

## Evaluasi penerapan proses manajemen risiko klinis di Siloam Hospitals Lippo Village tahun 2013 = The evaluation of clinical risk management process application in Siloam Hospitals Lippo Village 2013 / Chenny Muljawan

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Abstrak

**ABSTRAK**

Manajemen risiko klinis wajib dijalankan rumah sakit dalam upaya menerapkan standar keselamatan pasien. Tujuan penelitian adalah mengetahui penerapan proses manajemen risiko klinis di SHLV. Penelitian kualitatif dilakukan pada periode Maret – Mei 2013, pengumpulan data melalui teknik pengamatan, telaah dokumen dan wawancara mendalam. Informan adalah CEO, Head of Q&R Dept, komite medik, dan PSO. Analisis data dilakukan dengan analisis isi. Hasil penelitian menunjukkan bahwa penerapan proses manajemen risiko klinis mulai dari menentukan konteks, identifikasi risiko, analisis, evaluasi, pengelolaan, monitoring dan review, serta komunikasi dan konsultasi, dilakukan sesuai standar AS/NZS, ISO 31000:2009. Kendala ditemukan dalam penggunaan risk register serta pelaporan dokter.

**ABSTRACT**

Hospitals must apply clinical risk management in order to apply patient safety standards. The purpose of this research is to understand the application of clinical risk management process at SHLV. Qualitative research was done during the period between March – May 2013, gathering information through observation, document studies and in-depth interviews. The informant is the CEO, Head of Q&R Dept, medical committee and PSOs. Data analysis was done by analyzing the content. Research shows that the application of clinical risk management process begins by establish the context, identifying risk, analysis, evaluation, risk treatment, monitoring & review and communication & consultation, in accordance with AS/NZS, ISO 31000:2009 standards. Some constraints were discovered in using the risk register and the reporting done by the physicians.