

## PEER REVIEW HISTORY

BMJ Open publishes all reviews undertaken for accepted manuscripts. Reviewers are asked to complete a checklist review form (<http://bmjopen.bmj.com/site/about/resources/checklist.pdf>) and are provided with free text boxes to elaborate on their assessment. These free text comments are reproduced below.

### ARTICLE DETAILS

<b>TITLE (PROVISIONAL)</b>	PATIENT SAFETY CULTURE AND SATISFACTION IN GHANA: A FACILITY-BASED CROSS-SECTIONAL STUDY
<b>AUTHORS</b>	Botchwey, Charles; Boateng, Agartha; Ahimah, Patricia; Acquah, Francis; Adoma, Prince; Kumah, Emmanuel; Boakye, Dorothy; Boahen, Ebenezer; Kruh, Vivian; Koomson, Joseph

### VERSION 1 – REVIEW

<b>REVIEWER</b>	Hutton-Nyameaye, Araba University of Health and Allied Sciences, Department of Pharmacy Practice
<b>REVIEW RETURNED</b>	23-Mar-2023

<b>GENERAL COMMENTS</b>	This manuscript has very interesting information. Some of the information in the background should be revised as some paragraphs are too long. Referencing citation and style should be consistent and appropriate. I think that the sample size is small as compared to the number of patients who visit the hospital weekly. There could be some bias due to the sampling method used. The duration of the study was not stated. Ethical approval was not included.
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<b>REVIEWER</b>	Ismail, Aniza Universiti Kebangsaan Malaysia Fakulti Perubatan
<b>REVIEW RETURNED</b>	26-Mar-2023

<b>GENERAL COMMENTS</b>	<ol style="list-style-type: none"><li>1. Title - Not clear . Advise to refer to the objectives and outcomes of the study.</li><li>2. Introduction As commented in the manuscript . To rewrite the information on patient safety To add information on patient safety in Ghana Please see other comments in the manuscript attached.</li><li>3. Methodology Why the study was conducted in this hospital. What is the criteria of the hospital selected. Please add in methodology section. Briefly explain about this hospital Recalculate the sample size. I think the calculation is wrong. Not clear how was the recruitment process. To rewrite this sentence. Please explain the validation of the questionnaire. Did you apply ethic approval for the study. Please add statement on ethic approval.</li></ol>
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	<p>4. Results Only descriptive analysis. Please get advise from statistician to conduct advance analysis.</p> <p>5. Discussion Major correction needed for this section. - need to discuss the findings comparing with other studies . - not to repeat again the whole results in the discussion section. You need to discuss the results. - need to improve the citations format</p> <p>6. Conclusion to add action plans and interventions from the findings.</p> <p>(The reviewer provided a marked copy with additional comments. Please contact the publisher for full details.)</p>
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### VERSION 1 – AUTHOR RESPONSE

Revision of some information in the background especially some paragraphs are long sentences <b>(Reviewer1)</b> .	Those long sentences and paragraphs have been broken down.
The sample size is too small <b>(Reviewer1)</b>	The sample size would be maintained since this was what was available as of the time of the study. In addition, in consecutive sampling technique, the researchers have many options when it comes to sampling size and sampling schedule. The sample size can vary from a few to a few hundred, that the aspect of range of sample size we are referring to here in our article.
The issue about bias due to the sampling method used <b>(Reviewer 1)</b> .	The sampling technique used was enough to deal with biases.
The duration of the study was not stated <b>(Reviewer1)</b> .	The duration of the study has been stated in the methodology.
Ethical approval was not added <b>(Reviewer 1)</b> .	Ethical approval in the form of acceptance letter was issued to the researchers by the Kwesimintim Government Hospital before the commencement of data collection. The letter will be added as a supplementary file during the online submission of the corrections.
References and citations should be consistent <b>(Reviewer 1)</b> .	References and citations have been checked and made consistent.
Title not clear-Advice to refer to the objectives and outcomes of the study <b>(Reviewer 2)</b> .	The title has been revised to include the objectives and outcomes of the study.
Add information on patient safety in Ghana <b>(Reviewer 2)</b> .	Information on patient safety in Ghana has been added.
Why the study was conducted in this hospital. What is the criteria of the hospital selected <b>(Reviewer 2)</b> .	The reason for the selection of the hospital and the criteria for the have been stated in the methodology section.
Briefly explain about this hospital <b>(Reviewer 2)</b> .	A brief explanation of the hospital has been included in the methodology section.

Recalculate the sample size. I think the calculation is wrong (Reviewer 2).	The sample size has been recalculated.
Not clear how the recruitment process was. To rewrite this sentence (Reviewer 2).	The recruitment process has been briefly stated in the methodology section.
Please explain the validation of the questionnaire (Reviewer 2).	The validation of the questionnaire has been explained in the methodology section.
Did you apply for ethic approval for the study? Please add statement on ethic approval (Reviewer 2).	Ethical approval was applied for and acceptance in the form of a letter from the Kwesimintsim Government Hospital was issued before the commencement of the data collection. The letter has been included on the online submission system for verification.
Only descriptive analysis. Please get advice from statistician to conduct advance analysis (Reviewer 2).	An advance analysis has been employed.
Need to discuss the findings comparing with other studies (Reviewer 2).	The findings have been compared with other studies.
You need to discuss the results (Reviewer 2).	
Need to improve upon the citations format	The citation has been improved upon.
Add action plans and interventions from the findings.	Action plans and interventions have added.

### VERSION 2 – REVIEW

<b>REVIEWER</b>	Ismail, Aniza Universiti Kebangsaan Malaysia Fakulti Perubatan
<b>REVIEW RETURNED</b>	17-Oct-2023

<b>GENERAL COMMENTS</b>	<p><b>Introduction</b> Still not clear the safety activities conducted by health organization. Please add any safety culture activities conducted, since you are measuring safety culture complain and practices. Please write in brief safety culture practices. The readers would like to know about safety culture practices since you are assessing the practices.</p> <p><b>Method</b> Dependent variable not clear. How many DV. Please define. Add references number of ethic documents. Add items or questionnaire of safety culture practices and patient satisfaction. It is not clear in the methodology the questionnaire for practices and satisfaction.</p> <p><b>Results</b> Please delete the result on association gender and harm. It is not one of the objectives of the study A chi-square test was then run to evaluate whether there was an association between gender and harm experienced, but the result turned out to be insignificant (<math>\chi^2(1) = 0.14, p = 0.711</math>). Delete this finding</p> <p>Table 4 not clear. Please write all the variables in table 4. Write in brief the findings in Table 4.</p>
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## VERSION 2 – AUTHOR RESPONSE

“Please write in brief safety culture practices. The readers would like to know about safety culture practices since you are assessing the practices.”

We have included literature on safety culture and related activities.

“Patient safety and related activities include but not limited to, patient and family engagement and communication; management support; response to error; adherence to ethical practices such as respect, privacy, and confidentiality; adherence to clinical protocols in the delivery of care such as proper hand washing practices; personnel training on quality improvement and relations; and use of standard and certified medical devices, among others in healthcare organizations. 1,8,9, 10”

“Dependent variable not clear. How many DV. Please define.”

Main variables of the study so far as the objective and inferential analysis carried is of concern is patient satisfaction (dependent variable) and safety culture practices (independent variable). Each patient safety practice assessed was treated as an independent variable on its own. Based on reviewers' recommendation, we have indicated in the work that “Patient satisfaction and safety cultural practices were the main dependent and independent variables of the study respectively. The study considered seven independent safety culture and related practices, and these include frequency of event reported, teamwork, response to error, communication openness, management support, handoffs and information exchange, staffing”.

“Add references number of ethic documents.”

The study sought ethical clearance and approval from the hospital management. The reference number of the approval letter has been added to the methodology.

“Add items or questionnaire of safety culture practices and patient satisfaction.”

Study questionnaire was attached.

Please delete the result on association gender and harm.

This analysis was conducted in response to prevailing ethical considerations related to the inclusion of sex and gender-based analysis. Nevertheless, it has been removed.

Table 4 not clear. Please write all the variables in table 4.

The table presented is a correlation table, and reporting only half of the values is a normal practice as the other half replicates the same information. However, per reviewers' recommendation, all values have been reported in this instance.

Write in brief the findings in Table 4.

The correlation analysis only served as a diagnostic measure to verify the independence of variables and to assess the absence of multicollinearity issues prior to the main regression analysis. The table is therefore well explained to serve the purpose intended.