



12th EAOHP Conference

Occupational Health Psychology in Times
of Change: Society and the Workplace

BOOK OF PROCEEDINGS

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Data and Methods: The survey was conducted in two selected neurological and psychiatric units in an Austrian hospital. To assess the safety culture and components of effective teamwork within the units, we combined the German version of the Hospital Survey on Patient Safety Culture and the German version of the Safety Attitudes Questionnaire and developed the FSKT which includes the most important questions of both surveys. 153 staff members received the questionnaire, of which 54 were completed (response rate of 35%). The data obtained in the survey were transferred to SPSS. At first we used descriptive statistics for assessing safety culture (comparison of mean scores of the dimensions) between and within units. Next, Spearman correlation was applied to determine a link between safety culture, teamwork and patient safety to answer the hypotheses.

Results: Findings suggest a mainly positive safety culture throughout the sample and a positive correlation between effective team structures and patient safety. It should be noted that solely effective teamwork (communication openness, non-punitive response to error, feedback and communication to error) is associated with patient safety whereas just working in teams or unspecific communication cannot be linked with patient safety.

Discussion: Limitations considered in the study are first the small, not randomized sample and secondly, due to the lacking validation, the used questionnaire should not be compared with other studies yet. In addition to quantitative surveys we also require the need for more qualitative research (observation, interviews, including the human factor) to enhance the transparency for evidence based decision making. Nevertheless the study contributes to a deeper understanding of teamwork and safety performance to improve patient safety and raises awareness of further research in the uniqueness of the neurological and psychiatric setting.

P42: Contribution to the Prevention of Occupational Stress

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Objectives: The objectives of this study were to assess the importance of the mental suffering of employees in the service sector of a city in western Algeria and to identify risk factors and moderators of this suffering, in order to develop effective prevention.

Methods: Standardized questionnaires were subjected to 753 employees in the tertiary sector. These questionnaires include three categories: A social and professional record (21 items), Maslach Burn Out Inventory: MBI (22 items), Job Personal Interaction Scale: JPIS (35 questions on the perception of the work environment by the individual, divided into 6 rubrics including workload and unpredictability, control, rewards, recognition and fairness at work, social support, conflicts and perceived value at work, and training). The data collected were anonymous and confidential. Data analysis was performed using SPSS (version 17.0). Univariate analysis (chi-square) and a multivariate analysis (logistic regression) were performed to analyse the data.

Results and conclusion: The response rate was 78.75%. The average age was 38.42 ± 8.26 , and the sex ratio 1.1 with a female predominance. The state of burn-out was 23.6% after logistic regression. Among the social determinants of psychological distress, only taking medication to relieve pain was remained significant ($p=0.0002$). Regarding the determinants "professional" contact with the public and strong mode part of work were significant respectively ($p = 0.0017$ and 0.0042). Moderators of stress for the multivariate analysis recognized two subscales of bad training ($p < 0.01$) and conflicts of values and perceived value ($p = 0.02$). Mental suffering in the service sector is high. Preventive actions to reduce or eliminate risk factors to directly influence the environment and source of work include more relevant training, better organization of work, and recognition of work done.