

REFERENCES

- Abdolahzadeh, F., Zamanzadeh, V., & Boroumand, A. (2012). Studying the relationship between individual and organizational factors and nurses' perception of patient safety culture. *Journal of Caring Sciences, 1*(4), 215-222. doi:10.5681/jcs.2012.030
- Ammouri, A., Tailakh, A., Muliira, J., Geethakrishnan, R., & Al Kindi, S. (2015). Patient safety culture among nurses. *International Nursing Review, 62*(1), 102-110.
- Armellino, D., Griffin, M. T., & Fitzpatrick, J. J. (2010). Structural empowerment and patient safety culture among registered nurses working in adult critical care units. *Journal of Nursing Management, 18*(7), 796-803. doi:10.1111/j.1365-2834.2010.01130.x
- Ashcroft, D., Morecroft, C., Parker, D., & Noyce, P. (2005). Safety culture assessment in community pharmacy: Development, face validity, and feasibility of the Manchester Patient Safety Assessment Framework. *Quality & Safety in Health Care, 14*(6), 417-421.
- Association of periOperative Registered Nurses. (2006). AORN guidance statement: Creating a patient safety culture among nurses. *Association of periOperative Registered Nurses Journal, 83*(4), 936-942.
- Australian Institute of Health and Welfare. (2015). *Australian Institute of Health and Welfare*. Retrieved from <http://www.aihw.gov.au/haag11-12/adverse-events/>
- Bahrami, M., Montazeralfaraj, R., Chalak, M., Tafti, A., Tehrani, G., & Ardakani, S. (2013). Patient safety culture challenges: Survey results of Iranian educational hospitals. *Middle-East Journal of Scientific Research, 14*(5), 641-649.
- Ballangrud, R., Hedelin, B., & Hall-Lord, M. (2012). Nurses' perceptions of patient safety climate in intensive care units: A cross-sectional study. *Intensive and Critical Care Nursing, 28*(6), 344-354. doi:10.1016/j.iccn.2012.01.001

- Blegen, M. A., Pepper, G. A., & Rosse, J. (2005). Safety climate on hospital units: A new measure. *In Advances in patient safety: From research to implementation* (pp. 429-443). USA: Agency for Healthcare Research and Quality.
- Bodur, S., & Filiz, E. (2010). Validity and reliability of Turkish version of “Hospital Survey on Patient Safety Culture” and perception of patient safety in public hospitals in Turkey. *BioMed Central Health Services Research, 10* (28), 1-9. doi: 10.1186/1472-6963-10-28
- Brady, A. M., Redmond, R., Curtis, E., Fleming, S., Keenan, P., Malone, A.-M., & Sheerin, F. (2009). Adverse events in health care: A literature review. *Journal of Nursing Management, 17*(2), 155-164.
- Cai, Z., Li, Y., & Li, E. (2006). Survey and thinking for nurses’ wrong treatment model [in Chinese]. *Chinese Hospital, 10*(4), 63-64.
- Cao, R. (2007). Medical quality and patient safety in China [in Chinese]. *Chinese Hospitals, 11*(11), 1-4.
- Central People's Government of the People's Republic of China. (2007). *Nursing policy* [in Chinese]. Retrieved from http://www.gov.cn/ztl/hsj/content_610169.htm
- Chen, C. H. V., Wang, S. J., Chang, W. C., & Hu, C. S. (2008). The effect of leader-member exchange, trust, supervisor support on organizational citizenship behavior in nurses. *Journal of Nursing Research, 16*(4), 321-328.
- Chen, C., Hu, Y., Wei, W., Mao, B., & Liu, Z. (2016). Research on the relationship among nurses’ perceptions of patient safety culture, nursing practice environment and the report of nursing adverse events [in Chinese]. *Chinese Journal of Practical Nursing, 32*(4), 250-254.

- Chen, F., Dai, P., Gao, W., Liu, H., Li, L., & Jiao, J. (2015). The impact of organizational commitment and leader-member exchange on nurses' organizational citizenship behavior [in Chinese]. *Chinese Practice Nursing*, 31(6), 454-456.
- Chen, I. C., & Li, H. H. (2010). Measuring patient safety culture in Taiwan using the Hospital Survey on Patient Safety Culture (HSOPSC). *BioMed Central Health Services Research*, 10 (152), 1-9. Retrieved from <http://www.biomedcentral.com/1472-6963/10/152>
- Chen, X., Suo, W., & Han, J. (2011). Investigation on work status of contract nurses and its related factors [in Chinese]. *Nursing Research*, 11(25), 3041-3042.
- Cheng, T., Huang, G.-H., Lee, C., & Ren, X. (2012). Longitudinal effects of job insecurity on employee outcomes: The moderating role of emotional intelligence and the leader-member exchange. *Asia Pacific Journal of Management*, 29(3), 709-728.
- Conchie, S. M., Donald, I. J., & Taylor, P. J. (2006). Trust: Missing piece(s) in the safety puzzle. *Risk Analysis*, 26(5), 1097-1104. doi:10.1111/j.1539-6924.2006.00818.x
- D'Amour, D., Dubois, C.-A., Tchouaket, É., Clarke, S., & Blais, R. (2014). The occurrence of adverse events potentially attributable to nursing care in medical units: Cross sectional record review. *International Journal of Nursing Studies*, 51(6), 882-891. doi:10.1016/j.ijnurstu.2013.10.017
- Dai, H., Shi, Y., & Mao, Y. (2009). Research status quo and thinking of nursing adverse events reporting system [in Chinese]. *Nursing Research*, 23(8), 2137-2138.
- Dansereau, F., Graen, G., & Haga, W. (1975). A vertical dyad linkage approach to leadership within formal organizations. *Organizational Behavior and Human Performance*, 13(1), 46-78.

- Davies, A., Wong, C. A., & Laschinger, H. (2011). Nurses' participation in personal knowledge transfer: The role of leader–member exchange (LMX) and structural empowerment. *Journal of Nursing Management*, *19*(5), 632-643.
doi:10.1111/j.1365-2834.2011.01269.x
- Department of Medical Administration. (2012). *Outline of development plan for nursing in China (2011-2015)* [in Chinese]. Ministry of Health. Retrieved from <http://www.moh.gov.cn/mohyzs/s3593/201201/53897.shtml>
- Dienesch, R., & Liden, R. (1986). Leader-member exchange model of leadership: A critique and further development. *Academy of Management Review*, *11*, 618-634.
- Ding, Y., Ye, D., Yuan, F., Ding, G., & Pan, H. (2015). Application of root cause analysis in medical adverse event analysis [in Chinese]. *Chinese Hospitals*, *19*(5), 41-43.
- DOC88. (2011). *2011 patient safety goals* [in Chinese]. Retrieved from <http://www.doc88.com/p-6768199783063.html>
- Dong, Y. (2012). Experience and effectiveness of implementing three-level quality control on quality care improvement in ICU [in Chinese]. *Chinese General Practice Nursing*, *10*(1), 242-243.
- Erdogan, B., Liden, R., & Kraimer, M. (2006). Justice and leader-member exchange: The moderating role of organizational culture. *Academy of Management Journal*, *49*(2), 395-406.
- European Network for Patient Safety and Quality of Care. (2010). *European Network for Patient Safety and Quality of Care*. Retrieved from http://www.pasq.eu/DesktopModules/BlinkQuestionnaires/QFiles/448_WP4_REP-ORT%20Use%20of%20PSCI%20and%20recommandations%20-%20March%20202010.pdf

- Fang, P. (2015). *Annual report on China's health care 2014* [in Chinese]. Beijing: The People's Publishing House. Retrieved from <http://shangjinhc.com/upload/files/2015/3/.pdf>
- Feng, X., Bobay, K., & Weiss, M. (2008). Patient safety culture in nursing: A dimensional concept analysis. *Journal of Advanced Nursing*, 63(3), 310-319.
- Feng, X., Bobay, K., Krejci, J., & McCormick, B. (2012). Factors associated with nurses' perceptions of patient safety culture in China: A cross-sectional survey study. *Journal of Evidence-Based Medicine*, 5(2), 50-56. doi: 10.1111/j.1756-5391.2012.01177.x
- Ferris, G. (1985). Role of leadership in the employee withdrawal process: A constructive replication. *Journal of Applied Psychology*, 70(4), 777-781.
- Friesen, M. A., White, S. V., & Byers, J. F. (2008). Chapter 34: Handoffs: Implications for nurses. In K. Alden, K. Alster, L. Antle, E. Ayello, J. Barnsteiner, & A. Bemis (Eds.), *Patient safety and quality: An evidence-based handbook for nurses* (pp. 1-48). Rockville: AHRQ.
- Fujita, S., Seto, K., Kitazawa, T., Matsumoto, K., & Hasegawa, T. (2014). Characteristics of unit-level patient safety culture in hospitals in Japan: A cross-sectional study. *BioMed Central Health Services Research*, 14(508), 1-9.
- Gerstner, C., & Day, D. (1997). Meta-analytic review of leader-member exchange theory: Correlates and construct issues. *Journal of Applied Psychology*, 82(6), 827-844.
- Graen, G. B., & Scandura, T. (1987). Toward a psychology of dyadic organizing. *Research in Organizational Behavior*, 9, 175-208.
- Graen, G. B., & Uhl-Bien, M. (1991). The transformation of professionals into self-managing and partially self-designing contributions: Toward a theory of leader-making. *Journal of Management System*, 3 (3), 33-48.

- Graen, G. B., & Uhl-Bien, M. (1995). Relationship-based approach to leadership: Development of Leader-Member Exchange (LMX) theory of leadership over 25 years: Applying a multi-Level multi-domain perspective. *Leadership Quarterly*, 6(2), 219-247.
- Graen, G. B., Liden, R., & Hoel, W. (1982). Short notes: role of leadership in the employee withdrawal process. *Journal of Applied Psychology*, 67(6), 868-872.
- Günes, Ü., Gürlek, Ö., & Sönmez, M. (2015). A survey of the patient safety culture of hospital nurses in Turkey. *Collegian*, 23(2), 225-232. doi:10.1016/j.colegn.2015.02.005
- Hammer, A., Ernstmann, N., Ommen, O., Wirtz, M., Manser, T., Pfeiffer, Y., & Pfaff, H. (2011). Psychometric properties of the Hospital Survey on Patient Safety Culture for hospital management (HSOPS_M). *BioMed Central Health Services Research*, 11(165), 1-10. doi:10.1186/1472-6963-11-165
- Hao, Y., Zhang, G., Lun, Z., Lin, M., & Zhang, J. (2009). Analysis and thinking of the development status quo of nursing profession in China [in Chinese]. *Chinese Nursing Research*, 23(3), 570-572, 598.
- He, C., Zhu, J., & Loo, T. (2005). Overview and experience of hospital quality management in the USA [in Chinese]. *Chinese Journal of Hospital Administration*, 21(1), 12-13.
- He, M., Gao, C., & Li, D. (2004). Issues and countermeasures of nursing management regarding to division director responsibility system [in Chinese]. *Chinese Journal of Modern Nursing*, 10(12), 1133-1134.
- Health Foundation. (2011). *Evidence scan: Measuring safety culture*. London: The Health Foundation.
- Henderson, D., Liden, R., Glibkowski, B., & Chaudhry, A. (2009). LMX differentiation: A multilevel review and examination of its antecedents and outcomes. *The Leadership Quarterly*, 20, 517-534. doi:10.1016/j.leaqua.2009.04.003

- Hofmann, D., & Morgeson, F. (1999). Safety-related behavior as a social exchange: The role of perceived organizational support and leader-member exchange. *Journal of Applied Psychology, 84*(2), 286-296.
- Hofmann, D., Morgeson, F., & Gerras, S. (2003). Climate as a moderator of the relationship between leader-member exchange and content specific citizenship: Safety climate as an exemplar. *Journal of Applied Psychology, 88*(1), 170-178.
- Hu, J., & Liden, R. (2013). Relative leader-member exchange within team contexts: How and when social comparison impacts individual effectiveness. *Personnel Psychology, 66*, 127-172. doi:10.1111/peps.12008
- Hu, Y., Shen, J., & Jiang, A. (2010). Nursing shortage in China: State, causes, and strategy. *Nursing Outlook, 58* (3), 122-128. doi:10.1016/j.outlook.2009.12.002
- Hu, Y., Wang, S., Wang, N., He, Y., Wang, F., & Qi, X. (2013). Effect of head nurses' abusive management on nurses' emotional exhaustion [in Chinese]. *Chinese Journal of Practical Nursing, 29*(31), 11-13.
- Huang, D. T., Clermont, G., Sexton, J. B., Karlo, C. A., Miller, R. G., Weissfeld, L. A., . . . Angus, D. C. (2007). Perceptions of safety culture vary across the intensive care units of a single institution. *Critical Care Medicine, 35*(1), 165-170.
- Institute of Medicine. (1999). *To err is human: Building a safer health system*. Washington, DC: National Academy Press.
- Jiao, F., Wang, X., & Yan, S. (2016). Standard management of adverse events reporting. *Chinese Medical Record, 17*(1), 37-38.
- Khairullah, D., & Khairullah, Z. (2013). Cultural values and decision-making in China. *International Journal of Business, Humanities and Technology, 3*(2), 1-12.
- Kizer, K. (1998). *Large system change and a culture of safety*. Proceedings from the Annenberg Conference on Enhancing Patient Safety and Reducing Errors in Healthcare, Rancho Mirage, California.

- Lan, Y., & Zhu, H. (2012). Application U.K. SBAR mode in nursing morning handover [in Chinese]. *Seek Medical and Ask the Medicine*, 10(9), 599-599.
- Laschinger, H. K., Finegan, J., & Wilk, P. (2009). The impact of unit leadership and empowerment on nurses' organizational commitment. *The Journal of Nursing Administration*, 39(5), 228-235.
- Laschinger, H. K., Finegan, J., & Wilk, P. (2011). Situational and dispositional influences on nurses' workplace well-being. *Nursing Research*, 60(2), 124-131. doi:10.1097/NNR.0b013e318209782e
- Laschinger, H. K., Purdy, N., & Almost, J. (2007). The impact of leader-member exchange quality, empowerment, and core self-evaluation on nurse manager's job satisfaction. *The Journal of Administration*, 37(5), 221-229.
- Law, K., Wang, H., & Hui, C. (2010). Currencies of exchange and global LMX: How they affect employee task performance and extra-role performance. *Asia Pacific Journal of Management*, 27, 625-646. doi:10.1007/s10490-009-9141-8
- Li, H., Dong, S., & Liu, T. (2014). Relative efficiency and productivity: A preliminary exploration of public hospitals in Beijing, China. *BioMed Central Health Services Research*, 14 (158), 1-11. doi:10.1186/1472-6963-14-158
- Li, L., & Liu, X. (2009). Analysis of nurses' assessment of the patient safety culture in hospital [in Chinese]. *Chinese Journal of Nursing*, 44(4), 304-307.
- Li, Q., Liu, F., & Kong, F. (2010). Research on management skills of head nurses [in Chinese]. *Journal of Nursing Administration*, 10(3), 153-155.
- Li, X., Wang, A., Su, L., & Zheng, J. (2006). A survey of demands of nursing management training [in Chinese]. *Chinese Nursing Research*, 20(12), 3217-3218.
- Liden, R., & Maslyn, J. (1998). Multidimensionality of leader-member exchange: An empirical assessment through scale development. *Journal of Management*, 24(1), 43-72.

- Liden, R., Sparrowe, R., & Wayne, S. (1997). Leader-member exchange theory: The past and potential for the future. *Research in Personnel and Human Resource Management, 15*, 47-119.
- Lin, K. (2012). *Fatigue and job performance among nurses in tertiary hospitals, Yunnan province, the people's republic of China* (Unpublished master's thesis). Chiang Mai University, Thailand.
- Liu, A., & Jiang, H. (2015). Analysis situation of nursing students reception of patient safety education in China [in Chinese]. *Chinese Journal of Nursing Education, 12*(3), 227-230.
- Liu, C., Liu, W., Wang, Y., Zhang, Z., & Wang, P. (2013). Patient safety culture in China: A case study in an outpatient setting in Beijing. *British Medical Journal Quality & Safety, 23*, 556-564. doi:10.1136/bmjqs-2013-002172
- Liu, C., Zhang, L., Ye, W., Zhu, J., Cao, J., Lu, X., & Li, F. (2011). Job satisfaction and intention to leave: A questionnaire survey of hospital nurses in Shanghai of China. *Journal of Clinical Nursing, 21*, 255-263. doi:10.1111/j.1365-2702.2011.03766.x
- Luo, Y. (2011). *Conflict management and burnout among nurses in university hospitals, the People's Republic of China* (Unpublished master's thesis). Chiang Mai University, Thailand.
- Ma, J. (2015). Application of risk reviews in ward early shift in nursing management in department of orthopedics [in Chinese]. *China Continuing Medical Education, 7*(1), 129-130. doi:10.3969/j.issn.1674-9308.2015.108
- Mardon, R. E., Khanna, K., Sorra, J., Dyer, N., & Famolaro, T. (2010). Exploring relationships between hospital patient safety culture and adverse events. *Journal of Patient Safety, 6*(4), 226-232. doi:10.1097/PTS.0b013e3181fd1a00

- Maslyn, J., & Uhl-Bien, M. (2001). Leader–member exchange and its dimensions: Effects of self-effort and other’s effort on relationship quality. *Journal of Applied Psychology, 86*(4), 697-708. doi:10.1037/0021-9010.86.4.697
- Ministry of Health of China. (1989). *Chinese accreditation standards for hospitals* [in Chinese]. Ministry of Health of China. Retrieved from <http://www.orthochina.org/uploadimage/20080324225903.doc>
- Ministry of Health of China. (2012). *National health and family planning commission of the People’s Republic of China* [in Chinese]. Department of Medical Administration. Retrieved from <http://www.moh.gov.cn/mohyzs/s3594/201205/54644.shtml>
- Ministry of Health. (1992). *The hospital system and personnel job responsibilities* [in Chinese]. Retrieved from https://www.google.co.th/url?sa=t&rct=j&q=&esrc=s&source=web&cd=3&cad=rja&uact=8&ved=0CCQQFjACahUKEwjZxJ7HI9_IAhUFjZQKHfwwDI0&url=http%3A%2F%2Fwww.ycsyy.com%2Fupload%2F2013%2F4%2F2494529968.doc&usg=AFQjCNGY-Yp46Z__vgAevtil4Rv4fXanQ&sig2=TqkwXKZ_N-X0Gdvyu
- Mohammadreza, A., Sogand, T., & Omid, B. (2010). Measuring safety culture and setting priorities for action at an Iranian hospital. *Al Ameen Journal of Medical Sciences, 3*(3), 237-245.
- Moody, R., Pesut, D., & Harrington, C. (2006). Creating safety culture on nursing units: Human performance and organizational system factors that make a difference. *Journal of Patient Safety, 2*(4), 198-206.
- Morello, R., Lowthian, J., Barker, A., McGinnes, R., Dunt, D., & Brand, C. (2013). Strategies for improving patient safety culture in hospitals: A systematic review. *British Medical Journal Quality & Safety, 22*, 11-18.
- Mustard, L. (2002). The culture of patient safety. *JONA'S Healthcare Law, Ethics and Regulation, 4*(4), 111-115.

- Mwachofi, A., Walston, S., & Al-Omar, B. (2011). Factors affecting nurses' perceptions of patient safety. *International Journal of Health Care Quality Assurance*, 24(4), 274-283. doi:10.1108/09526861111125589
- Nahrgang, J., Morgeson, F., & Ilies, R. (2009). The development of leader-member exchanges: Exploring how personality and performance influence leader and member relationships over time. *Organizational Behavior and Human Decision Processes*, 108, 256-266.
- National Bureau of Statistics of China. (2014). *China statistical yearbook-2014* [in Chinese]. Beijing: China Statistics Press. Retrieved from <http://www.stats.gov.cn/tjsj/ndsj/2014/indexeh.htm>
- National Health and Family Planning. (2015a). *People's Republic of China national health and family planning* [in Chinese]. Statistical Information Center. Retrieved from <http://www.moh.gov.cn/mohwsbwstjxxzx/s7967/201501/1e39cfd2159d426c8e46e29280dbd7f9.shtml>
- National Health and Family Planning. (2015b). *People's Republic of China national health and family planning*. Statistical Information Center. Retrieved from <http://www.moh.gov.cn/mohwsbwstjxxzx/s7967/201501/0faf05af332b4f9f83bc1244b84f6dfb.shtml>
- Nie, Y., Mao, X., Cui, H., He, S., Li, J., & Zhang, M. (2013). Hospital survey on patient safety culture in China. *BioMed Central Health Services Research*, 13 (228), 1-11. doi:10.1186/1472-6963-13-228
- Nieva, V., & Sorra, J. (2003). Safety culture assessment: A tool for improving patient safety in healthcare organizations. *British Medical Journal Quality & Safety*, 12(Suppl. 2), ii17-ii23. doi:10.1136/qhc.12.suppl_2.ii17
- Parker, D. (2006). *Manchester Patient Safety Framework (MaPSaF)*. Manchester: The University of Manchester. Retrieved from <http://www.nrls.npsa.nhs.uk/resources/?entryid45=59796>

- Parker, D., & Hudson, P. T. (2001). *HSE: understanding your culture*. Netherlands: Shell International Exploration and Production.
- Pronovost, P., & Sexton, B. (2005). Assessing safety culture: Guidelines and recommendations. *British Medical Journal Quality & Safety*, *14*, 231-233. doi:10.1136/qshc.2005.015180
- Reiman, T., Pietikainen, E., & Oedewald, P. (2010). Multilayered approach to patient safety culture. *British Medical Journal Quality & Safety*, *19*(e20), 1-5. doi:10.1136/qshc.2008.029793
- Research Priority Setting Working Group. (2008). *Global priorities for research in patient safety*. World Health Organization. Retrieved from http://www.who.int/patientsafety/research/priorities/global_priorities_patient_safety_research.pdf
- Sammer, C. E., Lykens, K., Singh, K. P., Mains, D. A., & Lackan, N. A. (2010). What is patient safety culture? A review of the literature. *Journal of Nursing Scholarship*, *42*(2), 156-165. doi:10.1111/j.1547-5069.2009.01330.x
- Scandura, T. A., & Graen, G. B. (1984). Moderating effects of initial leader-member exchange status on the effects of a leadership intervention. *The Journal of Applied Psychology*, *69*, 428-436.
- Sexton, J., Helmreich, R., Neilands, T., Rowan, K., Vella, K., Boyden, J., . . . Thomas, E. (2006). The safety attitudes questionnaire: Psychometric properties, benchmarking data, and emerging research. *BioMed Central Health Services Research*, *6* (44), 1-10. doi:10.1186/1472-6963-6-44
- Shea, G. P., & Guzzo, R. A. (1987). Group effectiveness: What really matters? *Sloan Management Review*, *28*(3), 25-31.
- Shen, Y., Hu, X., Wang, Y., & Chen, W. (2009). Comparative study on patient safety culture in grade II and III Hospitals [in Chinese]. *Nursing Journal of Chinese People's Liberation Army*, *26*(8A), 30-40.

- Smits, M., Wagner, C., Spreeuwenberg, P., Wal, V. G., & Groenewegen, P. (2009). Measuring patient safety culture: An assessment of the clustering of responses at unit level and hospital. *British Medical Journal Quality & Safety*, 18, 292-296.
- Sorra, J., Famolaro, T., Dyer, N., Nelson, D., & Smith, S. (2012). *Hospital survey on patient safety culture: 2012 user comparative database report* (Prepared by Westat, Rockville, MD, under Contract No. HHS 290200710024C). Rockville, MD: Agency for Healthcare Research and Quality: AHRQ Publication No. 12-0017. Retrieved from <http://www.ahrq.gov/sites/default/files/wysiwyg/professionals/quality-patient-safety/patientsafetyculture/hospital/2012/hospsurv121.pdf>
- Sorra, J., Khanna, K., Dyer, N., Mardon, R., & Famolaro, T. (2012). Exploring relationships between patient safety culture and patients' assessments of hospital care. *Journal of Patient Safety*, 8(3), 131-139.
- Sorra, J., & Nieva, V. (2004). *Hospital survey on patient safety culture* (Prepared by Westat, under Contract No. 290-96-0004). Rockville, MD: Agency for Healthcare Research and Quality: AHRQ Publication No. 04-0041.
- Statistics Portal. (2015). *China: Number of nurses up to 2014*. Retrieved from Care & Support: <http://www.statista.com/statistics/225544/number-of-nurses-in-china/>
- Su, S., & Yu, H. (2015). Application of standardized nursing process in hospital transport of critically ill patients in emergency department of transport [in Chinese]. *China Continuing Medical Education*, 7(8), 161-162.
- Sui, S., Zou, H., & Zhu, X. (2005). A survey of psychological stress of head nurses [in Chinese]. *Chinese Nursing Research*, 19(8), 1524-1525.
- Sun, M., Yan, Y., Wang, R., & Sun, T. (2014). Study on influence of abusive supervisors behavior of head nurse on team performance [in Chinese]. *Chinese Nursing Research*, 28(1A), 33-34.

- Swedish Agency for Growth Policy Analysis. (2013). *China's healthcare system— Overview and quality improvements*. Stockholm: The Swedish Agency for Growth Policy Analysis. Retrieved from <http://www.growthanalysis.se/in-english/publications/direct-response/direct-response/2013-05-20-chinas-healthcare-system-overview-and-quality-improvements.html>
- Teng, Y. (2013). Application of team spirit in nursing management [in Chinese]. *Hospital Management Forum*, 30(2), 48-49.
- The people's Republic of China National Health and Family Planning Commission. (2010). *Nursing management* [in Chinese] Retrieved from : <http://www.moh.gov.cn/mohyzs/s7659/201001/45756.shtml>
- The People's Republic of China National Health and Family Planning Commission. (2015). *Work plan on large hospital inspections (2015-2017)* [in Chinese]. Retrieved from <http://www.nhfpc.gov.cn/zyygj/s3586q/201502/26e1f60fbae442e785e24db0e1300e8f.shtml>
- Thompson, D., Hoffman, L., Sereika, S., & Lorenz, H. (2011). A relational leadership perspective on unit-level safety climate. *The Journal of Nursing Administration*, 41(11), 479-487.
- Tian, S., Qu, C., Zhao, C., Feng, S., Chen, H., & Li, S. (2015). Design and application of the network management system of safety adverse events of hospital [in Chinese]. *China Digital Medicine*, 10(10), 99-101.
- Tregunno, D., Jeffs, L., Baker, G., Doran, D., McGillis-Hall, L., & Affonso, D. (2009). *Leadership to promote patient safety culture and learning in critical care*. Ottawa: Canadian Health Services Research Foundation. Retrieved from http://www.cfhi-fcass.ca/Migrated/PDF/ResearchReports/OGC/TregunnoReport1_3_25_final.pdf

- Trybou, J., Gemmel, P., Pauwels, Y., Henninck, C., & Clays, E. (2013). The impact of organizational support and leader–member exchange on the work-related behaviour of nursing professionals: The moderating effect of professional and organizational identification. *Journal of Advanced Nursing*, 70(2), 373-382. doi:10.1111/jan.12201
- Wang, H. (2013). *Qualitative study of clinical nurses' expectation toward head nurse role* [in Chinese]. Beijing: Chinese Nursing Association.
- Wang, J. (2011). *Hot spots of society*. Retrieved from http://society.yunnan.cn/html/2011-07/22/content_1734082.htm
- Wang, L., Li, S., & Wu, X. (2015). Effect of application of an electronic nursing handover system [in Chinese]. *Chinese Journal of Nursing*, 50(4), 494-497.
- Wang, X., Liu, K., You, L., Xiang, J., Hud, H., Zhang, L., . . . Zhu, X. (2014). The relationship between patient safety culture and adverse events: A questionnaire survey. *International Journal of Nursing Studies*, 51, 1114-1122.
- Wei, B., & Tian, Z. (2011). SH9 classification of medical adverse event and its practical significance [in Chinese]. *Chinese Hospitals*, 15(1), 44-45.
- Weingart, S., Farbstein, K., Davis, R., & Phillips, R. (2004). Using a multihospital survey to examine the safety culture. *Joint Commission Journal on Quality and Safety*, 30(3), 125-132.
- Wen, F., & Xiao, Q. (2013). Coping with nurses' job stress [in Chinese]. *Medical Information*, 26(9), 416-417.
- Westrum, R. (1993). Cultures with requisite imagination. In J. Wise, V. Hopkin, & P. Stager (Eds.), *Verification and validation of complex systems: Human factor issues* (pp. 401-416). New York: Springer-Verlag.
- World Bank. (2010). *China health policy notes 2: Fixing the public hospital system in China*. Washington: The World Bank: Health, population, and nutrition. Retrieved from <http://www.worldbank.org/China>

- World Health Organization. (2004). *World alliance for patient safety: Forward programme*. Geneva, Switzerland: World Health Organization Press. Retrieved from http://www.who.int/patientsafety/en/brochure_final.pdf
- Xiang, J. G., Liu, K., You, L. M., & Zhang, L. F. (2012). Nurses' attitude towards patient safety culture in 3A-level general hospitals in Guangzhou [in Chinese]. *Journal of Nursing Administration, 12*(6), 392-394.
- Xie, S., Shi, X., Luo, X., & Zhang, X. (2014). Analysis on influence factors and improvement strategies of medical adverse events initiative reporting [in Chinese]. *Medical Quality, 21*(4), 29-32.
- Yamane, T. (1973). *Statistic: An introductory analysis*. Tokyo: Harper International.
- Yammarino, F., & Dansereau, F. (2008). Multi-level nature of and multi-level approaches to leadership. *The Leadership Quarterly, 19*, 135-141.
doi:10.1016/j.leaqua.2008.01.001
- Yang, Q., Kunaviltikul, W., & Supamane, T. (2013). Leader-member exchange and organizational citizenship behaviors among nurses in tertiary hospitals, Yunnan Province, the People's Republic of China. *Thai Nursing Journal, 40*(3), 109-120.
- Yang, S., & You, J. (2011). Stress and coping of young head nurses after crossing department [in Chinese]. *Chinese Nursing Management, 11*(2), 89-90.
- Yilmaz, Z., & Goris, S. (2015). Determination of the patient safety culture among nurses working at intensive care units. *Pakistan Journal of Medical Sciences, 31*(3), 597-601.
- Yukl, G., O'Donnell, M., & Taber, T. (2009). Influence of leader behaviors on the leader-member exchange relationship. *Journal of Managerial Psychology, 24*(4), 289-299.

- Zhang, M. (2006). Issues and strategies in nursing team management after applying engagement system in healthcare facilities [in Chinese]. *Chinese Nursing Management*, 6(6), 12-13.
- Zhang, M., & Li, Y. (2008). Patient safety—Global challenges for health care service [in Chinese]. *Chinese Journal of Evidence-based Medicine*, 8(7), 509-512.
- Zhang, X. (2013). Different perception of strained relationship between physician and patient [in Chinese]. *China Hospital CEO*, i, 64-65.
- Zhao, X., & Meng, F. (2007). Implementation and effectiveness of risk management in improving patient satisfaction [in Chinese]. *The Journal of Medical Theory and Practice*, 20(5), 614-615.
- Zhao, Y., Wang, L., Mi, W., & Zhou, K. (2014). The reliability and validity analysis of Confucian benevolence behavior questionnaire in head nurse management [in Chinese]. *Medical Aesthetics and Cosmetology*, 4, 455-455.
- Zhao, Y., Yang, D., Wang, L., Mi, W., & Zhou, K. (2014). Exploring necessity of Confucian benevolence thought in the nurse management [in Chinese]. *Chinese-Foreign Women's Health*, 3, 14-15.
- Zhou, J., Zhao, M., Dong, X., & Wu, S. (2014). The relationship between the report barrier of adverse events and patient safety culture [in Chinese]. *Chinese Nursing Management*, 14(1), 83-85.
- Zhou, P., Bundorf, M., Gu, J., He, X., & Xue, D. (2015). Survey on patient safety climate in public hospitals in China. *BioMed Central Health Services Research*, 15 (53), 1-10. doi:10.1186/s12913-015-0710-x
- Zohar, D. (2002). The effects of leadership dimensions, safety climate, and assigned priorities on minor injuries in work groups. *Journal of Organizational Behavior*, 23(1), 75-92.

Zohar, D., & Luria, G. (2003). Organizational meta-scripts as a source of high reliability: The case of an army armored brigade. *Journal of Organizational Behavior*, 24(7), 837-859.

Zuo, H., Zhao, P., Zou, Y., Li, H., Yao, H., Wang, B., & Wang, J. (2016). Study of application of project management to hospital management practice [in Chinese]. *Chinese Journal of Medical Management Sciences*, 6(2), 35-38.



ลิขสิทธิ์มหาวิทยาลัยเชียงใหม่
Copyright© by Chiang Mai University
All rights reserved