

ABSTRACT

Background: Reporting of patient safety incidents is still low in several countries, including Indonesia. The low reporting of patient safety incidents, which still occurs in some hospitals, is due to factors that hinder the reporting of incidents.

Objective: Identify the barriers that cause low incident reporting in a type C mother and child hospital so that it can be used as a recommendation of providing solutions to barrier that arisen in the process of recording patient safety incidents over the past year.

Methods: This study used an explanatory type of case study method with triangulation method analysis. Subjects in this case informants were selected by purposive sampling to 85 patient care providers who filled out questionnaires and 18 unit heads participating in focus group discussions. Data collection techniques were observation, questionnaire, and focus group discussion (FGD).

Results : Based on data triangulation analysis, it is found that individual factors have a significant effect on the causes of low reporting of patient safety incidents at RSIA Buah Hati Pamulang. Individual factors in the form of knowledge and perceptions have a significant positive effect on the number of reports with a value of $t_{stat} > t_{table}$. This is also supported by the categorized focus discussion data that the majority of informants, 77%, have insufficient knowledge about patient safety incidents, and the other causes are reporting will affect performance, increase workload, lack of feedback and follow-up plans, and lack of appreciation. **Conclusion:** Individual factors influence the number of patient safety incidents reported. By improving individual factors, namely knowledge about incident reporting and training on reporting patient safety incidents, the number of reported patient safety incidents can be increased

Keywords: Incident reporting, individual factors and organizational factors.

