

INTISARI

Latar Belakang: Budaya keselamatan pasien sangat penting untuk meningkatkan pelaporan insiden. “*Reporting Patient Safety Events*” merupakan salah satu dimensi terendah pada hasil survei budaya keselamatan tahun 2022 di RS Siloam Yogyakarta. Sebagian besar staf tidak melaporkan insiden dalam 12 bulan terakhir. Rumah Sakit melakukan pembaruan dan pelatihan aplikasi pelaporan insiden baru, sistem *reward*, pemasangan poster *tips and trick* mengatasi hambatan pelaporan insiden, monitoring jumlah laporan insiden dan umpan balik kepada kepala unit, serta kompetisi video.

Tujuan: Mengevaluasi efektivitas implementasi peningkatan budaya keselamatan dan mengidentifikasi hambatan-hambatan yang masih dirasakan oleh staf terkait pelaporan insiden di RS Siloam Yogyakarta.

Metode: Penelitian menggunakan *mixed-methods* dengan desain *sequential explanatory*. Penelitian kuantitatif menggunakan rancangan *quasi* eksperimental *one group pre and post-test design analysis*, sedangkan penelitian kualitatif menggunakan wawancara. Pengumpulan data kuantitatif menggunakan data sekunder dari hasil survei budaya keselamatan dan survei hambatan untuk mengetahui efektivitas program budaya keselamatan dengan populasi seluruh staf di RS Siloam Yogyakarta dan untuk data kualitatif menggunakan wawancara mendalam dan wawancara kelompok secara semi-terstruktur kepada staf yang terpilih secara purposif. Analisis data kuantitatif menggunakan uji *Mann-Whitney U test*, sedangkan analisis data kualitatif menggunakan *pre-determined categories*.

Hasil: Terdapat perbaikan seluruh dimensi budaya keselamatan setelah intervensi dibandingkan sebelum intervensi, dengan peningkatan terbesar (26%) pada “*Reporting Patient Safety Events*” ($p < 0,001$). Jumlah laporan insiden dalam 12 bulan terakhir meningkat 8,47% dan 9,15% pada kategori 6-10 laporan dan 11 laporan atau lebih ($p < 0,001$). Pada hasil survei hambatan dan wawancara, hambatan terbanyak adalah “lupa melaporkan insiden, terutama apabila beban pekerjaan sedang tinggi”.

Kesimpulan: Upaya perbaikan program budaya keselamatan efektif untuk meningkatkan pelaporan insiden dan dapat menurunkan beberapa faktor hambatan. Hambatan terbanyak yang masih dirasakan staf adalah faktor lingkungan kerja.

Kata Kunci: budaya keselamatan, pelaporan insiden, evaluasi efektivitas, hambatan, *mixed methods*

ABSTRACT

Background: Patient safety culture is important to improve incident reporting. “Reporting Patient Safety Events” was one of the lowest dimensions in the 2022 Siloam Hospitals Yogyakarta’s safety survey. The majority of staff did not report incidents in the last 12 months. Several efforts conducted were changing the incident reporting system, conducting training, implementing a reward system, displaying posters about tips and tricks for overcoming barriers in incident reporting, monitoring the number of incident reports every two weeks and giving feedback to the department heads, and organizing video competition.

Objective: To evaluate the effectiveness of implementing safety culture interventions to improve incident reporting and identify barriers to incident reporting in Siloam Hospitals Yogyakarta.

Methods: This study applied a mixed-methods with a sequential explanatory design. Quantitative study used a quasi-experimental one group pre and post-test design, while qualitative study used interview. Quantitative data collection used secondary data from culture of safety survey and barriers survey distributed to all staff at Siloam Hospital Yogyakarta to determine the effectiveness of the safety culture program, while qualitative data used in-depth interviews and semi-structured group interviews with informants selected purposively. The quantitative data analysis was carried out using Mann-Whitney U test, while the qualitative data identified coding which was then grouped pre-determined categories.

Result: All safety culture dimensions were improved after the intervention. “Reporting Patient Safety Events” has experienced the greatest improvement (26%) among other dimensions ($p < 0,001$). The number of events reported in the last 12 months has significantly improved 8.47% and 9.15% in the category of 6-10 report and 11 or more reports, consequently ($p < 0,001$). The most frequently stated barrier to reporting based on survey and interview was “forget to report incidents, especially in high workload situation”.

Conclusion: The safety culture program was effective to improve incident reporting and to lower certain factors of barriers. The most commonly stated barrier to reporting was work environment factor.

Keywords: culture of safety, incident reporting, effectiveness evaluation, barriers, mixed methods