

Analisis budaya keselamatan pasien dilihat dari perpektif perawat rawat inap di RS Trimitra tahun 2016 = Patient safety culture analysis an overview inpatient nurse perspective at Trimitra Hospital 2016

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Abstrak

Budaya keselamatan pasien menjadi isu penting dalam peningkatan mutu pelayanan dan kepuasan pasien, serta pengurangan beban cost rumah sakit. Tujuan penelitian ini untuk mendapatkan gambaran budaya keselamatan pasien di kalangan perawat rawat inap RS Trimitra. Penelitian ini menggunakan studi cross sectional dengan metode penelitian deskriptif kuantitatif dan kualitatif. Penelitian kuantitatif menggunakan instrumen rumah sakit milik AHRQ dan penelitian kualitatif menggunakan instrumen observasi.

Hasil penelitian menunjukkan terdapat 4 budaya kategori kuat (supervisor, kerjasama, komunikasi, handsoff dan transisi), 4 budaya kategori sedang (organizational learning, respon non-punitive terhadap kesalahan, staffing, persepsi perawat terkait keselamatan pasien) dan 1 budaya lemah (frekuensi pelaporan insiden).

Perilaku perawat yang diamati (ketepatan identifikasi pasien, ketepatan prosedur pemberian obat, dan pencegahan infeksi) menunjukkan sebagian besar perilaku tidak sesuai SPO/standar lain yang berlaku.

Berdasarkan teori swiss cheese model, hal ini diakibatkan masih ada celah pada setiap layer pertahanan keselamatan pasien, yang pada satu waktu semua pertahanan dalam kondisi lemah mengakibatkan insiden/perilaku lalai terjadi. Saran perbaikan diperlukan pada setiap dimensi budaya keselamatan pasien.

Patient safety culture is an important issue in improving quality of care and patient satisfaction, as well as a reduction in the cost burden of the hospital. The purpose of this study to get an overview of patient safety culture among inpatient-nurse in Trimitra hospital. This study use a cross-sectional with quantitative descriptive methods and qualitative research. Quantitative research using hospital's instruments by AHRQ and qualitative research using observation instrument.

The results showed there are four strong culture (supervisor, teamwork, communication, handsoff and transitions), four medium culture (organizational learning, response of non-punitive to errors, staffing, nurses' perception related to patient safety), and one weak culture (reporting frequency incident). Nurse behavior observed (the accuracy of patient identification, precision drug delivery procedures, and the prevention of infection) showed that most of the nurse behavior is not appropriate SPO/other applicable standards. Based on the theoretical swiss cheese model, this incident caused by holes on each layer defenses, which at one time, all the defenses in weak condition. Suggested improvements needed in every dimension of patient safety culture.