

## Kepuasan pasien terhadap penerapan keselamatan pasien di rumah sakit

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### Abstrak

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Tingkat kepuasan pasien terhadap pelayanan keperawatan di Indonesia mayoritas masih kurang puas. Penyebab ketidakpuasan pasien diantaranya faktor kesalahan identifikasi, komunikasi, pemberian obat, dan risiko jatuh. Penelitian bertujuan untuk mengidentifikasi hubungan penerapan keselamatan pasien dengan kepuasan pasien di Rumah Sakit X. Desain penelitian menggunakan pendekatan cross sectional dengan menyebarkan kuesioner kepada 143 pasien. Pengambilan sampel menggunakan cluster random sampling dengan cara menetapkan jumlah sampel yang memenuhi kriteria inklusi, kemudian diberikan kuesioner hingga terpenuhi jumlah sample, dan melakukan penelitian pada setiap sampel yang terpilih. Data dianalisis menggunakan independent t-test dan uji chi-square. Hasil penelitian didapatkan ada hubungan penerapan keselamatan pasien dengan kepuasan pasien ( $p=0,001$ ;  $OR=1,216$ ;  $\#945;=0,05$ ). Karakteristik pasien berupa umur, jenis kelamin, pendidikan, pekerjaan, dan kelas rawat tidak berhubungan dengan kepuasan pasien ( $p=0,331$ ;  $0,818$ ;  $0,949$ ;  $1,000$ ; dan  $0,382$ ;  $\#945;=0,05$ ). Hasil penelitian juga didapatkan bahwa penerapan aspek keselamatan pasien berupa reassessment pasien risiko jatuh dan dimensi kehandalan (memberi petunjuk, memberi penjelasan) ketika akan melakukan tindakan keperawatan masih belum optimal sehingga menjadi saran untuk ditingkatkan agar kepuasan pasien di rumah sakit X semakin meningkat.

#### **ABSTRACT**

Patient Satisfaction Against Patient Safety Application at Hospital. The level of patient satisfaction with nursing services in Indonesia is mostly unsatisfied. The cause of patient dissatisfaction is due to misidentification, miscommunication, medication errors, and inappropriate risk management of falls. This study aimed to identify the relationship between the application of patient safety and patient satisfaction at Hospital X. The study design used a cross-sectional approach by distributing questionnaires to 143 patients. Sampling using cluster random sampling by determining the number of samples that meet the inclusion criteria, then given a questionnaire until the number of samples is met, and conduct research on selected samples. Data were analyzed using independent t-test and chi-square test. The results showed that there was a correlation between the application of patient safety and patient satisfaction ( $p=0.001$ ,  $OR=1.216$ ;  $\#945;=0.05$ ). Patient characteristics in the form of age, gender, education level, occupation, and nursing class were not related to patient satisfaction ( $p=0.331$ ;  $0.818$ ;  $0.949$ ;  $1,000$ ; and  $0.382$ ;  $\#945;=0.05$ ). The results also found that the application of patient safety aspects in the form of reassessing patients to falling risks and dimensions of reliability (giving instructions, giving explanations) when going into nursing actions was not optimal so that suggestions were increased so that patient satisfaction at hospitals X increased.