

Ilia State University

Faculty of Natural Sciences and Medicine

Master of Public Health and Health Policy

Master's Thesis

**Beyond Accreditation: Patient Safety Culture and Organizational Learning in
Internationally Accredited Hospitals in Tbilisi, Georgia: A Cross-Sectional Survey**

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List of Abbreviations

ACHSI: Australian Council on Healthcare Standards International

ACSNI: Advisory Committee on the Safety of Nuclear Installations

AHRQ: Agency for Healthcare Research and Quality

COIL: Continuous Organizational Improvement and Learning

CROSS: Consensus-Based Checklist for Reporting Survey Studies

DALY: Disability-Adjusted Life Year

DLOQ: Dimensions of the Learning Organization Questionnaire

DLOQ-7: Dimensions of the Learning Organization Questionnaire (7-item short form)

ED: Emergency Department

GDP: Gross Domestic Product

HIC: High-Income Country

HSOPSC: Hospital Survey on Patient Safety Culture

HSOPSC v1: Hospital Survey on Patient Safety Culture Version 1.0

HSOPSC v2: Hospital Survey on Patient Safety Culture Version 2.0

HSC: Health and Safety Commission

IAEA: International Atomic Energy Agency

IOM: Institute of Medicine

IQR: Interquartile Range

ISQua: International Society for Quality in Health Care

JCI: Joint Commission International

LMIC: Low- and Middle-Income Country

LOS: Length of Stay (also: Learning Organization Questionnaire in one citation context)

OLC: Organizational Learning Culture

PSC: Patient Safety Culture

PSC-12: Patient Safety Culture (12-composite summary score)

RQ: Research Question

SOPS: Surveys on Patient Safety Culture

US: United States

VIF: Variance Inflation Factor

WHA: World Health Assembly

WHA55.18: World Health Assembly Resolution 55.18

WHA72.6: World Health Assembly Resolution 72.6

WHO: World Health Organization

Abstract

Background: Patient safety is the principle element of today's healthcare, and factors that may promote it, learning culture for instance, should be investigated. Currently Georgia lacks enough research in this direction.

Aim: To describe patient safety culture and organizational learning culture among staff in internationally accredited hospitals in Tbilisi and examine the association between the two constructs.

Methods: A multisite cross-sectional survey was conducted among 108 clinical and non-clinical staff from six internationally accredited hospitals. Patient safety culture was assessed using the Georgian HSOPSC v1.0, and organizational learning culture was measured using the DLOQ-7. Descriptive statistics, reliability analysis, Spearman correlations, nonparametric group comparisons and multivariable linear regression were used. Hospital-specific comparisons were limited because participation was concentrated in three institutions.

Results: The mean PSC-12 descriptive summary was 67.5%. The highest-scoring composites were Teamwork Within Units (83.1%), Management Support for Patient Safety (79.9%) and Organizational Learning-Continuous Improvement (75.6%). The lowest were Staffing (42.4%) and Nonpunitive Response to Error (49.7%). The mean DLOQ-7 score was 4.80/6 and internal consistency was high ($\alpha = .93$). In the adjusted regression, OLC was the only significant predictor of overall PSC ($B = 10.58$, 95% CI [7.80, 13.00], $p < .001$, delta-R-squared = .336). No statistically significant group differences were identified by professional role, department type, tenure or participation in accreditation preparation. Almost 64% of respondents reported that they had submitted zero patient-safety event reports during the previous year.

Conclusion: Respondents reported strengths in teamwork, management support and organizational learning, but important vulnerabilities remained in staffing, nonpunitive response and event reporting. Organizational learning culture was positively associated with patient safety culture, although the cross-sectional design does not establish causality. Sustained improvement requires attention to staffing, just-culture practices, reporting feedback and continuous learning beyond formal accreditation requirements.

Keywords: patient safety culture, organizational learning, hospital accreditation, HSOPSC, DLOQ, Georgia