveyed Pharmacy Personnel (N = 240)

Variables	n (%)
Nationality^a	
India	137 (58.1)
Egypt	42 (17.8)
The Philippines	38 (16.1)
Other	19 (7.9)
Gender^a	
Male	131 (55.3)
Female	106 (44.2)
Years of pharmacy practice in Qatar^a	
<6 months	12 (5.0)
6 months – <1 year	17 (7.1)
1 year - <3 years	60 (25.2)
3 years - <6 years	69 (29.0)
6 years - <12 years	50 (20.8)
≥12 years	16 (6.7)
Types of pharmacy^a	
Chain	181 (76.4)
Independent	56 (23.6)
Pharmacy position^a	
Pharmacist	210 (87.5)
Pharmacy technician	25 (10.4)

^a Missing data from survey items not answered by respondents.

Conclusions

- Community pharmacy personnel in Qatar had an overall positive response towards patient safety culture
- Staffing and work pressure and pace need further improvement and should be the targets for interventions

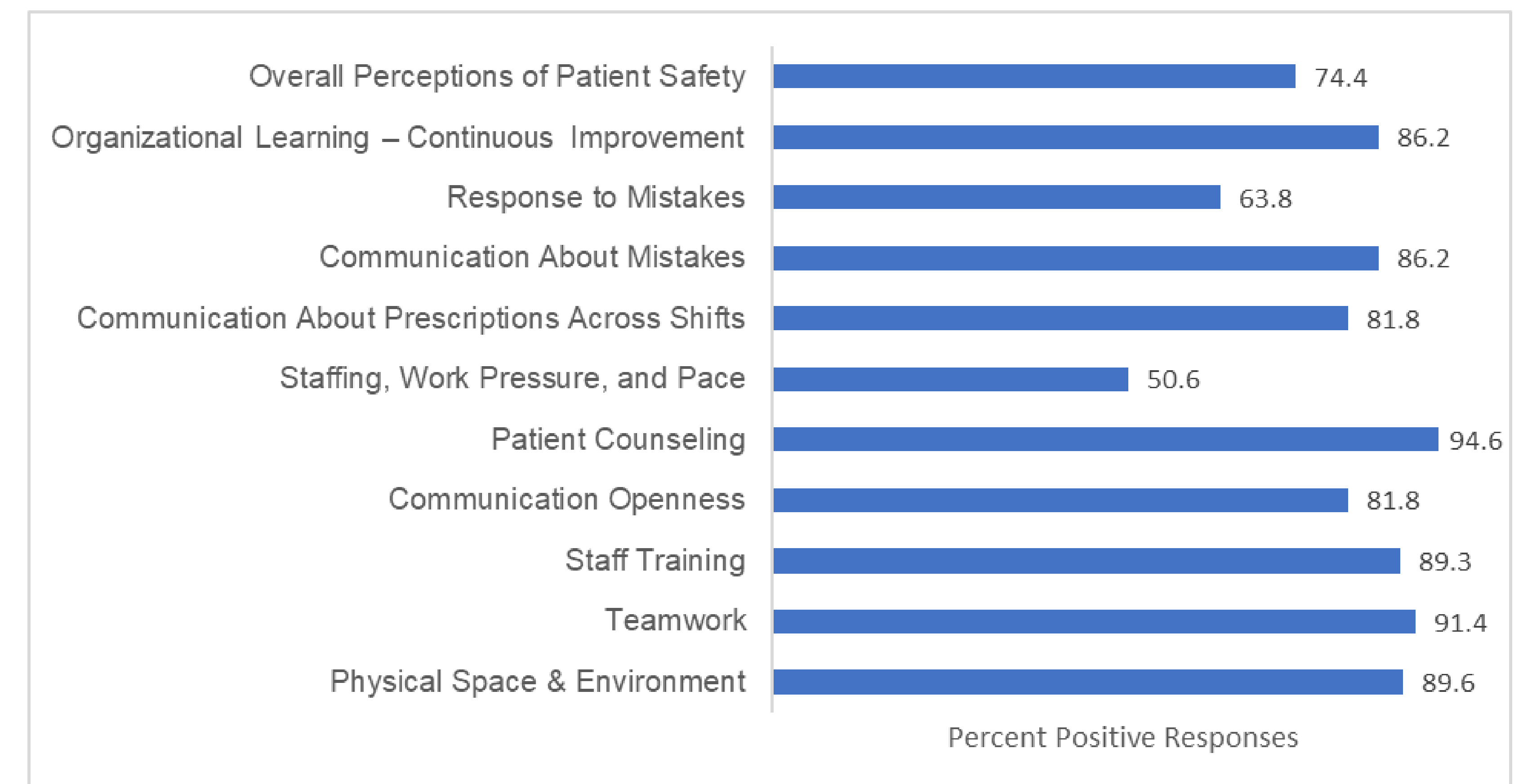


Figure 1. Percent positive responses on patient safety culture among community pharmacy personnel in Qatar by composites

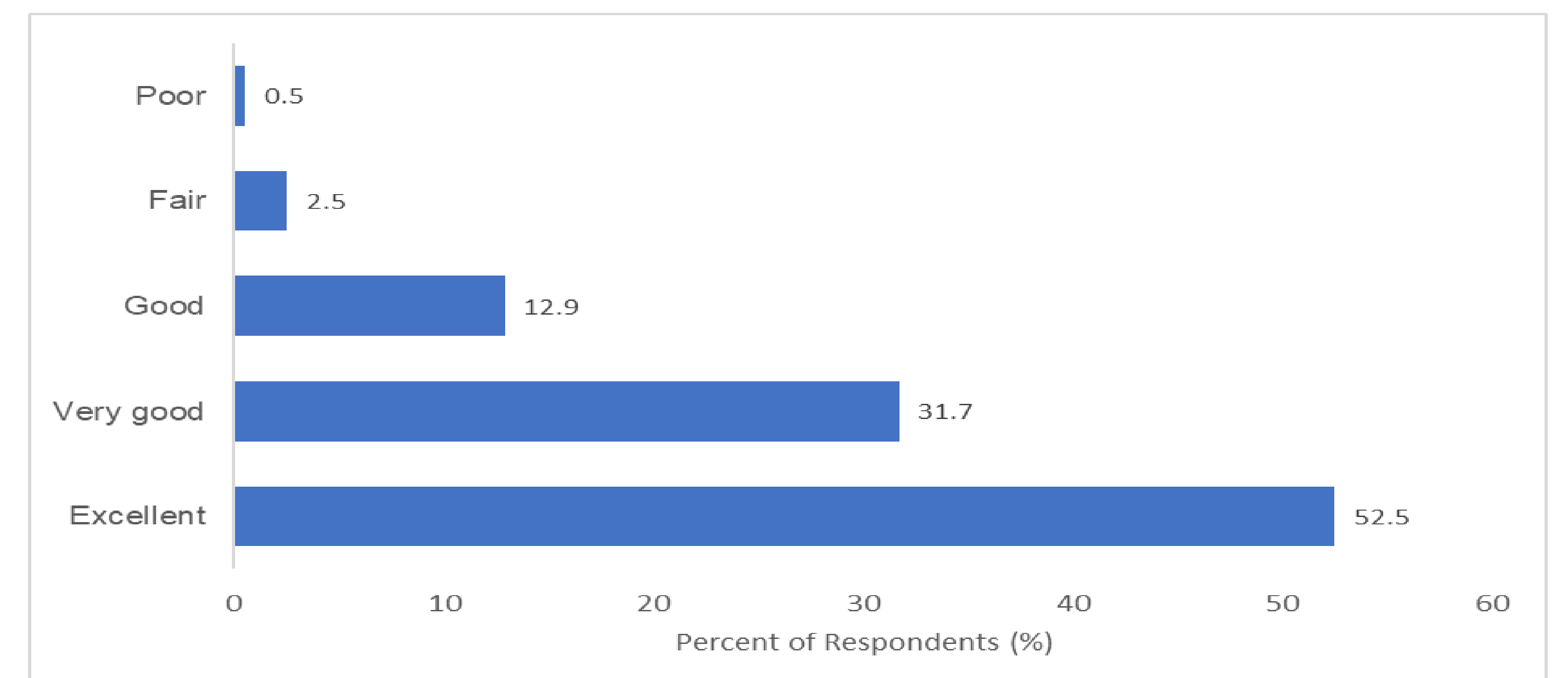


Figure 2. Overall rating of patient safety culture among community pharmacy personnel in Qatar (N = 240)

References

1. <https://www.ahrq.gov/sops/about/patient-safety-culture.html>
2. Owusu YB, Abouelhassan R, Awaisu A. Evaluation of patient safety culture in community pharmacies in Qatar. Int J Clin Pract 2021;75(5):e14055. DOI: 10.1111/ijcp.14055
3. AHRQ. Community Pharmacy Survey on Patient Safety Culture. 2012. Available at: <http://www.Ahrq.gov/patient-safetyculture/index.html>. [Accessed April 10, 2019].