

MENILAI BUDAYA KESELAMATAN PASIEN DI RUMAH SAKIT GIGI DAN MULUT UGM PROF. SOEDOMO

INTISARI

Latarbelakang : Budaya keselamatan pasien merupakan hal dasar dalam penerapan keselamatan pasien di rumah sakit. Budaya keselamatan pasien dalam organisasi kesehatan memainkan peran penting dalam kualitas layanan dan keselamatan. Penilaian budaya keselamatan pasien penting dilakukan karena dapat mengurangi risiko keluhan dari pasien dan *adverse event* (atau insiden keselamatan pasien).

Tujuan : mengukur budaya keselamatan pasien di RSGM UGM Prof. Soedomo

Metode : Desain penelitian ini adalah cross-sectional dengan metode analitik deskriptif menggunakan kuesioner *Dental Office Survey on Patient Safety Culture* mengadopsi instrumen kuesioner *Medical Office Survey on Patient Safety Culture* dari *Agency Healthcare Research Quality (AHRQ)*, penyebaran kuesioner dilakukan pada 61 responden tenaga kesehatan (dokter gigi spesialis, dokter gigi, dokter umum, perawat gigi, perawat) di RSGM UGM Prof. Soedomo.

Hasil : Keseluruhan hasil penelitian ini menunjukkan rerata respon positif budaya keselamatan pasien di RSGM UGM Prof. Soedomo sebesar 67,07%. Dimensi yang memiliki rerata tinggi >75% yaitu dimensi proses klinik dan standarisasi (76,1%), pembelajaran organisasi (84,3%), pelacakan perawatan pasien/tindak lanjut (85,9%), dan kerja tim (82,6%). Beberapa dimensi yang memiliki rerata respon positif rendah dengan persentase $\leq 60\%$ terdapat pada 5 dimensi budaya keselamatan pasien yaitu dimensi komunikasi tentang kesalahan (58,8%), keterbukaan komunikasi (40,8%), persepsi keseluruhan tentang keselamatan pasien dan kualitas (59%), dukungan pemilik/mitra pengelola/pemimpin untuk keselamatan pasien (55,5%), serta tekanan dan kecepatan kerja (54,5%). Selain itu, terdapat hubungan antara beban kerja maupun profesi dengan budaya keselamatan pasien.

Kesimpulan : Secara keseluruhan persentase respon positif pada 10 dimensi budaya keselamatan pasien di RSGM UGM Prof. Soedomo tergolong cukup baik namun masih terdapat beberapa dimensi budaya keselamatan pasien yang memerlukan perhatian dan upaya perbaikan dari pihak manajemen rumah sakit. Serta, terdapat hubungan yang signifikan antara beban kerja maupun profesi dengan budaya keselamatan pasien.

Kata kunci : Budaya Keselamatan Pasien, *Dental Office Survey Patient Safety Culture*, *Medical Office Survey Patient Safety Culture*, Rumah Sakit Gigi dan Mulut

ABSTRACT

Background : Patient safety culture is a fundamental aspect of implementing patient safety in hospitals. Patient safety culture in healthcare organizations is critical to service quality and safety. The assessment of patient safety culture is important because it can reduce the risk of patients complaints and adverse events (or patient safety incidents).

Objective : To assess the patient safety culture at RSGM UGM Prof. Soedomo.

Method : The design of this study was cross-sectional with a descriptive analytic method using the Dental Office Survey on Patient Safety Culture questionnaire, adopting the Medical Office Survey on Patient Safety Culture questionnaire instrument from the Agency Healthcare Research Quality (AHRQ), distributing questionnaires to 61 health worker respondents (specialist dentist, dentist, general practitioners, dental nurses, nurses) at RSGM UGM Prof. Soedomo.

Results : The results of this study indicate the average positive response of patient safety culture at the UGM Prof. Soedomo was 67.07%. There are four dimensions have a high mean of >75% including clinical process dimensions and standardization (76.1%), organizational learning (84.3%), patient care tracking/follow-up (85.9%), staff training of (73.2 %), and team work (82.6%). Dimensions with a low average positive response <60% are found in 5 dimensions of patient safety culture, namely the communication dimension about errors (58.8%), open communication (40.8%), overall perception about patient safety and quality (59%), Owner/Managing Partner/leadership support for patient safety (55.5%), and work pressure and speed (54.5%). In addition, there is a significant relationship between workload and profession with patient safety culture.

Conclusion : Overall, the percentage of positive responses to the 10 dimensions of patient safety culture at the RSGM UGM Prof. Soedomo is quite high, however several dimensions of patient safety culture still require attention and improvement efforts from the hospital management. Also, there is a significant relationship between workload and profession with patient safety culture.

Keyword : Patient Safety Culture, Dental Office Survey Patient Safety Culture, Medical Office Surfey Patient Safety Culture, Dental and Oral Hospital