

INTISARI

ANALISI BUDAYA KESELAMATAN PASIEN DALAM PELAYANAN KESEHATAN DI RS PKU MUHAMMADIYAH UNIT II GAMPING

ANALYSIS OF PATIENT SAFETY CULTURE FOR MEDICAL SERVING AT PKU MUHAMMADIYAH HOSPITAL UNIT II GAMPING

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Latar belakang: Budaya keselamatan pasien di RS PKU Muhammadiyah Unit II belum berjalan dengan baik, ditandai oleh banyaknya pelaporan insiden keselamatan pasien yang tercatat oleh TIM KPRS. Padahal rumah sakit bertipe C yang sedang mempersiapkan akreditasi KARS 2012 ini memiliki kewajiban untuk menerapkan budaya keselamatan pasien dalam proses pemberian pelayanan kesehatan.

Metode: Penelitian ini menggunakan pendekatan *mixed methods research* yaitu metode kuantitatif dengan pendekatan *cross sectional* dan metode kualitatif dengan pendekatan studi kasus (*case study*) dengan rancangan penelitian deskriptif. subjek penelitiannya adalah perawat/bidan pelaksana yang berhubungan langsung dengan pasien sebanyak 76 orang. Pengukuran budaya keselamatan pasien menggunakan kuesioner AHRQ (*Agency For Healthcare Research and Quality*) tahun 2004 yang berjudul HSOPSC (*Hospital Survey on Patient Safety Culture*). Kuesioner ini terdiri dari 12 dimensi dengan 42 item pertanyaan serta dilengkapi dengan data wawancara dan laporan insiden keselamatan pasien dari TIM KPRS Muhammadiyah Unit II.

Hasil dan Pembahasan: Penerapan budaya keselamatan pasien di RS PKU Muhammadiyah Unit II masuk dalam kategori cukup dengan nilai mean sebesar 74.09. Terdapat Gap/perbandingan pelaporan antara TIM KPRS dan hasil penelitian di lapangan serta ditemukannya hambatan-hambatan dalam penerapan budaya keselamatan pasien di RS PKU Muhammadiyah Unit II yang berasal dari dukungan manajemen yang masih belum optimal, tingginya jam kerja dan beban kerja yang tidak sesuai serta masih terdapat adanya proses tahapan program keselamatan pasien yang belum terlaksanakan.

Simpulan dan Saran: Budaya keselamatan pasien di RS PKU Muhammadiyah Unit II masuk dalam kategori cukup, tetapi perlu dukungan manajemen dan optimalisasi program keselamatan pasien.

Kata Kunci: Budaya Keselamatan Pasien, RS PKU Muhammadiyah Unit II

ABSTRACT

Background: Patient safety culture at PKU Muhammadiyah Hospital Unit II has not run well, it is characterized by a number of reporting patient safety incidents recorded by TIM KPRS which has been formed. Though hospitals are preparing bertype C KARS 2012 accreditation has an obligation to implement a patient safety culture in the process of providing health services to the community.

Methods: This study used mixed methods research approach is quantitative method with cross sectional approach and qualitative methods with case study approach (case study) with descriptive research design. the subject of this research is the nurse / midwife executive who deal directly with patients as many as 76 people. Measurement of patient safety culture is using a questionnaire AHRQ (Agency For Healthcare Research and Quality) in 2004, entitled HSOPSC (Hospital Survey on Patient Safety Culture). This questionnaire consists of 12 dimensions with 42 items of questions and equipped with interview data and report patient safety incidents from Muhammadiyah Unit II KPRS TIM.

Results and Discussion: The implementation of patient safety culture at PKU Muhammadiyah Hospital Unit II in the category enough with a mean of 74.09. There are Gap and comparison between TIM KPRS reporting and research results in the field and finding obstacles in the implementation of patient safety culture in PKUMuhammadiyah hospital Unit II are derived from management support is still not optimal, high working hours and workloads that do not fit as well as they are the stages of the process of patient safety program that has not been fulfilled.

Conclusions and Recommendations: Patient safety culture at PKU Muhammadiyah Hospital Unit II in the category enough, but need the support of the management and optimization of patient safety program.

Keywords: Patient Safety Culture, RS PKU Muhammadiyah Unit II.