

ABSTRAK

Latar Belakang. Prevalensi masalah gigi dan mulut di Indonesia masih tinggi, tidak terkecuali di Kabupaten Tegal. Kasus kesehatan gigi dan mulut ini membutuhkan perawatan di fasilitas pelayanan kesehatan tingkat lanjut guna mendapatkan penanganan medis yang komprehensif. RSUD dr. Soeselo Slawi merupakan satu-satunya rumah sakit tipe B di Kabupaten Tegal yang menjadi rujukan kasus gigi dan mulut. Kunjungan poli rawat jalan gigi dan mulut RSUD dr. Soeselo Slawi mengalami penurunan selama pandemi Covid-19. Pandemi Covid-19 menimbulkan perubahan besar di bidang kedokteran gigi, utamanya pada keselamatan pasien (*patient safety*). Salah satu sasaran keselamatan pasien yang penting dan banyak terdampak selama pandemi Covid-19 yaitu pengurangan risiko infeksi terkait pelayanan kesehatan. Oleh karena itu, perlu mendesain ulang manajemen fasilitas kesehatan dan pelayanan poli rawat jalan gigi dan mulut RSUD dr. Soeselo dengan kondisi saat ini melalui *benchmarking*.

Tujuan: Penelitian ini untuk menyusun perbaikan pedoman implementasi *patient safety* pada pelayanan rawat jalan di poli rawat jalan gigi dan mulut terpadu sesuai sasaran akreditasi rumah sakit.

Metode: Penelitian ini menggunakan metode kualitatif dengan jenis penelitian studi kasus, rancangan studi kasus tunggal deskriptif. Penelitian dilaksanakan di RSUD dr. Soeselo (*inisiator*) dan RS Akademik UGM (mitra *benchmarking*).

Hasil: *Benchmarking* pelaksanaan implementasi *patient safety* pada pelayanan rawat jalan poli gigi dan mulut terpadu di RSUD dr. Soeselo belum sesuai dengan RSA UGM meliputi: 1) Pengelolaan dan penyelenggaraan program keselamatan pasien di ruangan; 2) Tim keselamatan pasien terkait dengan ruang perawatan di setiap Poli; 3) Sosialisasi Permenkes Nomor 11 Tahun 2017; 4) Mekanisme pertanggungjawaban; 5) Pelaporan insiden keselamatan pasien dan pengawasan terhadap keterlibatan perawat dalam pelaksanaan *patient safety*, dari sisi pelaporannya; 6) Pelaksanaan program keselamatan pasien terkait pengurangan risiko infeksi dan implementasi sasaran keselamatan di Poli gigi dan mulut; 7) Pendelegasikan wewenang hanya sesuai dengan kompetensi; 8) Sosialisasi; 9) Bimbingan dan motivasi pada karyawan dalam penerapan keselamatan pasien terkait pengurangan risiko infeksi Poli gigi dan mulut; 10) Kelengkapan sarana prasarana masih banyak kekurangan. Evaluasi pelayanan di poli rawat jalan gigi dan mulut RSUD dr. Soeselo Slawi belum berjalan secara berkesinambungan seperti pengelolaan, penyelenggaraan, dan sosialisasi.

Kesimpulan: Terdapat beberapa pelaksanaan implementasi *patient safety* pada pelayanan rawat jalan poli gigi dan mulut terpadu di RSUD dr. Soeselo yang belum sesuai dengan RSA UGM. Evaluasi pelayanan di poli rawat jalan gigi dan mulut RSUD dr. Soeselo Slawi juga belum berjalan secara berkesinambungan, sehingga perlu dilakukan penyusunan *Plan of Action* (PoA) untuk perbaikan pelayanan di Poli rawat jalan gigi dan mulut terpadu RSUD dr. Soeselo Slawi sesuai standar keselamatan pasien.

Kata kunci: *Patient safety*, Covid-19, pelayanan gigi dan mulut, *benchmark*

ABSTRACT

Background: The prevalence of oral and dental health cases in Indonesia remains high, which includes cases in Tegal Regency. Oral and dental health health cases require treatment at advanced health care facilities for a comprehensive medical treatment. As the only type B hospital in Tegal Regency, RSUD dr. Soeselo Slawi has been a referral hospital for oral and dental health cases. Visits to dental and dental outpatient polyclinic at RSUD dr. Soeselo Slawi declined during the COVID-19 pandemic. The pandemic has caused major changes in the field of dentistry, especially in patient safety. One of the patient safety goals greatly affected during the COVID-19 pandemic is reducing the risk of infection related to health services. Therefore, it is necessary to redesign the management of health facilities and oral and dental health outpatient polyclinic services at RSUD dr. Soeselo with current conditions through benchmarking.

Objective: This study was aimed at developing guidelines for the implementation of patient safety in outpatient services in the integrated oral and dental health outpatient polyclinic according to hospital accreditation goals.

Methods: This study used a qualitative method with a case study research type, a single descriptive case study design. The study was conducted at RSUD dr. Soeselo (initiator) and RSA UGM (the benchmarking partner).

Results: Implementation of patient safety in RSUD dr. Soeselo Slawi has continued to carry out patient safety programs since the beginning of the pandemic until post COVID-19 pandemic period. However, several patient safety programs are subject to evaluation and improvement. Routine evaluation of services at the oral and dental health outpatient polyclinic at RSUD dr. Soeselo is a must to ensure the safety of the hospital occupants. The health and safety facilities at the integrated oral and dental health outpatient polyclinic have not complied with patient safety standards. Therefore, the PoA will include facilities and infrastructure, human resources, person-in-charge of activities, timeline of activities, and program funding sources.

Conclusion: Related to reducing the risk of infection, the implementation of patient safety in the integrated oral and dental health polyclinic for outpatient services at dr. Soeselo Slawi has not met the patient safety standards yet. Among the areas to improve include implementation management, dissemination of regulations and policies, evaluation, accountability mechanisms, patient safety incident reporting and monitoring of nurse involvement, training, employee guidance and motivation, as well as complete infrastructure in implementing patient safety associated with infection risk reduction.

Key words: Patient Safety, COVID-19, oral and dental health services, benchmarking