



POLICY BRIEF | HB 763 PATIENT SAFETY CULTURE SURVEYS

Patients should have access to as much information about their health care as possible. **HB 763** makes patient safety culture surveys public – giving every Floridian an insider’s view of the safety and quality of hospitals and other health care facilities.

HB 763 (Grant, M.) **PATIENT SAFETY CULTURE SURVEYS**: requires hospitals and ambulatory surgical centers to survey their staff on the facility’s patient safety culture, and submit the survey data to the Agency for Health Care Administration for publication.

- Patient safety culture surveys measure employee perceptions about their hospital or facility – how safety hazards are handled, if communication is clear, whether an employee would send a member or their family to their hospital or elsewhere for care, etc.
- Under **HB 763**, hospitals and ambulatory surgery centers (ASCs) will conduct patient safety culture surveys of their staff every two years using a standard survey validated by the federal government.
 - The survey data will measure the culture of a health care facility and commitment to patient safety.
 - Survey questions will ask facility staffers about compliance with patient safety regulations and guidelines, perceptions of facility support for patient safety, and opinions on whether they would undergo a health care service or procedure at the facility.
- Facilities will report the data to the Agency for Health Care Administration, which will publish the data. Patients will be able to compare facility scores.
- These data will empower consumers with the information they need to make informed and responsible decisions; as a result, the market will drive down health care costs and weed out unsafe facilities and bad actors.
- **HB 763** will also incentivize health care facilities to improve their safety scores to attract patients.
- Knowing a health care industry insider gives an advantage – access to insights from the inside.
- Patient safety culture survey results give everyone a friend on the inside by making this information public.

Frequently asked questions about patient culture surveys:

Q: How does the bill address the possibility of bias in the survey?

A: *The bill requires facilities to use a standard survey created and validated by the federal government, used by many hospitals across the country – including many in Florida. The bill requires surveys to be anonymous, to encourage staff honesty and participation. And research shows culture survey data aligns with other quality measures, which would not be the case if they were biased or if employees were able to manipulate outcomes. The goal is to give Floridians an insider’s look at any hospital or ASC before going there for care.*

Q: Is the quality of the data from the surveys worth the time put in by facilities?

A: *Yes. Research¹ shows a correlation between patient safety culture in a hospital and patient outcomes. One study of 30 ICUs found that poor patient safety culture results were associated with higher mortality rates. The study also found that lower safety climate, perceptions of management, and job satisfaction were significantly associated with increased lengths of stay in the hospital. Positive teamwork attitudes measured by patient safety culture surveys are associated with better patient outcomes in pediatric surgery.*

Q: Why does the bill exempt state facilities?

A: *State facilities are mental health facilities and do not provide full medical care. The narrow range of services provided by state facilities would not align with the information being requested by the survey for full hospitals and ASCs.*

Please refer to [bill text and staff analysis](#) for further information.

¹ Makary, M. Unaccountable: What Hospitals Won’t Tell You and How Transparency Can Revolutionize Health Care pgs. 90-92 (2012).