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Safety Science

Volume 50, Issue 5, June 2012, Pages 1290–1298



An investigation of occupational subgroups with respect to patient safety culture

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<http://dx.doi.org/10.1016/j.ssci.2011.12.016>, [How to Cite or Link Using DOI](#)[View full text](#)[Purchase \\$39.95](#)

Abstract

There are varying views about the consistency of safety culture across a given organisation or industrial sector: some view it as homogeneous, whereas others have suggested the presence of sub-cultures that vary according to the work group or worksite. This paper reports on a study in which job characteristics and safety climate ratings from a sample of British community pharmacists ($N = 860$) were subjected to a cluster analysis, with the aim of identifying whether discrete groups can be identified on the basis of these ratings. A four-cluster solution was obtained from the analysis. Examination of quantitative and qualitative data from each cluster led to them being identified as: (i) the disenfranchising pharmacy; (ii) the perilous pharmacy; (iii) the safety-focused pharmacy; (iv) the challenging pharmacy. On the basis of the data obtained, safety culture appears to have both characteristics generic to all community pharmacies and characteristics specific to each cluster, with a number of social and organisational factors influencing the culture in any one setting. Implications for the modelling and assessment of safety culture are discussed.

Highlights

- We examined quantitative and qualitative data from community pharmacists.
- Four clusters were obtained from job characteristics and safety climate scores.
- These clusters indicated different “types” of pharmacy with discrete safety characteristics.
- Some characteristics were also identified that were common to all four clusters.
- Hence, safety culture can be seen to be both a sector-wide and a worksite-specific feature.

Keywords

Safety culture; Safety management; Job characteristics; Pharmacy; Patient safety

Figures and tables from this article:

Table 1. Quantitative characteristics of the four clusters.

[View Within Article](#)Table 2. Mean raw scores on the ERI, JCQ and PSCQ measures per cluster, with standard deviations in brackets.^a[View Within Article](#)

Table 3. Qualitative features of the four clusters, as perceived by respondents.



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